



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# PeachCare for Kids® Program

## Child Survey

### CAHPS® 5.0H Report

August 2013



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3975 Research Park Drive  
Ann Arbor, MI 48108

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Doctor talked about specific things to prevent illness in child	
Doctor usually or always answered questions about child's health	
Someone from doctor's office helped get special medical equipment or devices for child	
Someone from doctor's office helped get therapy for child	
Someone from doctor's office helped get treatment or counseling for child	
Doctor usually or always explained things in a way that was easy for child to understand	
Personal doctor usually or always seemed informed about care child got from other providers	
Forms from child's health plan were usually or always easy to fill out	
Usually or Always easy to get prescription medicines for child through health plan	
Someone from doctor's office helped get child's prescription medicines	
Excellent or very good rating of child's overall health	
Excellent or very good rating of child's overall mental or emotional health	
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Results from the HEDIS-CAHPS® 5.0H Survey of the parent/caretaker members of the PeachCare for Kids® Program provide a comprehensive tool for assessing consumers' experiences with their state CHIP program. DataStat, Inc. conducted the survey on behalf of the Georgia Department of Community Health (DCH). The instrument selected for the survey was the HEDIS-CAHPS® 5.0H Child Survey which includes the Children with Chronic Conditions (CCC) measurement set. The survey instrument consists of eighty-three questions addressing areas such as getting care quickly, how well doctors communicate, global ratings of health care, access to specialized services and coordination of care. A set of questions collecting demographic data completes the survey.

This report is designed to allow DCH to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting needed care, getting care quickly, how well doctors communicate, customer service and shared decision making.

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

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

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

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

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

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

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

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

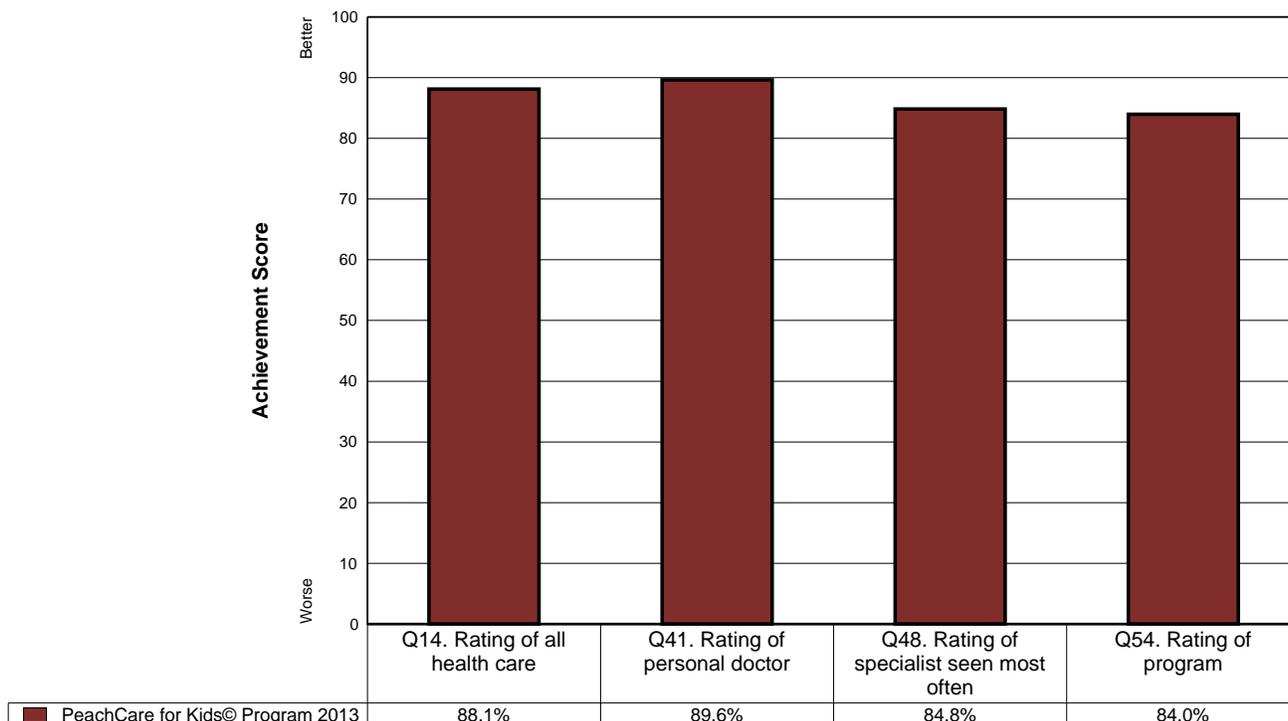
This report summarizes the findings of a child survey conducted for the DCH PeachCare for Kids® Program. Attempts were made to survey 1,650 member households by mail and telephone during the period from March 12, 2013 through May 21, 2013, using a standardized survey procedure and questionnaire.

Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care. Detailed information regarding protocols and methods can be found in *HEDIS® 2013 Volume 3* and the *HEDIS® 2013 Quality Assurance Plan*.

**SUMMARY OF OVERALL RATING QUESTIONS**

Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of 8, 9, or 10 are considered achievements, and the achievement score is presented as a proportion of members whose response was an achievement. The PeachCare for Kids® Program ratings for 2013 are presented below.

**Overall Rating Questions**

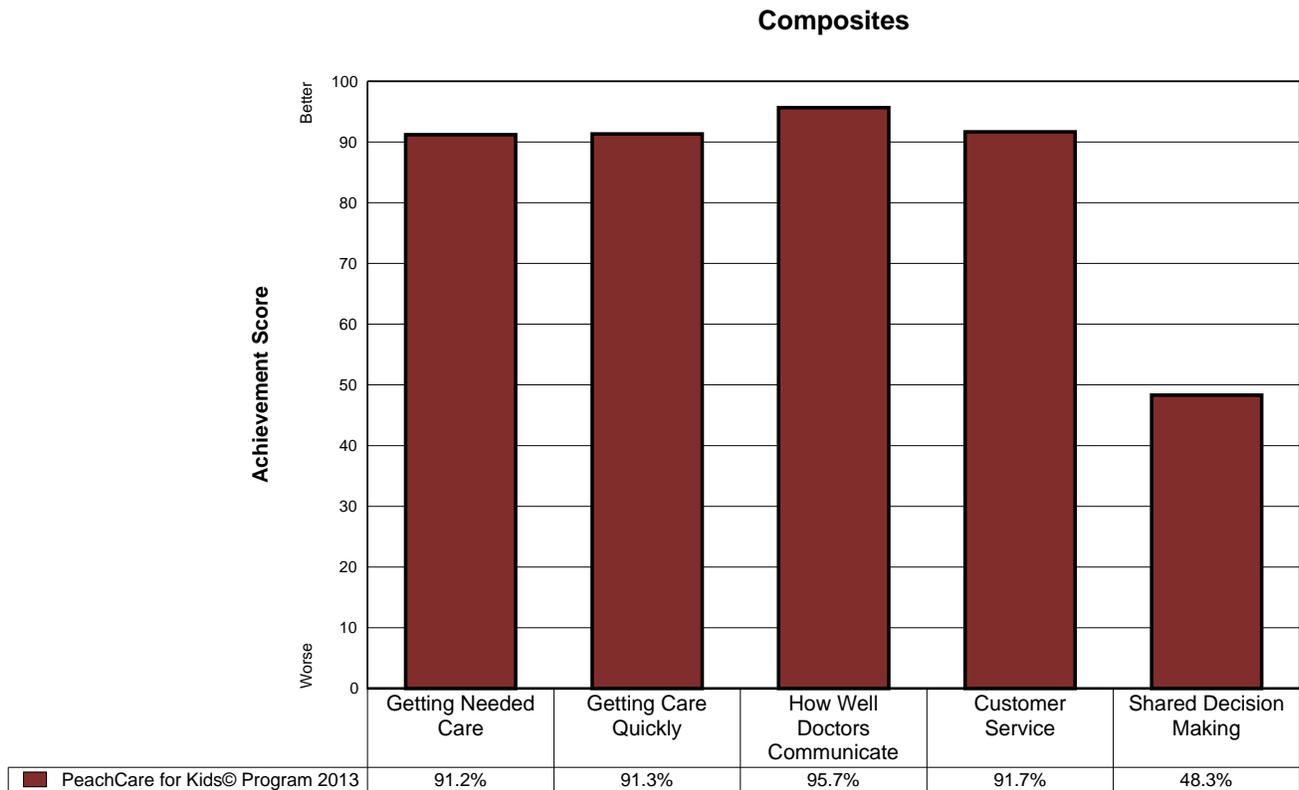


**% of respondents reporting ratings of 8, 9 or 10**

**SUMMARY OF COMPOSITES**

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

The 2013 PeachCare for Kids® Program's composite scores are presented below. In this table, proportions of positive responses are reported as achievement scores (see Appendix A for definition of achievement scores). For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of "Usually" or "Always" are considered achievements. Responses of "A Lot" or "Yes" are considered achievements for the Shared Decision Making composite.



**% of respondents reporting satisfaction**

**SUMMARY OF CHILDREN WITH CHRONIC CONDITIONS CAHPS 5.0H COMPOSITES**

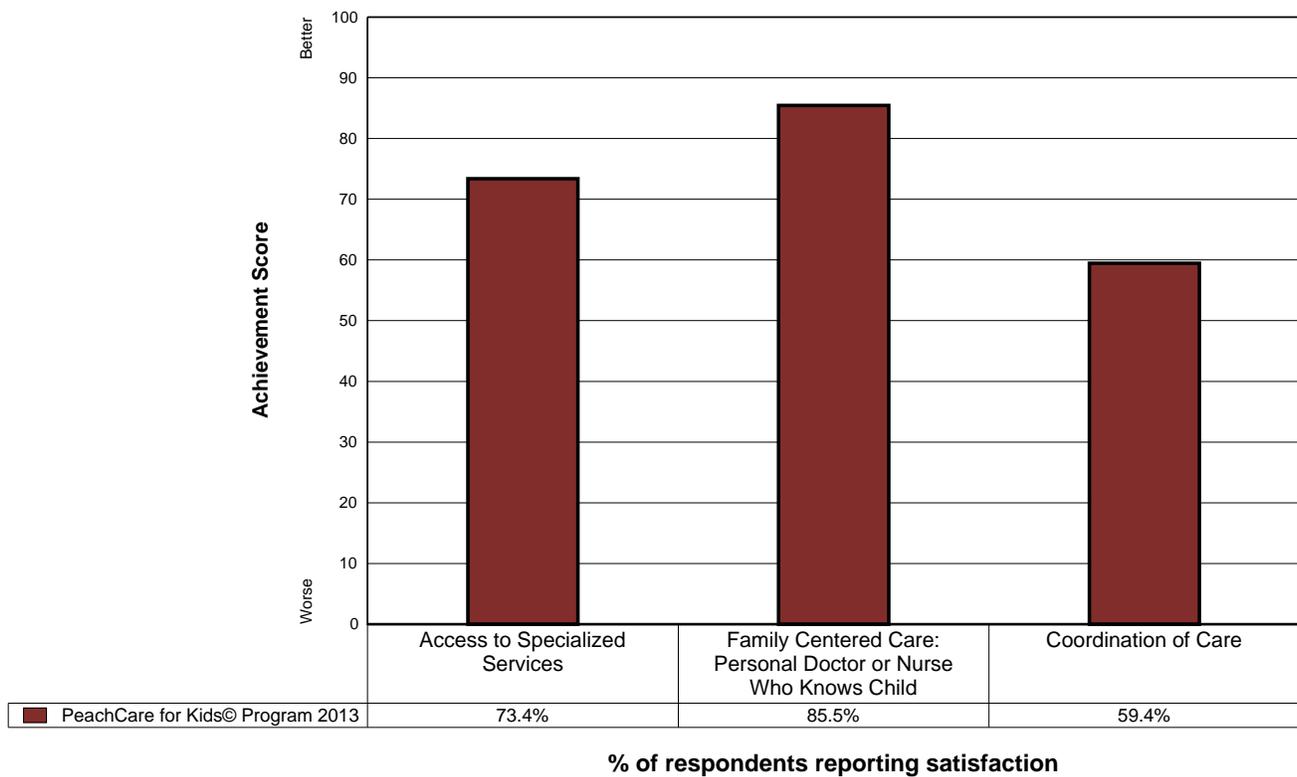
The CAHPS CCC composites summarize satisfaction with basic components of care essential for successful treatment, management and support of children with chronic conditions.

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

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

The PeachCare for Kids® Program's CCC composite scores are presented below.

**CCC Composites**



## Items Most Highly Correlated with Satisfaction

Overall satisfaction with the PeachCare for Kids® Program is based on Q54, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

The following table displays the ten questions most highly correlated with the CHIP program's enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the PeachCare for Kids® Program's achievement score, and the correlation with overall satisfaction with 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 Appendix A for definitions of correlation and achievement scores.)

Question	PCK® Achievement Score	Correlation w/ satisfaction
Q46. Usually or always got appointments with specialists as soon as child needed	81.9	0.38
Q50. Customer service usually or always gave help you needed	86.4	0.35
Q23. Usually/always easy to get therapy for child	66.7	0.34
Q56. Usually or Always easy to get prescription medicines for child through health plan	93.9	0.32
Q15. Usually or always easy to get the care, tests or treatment child needed	93.0	0.29
Q36. Doctor usually or always explained things in a way that was easy for child to understand	93.4	0.24
Q33. Personal doctor usually or always listened carefully to you	96.9	0.23
Q40. Personal doctor usually or always seemed informed about care child got from other providers	79.5	0.21
Q51. Customer service usually or always treated you with courtesy and respect	96.8	0.21
Q34. Personal doctor usually or always showed respect for what you had to say	97.6	0.20

## Correlation Analysis

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

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

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

Following the summary are breakouts by rating, showing the ranked items, their achievements scores, and the distribution of member responses across the response categories. In this presentation, response categories are characterized as positive or negative. Positive responses are 'Always', 'A lot', or 'Yes', followed by 'Some' or 'Usually'. Negative responses are 'A Little' or 'Sometimes' and 'Not at All', 'Never', or 'No'. For most, but not all, question items, achievement scores are comprised of the top two response categories; for the Shared Decision-making composite items, the achievement score is based only on the top-most response options, 'A Lot' or 'Yes'.

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

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

## Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of program		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q23 Access to Specialized Services	67%	0.60	Q37 Communication	92%	0.64	Q46 Getting Needed Care	82%	0.40	Q46 Getting Needed Care	82%	0.38
2	Q33 Communication	97%	0.52	Q33 Communication	97%	0.59	Q26 Access to Specialized Services	68%	0.34	Q50 Customer Service	86%	0.35
3	Q37 Communication	92%	0.49	Q34 Communication	98%	0.53	Q15 Getting Needed Care	93%	0.29	Q23 Access to Specialized Services	67%	0.34
4	Q32 Communication	96%	0.48	Q32 Communication	96%	0.51	Q12 Shared Decision Making	24%	0.28	Q15 Getting Needed Care	93%	0.29
5	Q34 Communication	98%	0.43	Q15 Getting Needed Care	93%	0.36	Q6 Getting Care Quickly	90%	0.23	Q33 Communication	97%	0.23
6	Q15 Getting Needed Care	93%	0.42	Q38 Family Centered Care	85%	0.29	Q37 Communication	92%	0.20	Q51 Customer Service	97%	0.21
7	Q46 Getting Needed Care	82%	0.29	Q11 Shared Decision Making	55%	0.26	Q33 Communication	97%	0.19	Q34 Communication	98%	0.20
8	Q6 Getting Care Quickly	90%	0.24	Q46 Getting Needed Care	82%	0.25	Q13 Shared Decision Making	66%	0.19	Q32 Communication	96%	0.20
9	Q12 Shared Decision Making	24%	0.20	Q13 Shared Decision Making	66%	0.23	Q51 Customer Service	97%	0.19	Q20 Access to Specialized Services	84%	0.19
10	Q38 Family Centered Care	85%	0.19	Q4 Getting Care Quickly	94%	0.23	Q32 Communication	96%	0.18	Q37 Communication	92%	0.18

## Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q23. In the last 6 months, how often was it easy to get this therapy for your child?	0.60	67%	52%	15%	11%	22%
2	Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.52	97%	80%	17%	3%	0%
3	Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.49	92%	69%	23%	7%	1%
4	Q32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.48	96%	80%	16%	3%	0%
5	Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.43	98%	84%	13%	2%	0%
6	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.42	93%	70%	23%	6%	1%
7	Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.29	82%	70%	12%	14%	4%
8	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.24	90%	69%	21%	10%	0%
9	Q12. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	0.20	24%	24%	36%	14%	26%
10	Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	0.19	85%	85%	(na)	(na)	15%

## Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.64	92%	69%	23%	7%	1%
2	Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.59	97%	80%	17%	3%	0%
3	Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.53	98%	84%	13%	2%	0%
4	Q32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.51	96%	80%	16%	3%	0%
5	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.36	93%	70%	23%	6%	1%
6	Q38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	0.29	85%	85%	(na)	(na)	15%
7	Q11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.26	55%	55%	32%	11%	1%
8	Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.25	82%	70%	12%	14%	4%
9	Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.23	66%	66%	(na)	(na)	34%
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?	0.23	94%	82%	12%	5%	0%

## Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.40	82%	70%	12%	14%	4%
2	Q26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?	0.34	68%	53%	15%	23%	9%
3	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.29	93%	70%	23%	6%	1%
4	Q12. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	0.28	24%	24%	36%	14%	26%
5	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.23	90%	69%	21%	10%	0%
6	Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.20	92%	69%	23%	7%	1%
7	Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.19	97%	80%	17%	3%	0%
8	Q13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.19	66%	66%	(na)	(na)	34%
9	Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.19	97%	76%	21%	1%	2%
10	Q32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.18	96%	80%	16%	3%	0%

## Rating of program

Corr. Rank	Question	Correlation w/ Rating of program	Achievement Score	Positive Responses		Negative Responses	
				Always	Usually	Sometimes	Never
1	Q46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.38	82%	70%	12%	14%	4%
2	Q50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.35	86%	61%	26%	11%	3%
3	Q23. In the last 6 months, how often was it easy to get this therapy for your child?	0.34	67%	52%	15%	11%	22%
4	Q15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.29	93%	70%	23%	6%	1%
5	Q33. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.23	97%	80%	17%	3%	0%
6	Q51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.21	97%	76%	21%	1%	2%
7	Q34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.20	98%	84%	13%	2%	0%
8	Q32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.20	96%	80%	16%	3%	0%
9	Q20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	0.19	84%	59%	24%	16%	0%
10	Q37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.18	92%	69%	23%	7%	1%

### 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 Appendix A for definition of correlation.)

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall 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 is based on Q54, which asks respondents to rate their experience with their PeachCare for Kids® Program, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

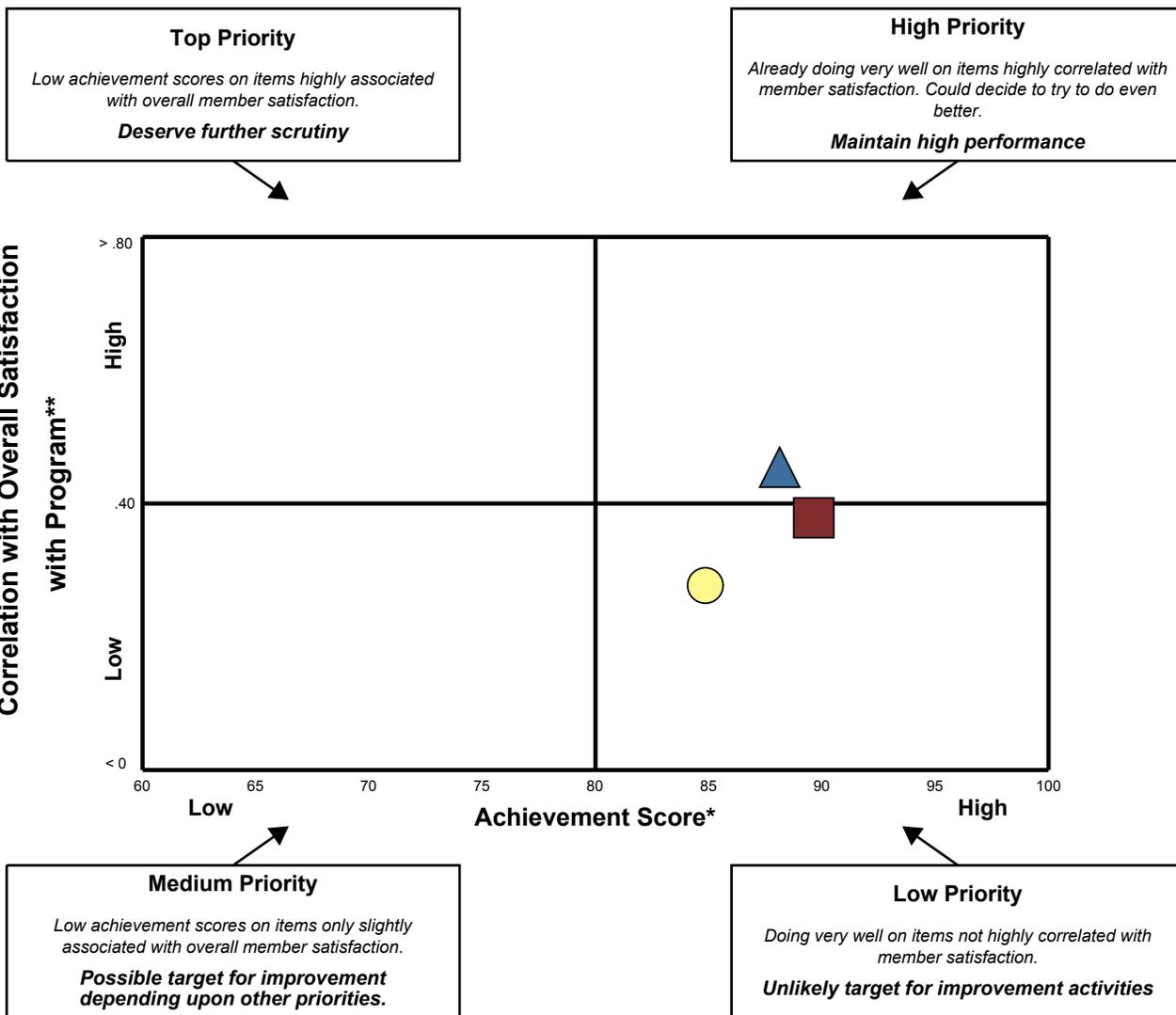
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with PeachCare for Kids® Program satisfaction; coefficients less than .4 are considered lower correlations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

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

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

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

# Priority Matrix Ratings



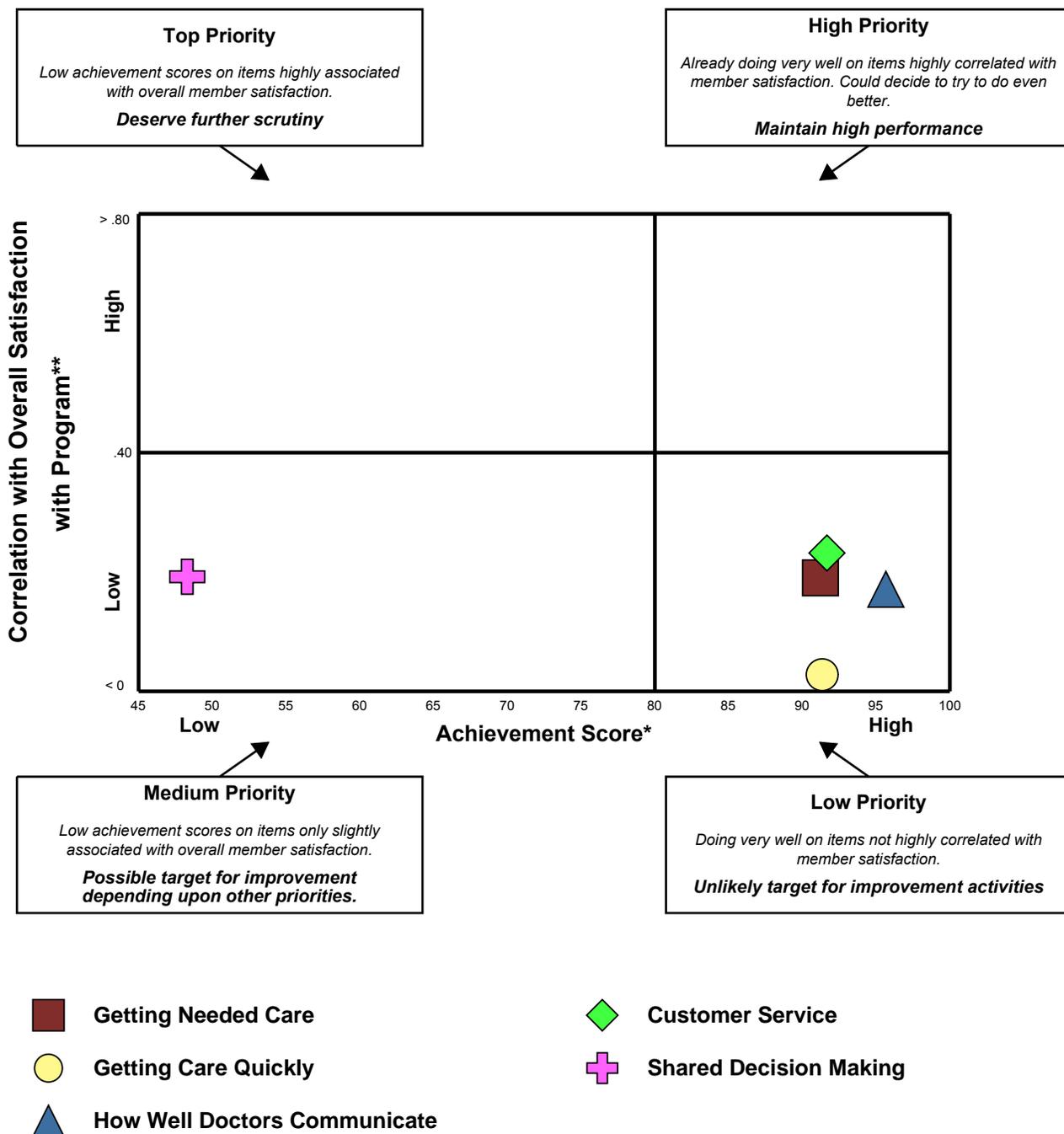
Rating of Personal Doctor or Nurse  
 Rating of Specialist

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

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

# Priority Matrix - Standard CAHPS® 5.0 Composites

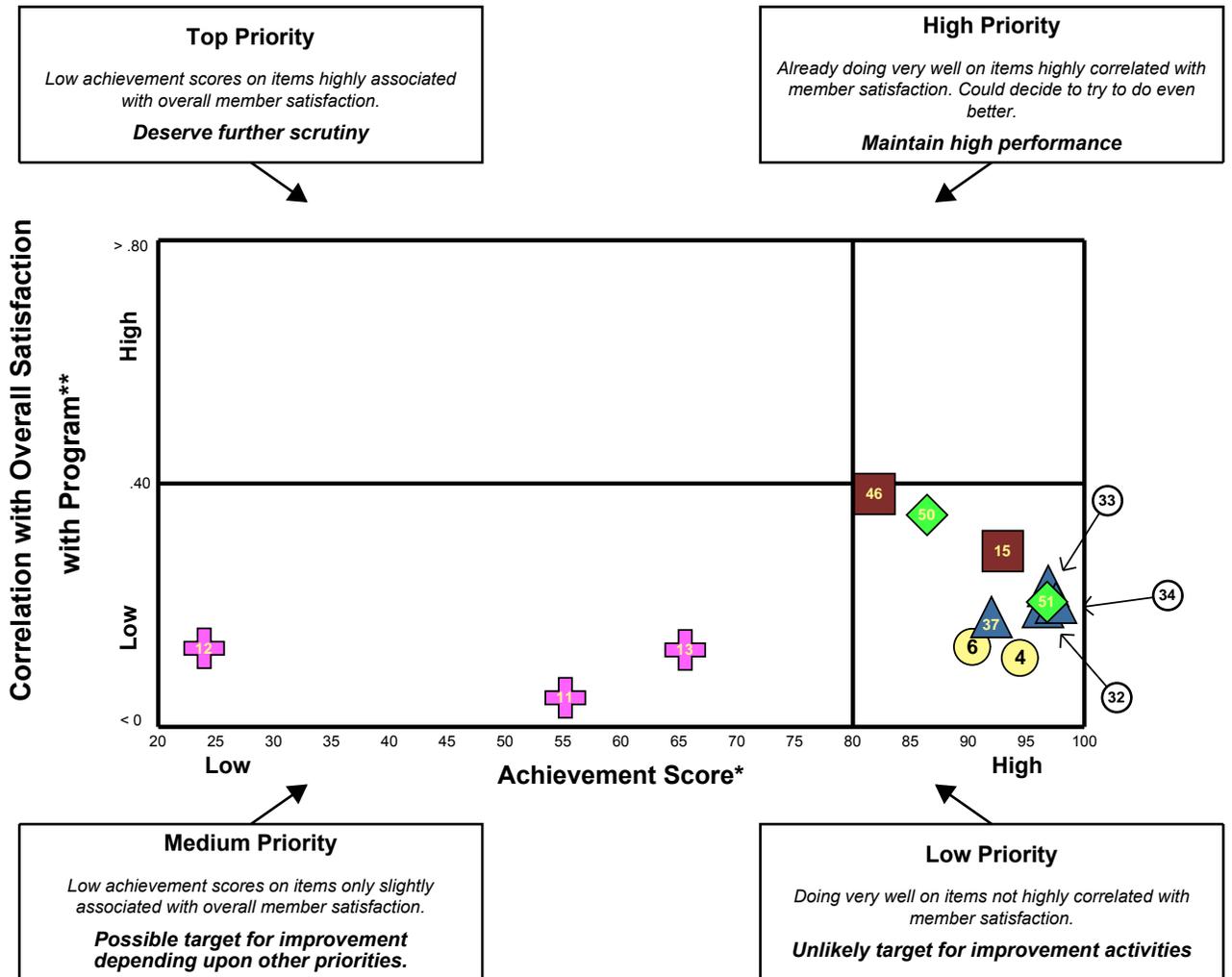
## Composite Measures



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

# Priority Matrix - Standard CAHPS® 5.0 Composites

## Composite Items

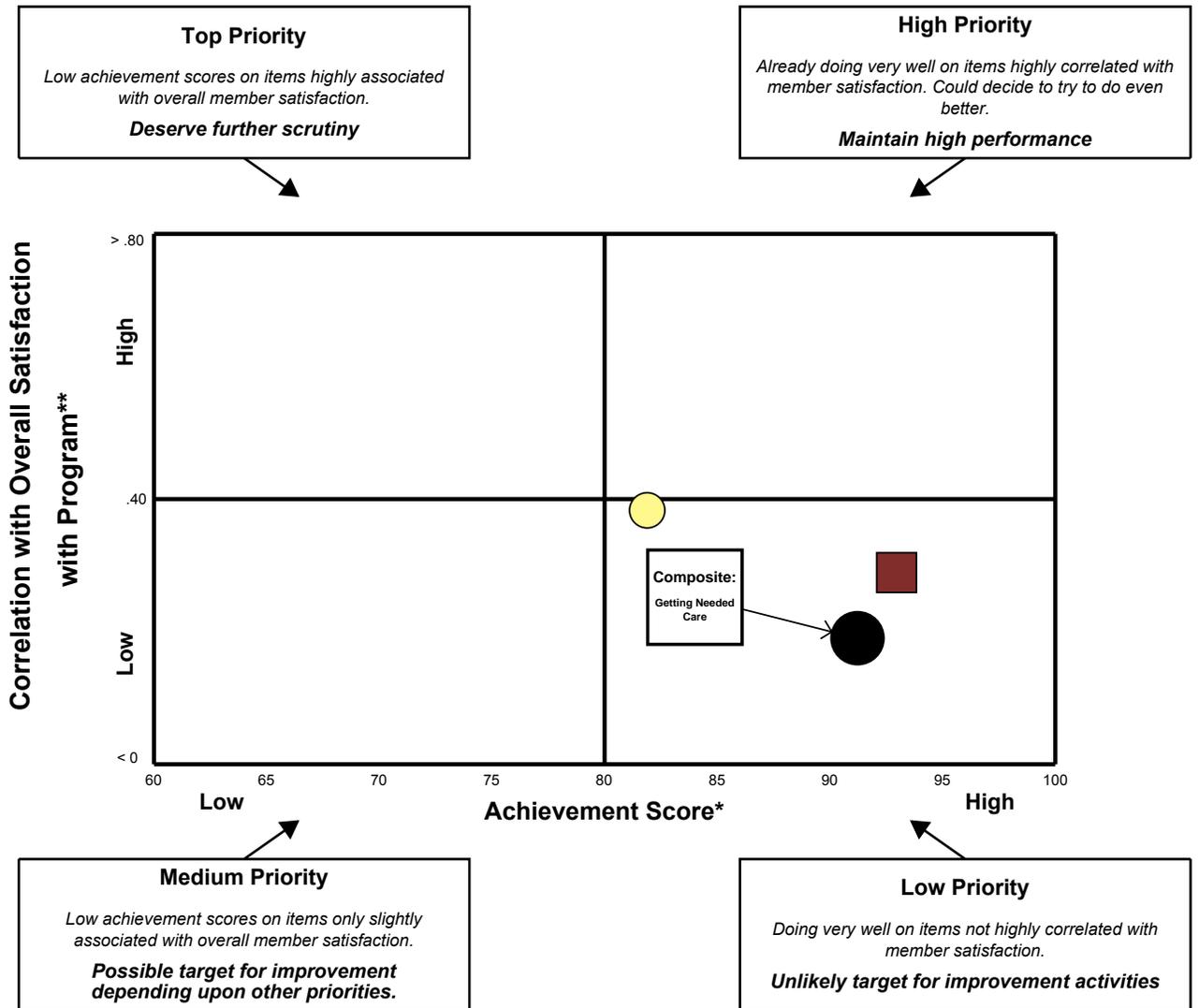


- **Getting Needed Care**  
 Q15. Usually or always easy to get the care, tests or treatment child needed  
 Q46. Usually or always got appointments with specialists as soon as child needed
- **Getting Care Quickly**  
 Q4. Usually or always got care as soon as child needed  
 Q6. Usually or always got appt. for care as soon as child needed
- ▲ **Communication**  
 Q32. Personal doctor usually or always explained things in a way that was easy to understand  
 Q33. Personal doctor usually or always listened carefully to you  
 Q34. Personal doctor usually or always showed respect for what you had to say  
 Q37. Personal doctor usually or always spent enough time with child
- ◆ **Customer Service**  
 Q50. Customer service usually or always gave help you needed  
 Q51. Customer service usually or always treated you with courtesy and respect
- + **Shared Decision Making**  
 Q11. Doctor talked about reasons you might want child to take a medicine  
 Q12. Doctor talked about reasons you might not want child to take a medicine  
 Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child

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

# Priority Matrix - Standard CAHPS® 5.0 Composites

## Getting Needed Care



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

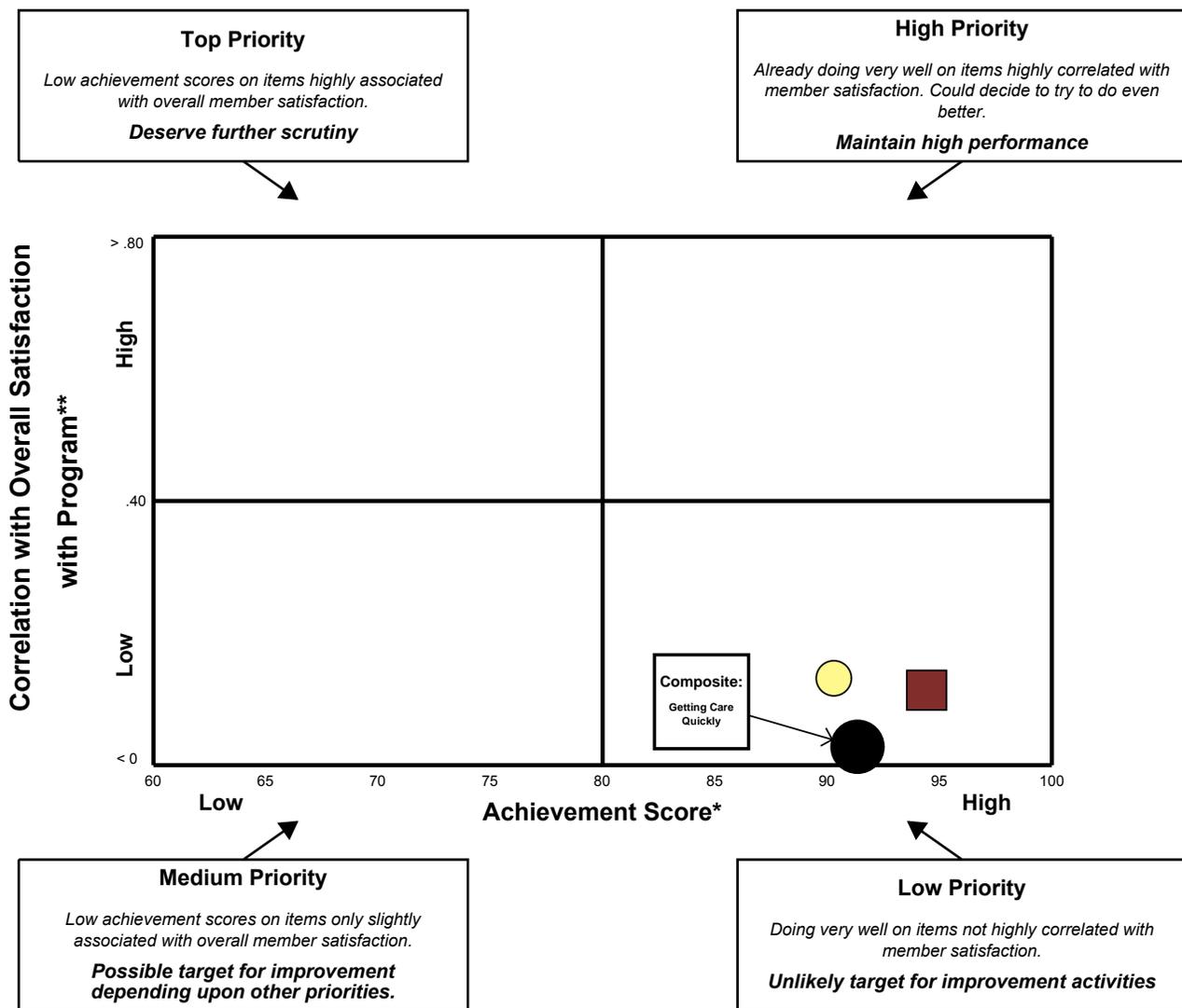
Q46. Usually or always got appointments with specialists as soon as child needed

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

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

## Priority Matrix - Standard CAHPS® 5.0 Composites

# Getting Care Quickly



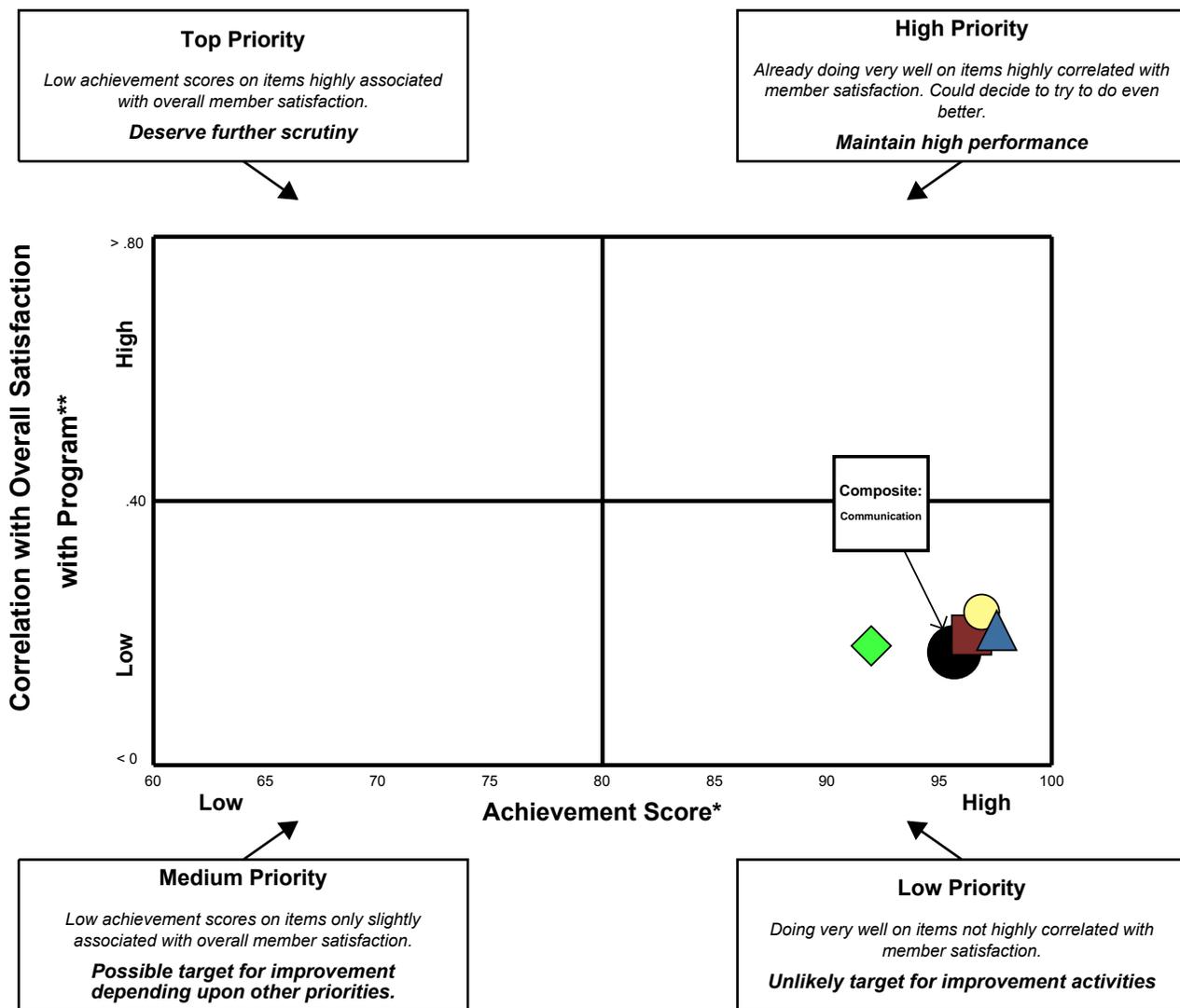
■ Q4. Usually or always got care as soon as child needed

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

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

## Priority Matrix - Standard CAHPS® 5.0 Composites

# How Well Doctors Communicate



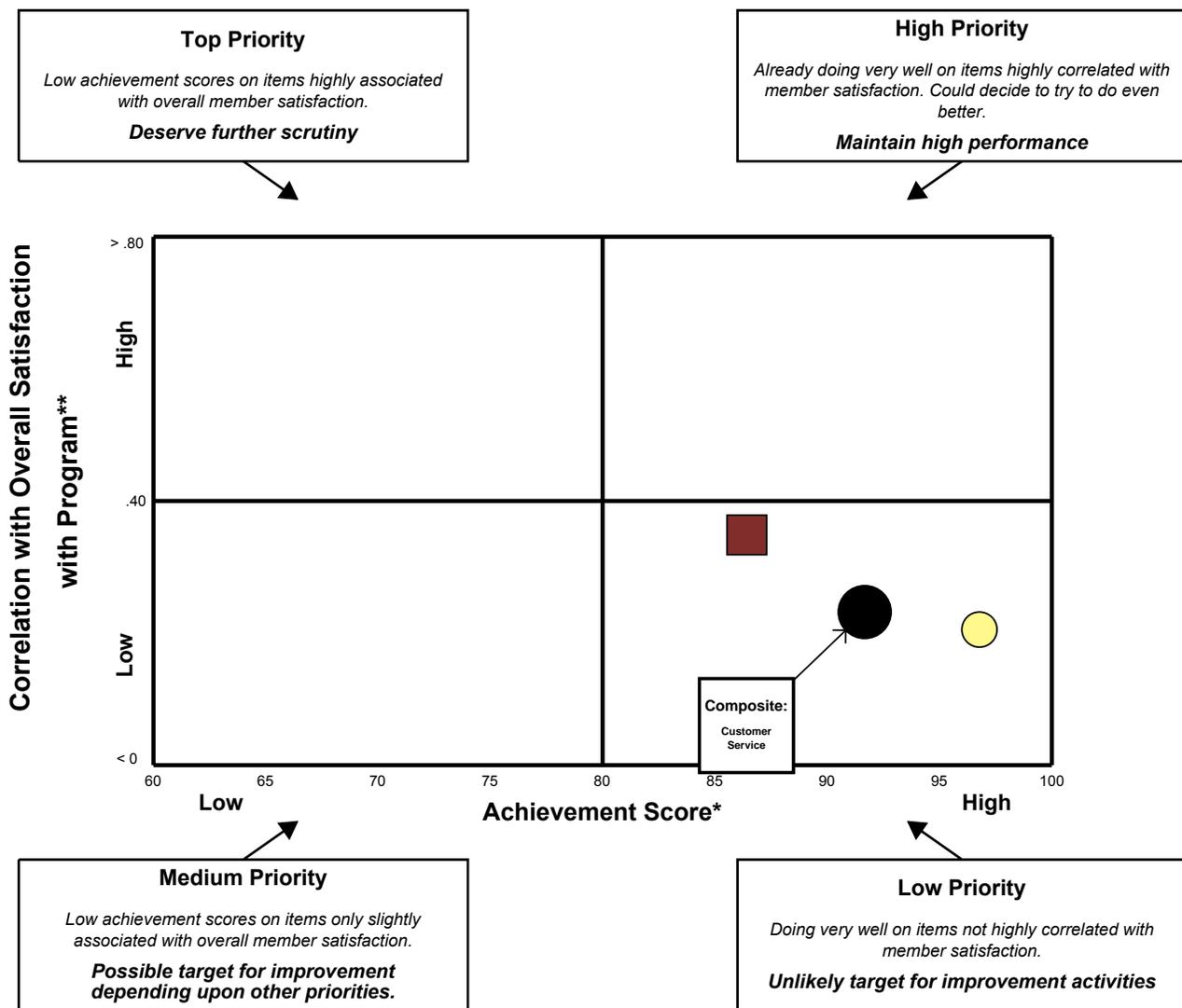
- Q32. Personal doctor usually or always explained things in a way that was easy to understand
- Q33. Personal doctor usually or always listened carefully to you

- Q34. Personal doctor usually or always showed respect for what you had to say
- Q37. Personal doctor usually or always spent enough time with child

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

# Priority Matrix - Standard CAHPS® 5.0 Composites

## Customer Service



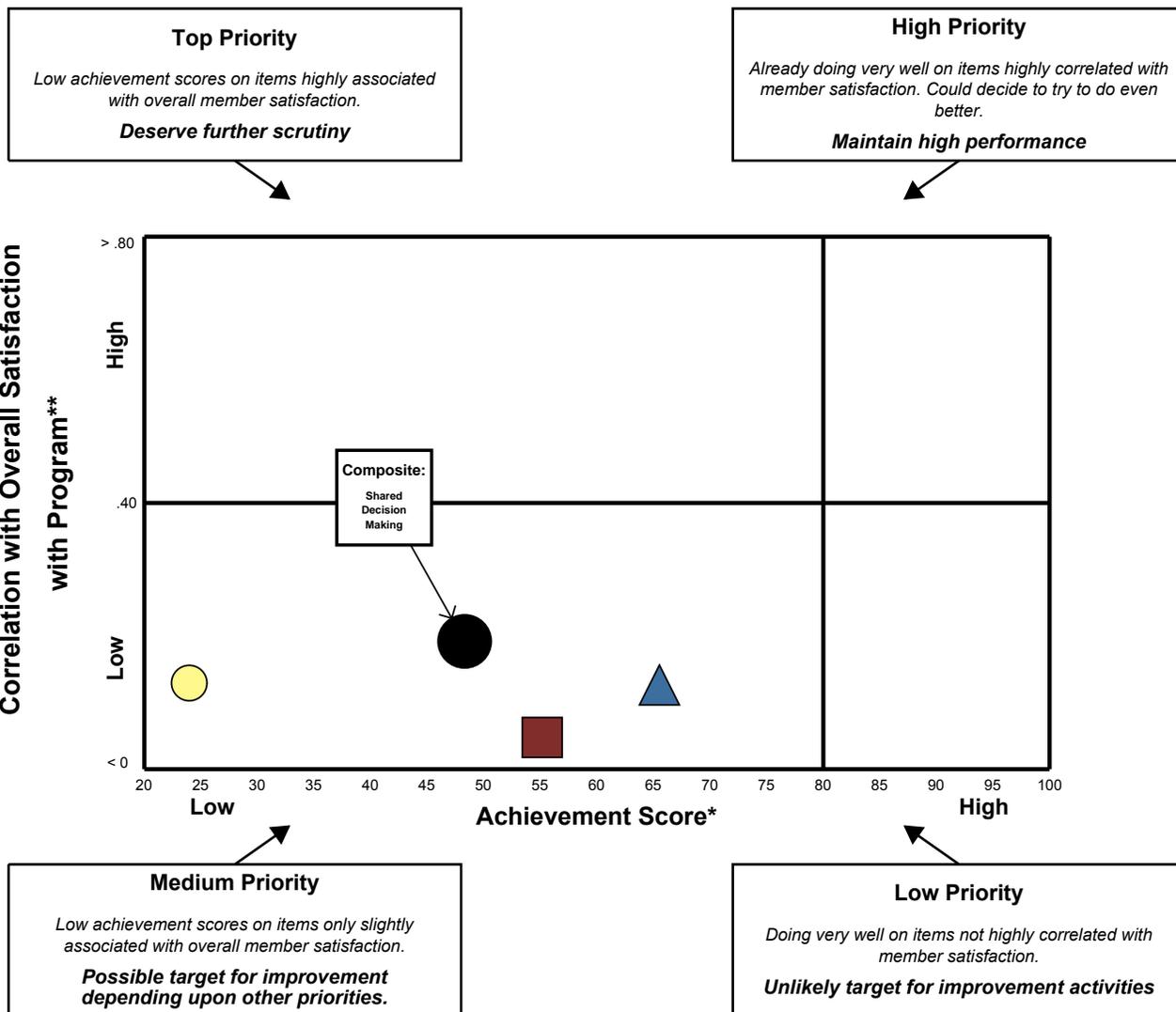
■ Q50. Customer service usually or always gave help you needed

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

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

## Priority Matrix - Standard CAHPS® 5.0 Composites

# Shared Decision Making



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

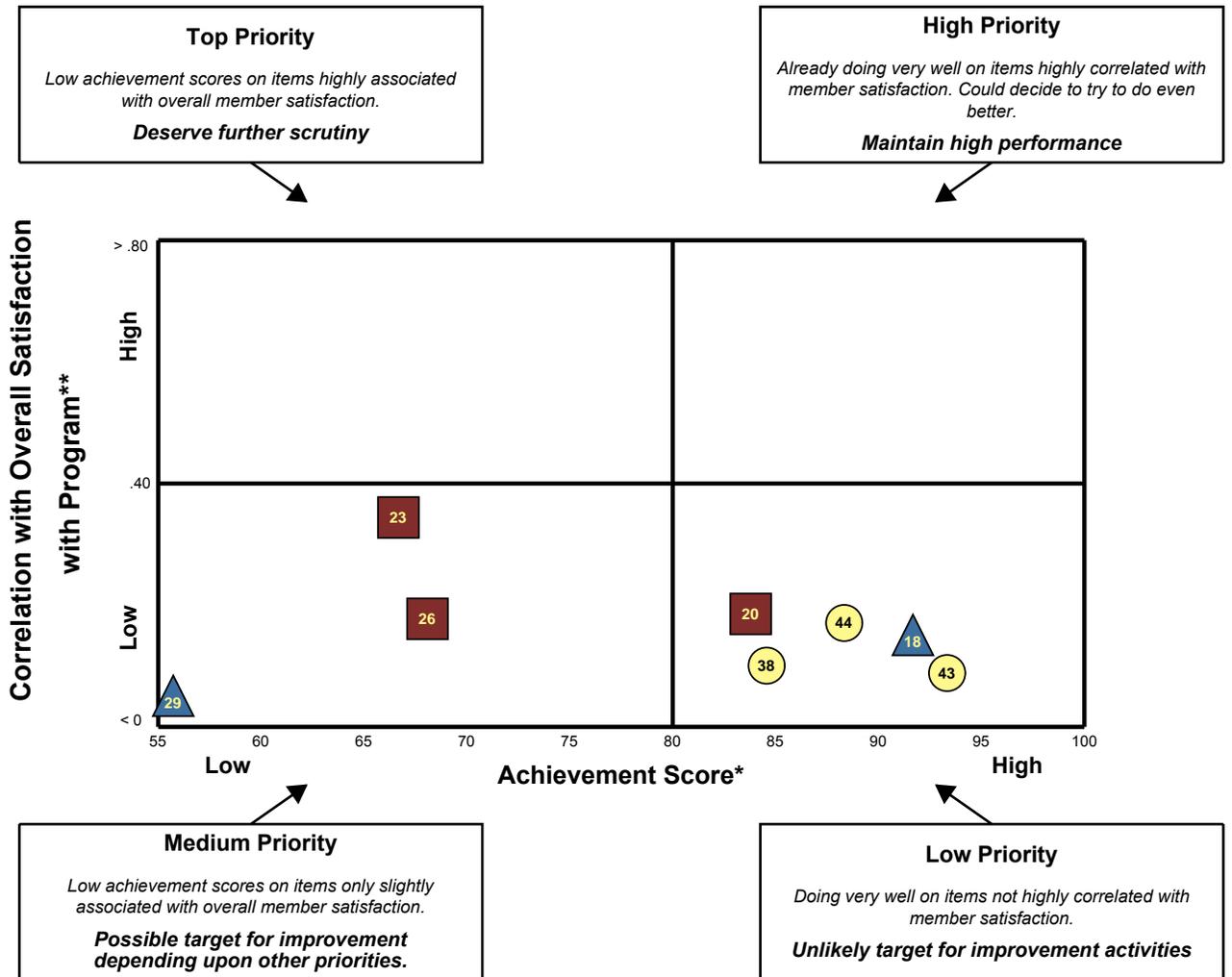
- Q13. When talking about starting or stopping a prescription, doctor asked what you thought was best for child

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



# Priority Matrix - CCC CAHPS® 5.0 Composites

## Composite Items



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

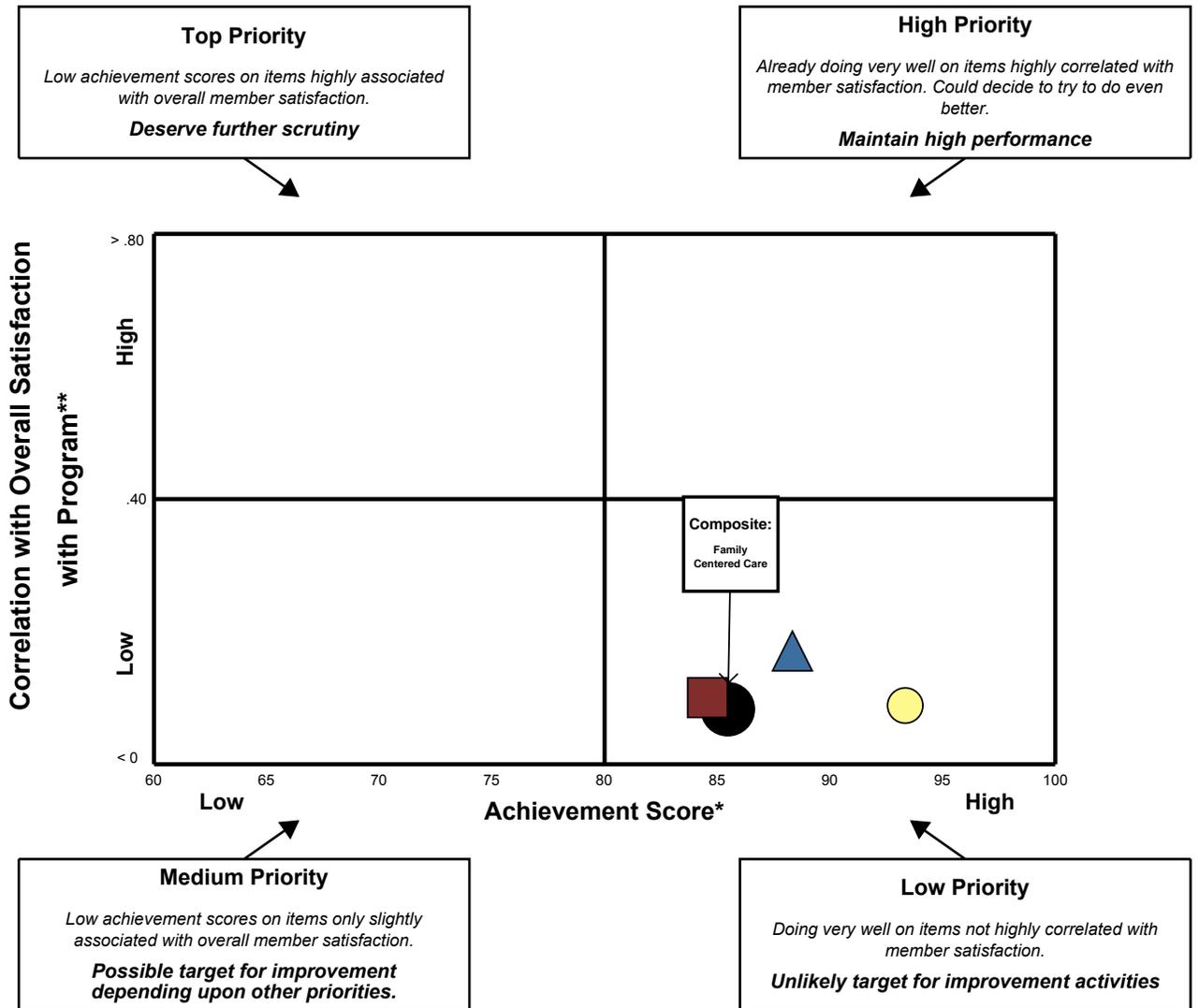
- ▲ ‡**Coordination of Care**  
 ‡Q18. Child's doctors or other health providers gave you the help you needed in contacting your child's school or daycare  
 Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

‡ Scores based on observations of less than 30 should be viewed with caution.  
 \* An achievement score is ranked "high" when score is 80 or higher.  
 \*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.



## Priority Matrix - CCC CAHPS® 5.0 Composites

# Family Centered Care: Personal Doctor Who Knows Child



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

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

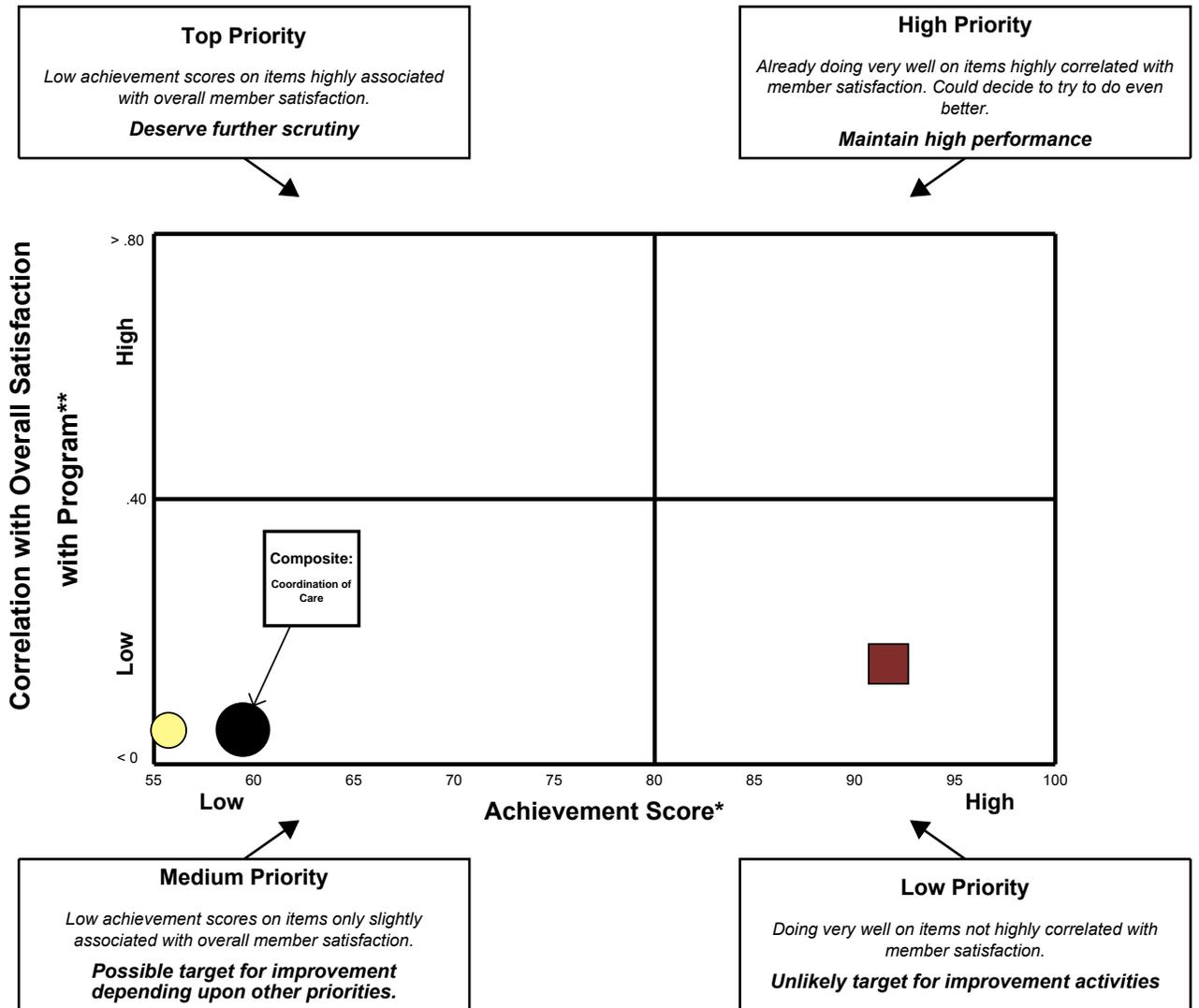
● Q43. Doctor understands how health conditions affect child's day-to-day life

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

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

## Priority Matrix - CCC CAHPS® 5.0 Composites

# Coordination of Care



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

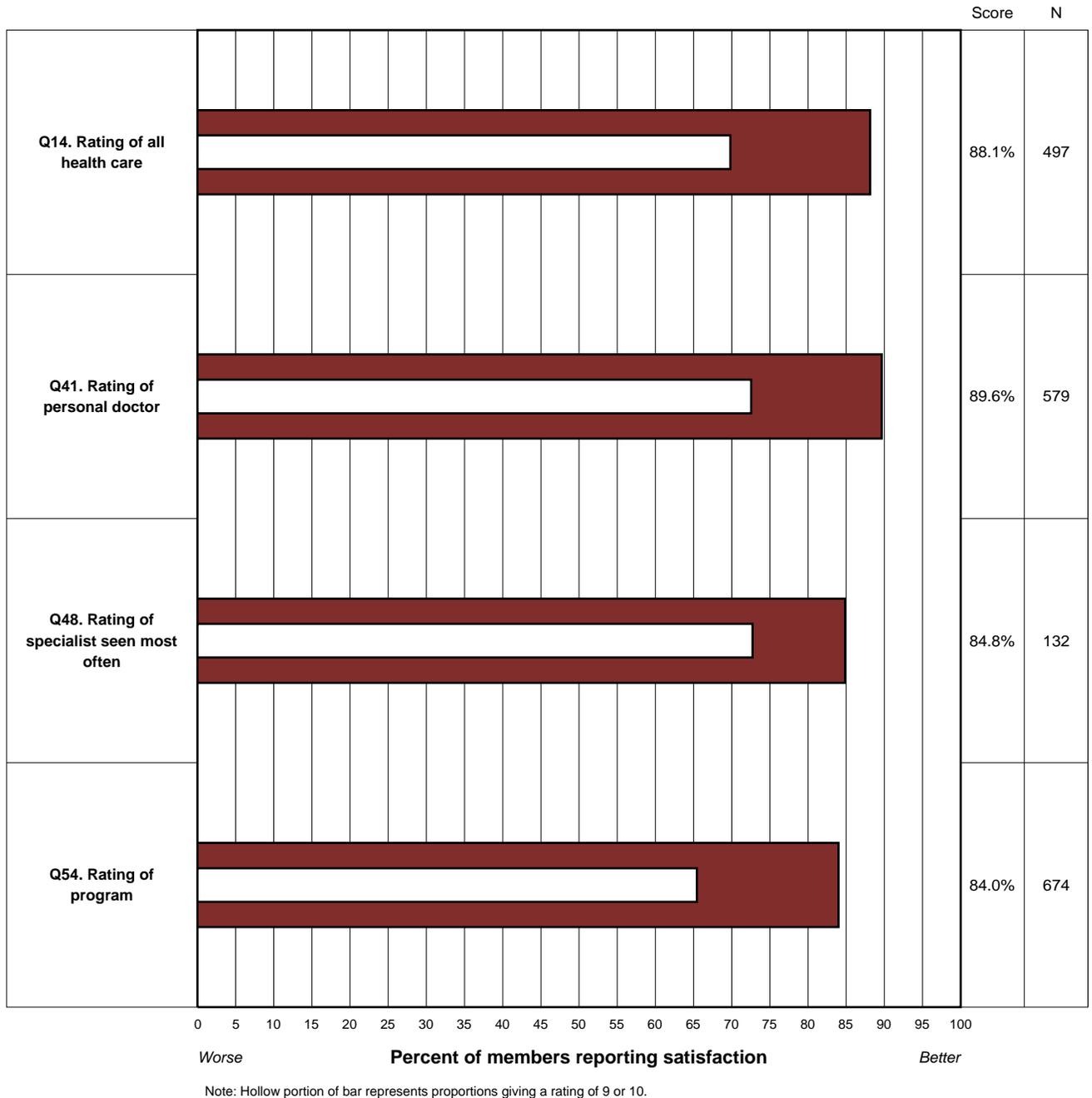
● Q29. Someone from child's health plan, doctor's office or clinic helped coordinate child's care among different types of providers or services

‡ Scores based on observations of less than 30 should be viewed with caution.  
 \* An achievement score is ranked "high" when score is 80 or higher.  
 \*\* An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

# Overall Rating Questions

The CAHPS 5.0H survey uses a 0-10 rating for assessing overall experience with the PeachCare for Kids® Program's providers, specialists, and health care. In the tables below, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. The PeachCare for Kids® Program's scores are presented below.

## Overall Rating Questions - Achievement Scores



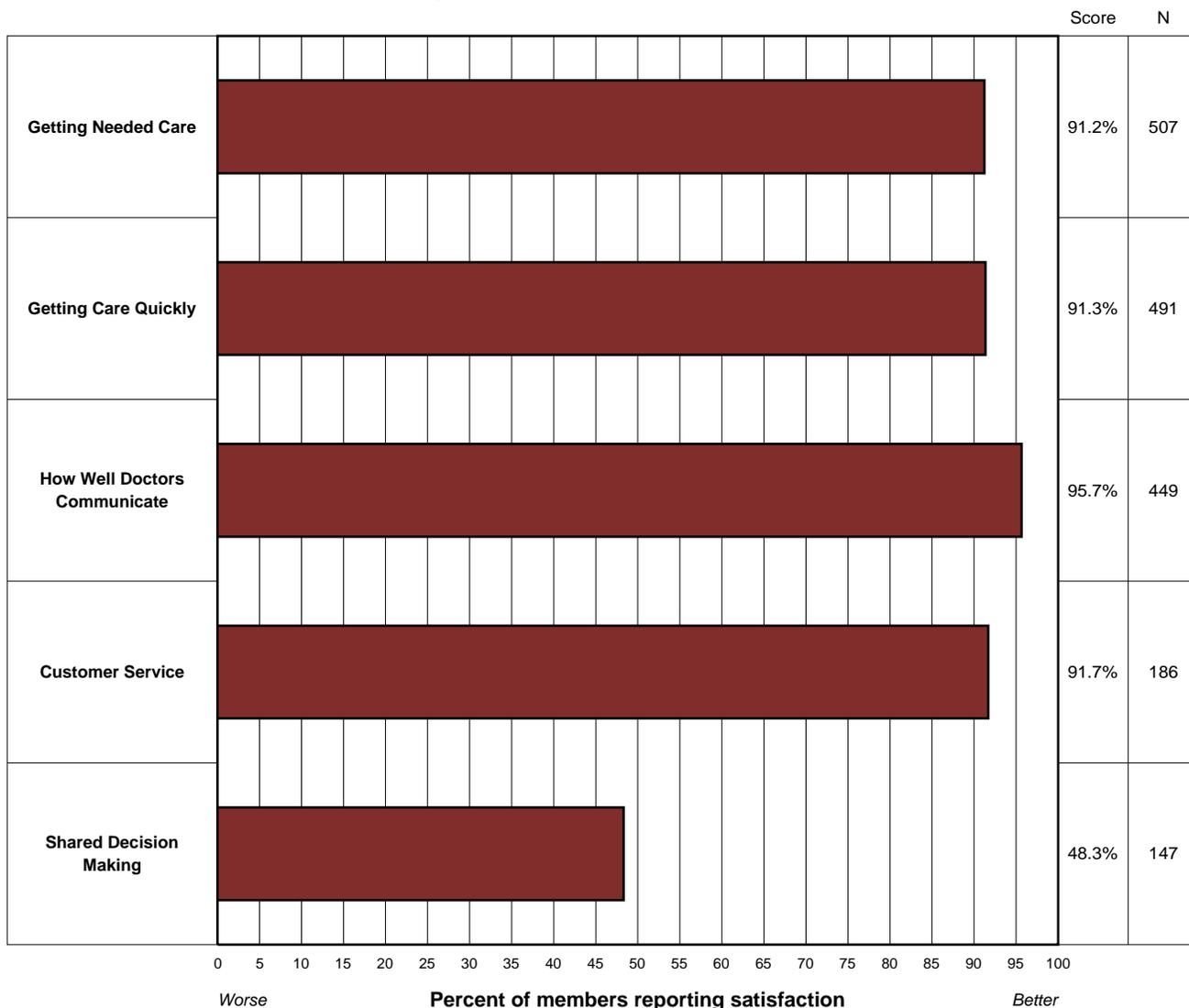
 PeachCare for Kids® Program 2013

# COMPOSITES

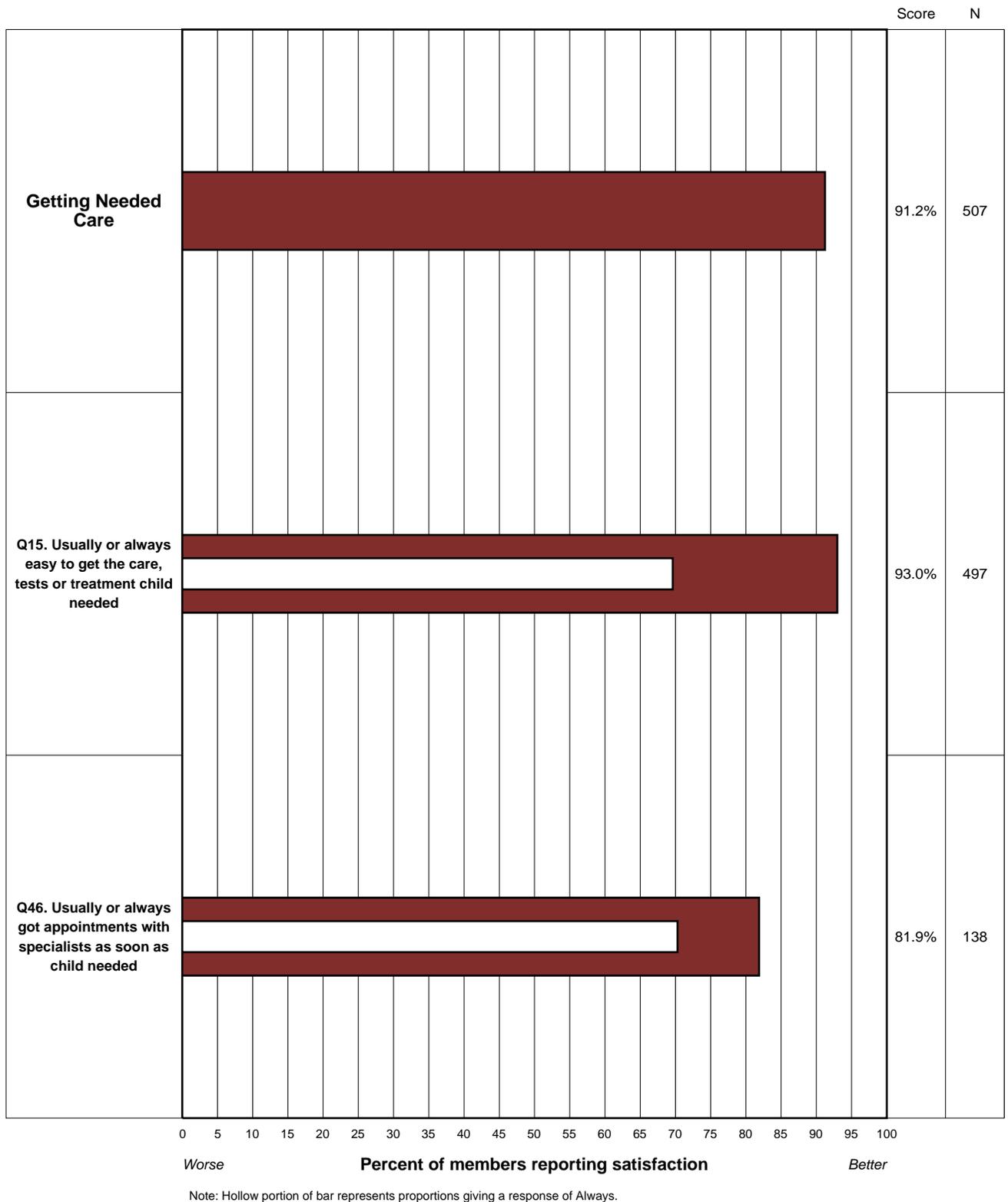
The CAHPS 5.0H survey has five composites, each representing a domain of enrollee experience (see Appendix A for definitions of composites). An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section.

The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites; and "A Lot" or "Yes" for the Shared Decision Making composite. The PeachCare for Kids® Program's composite scores are presented below. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

## Composites - Achievement Scores

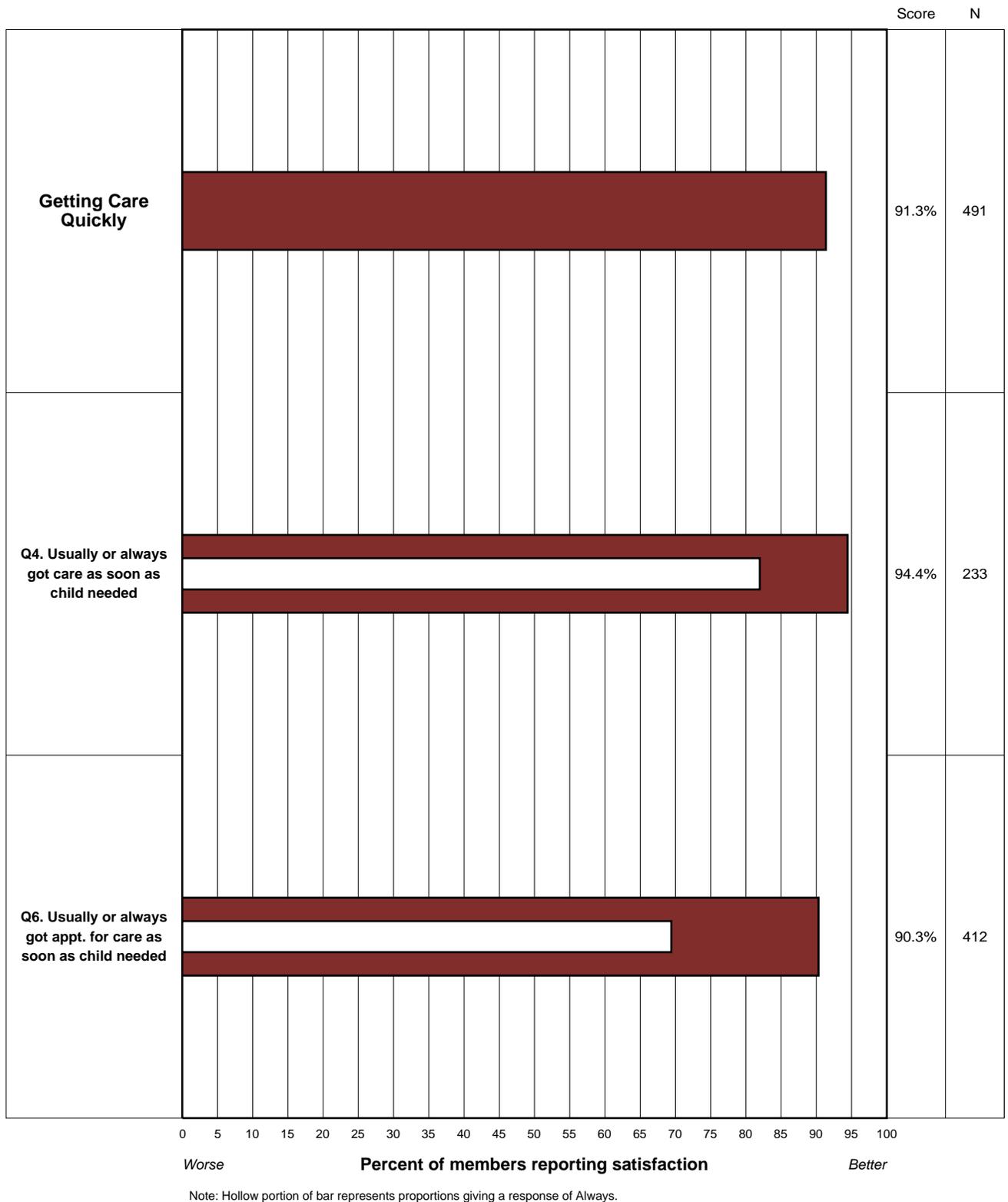


### Getting Needed Care - Achievement Scores



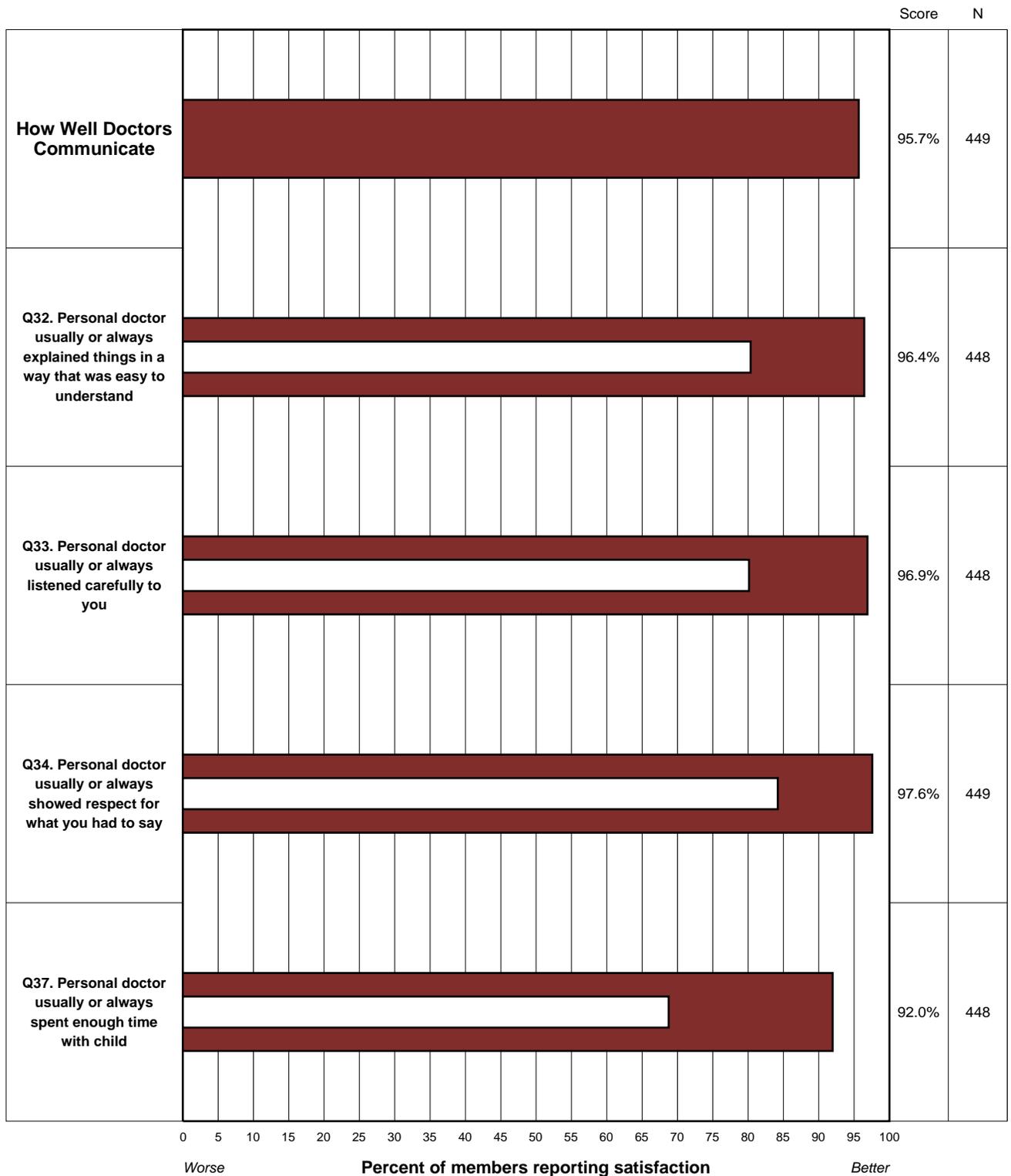
■ PeachCare for Kids® Program 2013

### Getting Care Quickly - Achievement Scores



■ PeachCare for Kids® Program 2013

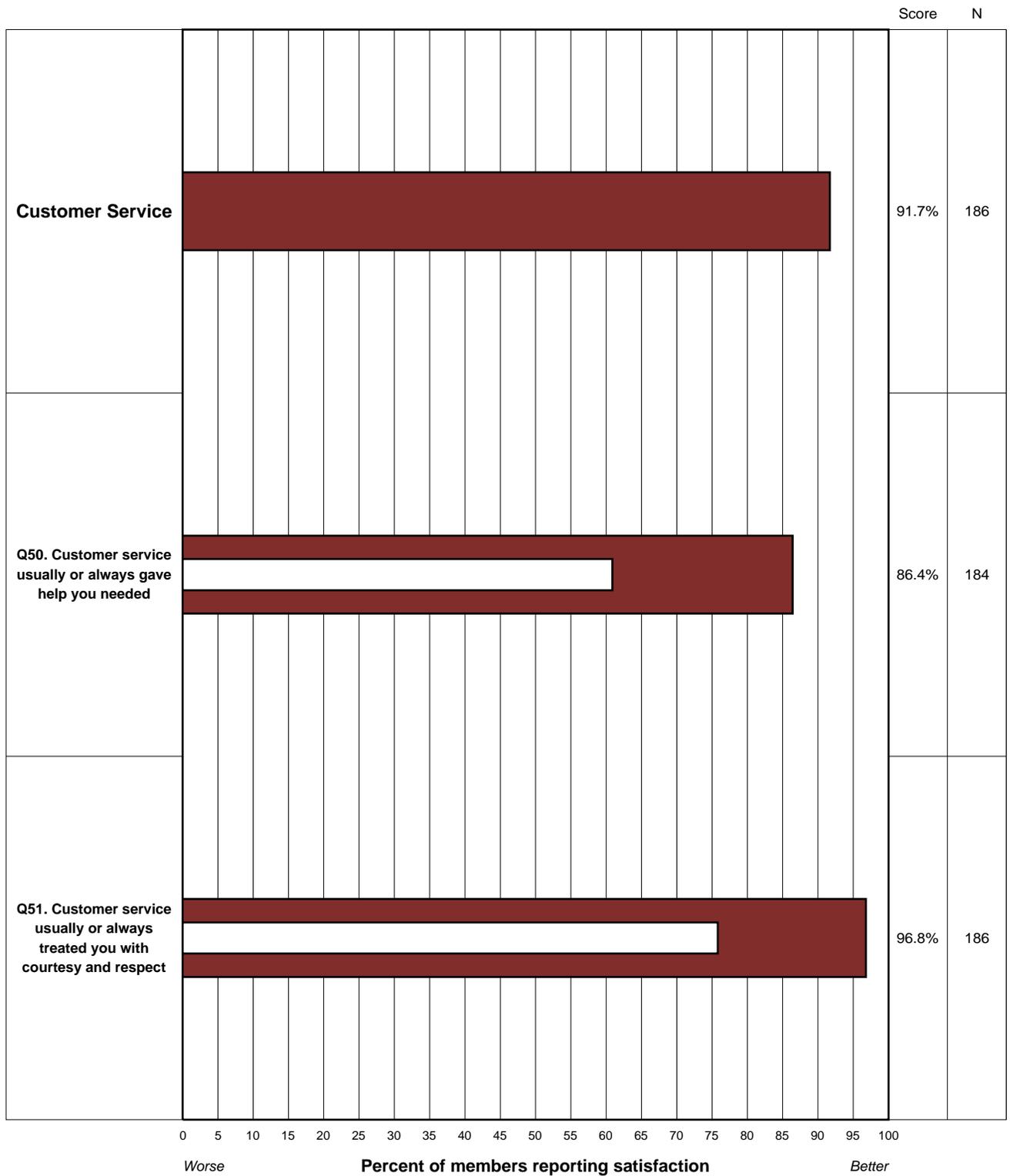
## How Well Doctors Communicate - Achievement Scores



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

■ PeachCare for Kids® Program 2013

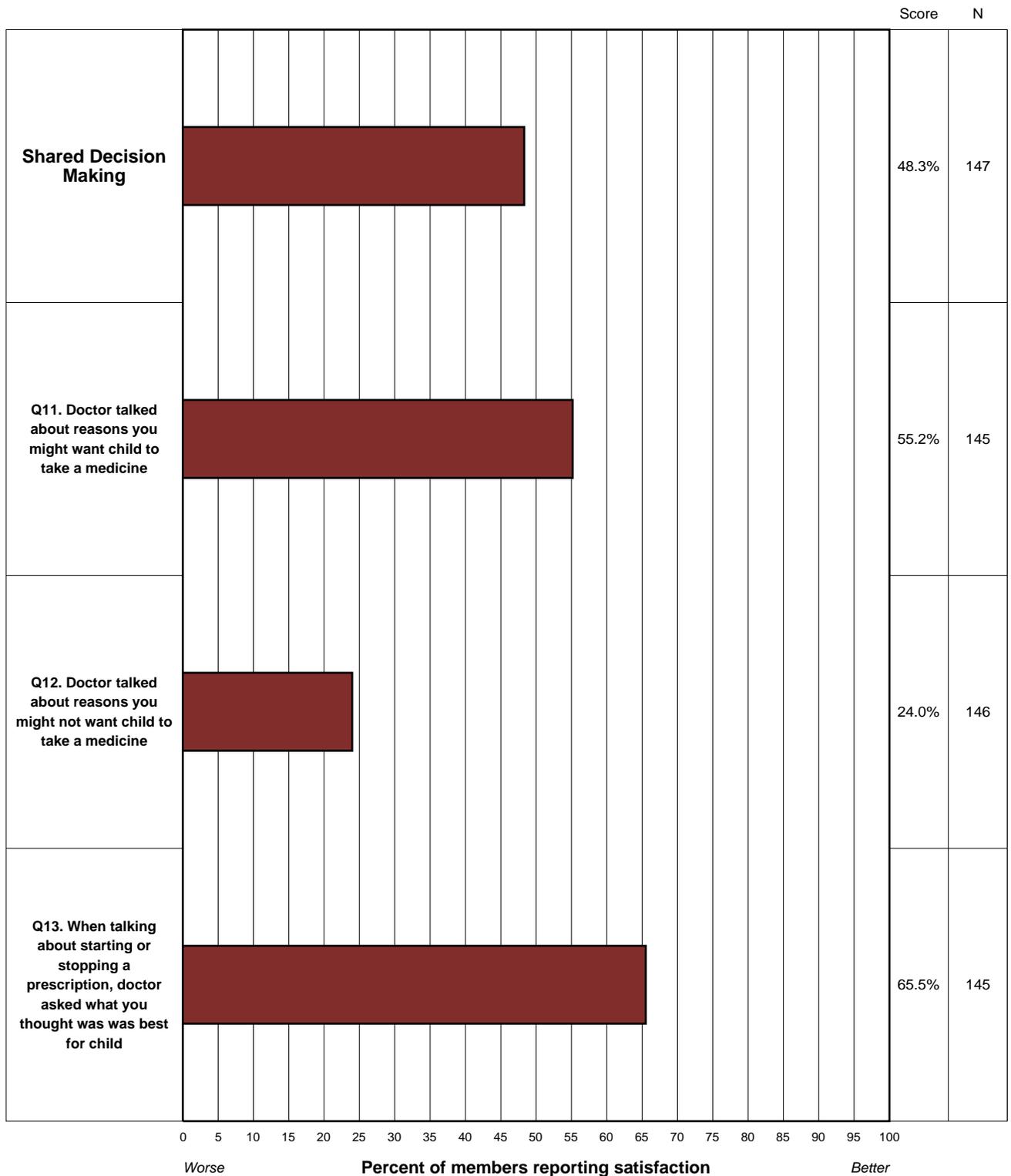
### Customer Service - Achievement Scores



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

■ PeachCare for Kids® Program 2013

### Shared Decision Making - Achievement Scores



■ PeachCare for Kids® Program 2013

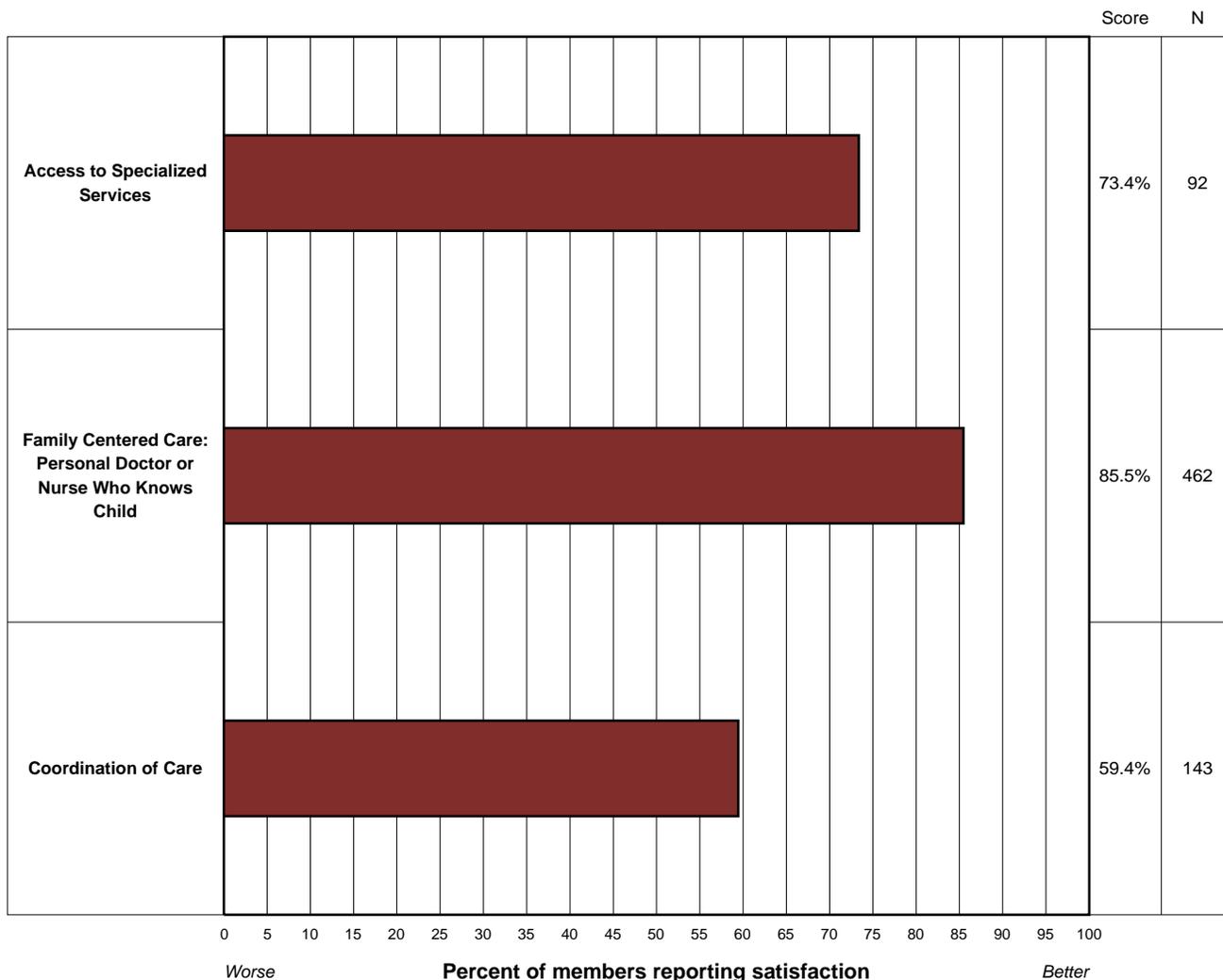
# CCC CAHPS® 5.0 COMPOSITES

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

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

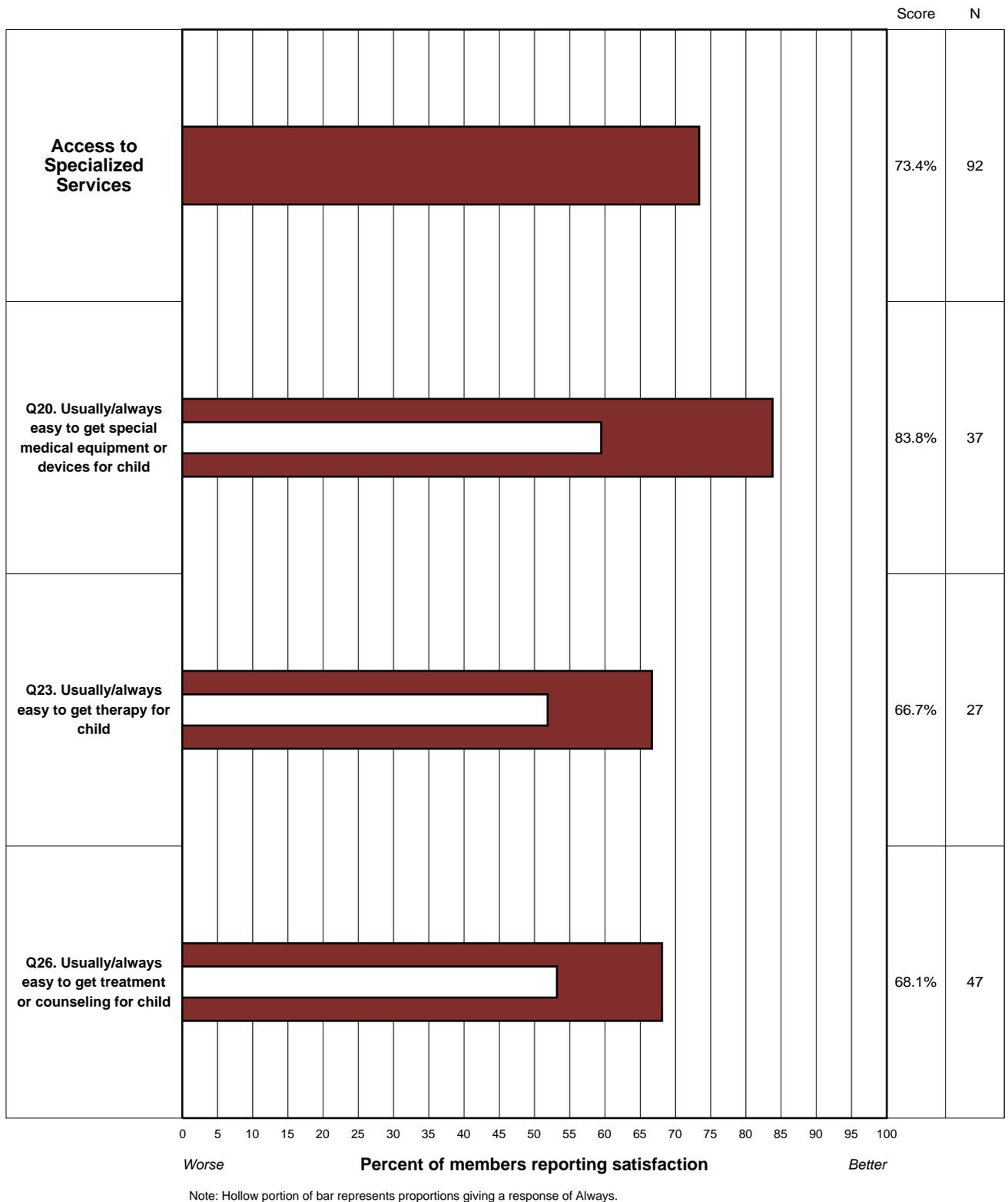
See *Responses by Question* section for assignment of achievement responses by question.

## CCC CAHPS® 5.0 Composites - Achievement Scores



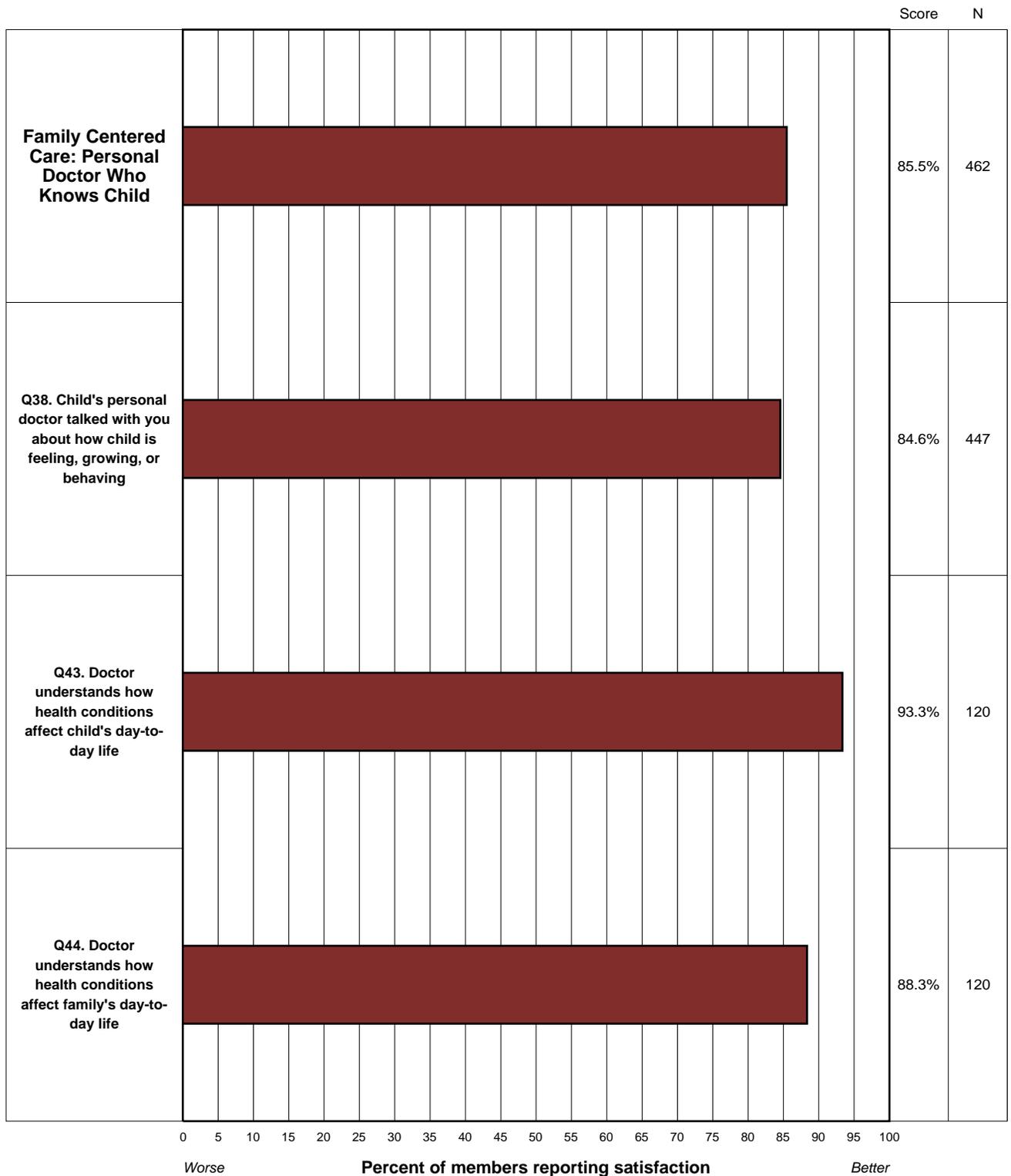
■ PeachCare for Kids® Program 2013

## Access to Specialized Services - Achievement Scores



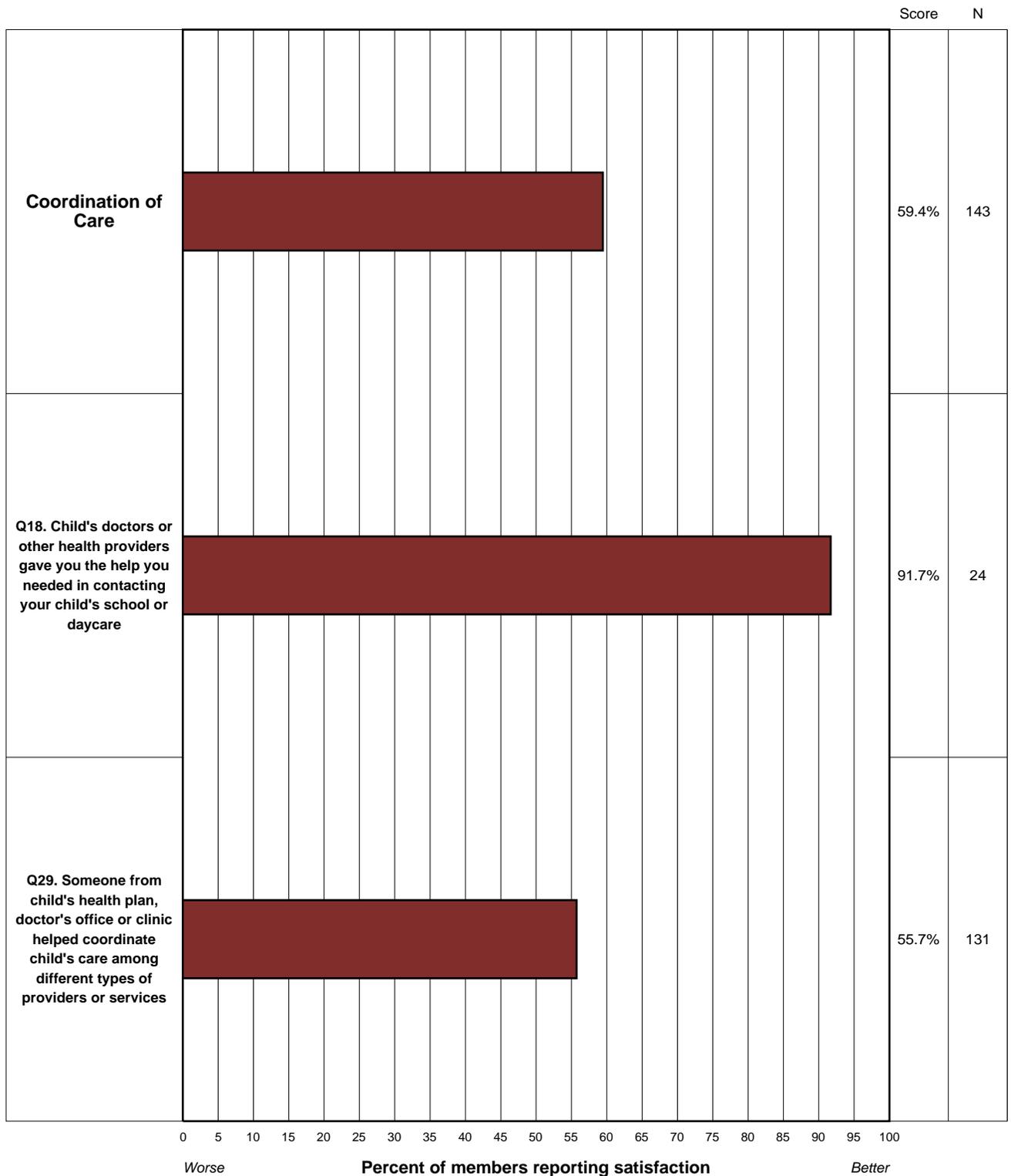
■ PeachCare for Kids© Program 2013

## Family Centered Care - Achievement Scores



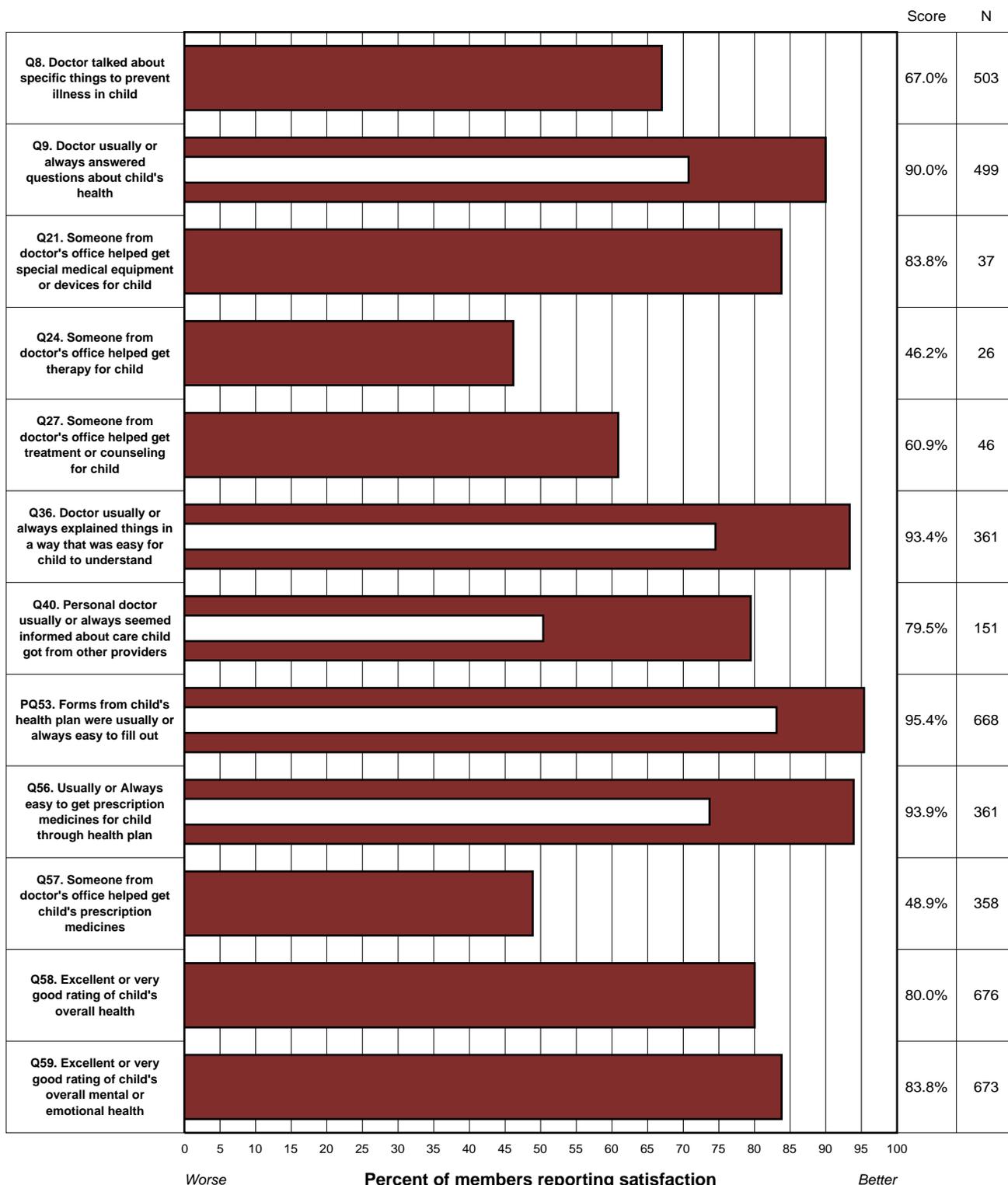
■ PeachCare for Kids® Program 2013

### Coordination of Care - Achievement Scores



■ PeachCare for Kids® Program 2013

### Single Item Measures - Achievement Scores



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

■ PeachCare for Kids® Program 2013

# Responses by Question

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

	PCK® 2013	
	N	%
Yes	704	100.0%
No	0	0.0%
<b>Total</b>	704	100.0%
Not Answered	5	

## *Your Child's Health Care in the Last 6 Months*

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

	PCK® 2013	
	N	%
Yes	255	36.4%
No	445	63.6%
<b>Total</b>	700	100.0%
Not Answered	9	

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

	PCK® 2013	
	N	%
● Never	1	0.4%
● Sometimes	12	5.2%
● Usually	29	12.4%
● Always	191	82.0%
<b>Total</b>	233	100.0%
Not Answered	22	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	94.4%	
Correlation with Satisfaction	0.114	
Priority Rating	Low	

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

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

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

	PCK® 2013	
	N	%
Yes	443	64.2%
No	247	35.8%
<b>Total</b>	690	100.0%
Not Answered	19	

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

	PCK® 2013	
	N	%
<input checked="" type="radio"/> Never	0	0.0%
<input checked="" type="radio"/> Sometimes	40	9.7%
<input checked="" type="radio"/> Usually	86	20.9%
<input checked="" type="radio"/> Always	286	69.4%
<b>Total</b>	412	100.0%
Not Answered	31	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	90.3%	
Correlation with Satisfaction	0.131	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
None	177	25.7%
1 time	191	27.7%
2 times	167	24.2%
3 times	84	12.2%
4 times	30	4.4%
5 to 9 times	29	4.2%
10 or more times	11	1.6%
<b>Total</b>	689	100.0%
Not Answered	20	

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

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

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

	PCK® 2013	
	N	%
<input checked="" type="radio"/> Yes	337	67.0%
<input type="radio"/> No	166	33.0%
<b>Total</b>	503	100.0%
Not Answered	9	
<b>Reporting Category</b>	Single Items	
Achievement Score	67.0%	
Correlation with Satisfaction	0.089	
Priority Rating	Medium	

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	10	2.0%
<input type="radio"/> Sometimes	40	8.0%
<input checked="" type="radio"/> Usually	96	19.2%
<input checked="" type="radio"/> Always	353	70.7%
<b>Total</b>	499	100.0%
Not Answered	13	
<b>Reporting Category</b>	Single Items	
Achievement Score	90.0%	
Correlation with Satisfaction	0.157	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
Yes	149	29.7%
No	353	70.3%
<b>Total</b>	502	100.0%
Not Answered	10	

Response scored as:  Room for Improvement  Achievement

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

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

	PCK® 2013	
	N	%
<input type="radio"/> Not at all	2	1.4%
<input type="radio"/> A little	16	11.0%
<input type="radio"/> Some	47	32.4%
<input checked="" type="radio"/> A lot	80	55.2%
<b>Total</b>	145	100.0%
Not Answered	4	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	55.2%	
Correlation with Satisfaction	0.048	
Priority Rating	Medium	

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

	PCK® 2013	
	N	%
<input type="radio"/> Not at all	38	26.0%
<input type="radio"/> A little	21	14.4%
<input type="radio"/> Some	52	35.6%
<input checked="" type="radio"/> A lot	35	24.0%
<b>Total</b>	146	100.0%
Not Answered	3	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	24.0%	
Correlation with Satisfaction	0.129	
Priority Rating	Medium	

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

	PCK® 2013	
	N	%
<input checked="" type="radio"/> Yes	95	65.5%
<input type="radio"/> No	50	34.5%
<b>Total</b>	145	100.0%
Not Answered	4	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	65.5%	
Correlation with Satisfaction	0.126	
Priority Rating	Medium	

Response scored as:  Room for Improvement  Achievement

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

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

	PCK® 2013	
	N	%
<input type="radio"/> Worst health care possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	1	0.2%
<input type="radio"/> 3	2	0.4%
<input type="radio"/> 4	0	0.0%
<input type="radio"/> 5	8	1.6%
<input type="radio"/> 6	16	3.2%
<input type="radio"/> 7	32	6.4%
<input checked="" type="radio"/> 8	91	18.3%
<input checked="" type="radio"/> 9	125	25.2%
<input checked="" type="radio"/> Best health care possible	222	44.7%
<b>Total</b>	497	100.0%
Not Answered	15	
<b>Reporting Category</b>	Ratings	
Achievement Score	88.1%	
Correlation with Satisfaction	0.454	
Priority Rating	High	

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	4	0.8%
<input type="radio"/> Sometimes	31	6.2%
<input checked="" type="radio"/> Usually	116	23.3%
<input checked="" type="radio"/> Always	346	69.6%
<b>Total</b>	497	100.0%
Not Answered	15	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	93.0%	
Correlation with Satisfaction	0.289	
Priority Rating	Low	

Response scored as:  Room for Improvement  Achievement

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

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

	PCK® 2013	
	N	%
Yes	551	80.0%
No	138	20.0%
<b>Total</b>	689	100.0%
Not Answered	20	

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

	PCK® 2013	
	N	%
Yes	24	4.5%
No	510	95.5%
<b>Total</b>	534	100.0%
Not Answered	17	

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

	PCK® 2013	
	N	%
<input checked="" type="radio"/> Yes	22	91.7%
<input type="radio"/> No	2	8.3%
<b>Total</b>	24	100.0%
Not Answered	0	
<b>Reporting Category</b>	Coordination of Care	
Achievement Score	91.7%	
Correlation with Satisfaction	0.151	
Priority Rating	Low	

Response scored as:  Room for Improvement  Achievement

### Specialized Services

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

	PCK® 2013	
	N	%
Yes	37	5.4%
No	651	94.6%
<b>Total</b>	<b>688</b>	<b>100.0%</b>
Not Answered	21	

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	6	16.2%
<input checked="" type="radio"/> Usually	9	24.3%
<input checked="" type="radio"/> Always	22	59.5%
<b>Total</b>	<b>37</b>	<b>100.0%</b>
Not Answered	0	
<b>Reporting Category</b>	Access to Specialized Services	
Achievement Score	83.8%	
Correlation with Satisfaction	0.186	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
<input checked="" type="radio"/> Yes	31	83.8%
<input type="radio"/> No	6	16.2%
<b>Total</b>	<b>37</b>	<b>100.0%</b>
Not Answered	0	
<b>Reporting Category</b>	Single Items	
Achievement Score	83.8%	
Correlation with Satisfaction	0.053	
Priority Rating	Low	

Response scored as:  Room for Improvement  Achievement

### Specialized Services (continued)

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

	PCK® 2013	
	N	%
Yes	27	3.9%
No	663	96.1%
<b>Total</b>	690	100.0%
Not Answered	19	

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	6	22.2%
<input type="radio"/> Sometimes	3	11.1%
<input checked="" type="radio"/> Usually	4	14.8%
<input checked="" type="radio"/> Always	14	51.9%
<b>Total</b>	27	100.0%
Not Answered	0	
<b>Reporting Category</b> Access to Specialized Services		
Achievement Score	66.7%	
Correlation with Satisfaction	0.344	
Priority Rating	Medium	

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

	PCK® 2013	
	N	%
<input checked="" type="radio"/> Yes	12	46.2%
<input type="radio"/> No	14	53.8%
<b>Total</b>	26	100.0%
Not Answered	1	
<b>Reporting Category</b> Single Items		
Achievement Score	46.2%	
Correlation with Satisfaction	0.070	
Priority Rating	Medium	

Response scored as:  Room for Improvement  Achievement

### Specialized Services (continued)

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

	PCK® 2013	
	N	%
Yes	50	7.3%
No	636	92.7%
<b>Total</b>	686	100.0%
Not Answered	23	

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	4	8.5%
<input type="radio"/> Sometimes	11	23.4%
<input type="radio"/> Usually	7	14.9%
<input type="radio"/> Always	25	53.2%
<b>Total</b>	47	100.0%
Not Answered	3	
<b>Reporting Category</b> Access to Specialized Services		
Achievement Score	68.1%	
Correlation with Satisfaction	0.177	
Priority Rating	Medium	

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

	PCK® 2013	
	N	%
<input type="radio"/> Yes	28	60.9%
<input type="radio"/> No	18	39.1%
<b>Total</b>	46	100.0%
Not Answered	4	
<b>Reporting Category</b> Single Items		
Achievement Score	60.9%	
Correlation with Satisfaction	0.170	
Priority Rating	Medium	

Response scored as:  Room for Improvement  Achievement

### Specialized Services (continued)

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

	PCK® 2013	
	N	%
Yes	136	20.0%
No	543	80.0%
<b>Total</b>	679	100.0%
Not Answered	30	

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

	PCK® 2013	
	N	%
<input checked="" type="radio"/> Yes	73	55.7%
<input type="radio"/> No	58	44.3%
<b>Total</b>	131	100.0%
Not Answered	5	
<b>Reporting Category</b>	Coordination of Care	
Achievement Score	55.7%	
Correlation with Satisfaction	0.051	
Priority Rating	Medium	

### Your Child's Personal Doctor

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

	PCK® 2013	
	N	%
Yes	599	86.9%
No	90	13.1%
<b>Total</b>	689	100.0%
Not Answered	20	

Response scored as:  Room for Improvement  Achievement

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

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

	PCK® 2013	
	N	%
None	129	22.2%
1 time	179	30.9%
2 times	147	25.3%
3 times	68	11.7%
4 times	27	4.7%
5 to 9 times	23	4.0%
10 or more times	7	1.2%
<b>Total</b>	<b>580</b>	<b>100.0%</b>
Not Answered	19	

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	2	0.4%
<input type="radio"/> Sometimes	14	3.1%
<input checked="" type="radio"/> Usually	72	16.1%
<input checked="" type="radio"/> Always	360	80.4%
<b>Total</b>	<b>448</b>	<b>100.0%</b>
Not Answered	3	
<b>Reporting Category</b>	Communication	
Achievement Score	96.4%	
Correlation with Satisfaction	0.197	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	14	3.1%
<input checked="" type="radio"/> Usually	75	16.7%
<input checked="" type="radio"/> Always	359	80.1%
<b>Total</b>	<b>448</b>	<b>100.0%</b>
Not Answered	3	
<b>Reporting Category</b>	Communication	
Achievement Score	96.9%	
Correlation with Satisfaction	0.232	
Priority Rating	Low	

Response scored as:  Room for Improvement  Achievement

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

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	1	0.2%
<input type="radio"/> Sometimes	10	2.2%
<input type="radio"/> Usually	60	13.4%
<input type="radio"/> Always	378	84.2%
<b>Total</b>	449	100.0%
Not Answered	2	
<b>Reporting Category</b>	Communication	
Achievement Score	97.6%	
Correlation with Satisfaction	0.204	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
Yes	367	81.7%
No	82	18.3%
<b>Total</b>	449	100.0%
Not Answered	2	

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	2	0.6%
<input type="radio"/> Sometimes	22	6.1%
<input type="radio"/> Usually	68	18.8%
<input type="radio"/> Always	269	74.5%
<b>Total</b>	361	100.0%
Not Answered	6	
<b>Reporting Category</b>	Single Items	
Achievement Score	93.4%	
Correlation with Satisfaction	0.236	
Priority Rating	Low	

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

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

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	6	1.3%
<input type="radio"/> Sometimes	30	6.7%
<input checked="" type="radio"/> Usually	104	23.2%
<input checked="" type="radio"/> Always	308	68.8%
<b>Total</b>	448	100.0%
Not Answered	3	
<b>Reporting Category</b>	Communication	
Achievement Score	92.0%	
Correlation with Satisfaction	0.181	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
<input checked="" type="radio"/> Yes	378	84.6%
<input type="radio"/> No	69	15.4%
<b>Total</b>	447	100.0%
Not Answered	4	
<b>Reporting Category</b>	Family Centered Care	
Achievement Score	84.6%	
Correlation with Satisfaction	0.101	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
Yes	155	35.1%
No	286	64.9%
<b>Total</b>	441	100.0%
Not Answered	10	

Response scored as:  Room for Improvement  Achievement

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

**Q40.** In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

	PCK® 2013	
	N	%
<input type="radio"/> Never	16	10.6%
<input type="radio"/> Sometimes	15	9.9%
<input checked="" type="radio"/> Usually	44	29.1%
<input checked="" type="radio"/> Always	76	50.3%
<b>Total</b>	151	100.0%
Not Answered	4	
<b>Reporting Category</b>	Single Items	
Achievement Score	79.5%	
Correlation with Satisfaction	0.208	
Priority Rating	Medium	

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

	PCK® 2013	
	N	%
<input type="radio"/> Worst personal doctor possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	2	0.3%
<input type="radio"/> 4	6	1.0%
<input type="radio"/> 5	9	1.6%
<input type="radio"/> 6	11	1.9%
<input type="radio"/> 7	32	5.5%
<input checked="" type="radio"/> 8	99	17.1%
<input checked="" type="radio"/> 9	117	20.2%
<input checked="" type="radio"/> Best personal doctor possible	303	52.3%
<b>Total</b>	579	100.0%
Not Answered	20	
<b>Reporting Category</b>	Ratings	
Achievement Score	89.6%	
Correlation with Satisfaction	0.379	
Priority Rating	Low	

Response scored as:  Room for Improvement  Achievement

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

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

	PCK® 2013	
	N	%
Yes	122	21.1%
No	457	78.9%
<b>Total</b>	579	100.0%
Not Answered	20	

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

	PCK® 2013	
	N	%
<input checked="" type="radio"/> Yes	112	93.3%
<input type="radio"/> No	8	6.7%
<b>Total</b>	120	100.0%
Not Answered	2	
<b>Reporting Category</b>	Family Centered Care	
Achievement Score	93.3%	
Correlation with Satisfaction	0.089	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
<input checked="" type="radio"/> Yes	106	88.3%
<input type="radio"/> No	14	11.7%
<b>Total</b>	120	100.0%
Not Answered	2	
<b>Reporting Category</b>	Family Centered Care	
Achievement Score	88.3%	
Correlation with Satisfaction	0.171	
Priority Rating	Low	

Response scored as:  Room for Improvement  Achievement

### Getting Health Care From Specialists

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

	PCK® 2013	
	N	%
Yes	140	20.7%
No	536	79.3%
<b>Total</b>	676	100.0%
Not Answered	33	

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	5	3.6%
<input type="radio"/> Sometimes	20	14.5%
<input type="radio"/> Usually	16	11.6%
<input type="radio"/> Always	97	70.3%
<b>Total</b>	138	100.0%
Not Answered	2	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	81.9%	
Correlation with Satisfaction	0.383	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
None	4	2.9%
1 specialist	90	66.2%
2 specialists	31	22.8%
3 specialists	8	5.9%
4 specialists	2	1.5%
5 or more specialists	1	0.7%
<b>Total</b>	136	100.0%
Not Answered	4	

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

### Getting Health Care From Specialists (continued)

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

	PCK® 2013	
	N	%
● Worst specialist possible	0	0.0%
● 1	2	1.5%
● 2	1	0.8%
● 3	0	0.0%
● 4	0	0.0%
● 5	0	0.0%
● 6	6	4.5%
● 7	11	8.3%
● 8	16	12.1%
● 9	24	18.2%
● Best specialist possible	72	54.5%
<b>Total</b>	132	100.0%
Not Answered	0	
<b>Reporting Category</b>	Ratings	
Achievement Score	84.8%	
Correlation with Satisfaction	0.277	
Priority Rating	Low	

### Your Child's Health Plan

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

	PCK® 2013	
	N	%
Yes	189	28.0%
No	485	72.0%
<b>Total</b>	674	100.0%
Not Answered	35	

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

### Your Child's Health Plan (continued)

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	5	2.7%
<input type="radio"/> Sometimes	20	10.9%
<input type="radio"/> Usually	47	25.5%
<input type="radio"/> Always	112	60.9%
<b>Total</b>	184	100.0%
Not Answered	5	
<b>Reporting Category</b>	Customer Service	
Achievement Score	86.4%	
Correlation with Satisfaction	0.348	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	4	2.2%
<input type="radio"/> Sometimes	2	1.1%
<input type="radio"/> Usually	39	21.0%
<input type="radio"/> Always	141	75.8%
<b>Total</b>	186	100.0%
Not Answered	3	
<b>Reporting Category</b>	Customer Service	
Achievement Score	96.8%	
Correlation with Satisfaction	0.205	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
Yes	246	36.6%
No	427	63.4%
<b>Total</b>	673	100.0%
Not Answered	36	

Response scored as:  Room for Improvement  Achievement

### Your Child's Health Plan (continued)

**PQ53.** In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q37 = 'No', based on NCQA scoring guidelines.]

	PCK® 2013	
	N	%
● Never	7	1.0%
● Sometimes	24	3.6%
● Usually	82	12.3%
● Always	555	83.1%
<b>Total</b>	668	100.0%
Not Answered	5	
<b>Reporting Category</b>	Single Items	
Achievement Score	95.4%	
Correlation with Satisfaction	0.134	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
● Worst health plan possible	0	0.0%
● 1	0	0.0%
● 2	0	0.0%
● 3	3	0.4%
● 4	3	0.4%
● 5	21	3.1%
● 6	28	4.2%
● 7	53	7.9%
● 8	125	18.5%
● 9	139	20.6%
● Best health plan possible	302	44.8%
<b>Total</b>	674	100.0%
Not Answered	35	
<b>Reporting Category</b>	Ratings	
Achievement Score	84.0%	

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

### Prescription Medications

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

	PCK® 2013	
	N	%
Yes	364	54.0%
No	310	46.0%
<b>Total</b>	674	100.0%
Not Answered	35	

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

	PCK® 2013	
	N	%
<input type="radio"/> Never	4	1.1%
<input type="radio"/> Sometimes	18	5.0%
<input checked="" type="radio"/> Usually	73	20.2%
<input checked="" type="radio"/> Always	266	73.7%
<b>Total</b>	361	100.0%
Not Answered	3	
<b>Reporting Category</b>	Single Items	
Achievement Score	93.9%	
Correlation with Satisfaction	0.323	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
Yes	175	48.9%
No	183	51.1%
<b>Total</b>	358	100.0%
Not Answered	6	
<b>Reporting Category</b>	Single Items	
Achievement Score	48.9%	
Correlation with Satisfaction	0.030	
Priority Rating	Medium	

Response scored as:  Room for Improvement  Achievement

### About Your Child and You

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

	PCK® 2013	
	N	%
● Excellent	297	43.9%
● Very Good	244	36.1%
● Good	115	17.0%
● Fair	15	2.2%
● Poor	5	0.7%
<b>Total</b>	676	100.0%
Not Answered	33	
<b>Reporting Category</b>	Single Items	
Achievement Score	80.0%	
Correlation with Satisfaction	0.137	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
● Excellent	382	56.8%
● Very Good	182	27.0%
● Good	82	12.2%
● Fair	21	3.1%
● Poor	6	0.9%
<b>Total</b>	673	100.0%
Not Answered	36	
<b>Reporting Category</b>	Single Items	
Achievement Score	83.8%	
Correlation with Satisfaction	0.100	
Priority Rating	Low	

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

	PCK® 2013	
	N	%
Yes	229	34.0%
No	444	66.0%
<b>Total</b>	673	100.0%
Not Answered	36	

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

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

	PCK® 2013	
	N	%
Yes	175	78.1%
No	49	21.9%
<b>Total</b>	<b>224</b>	<b>100.0%</b>
Not Answered	5	

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

	PCK® 2013	
	N	%
Yes	147	86.0%
No	24	14.0%
<b>Total</b>	<b>171</b>	<b>100.0%</b>
Not Answered	4	

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

	PCK® 2013	
	N	%
Yes	69	10.3%
No	599	89.7%
<b>Total</b>	<b>668</b>	<b>100.0%</b>
Not Answered	41	

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

	PCK® 2013	
	N	%
Yes	60	89.6%
No	7	10.4%
<b>Total</b>	<b>67</b>	<b>100.0%</b>
Not Answered	2	

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

	PCK® 2013	
	N	%
Yes	56	96.6%
No	2	3.4%
<b>Total</b>	58	100.0%
Not Answered	2	

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

	PCK® 2013	
	N	%
Yes	63	9.4%
No	604	90.6%
<b>Total</b>	667	100.0%
Not Answered	42	

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

	PCK® 2013	
	N	%
Yes	40	67.8%
No	19	32.2%
<b>Total</b>	59	100.0%
Not Answered	4	

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

	PCK® 2013	
	N	%
Yes	39	97.5%
No	1	2.5%
<b>Total</b>	40	100.0%
Not Answered	0	

**About Your Child and You** (continued)**Q69. Does your child need or get special therapy, such as physical, occupational or speech therapy?**

	PCK® 2013	
	N	%
Yes	32	4.8%
No	638	95.2%
<b>Total</b>	670	100.0%
Not Answered	39	

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

	PCK® 2013	
	N	%
Yes	18	58.1%
No	13	41.9%
<b>Total</b>	31	100.0%
Not Answered	1	

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

	PCK® 2013	
	N	%
Yes	17	94.4%
No	1	5.6%
<b>Total</b>	18	100.0%
Not Answered	0	

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

	PCK® 2013	
	N	%
Yes	62	9.3%
No	606	90.7%
<b>Total</b>	668	100.0%
Not Answered	41	

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

	PCK® 2013	
	N	%
Yes	53	89.8%
No	6	10.2%
<b>Total</b>	59	100.0%
Not Answered	3	

**NQ74. What is your child's age?**

	PCK® 2013	
	N	%
Less than 1 year old	3	0.4%
1 to 2 years old	26	3.9%
3 to 4 years old	49	7.3%
5 to 7 years old	109	16.3%
8 to 10 years old	129	19.3%
11 to 13 years old	158	23.6%
14 to 18 years old	195	29.1%
<b>Total</b>	669	100.0%
Not Answered	40	

**Q75. Is your child male or female?**

	PCK® 2013	
	N	%
Male	341	50.8%
Female	330	49.2%
<b>Total</b>	671	100.0%
Not Answered	38	

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

	PCK® 2013	
	N	%
Yes, Hispanic or Latino	137	20.6%
No, Not Hispanic or Latino	527	79.4%
<b>Total</b>	664	100.0%
Not Answered	45	

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

	PCK® 2013	
	N	%
Yes	389	54.9%
No	320	45.1%
<b>Total</b>	709	100.0%
Not Answered	0	

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

	PCK® 2013	
	N	%
Yes	187	26.4%
No	522	73.6%
<b>Total</b>	709	100.0%
Not Answered	0	

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

	PCK® 2013	
	N	%
Yes	42	5.9%
No	667	94.1%
<b>Total</b>	709	100.0%
Not Answered	0	

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

	PCK® 2013	
	N	%
Yes	4	0.6%
No	705	99.4%
<b>Total</b>	709	100.0%
Not Answered	0	

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

	PCK® 2013	
	N	%
Yes	9	1.3%
No	700	98.7%
<b>Total</b>	709	100.0%
Not Answered	0	

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

	PCK® 2013	
	N	%
Yes	70	9.9%
No	639	90.1%
<b>Total</b>	709	100.0%
Not Answered	0	

**Q78. What is your age?**

	PCK® 2013	
	N	%
Under 18	18	2.7%
18 to 24	17	2.6%
25 to 34	182	27.4%
35 to 44	309	46.5%
45 to 54	113	17.0%
55 to 64	18	2.7%
65 to 74	5	0.8%
75 or older	2	0.3%
<b>Total</b>	664	100.0%
Not Answered	45	

**Q79. Are you male or female?**

	PCK® 2013	
	N	%
Male	86	12.8%
Female	585	87.2%
<b>Total</b>	671	100.0%
Not Answered	38	

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

	PCK® 2013	
	N	%
8th grade or less	37	5.6%
Some high school but did not graduate	52	7.8%
High school graduate or GED	186	28.0%
Some college or 2-year degree	269	40.5%
4-year college graduate	74	11.1%
More than 4-year college degree	46	6.9%
<b>Total</b>	664	100.0%
Not Answered	45	

**Q81. How are you related to the child?**

	PCK® 2013	
	N	%
Mother or father	657	98.1%
Grandparent	7	1.0%
Aunt or uncle	0	0.0%
Older brother or sister	2	0.3%
Other relative	0	0.0%
Legal guardian	3	0.4%
Someone else	1	0.1%
<b>Total</b>	670	100.0%
Not Answered	39	

**Q82. Did someone help you complete this survey?**

	PCK® 2013	
	N	%
Yes	22	3.1%
No	492	69.7%
<b>Total</b>	706	100.0%
Not Answered	3	

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

	PCK® 2013	
	N	%
Yes	4	18.2%
No	18	81.8%
<b>Total</b>	22	100.0%
Not Answered	0	

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

	PCK® 2013	
	N	%
Yes	1	4.5%
No	21	95.5%
<b>Total</b>	22	100.0%
Not Answered	0	

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

	PCK® 2013	
	N	%
Yes	4	18.2%
No	18	81.8%
<b>Total</b>	22	100.0%
Not Answered	0	

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

	PCK® 2013	
	N	%
Yes	18	81.8%
No	4	18.2%
<b>Total</b>	22	100.0%
Not Answered	0	

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

	PCK® 2013	
	N	%
Yes	0	0.0%
No	22	100.0%
<b>Total</b>	22	100.0%
Not Answered	0	

## Methodology

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

The survey was administered over a 10-week period using a standardized mixed-mode (mail and telephone) protocol, based on NCQA HEDIS guidelines. The four-wave mail protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and second reminder postcard to non-respondents, and finally a phone follow-up to non-respondents for whom we had a valid telephone number.

### Survey Milestones

1	1st mailing of survey packets:	March 12, 2013
2	1st mailing of reminder postcards:	March 19, 2013
3	2nd mailing of survey packets:	April 16, 2013
4	2nd mailing of reminder postcards:	April 23, 2013
5	Phone field:	May 7, 2013
6	Mail and phone field terminated:	May 21, 2013

### Sampling Frame

A random sample of 1650 cases was drawn of child members from the PeachCare for Kids® Program. To be eligible, children had to be under the age of 19, and had to be continuously enrolled for at least 6 months as of December 31, 2012, with no more than one enrollment gap of 45 days or less. Survey materials were addressed to the parent or guardian of the child member.

### Selection of Cases for Analysis and Response Rate

NCQA protocol was used to define complete surveys. Surveys were considered complete if respondents did not say 'No' to Q1, and if they provided a valid response to at least one question. Complete interviews were obtained from 709 PeachCare for Kids® Program enrollees. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 45.6%. Detailed information regarding protocols and methods can be found in *HEDIS® 2013 Volume 3* and the *HEDIS® 2013 Quality Assurance Plan*.

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

### Questionnaire

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

### Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you thought you needed?" is considered an achievement, and responses of "8", "9", or "10" to ratings questions are also considered achievements.

Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the PeachCare for Kids® Program to improve. See the *Responses by Question* section for assignment of achievement responses for each question. For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

## Definition of Achievement Scores: Alternate Method

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

## Composites

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

### Getting Needed Care

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

### Getting Care Quickly

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

### How Well Doctors Communicate

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

### Customer Service

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

### Shared Decision Making

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

## Children with Chronic Conditions Composites

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

**Access to Specialized Services**

- Q20. Usually/always easy to get special medical equipment or devices for child
- Q23. Usually/always easy to get therapy for child
- Q26. Usually/always easy to get treatment or counseling for child

**Family Centered Care: Personal Doctor Who Knows Child**

- Q38. Child's personal doctor talked with you about how child is feeling, growing, or behaving
- Q43. Doctor understands how health conditions affect child's day-to-day life
- Q44. Doctor understands how health conditions affect family's day-to-day life

**Coordination of Care**

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

**Correlation**

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

**Correlation to Satisfaction**

To understand the relationship between performance in particular areas of enrollee experience and overall satisfaction with the PeachCare for Kids® Program, correlations are computed between responses to specific performance-related items and Q54, which is the rating question in the survey instrument measuring overall satisfaction with the PeachCare for Kids® Program. In the context of this report, coefficients greater than or equal to .4 are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

## Sample Disposition

	PeachCare for Kids® Program
First mailing - sent	1650
*First mailing - usable survey returned	337
Second mailing - sent	1349
*Second mailing - usable survey returned	180
*Phone - usable surveys	192
Total - usable surveys	709
†Ineligible: According to population criteria‡	36
†Ineligible: Language barrier	11
†Ineligible: Deceased	0
Bad address and/or bad phone number	35
Refusal	0
Nonresponse - Unavailable by mail or phone	812
<b>Response Rate</b>	<b>44.23%</b>

\*Included in response rate numerator

†Excluded from response rate denominator

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

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



Your privacy is protected. All information that would let someone identify you or your family will be kept private. DataStat will not share your personal information with anyone without your OK. You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get.

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

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

SURVEY INSTRUCTIONS

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



Incorrect Marks



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

- Yes -> Go to Question 1
- No

START HERE

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

- 1. Our records show that your child is now in the [Georgia Medicaid/Peach Care for Kids] Program. Is that right?

- Yes -> Go to Question 3
- No

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

\_\_\_\_\_



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

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

3. In the last 6 months, did your child have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor's office?
- Yes  
 No → **Go to Question 5**
4. In the last 6 months, when your child **needed care right away**, how often did your child get care as soon as he or she needed?
- Never  
 Sometimes  
 Usually  
 Always
5. In the last 6 months, did you make any appointments for a **check-up or routine care** for your child at a doctor's office or clinic?
- Yes  
 No → **Go to Question 7**
6. In the last 6 months, when you made an appointment for a **check-up or routine care** for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
- Never  
 Sometimes  
 Usually  
 Always
7. In the last 6 months, **not** counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
- None → **Go to Question 16**  
 1 time  
 2  
 3  
 4  
 5 to 9  
 10 or more times

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
- Yes  
 No
9. In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?
- Never  
 Sometimes  
 Usually  
 Always
10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
- Yes  
 No → **Go to Question 14**
11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?
- Not at all  
 A little  
 Some  
 A lot
12. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might **not** want your child to take a medicine?
- Not at all  
 A little  
 Some  
 A lot
13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?
- Yes  
 No





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

### YOUR CHILD'S PERSONAL DOCTOR

30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?
- Yes  
 No → *Go to Question 45*
31. In the last 6 months, how many times did your child visit his or her personal doctor for care?
- None → *Go to Question 41*  
 1 time  
 2  
 3  
 4  
 5 to 9  
 10 or more times
32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
- Never  
 Sometimes  
 Usually  
 Always

33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- Never  
 Sometimes  
 Usually  
 Always
34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- Never  
 Sometimes  
 Usually  
 Always
35. Is your child able to talk with doctors about his or her health care?
- Yes  
 No → *Go to Question 37*
36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?
- Never  
 Sometimes  
 Usually  
 Always
37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never  
 Sometimes  
 Usually  
 Always
38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- Yes  
 No
39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
- Yes  
 No → *Go to Question 41*





## YOUR CHILD'S HEALTH PLAN

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

49. In the last 6 months, did you get information or help from customer service at your child's health plan?
- Yes  
 No → *Go to Question 52*
50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?
- Never  
 Sometimes  
 Usually  
 Always
51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?
- Never  
 Sometimes  
 Usually  
 Always
52. In the last 6 months, did your child's health plan give you any forms to fill out?
- Yes  
 No → *Go to Question 54*
53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?
- Never  
 Sometimes  
 Usually  
 Always
54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?
- 0    1    2    3    4    5    6    7    8    9    10
- Worst Health Plan Possible Best Health Plan Possible

## PRESCRIPTION MEDICINES

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

## ABOUT YOUR CHILD AND YOU

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



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

- Yes
- No → *Go to Question 63*

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

- Yes
- No

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No

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

- Yes
- No → *Go to Question 72*

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

- Yes
- No → *Go to Question 72*

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

- Yes
- No

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

- Yes
- No → *Go to Question 74*

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

- Yes
- No

74. What is your child's age?

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

75. Is your child male or female?

- Male
- Female

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

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

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

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



78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

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

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

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

## THANK YOU

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

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

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

