



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

PeachCare for Kids® Program

CAHPS® 5.0 Child Medicaid Summary Report

July 2015



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Introduction. The CAHPS® 5.0H Survey is a comprehensive tool for assessing parents'/caregivers' experiences with PeachCare for Kids® Program's (PCK) services for children. This report is designed to allow the Medicaid program to look at summaries of members' experiences using two types of presentation. First, this executive summary presents a brief description of the survey methodology, a graphic presentation of key results for rating questions and composites, and a sample disposition. Second, member responses are presented by question, including information about the response options used for scoring achievements. A copy of the questionnaire is found as an appendix.

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

Results

This report summarizes the findings of the child Medicaid 5.0 CAHPS survey conducted for PCK. Attempts were made to survey 1650 member households by mail and telephone during the period March 17, 2015 through May 1, 2015, using a mixed-mode procedure and standard questionnaire. The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and the National Committee for Quality Assurance (NCQA).

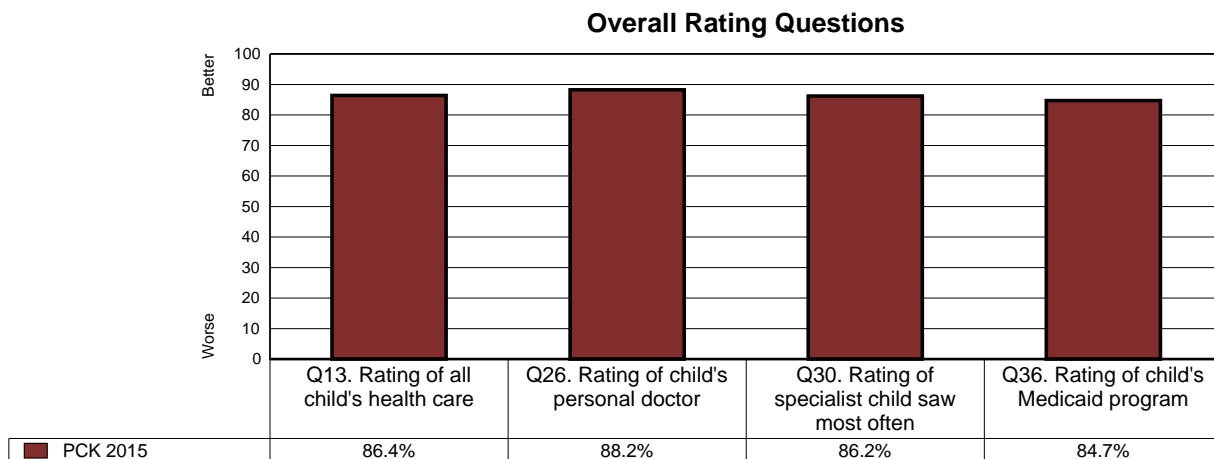
The survey drew as potential respondents the parents or caretakers of child members of PCK who were continuously enrolled in the plan for at least 6 months as of December 31, 2014, with no more than one enrollment gap of 45 days or less. From this sample frame, a random sample of 1650 cases was drawn. The survey was offered in English. Questionnaires were considered complete if respondents did not answer 'No' to Q1 and provided a valid response to at least one item in the questionnaire. Complete interviews were obtained from 576 PCK members, and the response rate was 36.2%.

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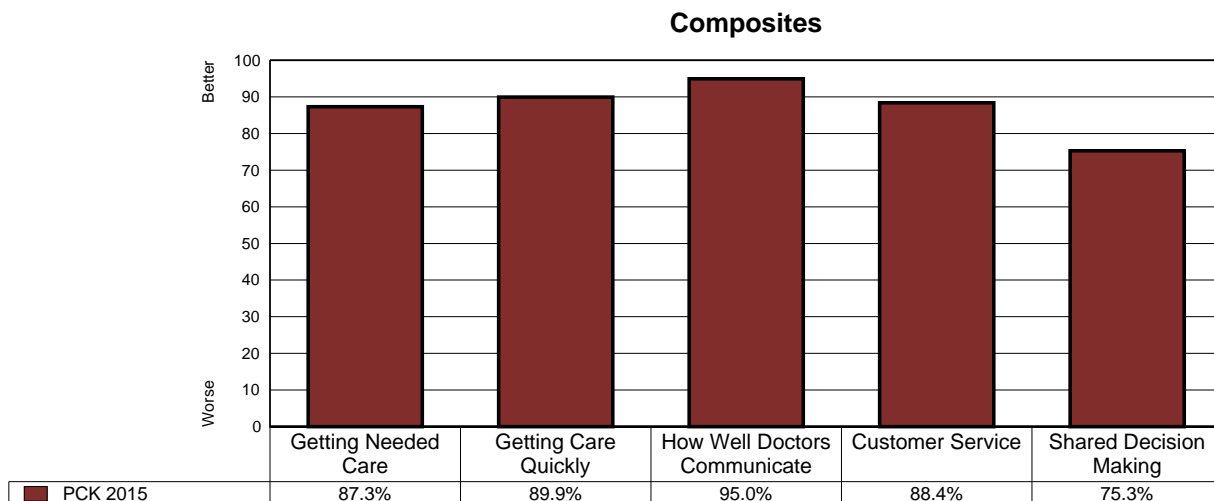
SUMMARY OF OVERALL RATING QUESTIONS

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



SUMMARY OF COMPOSITES

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



Sample Disposition

	PCK 2015
First mailing - sent	1650
*First mailing - usable survey returned	238
Second mailing - sent	1434
*Second mailing - usable survey returned	155
*Phone - usable surveys	183
Total - usable surveys	576
†Ineligible: According to population criteria‡	33
†Ineligible: Language barrier	2
†Ineligible: Deceased	0
†Ineligible: Mentally or physically unable to complete survey	0
Bad phone number OR bad address	71
Refusal	26
Nonresponse - Unavailable by mail AND phone	942
Adjusted Response Rate	35.7%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Responses by Question

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

	PCK 2015	
	N	%
Yes	570	100.0%
No	0	0.0%
Total	570	100.0%
Not Answered	6	

Your Child's Health Care in the Last 6 Months

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

	PCK 2015	
	N	%
Yes	188	33.1%
No	380	66.9%
Total	568	100.0%
Not Answered	8	

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

	PCK 2015	
	N	%
<input type="radio"/> Never	4	2.3%
<input type="radio"/> Sometimes	8	4.6%
<input checked="" type="radio"/> Usually	19	10.9%
<input checked="" type="radio"/> Always	144	82.3%
Total	175	100.0%
Not Answered	13	
Reporting Category	Getting Care Quickly	
Achievement Score	93.1%	

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

	PCK 2015	
	N	%
Yes	364	64.7%
No	199	35.3%
Total	563	100.0%
Not Answered	13	

Response scored as: Achievement Room for improvement

Responses by Question

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

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

	PCK 2015	
	N	%
<input type="radio"/> Never	7	2.0%
<input type="radio"/> Sometimes	31	8.9%
<input type="radio"/> Usually	60	17.2%
<input type="radio"/> Always	251	71.9%
Total	349	100.0%
Not Answered	15	
Reporting Category	Getting Care Quickly	
Achievement Score	89.1%	

- 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 for yourself?

	PCK 2015	
	N	%
None	170	30.5%
1 time	167	29.9%
2	109	19.5%
3	63	11.3%
4	29	5.2%
5 to 9	16	2.9%
10 or more times	4	0.7%
Total	558	100.0%
Not Answered	18	

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

	PCK 2015	
	N	%
<input type="radio"/> Yes	257	67.8%
<input type="radio"/> No	122	32.2%
Total	379	100.0%
Not Answered	9	
Reporting Category	Single Items	
Achievement Score	67.8%	

Response scored as: Achievement Room for improvement

Responses by Question

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

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

	PCK 2015	
	N	%
Yes	117	30.6%
No	265	69.4%
Total	382	100.0%
Not Answered	6	

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

	PCK 2015	
	N	%
<input checked="" type="radio"/> Yes	113	97.4%
<input type="radio"/> No	3	2.6%
Total	116	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	97.4%	

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

	PCK 2015	
	N	%
<input checked="" type="radio"/> Yes	64	55.2%
<input type="radio"/> No	52	44.8%
Total	116	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	55.2%	

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

	PCK 2015	
	N	%
<input checked="" type="radio"/> Yes	85	73.3%
<input type="radio"/> No	31	26.7%
Total	116	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	73.3%	

Response scored as: Achievement Room for improvement

Responses by Question

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

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

	PCK 2015	
	N	%
● Worst health care possible	0	0.0%
● 1	0	0.0%
● 2	0	0.0%
● 3	2	0.5%
● 4	1	0.3%
● 5	10	2.6%
● 6	13	3.4%
● 7	26	6.8%
● 8	59	15.5%
● 9	87	22.8%
● Best health care possible	183	48.0%
Total	381	100.0%
Not Answered	7	
Reporting Category	Ratings	
Rating (8, 9 and 10)	86.4%	

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

	PCK 2015	
	N	%
● Never	10	2.6%
● Sometimes	31	8.1%
● Usually	75	19.7%
● Always	265	69.6%
Total	381	100.0%
Not Answered	7	
Reporting Category	Getting Needed Care	
Achievement Score	89.2%	

Your Child's Personal Doctor

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

	PCK 2015	
	N	%
Yes	520	91.5%
No	48	8.5%
Total	568	100.0%
Not Answered	8	

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

Responses by Question

Your Child's Personal Doctor (continued)

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

	PCK 2015	
	N	%
None	126	25.3%
1 time	187	37.5%
2	95	19.0%
3	59	11.8%
4	20	4.0%
5 to 9	10	2.0%
10 or more times	2	0.4%
Total	499	100.0%
Not Answered	21	

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

	PCK 2015	
	N	%
<input type="radio"/> Never	2	0.5%
<input type="radio"/> Sometimes	17	4.6%
<input type="radio"/> Usually	39	10.5%
<input type="radio"/> Always	313	84.4%
Total	371	100.0%
Not Answered	2	
Reporting Category	Communication	
Achievement Score	94.9%	

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

	PCK 2015	
	N	%
<input type="radio"/> Never	4	1.1%
<input type="radio"/> Sometimes	11	3.0%
<input type="radio"/> Usually	44	11.8%
<input type="radio"/> Always	313	84.1%
Total	372	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	96.0%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	PCK 2015	
	N	%
<input type="radio"/> Never	3	0.8%
<input type="radio"/> Sometimes	10	2.7%
<input type="radio"/> Usually	33	8.9%
<input type="radio"/> Always	325	87.6%
Total	371	100.0%
Not Answered	2	
Reporting Category	Communication	
Achievement Score	96.5%	

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

	PCK 2015	
	N	%
Yes	313	84.8%
No	56	15.2%
Total	369	100.0%
Not Answered	4	

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

	PCK 2015	
	N	%
<input type="radio"/> Never	2	0.6%
<input type="radio"/> Sometimes	14	4.5%
<input type="radio"/> Usually	59	18.9%
<input type="radio"/> Always	237	76.0%
Total	312	100.0%
Not Answered	1	
Reporting Category	Single Items	
Achievement Score	94.9%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	PCK 2015	
	N	%
<input type="radio"/> Never	6	1.6%
<input type="radio"/> Sometimes	22	5.9%
<input type="radio"/> Usually	76	20.5%
<input type="radio"/> Always	266	71.9%
Total	370	100.0%
Not Answered	3	
Reporting Category	Communication	
Achievement Score	92.4%	

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

	PCK 2015	
	N	%
Yes	311	84.3%
No	58	15.7%
Total	369	100.0%
Not Answered	4	

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

	PCK 2015	
	N	%
Yes	126	34.3%
No	241	65.7%
Total	367	100.0%
Not Answered	6	

Q25. 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 2015	
	N	%
<input type="radio"/> Never	12	9.8%
<input type="radio"/> Sometimes	14	11.5%
<input type="radio"/> Usually	18	14.8%
<input type="radio"/> Always	78	63.9%
Total	122	100.0%
Not Answered	4	
Reporting Category	Single Items	
Achievement Score	78.7%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	PCK 2015	
	N	%
● Worst personal doctor possible	1	0.2%
● 1	0	0.0%
● 2	0	0.0%
● 3	4	0.8%
● 4	3	0.6%
● 5	6	1.2%
● 6	13	2.6%
● 7	31	6.3%
● 8	78	15.8%
● 9	100	20.3%
● Best personal doctor possible	257	52.1%
Total	493	100.0%
Not Answered	27	
Reporting Category	Ratings	
Rating (8, 9 and 10)	88.2%	

Getting Health Care From Specialists

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

	PCK 2015	
	N	%
Yes	131	23.3%
No	431	76.7%
Total	562	100.0%
Not Answered	14	

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

	PCK 2015	
	N	%
● Never	7	5.4%
● Sometimes	14	10.8%
● Usually	29	22.3%
● Always	80	61.5%
Total	130	100.0%
Not Answered	1	
Reporting Category	Getting Needed Care	
Achievement Score	83.8%	

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

Responses by Question

Getting Health Care From Specialists (continued)

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

	PCK 2015	
	N	%
None	5	3.8%
1 specialist	99	76.2%
2	22	16.9%
3	1	0.8%
4	2	1.5%
5 or more specialists	1	0.8%
Total	130	100.0%
Not Answered	1	

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

	PCK 2015	
	N	%
● Worst specialist possible	0	0.0%
● 1	1	0.8%
● 2	2	1.6%
● 3	2	1.6%
● 4	2	1.6%
● 5	1	0.8%
● 6	2	1.6%
● 7	7	5.7%
● 8	20	16.3%
● 9	25	20.3%
● Best specialist possible	61	49.6%
Total	123	100.0%
Not Answered	2	
Reporting Category	Ratings	
Rating (8, 9 and 10)	86.2%	

Your Child's Health Plan

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

	PCK 2015	
	N	%
Yes	175	31.5%
No	381	68.5%
Total	556	100.0%
Not Answered	20	

○ Response scored as: ● Achievement ● Room for improvement

Responses by Question

Your Child's Health Plan *(continued)*

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

	PCK 2015	
	N	%
<input type="radio"/> Never	5	2.9%
<input type="radio"/> Sometimes	23	13.5%
<input type="radio"/> Usually	46	27.1%
<input type="radio"/> Always	96	56.5%
Total	170	100.0%
Not Answered	5	
Reporting Category	Customer Service	
Achievement Score	83.5%	

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

	PCK 2015	
	N	%
<input type="radio"/> Never	6	3.5%
<input type="radio"/> Sometimes	5	2.9%
<input type="radio"/> Usually	31	18.0%
<input type="radio"/> Always	130	75.6%
Total	172	100.0%
Not Answered	3	
Reporting Category	Customer Service	
Achievement Score	93.6%	

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

	PCK 2015	
	N	%
Yes	210	38.2%
No	340	61.8%
Total	550	100.0%
Not Answered	26	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Health Plan (continued)

PQ35. In the last 6 months, how often were the forms from your child's health plan easy to fill out? [NOTE: Response of 'Always' padded with Q34 = 'No', based on NCQA scoring guidelines.]

	PCK 2015	
	N	%
● Never	3	0.6%
● Sometimes	22	4.0%
● Usually	57	10.5%
● Always	463	85.0%
Total	545	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	95.4%	

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

	PCK 2015	
	N	%
● Worst health plan possible	0	0.0%
● 1	1	0.2%
● 2	1	0.2%
● 3	1	0.2%
● 4	5	0.9%
● 5	22	4.0%
● 6	17	3.1%
● 7	38	6.8%
● 8	88	15.9%
● 9	113	20.4%
● Best health plan possible	269	48.5%
Total	555	100.0%
Not Answered	21	
Reporting Category	Ratings	
Rating (8, 9 and 10)	84.7%	

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

Responses by Question

About Your Child and You

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

	PCK 2015	
	N	%
● Excellent	257	45.8%
● Very Good	209	37.3%
● Good	79	14.1%
● Fair	14	2.5%
● Poor	2	0.4%
Total	561	100.0%
Not Answered	15	
Reporting Category	Single Items	
Achievement Score	83.1%	

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

	PCK 2015	
	N	%
● Excellent	311	55.5%
● Very Good	162	28.9%
● Good	67	12.0%
● Fair	18	3.2%
● Poor	2	0.4%
Total	560	100.0%
Not Answered	16	
Reporting Category	Single Items	
Achievement Score	84.5%	

Q39. What is your child's age?

	PCK 2015	
	N	%
Less than 1 year old	2	0.4%
1 to 2 years old	18	3.2%
3 to 4 years old	39	7.0%
5 to 7 years old	84	15.0%
8 to 10 years old	118	21.1%
11 to 13 years old	119	21.3%
14 to 19 years old	179	32.0%
Total	559	100.0%
Not Answered	17	

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

Responses by Question

About Your Child and You (continued)

Q40. Is your child male or female?

	PCK 2015	
	N	%
Male	301	53.9%
Female	257	46.1%
Total	558	100.0%
Not Answered	18	

Q41. Is your child of Hispanic or Latino origin or descent?

	PCK 2015	
	N	%
Yes, Hispanic or Latino	128	23.0%
No, Not Hispanic or Latino	428	77.0%
Total	556	100.0%
Not Answered	20	

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

	PCK 2015	
	N	%
Yes	275	52.0%
No	254	48.0%
Total	529	100.0%
Not Answered	47	

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

	PCK 2015	
	N	%
Yes	164	31.0%
No	365	69.0%
Total	529	100.0%
Not Answered	47	

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

	PCK 2015	
	N	%
Yes	57	10.8%
No	472	89.2%
Total	529	100.0%
Not Answered	47	

Responses by Question

About Your Child and You (continued)

Q42.4. What is your child's race? Response: Native Hawaiian or other Pacific Islander.

	PCK 2015	
	N	%
Yes	3	0.6%
No	526	99.4%
Total	529	100.0%
Not Answered	47	

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

	PCK 2015	
	N	%
Yes	10	1.9%
No	519	98.1%
Total	529	100.0%
Not Answered	47	

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

	PCK 2015	
	N	%
Yes	61	11.5%
No	468	88.5%
Total	529	100.0%
Not Answered	47	

Q43. What is your age?

	PCK 2015	
	N	%
Under 18	41	7.3%
18 to 24	5	0.9%
25 to 34	131	23.4%
35 to 44	258	46.1%
45 to 54	107	19.1%
55 to 64	14	2.5%
65 to 74	4	0.7%
75 or older	0	0.0%
Total	560	100.0%
Not Answered	16	

Responses by Question

About Your Child and You (continued)

Q44. Are you male or female?

	PCK 2015	
	N	%
Male	88	15.7%
Female	472	84.3%
Total	560	100.0%
Not Answered	16	

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

	PCK 2015	
	N	%
8th grade or less	34	6.2%
Some high school but did not graduate	41	7.4%
High school graduate or GED	142	25.8%
Some college or 2-year degree	208	37.7%
4-year college graduate	87	15.8%
More than 4-year college degree	39	7.1%
Total	551	100.0%
Not Answered	25	

Q46. How are you related to the child?

	PCK 2015	
	N	%
Mother or father	554	99.5%
Grandparent	1	0.2%
Aunt or uncle	0	0.0%
Older brother or sister	0	0.0%
Other relative	1	0.2%
Legal guardian	1	0.2%
Someone else	0	0.0%
Total	557	100.0%
Not Answered	19	

Q47. Did someone help you complete this survey?

	PCK 2015	
	N	%
Yes	20	5.2%
No	368	94.8%
Total	388	100.0%
Not Answered	5	

Responses by Question

About Your Child and You (continued)

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

	PCK 2015	
	N	%
Yes	9	45.0%
No	11	55.0%
Total	20	100.0%
Not Answered	5	

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

	PCK 2015	
	N	%
Yes	8	40.0%
No	12	60.0%
Total	20	100.0%
Not Answered	5	

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

	PCK 2015	
	N	%
Yes	2	10.0%
No	18	90.0%
Total	20	100.0%
Not Answered	5	

Q48.4. How did that person help you? Response: Translated the questions into my language.

	PCK 2015	
	N	%
Yes	12	60.0%
No	8	40.0%
Total	20	100.0%
Not Answered	5	

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

	PCK 2015	
	N	%
Yes	4	20.0%
No	16	80.0%
Total	20	100.0%
Not Answered	5	

Custom Questions

About You

Q38a. Has your child had either a flu shot or flu spray in the nose since July 1, 2014?

	PCK 2015	
	N	%
<input type="radio"/> Yes	265	48.8%
<input type="radio"/> No	278	51.2%
<input type="radio"/> Don't know	18	
Total	543	100.0%
Not Answered	15	
Reporting Category	Single Items	
Achievement Score	48.8%	

Response scored as: Achievement Room for improvement



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

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

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

SURVEY INSTRUCTIONS

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

Correct Mark ●

Incorrect Marks



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

● Yes → Go to Question 1
○ No

START HERE

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

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

- Yes → Go to Question 3
○ No

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



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

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

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

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

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

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

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

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

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

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

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



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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 27*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 22*



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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 26*

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

- Never
- Sometimes
- Usually
- Always

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → *Go to Question 31*

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

- Never
- Sometimes
- Usually
- Always



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

- None → **Go to Question 31**
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

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

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

YOUR CHILD'S HEALTH PLAN

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

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

- Yes
- No → **Go to Question 34**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 36**

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

- Never
- Sometimes
- Usually
- Always

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

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

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor



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

- Excellent
- Very good
- Good
- Fair
- Poor

38a. Has your child had either a flu shot or flu spray in the nose since July 1, 2014?

- Yes
- No
- Don't know

39. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

40. Is your child male or female?

- Male
- Female

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

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

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

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

43. What is your age?

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

44. Are you male or female?

- Male
- Female

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

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

46. How are you related to the child?

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

47. Did someone help you complete this survey?

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



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

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

THANK YOU

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

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

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



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