



# Community Health Solutions of Louisiana

## CAHPS® 5.0H Child CCC Summary Report

July 2014



# Community Health Solutions of Louisiana

## CAHPS® 5.0H Medicaid Children with Chronic Conditions

### Summary Report

July 2014

**Introduction.** Results from fielding the HEDIS®/CAHPS® 5.0H Survey for Community Health Solutions of Louisiana (CHSA) provide a comprehensive tool for assessing consumers' experiences with the health plan. This report is designed to allow the health plan 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 followed by a sample disposition. Second, member responses are presented by question, including information about the response options used for scoring achievements. A copy of the questionnaire is found as an appendix. Assessing consumers' experience in this report is accomplished with the use of means, composite scores, and achievement scores. In the Executive Summary section of this report Ratings and Composite means, calculated according to NCQA specifications, are presented. In addition, achievement scores for three CCC composites are presented. Composite scores are built 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. In addition, there are three composites specific to the Children with Chronic Conditions measurement set: Access to Specialized Services, Family-Centered Care: Personal Doctor who Knows Your Child, and Coordination of Care.

**Results.** This report summarizes the findings of the Medicaid children with chronic conditions 5.0H CAHPS survey conducted for CHSA. The survey instrument was comprised of the standard child Medicaid questions, with the addition of the Children with Chronic Conditions (CCC) measurement set. Attempts were made to survey 1,650 member households from the general population and 1,840 member households from a population likely to have a child with a chronic condition. Member households were contacted by mail and telephone during the period March 12, 2014 through May 21, 2014, using a mixed-mode procedure and standard questionnaire.

The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality and the National Committee for Quality Assurance (NCQA). 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® 2014 Volume 3* and the *HEDIS® 2014 Quality Assurance Plan*.

The survey drew as potential respondents the parents or caretakers of child members of CHSA who were continuously enrolled in the plan for at least 6 months as of December 31, 2013, with no more than one enrollment gap of 45 days or less. From this sample frame, a two-stage random sample was drawn. In the first stage, 1,650 child members were randomly selected from the entire sample frame, representing children from the general population. In the second stage, a supplemental sample of 1,840 child members was drawn from among a subset of children more likely to have a chronic condition, based on claims or care encounters that met specific diagnostic or service criteria. A total of 3,490 cases was drawn. The survey was offered in English and Spanish. Questionnaires were considered complete if respondents did not answer 'No' to Q1 and provided a valid response to at least one item in the questionnaire. Complete interviews were obtained from 846 CHSA members, and the response rate was 24.4%.

**Copyright Notice:** DataStat has created the format and organization of this report and retains that as its sole property, holds the copyright on that portion of the report and conveys no interest in that portion of the report. Users of this report expressly agree not to copy or otherwise disseminate the format or organization which are DataStat's sole property without DataStat's written permission.

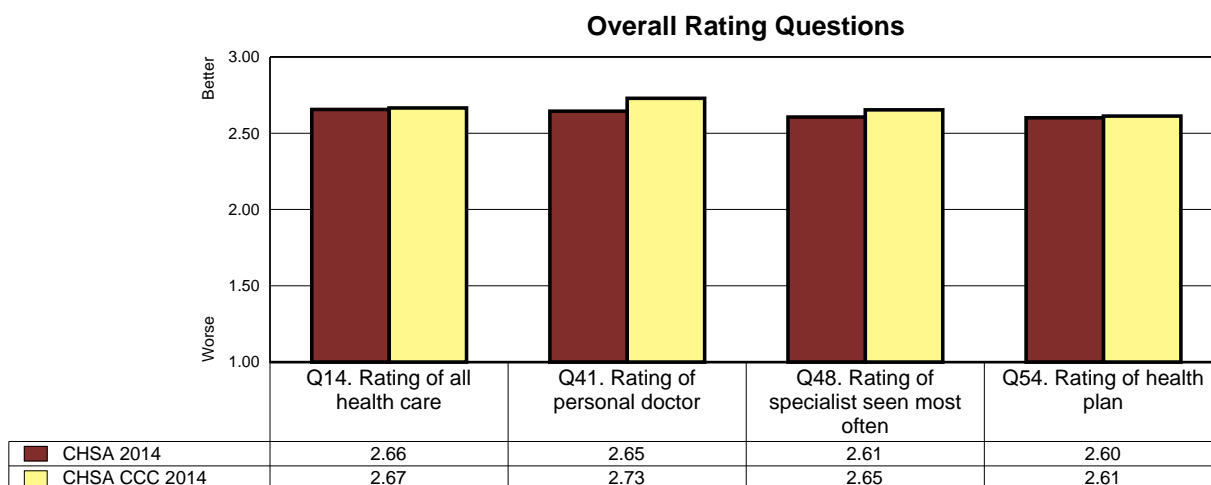
CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

In the presentation of results, general population respondents are those from the entire sample who fulfilled completeness requirements. The CCC population respondents are those whose responses to the survey-based screening tool indicated that the child has a chronic condition. CCC population respondents may come from the general sample or the supplemental sample. The general population and CCC population groups are not mutually exclusive. If a child member sampled as part of the general population is identified as having a chronic condition based on responses to the instrument's screening tool, the child's responses will be included in both the general and CCC groups in the results.

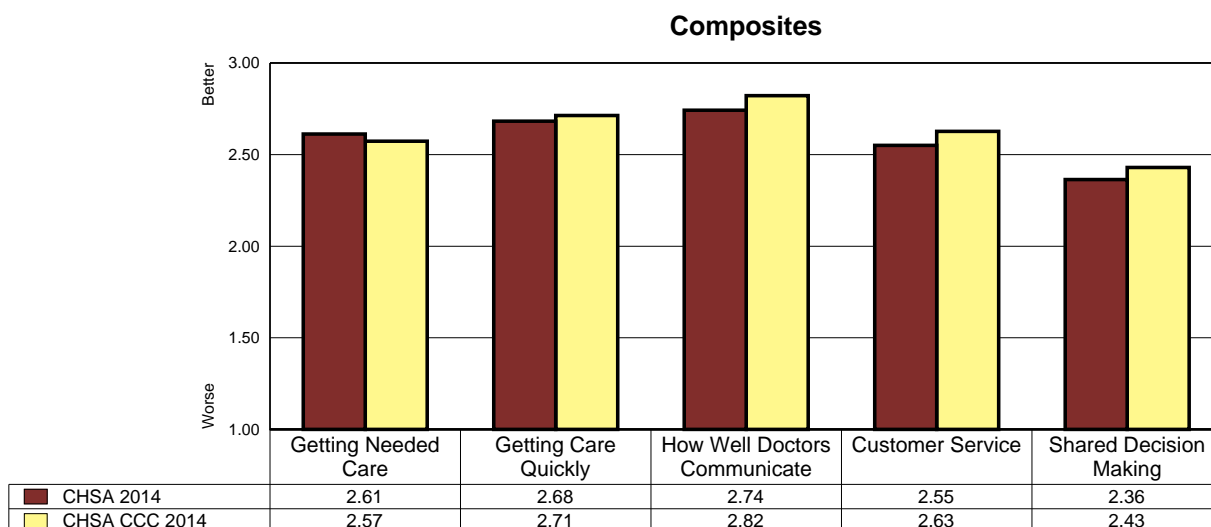
**SUMMARY OF OVERALL RATING QUESTIONS**

Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). NCQA uses rating means for health plan comparisons and accreditation scoring. To calculate the rating means, individual member responses to each rating question are recoded to a 3 point scale where responses of 0-6 correspond to a 1, 7-8 correspond to a 2, and 9-10 correspond to a 3. The rating mean is then calculated using the recoded values for each rating question.

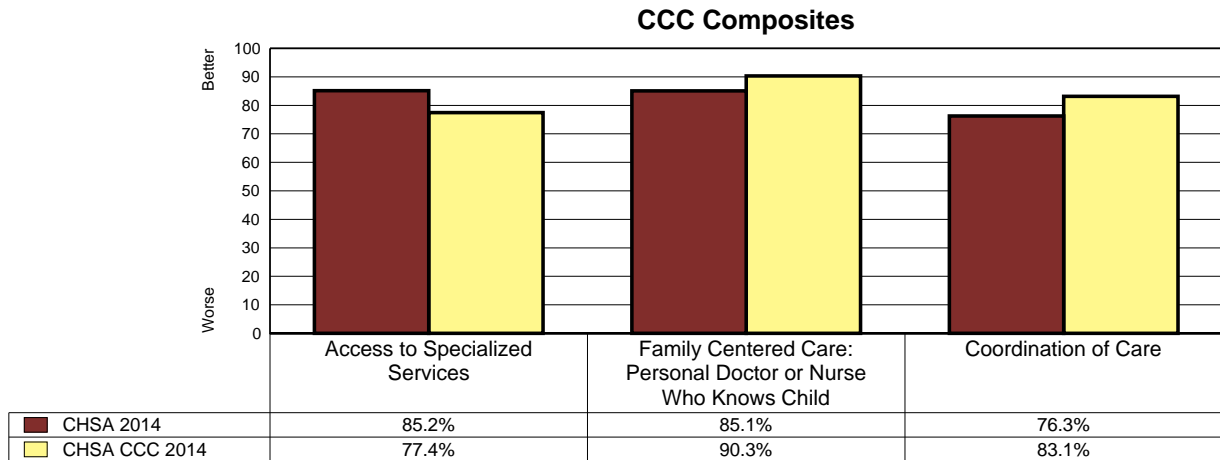


**SUMMARY OF COMPOSITES** A composite mean is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making . Composite means are designed to give a summary assessment of how CHSA performed across each domain.

To calculate the composite mean, individual member responses for each question in the composite are recoded to a 3 point scale. A mean is then calculated for each question, and the composite mean is calculated as the mean of the individual question means. Three point scales for the Shared Decision Making Composite are calculated as follows: "Not at all" and "A little" correspond to a 1, "Some" corresponds to a 2, and "A lot" corresponds to a 3. This composite also includes a question with the response options of "Yes" and "No". For this question, "Yes" corresponds to a 3 and "No" corresponds to a 1. For all other composites, responses of "Never" and "Sometimes" correspond to a 1, "Usually" corresponds to a 2, and "Always" corresponds to a 3. In the table below, CHSA's 2014 NCQA composite means are shown.



**SUMMARY OF CCC COMPOSITES** A composite score is calculated for the three domains specific to children with chronic conditions: Access to Specialized Services, Family-Centered Care: Personal Doctor who Knows your Child, and Coordination of Care. In the table below, proportions of positive responses are reported as achievement scores. The Access to Specialized Care composite reflects response options of "Usually" or "Always" in the achievement score. The Family-Centered Care and Coordination of Care composites are based on 'Yes' as the achievement. Results are presented for the general child population as well as the population of children with chronic conditions.



## Sample Disposition

	CHSA 2014
First mailing - sent	1650
*First mailing - usable survey returned	173
Second mailing - sent	1306
*Second mailing - usable survey returned	65
*Phone - usable surveys	158
<b>Total - usable surveys</b>	<b>396</b>
†Ineligible: According to population criteria‡	14
†Ineligible: Language barrier	2
†Ineligible: Deceased	1
†Ineligible: Mentally or physically unable to complete survey	0
Bad phone number OR bad address	183
Refusal/Returned survey blank	152
Nonresponse - Unavailable by mail AND phone	902
<b>Adjusted Response Rate</b>	<b>24.2%</b>

\*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 Community Health Solutions of Louisiana. Is that right?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	389	100.0%	322	100.0%
No	0	0.0%	0	0.0%
<b>Total</b>	389	100.0%	322	100.0%
Not Answered	7		4	

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

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	130	33.9%	147	45.1%
No	254	66.1%	179	54.9%
<b>Total</b>	384	100.0%	326	100.0%
Not Answered	12		0	

**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?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	1	0.8%	1	0.7%
● Sometimes	15	12.3%	14	10.3%
● Usually	14	11.5%	13	9.6%
● Always	92	75.4%	108	79.4%
<b>Total</b>	122	100.0%	136	100.0%
Not Answered	8		11	
<b>Reporting Category</b>	Getting Care Quickly			
Achievement Score	86.9%		89.0%	

**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?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	267	71.0%	264	82.0%
No	109	29.0%	58	18.0%
<b>Total</b>	376	100.0%	322	100.0%
Not Answered	20		4	

○ **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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	2	0.8%	2	0.8%
● Sometimes	11	4.4%	12	4.8%
● Usually	39	15.5%	36	14.5%
● Always	199	79.3%	199	79.9%
<b>Total</b>	251	100.0%	249	100.0%
Not Answered	16		15	
<b>Reporting Category</b>	Getting Care Quickly			
Achievement Score	94.8%		94.4%	

- 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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
None	68	18.2%	32	10.0%
1 time	72	19.3%	36	11.3%
2 times	89	23.9%	89	27.9%
3 times	62	16.6%	58	18.2%
4 times	34	9.1%	34	10.7%
5 to 9 times	35	9.4%	54	16.9%
10 or more times	13	3.5%	16	5.0%
<b>Total</b>	373	100.0%	319	100.0%
Not Answered	23		7	

- 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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Yes	203	68.6%	189	67.5%
● No	93	31.4%	91	32.5%
<b>Total</b>	296	100.0%	280	100.0%
Not Answered	9		7	
<b>Reporting Category</b>	Single Items			
Achievement Score	68.6%		67.5%	

○ **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, how often did you have your questions answered by your child's doctors or other health providers?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	9	3.0%	3	1.1%
● Sometimes	27	9.1%	19	6.8%
● Usually	54	18.2%	50	17.8%
● Always	207	69.7%	209	74.4%
<b>Total</b>	297	100.0%	281	100.0%
Not Answered	8		6	
<b>Reporting Category</b>	Single Items			
Achievement Score	87.9%		92.2%	

**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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	91	31.1%	130	46.4%
No	202	68.9%	150	53.6%
<b>Total</b>	293	100.0%	280	100.0%
Not Answered	12		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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Not at all	4	4.4%	3	2.4%
● A little	7	7.8%	12	9.5%
● Some	24	26.7%	21	16.7%
● A lot	55	61.1%	90	71.4%
<b>Total</b>	90	100.0%	126	100.0%
Not Answered	1		4	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	61.1%		71.4%	

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

## Responses by Question

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

**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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Not at all	18	20.2%	20	16.0%
● A little	13	14.6%	20	16.0%
● Some	23	25.8%	32	25.6%
● A lot	35	39.3%	53	42.4%
<b>Total</b>	89	100.0%	125	100.0%
Not Answered	2		5	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	39.3%		42.4%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Yes	67	77.9%	101	79.5%
● No	19	22.1%	26	20.5%
<b>Total</b>	86	100.0%	127	100.0%
Not Answered	5		3	
<b>Reporting Category</b>	Shared Decision Making			
Achievement Score	77.9%		79.5%	

**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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Worst health care possible	1	0.3%	0	0.0%
● 1	1	0.3%	1	0.4%
● 2	1	0.3%	0	0.0%
● 3	1	0.3%	0	0.0%
● 4	2	0.7%	1	0.4%
● 5	9	3.0%	7	2.5%
● 6	4	1.4%	7	2.5%
● 7	15	5.1%	13	4.6%
● 8	49	16.6%	49	17.4%
● 9	59	19.9%	48	17.1%
● Best health care possible	154	52.0%	155	55.2%
<b>Total</b>	296	100.0%	281	100.0%
Not Answered	9		6	
<b>Reporting Category</b>	Ratings			
Rating (8, 9 and 10)	88.5%		89.7%	

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

## Responses by Question

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

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
<input type="radio"/> Never	2	0.7%	5	1.8%
<input type="radio"/> Sometimes	20	6.8%	16	5.7%
<input type="radio"/> Usually	50	17.1%	53	18.9%
<input type="radio"/> Always	220	75.3%	206	73.6%
<b>Total</b>	292	100.0%	280	100.0%
Not Answered	13		7	
<b>Reporting Category</b>	Getting Needed Care			
Achievement Score	92.5%		92.5%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	291	77.4%	265	81.8%
No	85	22.6%	59	18.2%
<b>Total</b>	376	100.0%	324	100.0%
Not Answered	20		2	

**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?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	24	8.7%	50	19.9%
No	251	91.3%	201	80.1%
<b>Total</b>	275	100.0%	251	100.0%
Not Answered	16		14	

**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?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
<input type="radio"/> Yes	21	87.5%	49	98.0%
<input type="radio"/> No	3	12.5%	1	2.0%
<b>Total</b>	24	100.0%	50	100.0%
Not Answered	0		0	
<b>Reporting Category</b>	Coordination of Care			
Achievement Score	87.5%		98.0%	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### 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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	26	7.0%	41	12.7%
No	345	93.0%	281	87.3%
<b>Total</b>	371	100.0%	322	100.0%
Not Answered	25		4	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
<input checked="" type="radio"/> Never	0	0.0%	1	2.4%
<input checked="" type="radio"/> Sometimes	3	12.0%	7	17.1%
<input checked="" type="radio"/> Usually	2	8.0%	5	12.2%
<input checked="" type="radio"/> Always	20	80.0%	28	68.3%
<b>Total</b>	25	100.0%	41	100.0%
Not Answered	1		0	
<b>Reporting Category</b>	Access to Specialized Services			
Achievement Score	88.0%		80.5%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
<input checked="" type="radio"/> Yes	24	96.0%	36	87.8%
<input checked="" type="radio"/> No	1	4.0%	5	12.2%
<b>Total</b>	25	100.0%	41	100.0%
Not Answered	1		0	
<b>Reporting Category</b>	Single Items			
Achievement Score	96.0%		87.8%	

- 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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	22	6.0%	52	16.0%
No	347	94.0%	273	84.0%
<b>Total</b>	369	100.0%	325	100.0%
Not Answered	27		1	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### *Specialized Services (continued)*

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	3	14.3%	7	14.3%
● Sometimes	0	0.0%	6	12.2%
● Usually	5	23.8%	9	18.4%
● Always	13	61.9%	27	55.1%
<b>Total</b>	21	100.0%	49	100.0%
Not Answered	1		3	
<b>Reporting Category</b>	Access to Specialized Services			
Achievement Score	85.7%		73.5%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Yes	10	47.6%	30	58.8%
● No	11	52.4%	21	41.2%
<b>Total</b>	21	100.0%	51	100.0%
Not Answered	1		1	
<b>Reporting Category</b>	Single Items			
Achievement Score	47.6%		58.8%	

**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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	48	13.1%	123	38.0%
No	319	86.9%	201	62.0%
<b>Total</b>	367	100.0%	324	100.0%
Not Answered	29		2	

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

## Responses by Question

### *Specialized Services (continued)*

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	4	9.1%	13	10.8%
● Sometimes	4	9.1%	13	10.8%
● Usually	10	22.7%	23	19.2%
● Always	26	59.1%	71	59.2%
<b>Total</b>	44	100.0%	120	100.0%
Not Answered	4		3	
<b>Reporting Category</b>	Access to Specialized Services			
Achievement Score	81.8%		78.3%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Yes	28	62.2%	83	68.6%
● No	17	37.8%	38	31.4%
<b>Total</b>	45	100.0%	121	100.0%
Not Answered	3		2	
<b>Reporting Category</b>	Single Items			
Achievement Score	62.2%		68.6%	

**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?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	62	17.1%	108	33.6%
No	301	82.9%	213	66.4%
<b>Total</b>	363	100.0%	321	100.0%
Not Answered	33		5	

**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?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Yes	39	65.0%	71	68.3%
● No	21	35.0%	33	31.7%
<b>Total</b>	60	100.0%	104	100.0%
Not Answered	2		4	
<b>Reporting Category</b>	Coordination of Care			
Achievement Score	65.0%		68.3%	

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

## Responses by Question

### 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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	312	85.0%	300	92.3%
No	55	15.0%	25	7.7%
<b>Total</b>	<b>367</b>	<b>100.0%</b>	<b>325</b>	<b>100.0%</b>
Not Answered	29		1	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
None	38	12.8%	25	8.8%
1 time	77	26.0%	40	14.1%
2	64	21.6%	74	26.1%
3	48	16.2%	57	20.1%
4	27	9.1%	35	12.3%
5 to 9 times	29	9.8%	42	14.8%
10 or more times	13	4.4%	11	3.9%
<b>Total</b>	<b>296</b>	<b>100.0%</b>	<b>284</b>	<b>100.0%</b>
Not Answered	16		16	

**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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	9	3.5%	3	1.2%
● Sometimes	6	2.4%	10	3.9%
● Usually	32	12.6%	21	8.2%
● Always	207	81.5%	223	86.8%
<b>Total</b>	<b>254</b>	<b>100.0%</b>	<b>257</b>	<b>100.0%</b>
Not Answered	4		2	
<b>Reporting Category</b>	<b>Communication</b>			
Achievement Score	94.1%		94.9%	

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

## Responses by Question

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

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	4	1.6%	2	0.8%
● Sometimes	9	3.5%	6	2.3%
● Usually	29	11.4%	22	8.5%
● Always	213	83.5%	229	88.4%
<b>Total</b>	255	100.0%	259	100.0%
Not Answered	3		0	
<b>Reporting Category</b>	Communication			
Achievement Score	94.9%		96.9%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	5	2.0%	2	0.8%
● Sometimes	4	1.6%	6	2.3%
● Usually	20	7.9%	13	5.0%
● Always	225	88.6%	237	91.9%
<b>Total</b>	254	100.0%	258	100.0%
Not Answered	4		1	
<b>Reporting Category</b>	Communication			
Achievement Score	96.5%		96.9%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	180	71.1%	204	79.1%
No	73	28.9%	54	20.9%
<b>Total</b>	253	100.0%	258	100.0%
Not Answered	5		1	

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



## Responses by Question

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

**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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	3	1.7%	4	2.0%
● Sometimes	17	9.6%	10	5.0%
● Usually	27	15.3%	28	13.9%
● Always	130	73.4%	160	79.2%
<b>Total</b>	177	100.0%	202	100.0%
Not Answered	3		2	
<b>Reporting Category</b>	Single Items			
Achievement Score	88.7%		93.1%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	3	1.2%	5	1.9%
● Sometimes	31	12.2%	13	5.0%
● Usually	39	15.4%	34	13.2%
● Always	181	71.3%	206	79.8%
<b>Total</b>	254	100.0%	258	100.0%
Not Answered	4		1	
<b>Reporting Category</b>	Communication			
Achievement Score	86.6%		93.0%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Yes	202	79.8%	233	90.3%
● No	51	20.2%	25	9.7%
<b>Total</b>	253	100.0%	258	100.0%
Not Answered	5		1	
<b>Reporting Category</b>	Family Centered Care			
Achievement Score	79.8%		90.3%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	91	36.1%	131	50.6%
No	161	63.9%	128	49.4%
<b>Total</b>	252	100.0%	259	100.0%
Not Answered	6		0	

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

## Responses by Question

### *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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	5	5.6%	11	8.5%
● Sometimes	12	13.3%	14	10.8%
● Usually	11	12.2%	20	15.4%
● Always	62	68.9%	85	65.4%
<b>Total</b>	90	100.0%	130	100.0%
Not Answered	1		1	
<b>Reporting Category</b>	Single Items			
Achievement Score	81.1%		80.8%	

**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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Worst personal doctor possible	4	1.4%	0	0.0%
● 1	0	0.0%	0	0.0%
● 2	0	0.0%	0	0.0%
● 3	1	0.3%	2	0.7%
● 4	2	0.7%	4	1.4%
● 5	10	3.4%	5	1.8%
● 6	4	1.4%	4	1.4%
● 7	14	4.8%	10	3.5%
● 8	48	16.4%	37	13.0%
● 9	40	13.7%	33	11.6%
● Best personal doctor possible	170	58.0%	189	66.5%
<b>Total</b>	293	100.0%	284	100.0%
Not Answered	19		16	
<b>Reporting Category</b>	Ratings			
Rating (8, 9 and 10)	88.1%		91.2%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	68	23.1%	209	74.1%
No	227	76.9%	73	25.9%
<b>Total</b>	295	100.0%	282	100.0%
Not Answered	17		18	

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

## Responses by Question

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

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
<input checked="" type="radio"/> Yes	58	89.2%	191	91.8%
<input type="radio"/> No	7	10.8%	17	8.2%
<b>Total</b>	65	100.0%	208	100.0%
Not Answered	3		1	
<b>Reporting Category</b>	Family Centered Care			
Achievement Score	89.2%		91.8%	

- 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?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
<input checked="" type="radio"/> Yes	56	86.2%	184	88.9%
<input type="radio"/> No	9	13.8%	23	11.1%
<b>Total</b>	65	100.0%	207	100.0%
Not Answered	3		2	
<b>Reporting Category</b>	Family Centered Care			
Achievement Score	86.2%		88.9%	

### *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?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	67	18.9%	108	33.3%
No	288	81.1%	216	66.7%
<b>Total</b>	355	100.0%	324	100.0%
Not Answered	41		2	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### Getting Health Care From Specialists (continued)

**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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	0	0.0%	1	0.9%
● Sometimes	8	12.1%	14	13.1%
● Usually	14	21.2%	25	23.4%
● Always	44	66.7%	67	62.6%
<b>Total</b>	66	100.0%	107	100.0%
Not Answered	1		1	
<b>Reporting Category</b>	Getting Needed Care			
Achievement Score	87.9%		86.0%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
None	0	0.0%	3	2.8%
1 specialist	52	78.8%	60	56.1%
2	12	18.2%	29	27.1%
3	2	3.0%	11	10.3%
4	0	0.0%	2	1.9%
5 or more specialists	0	0.0%	2	1.9%
<b>Total</b>	66	100.0%	107	100.0%
Not Answered	1		1	

**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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Worst specialist possible	0	0.0%	0	0.0%
● 1	0	0.0%	1	1.0%
● 2	0	0.0%	0	0.0%
● 3	0	0.0%	0	0.0%
● 4	0	0.0%	1	1.0%
● 5	1	1.5%	2	1.9%
● 6	5	7.6%	4	3.8%
● 7	4	6.1%	3	2.9%
● 8	10	15.2%	17	16.3%
● 9	6	9.1%	11	10.6%
● Best specialist possible	40	60.6%	65	62.5%
<b>Total</b>	66	100.0%	104	100.0%
Not Answered	0		0	
<b>Reporting Category</b>	Ratings			
Rating (8, 9 and 10)	84.8%		89.4%	

○ Response scored as: ● Achievement ● Room for improvement

## Responses by Question

### 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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	93	26.3%	81	25.2%
No	260	73.7%	241	74.8%
<b>Total</b>	<b>353</b>	<b>100.0%</b>	<b>322</b>	<b>100.0%</b>
Not Answered	43		4	

**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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
<input type="radio"/> Never	4	4.5%	3	3.8%
<input type="radio"/> Sometimes	14	15.9%	10	12.7%
<input type="radio"/> Usually	23	26.1%	19	24.1%
<input type="radio"/> Always	47	53.4%	47	59.5%
<b>Total</b>	<b>88</b>	<b>100.0%</b>	<b>79</b>	<b>100.0%</b>
Not Answered	5		2	
<b>Reporting Category</b>	Customer Service			
Achievement Score	79.5%		83.5%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
<input type="radio"/> Never	1	1.1%	0	0.0%
<input type="radio"/> Sometimes	5	5.7%	3	3.8%
<input type="radio"/> Usually	8	9.2%	8	10.1%
<input type="radio"/> Always	73	83.9%	68	86.1%
<b>Total</b>	<b>87</b>	<b>100.0%</b>	<b>79</b>	<b>100.0%</b>
Not Answered	6		2	
<b>Reporting Category</b>	Customer Service			
Achievement Score	93.1%		96.2%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	74	21.3%	86	26.8%
No	274	78.7%	235	73.2%
<b>Total</b>	<b>348</b>	<b>100.0%</b>	<b>321</b>	<b>100.0%</b>
Not Answered	48		5	

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

## Responses by Question

### *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 Q52 = 'No', based on NCQA scoring guidelines.]

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	2	0.6%	1	0.3%
● Sometimes	6	1.7%	9	2.9%
● Usually	7	2.0%	12	3.8%
● Always	328	95.6%	291	93.0%
<b>Total</b>	343	100.0%	313	100.0%
Not Answered	5		8	
<b>Reporting Category</b>	Single Items			
Achievement Score	97.7%		96.8%	

**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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Worst health plan possible	0	0.0%	3	0.9%
● 1	0	0.0%	0	0.0%
● 2	0	0.0%	0	0.0%
● 3	2	0.6%	3	0.9%
● 4	3	0.8%	6	1.9%
● 5	15	4.2%	12	3.7%
● 6	14	3.9%	9	2.8%
● 7	17	4.7%	24	7.4%
● 8	58	16.2%	35	10.8%
● 9	57	15.9%	52	16.1%
● Best health plan possible	193	53.8%	179	55.4%
<b>Total</b>	359	100.0%	323	100.0%
Not Answered	37		3	
<b>Reporting Category</b>	Ratings			
Rating (8, 9 and 10)	85.8%		82.4%	

### *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?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	209	58.2%	298	91.4%
No	150	41.8%	28	8.6%
<b>Total</b>	359	100.0%	326	100.0%
Not Answered	37		0	

○ Response scored as: ● Achievement ● Room for improvement

## Responses by Question

### *Prescription Medications (continued)*

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Never	3	1.5%	3	1.0%
● Sometimes	12	5.9%	13	4.4%
● Usually	37	18.1%	48	16.4%
● Always	152	74.5%	229	78.2%
<b>Total</b>	204	100.0%	293	100.0%
Not Answered	5		5	
<b>Reporting Category</b>	Single Items			
Achievement Score	92.6%		94.5%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	100	50.0%	153	52.8%
No	100	50.0%	137	47.2%
<b>Total</b>	200	100.0%	290	100.0%
Not Answered	9		8	

### *About Your Child and You*

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Excellent	129	35.9%	66	20.4%
● Very Good	135	37.6%	121	37.5%
● Good	75	20.9%	97	30.0%
● Fair	20	5.6%	34	10.5%
● Poor	0	0.0%	5	1.5%
<b>Total</b>	359	100.0%	323	100.0%
Not Answered	37		3	
<b>Reporting Category</b>	Single Items			
Achievement Score	73.5%		57.9%	

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

## Responses by Question

### *About Your Child and You (continued)*

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
● Excellent	173	48.5%	65	20.2%
● Very Good	85	23.8%	79	24.6%
● Good	61	17.1%	94	29.3%
● Fair	35	9.8%	69	21.5%
● Poor	3	0.8%	14	4.4%
<b>Total</b>	357	100.0%	321	100.0%
Not Answered	39		5	
<b>Reporting Category</b>	Single Items			
Achievement Score	72.3%		44.9%	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	127	35.6%	290	89.2%
No	230	64.4%	35	10.8%
<b>Total</b>	357	100.0%	325	100.0%
Not Answered	39		1	

**Q61.** Is this because of any medical, behavioral or other health condition?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	97	79.5%	282	97.6%
No	25	20.5%	7	2.4%
<b>Total</b>	122	100.0%	289	100.0%
Not Answered	5		1	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	84	88.4%	277	98.2%
No	11	11.6%	5	1.8%
<b>Total</b>	95	100.0%	282	100.0%
Not Answered	2		0	

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



## Responses by Question

### *About Your Child and You (continued)*

**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?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	65	18.7%	172	53.6%
No	282	81.3%	149	46.4%
<b>Total</b>	347	100.0%	321	100.0%
Not Answered	49		5	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	53	84.1%	164	95.3%
No	10	15.9%	8	4.7%
<b>Total</b>	63	100.0%	172	100.0%
Not Answered	2		0	

**Q65. Is this a condition that has lasted or is expected to last for at least 12 months?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	51	100.0%	161	99.4%
No	0	0.0%	1	0.6%
<b>Total</b>	51	100.0%	162	100.0%
Not Answered	2		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?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	46	13.0%	103	32.1%
No	307	87.0%	218	67.9%
<b>Total</b>	353	100.0%	321	100.0%
Not Answered	43		5	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	29	69.0%	98	96.1%
No	13	31.0%	4	3.9%
<b>Total</b>	42	100.0%	102	100.0%
Not Answered	4		1	

## Responses by Question

### *About Your Child and You (continued)*

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	29	100.0%	97	99.0%
No	0	0.0%	1	1.0%
<b>Total</b>	29	100.0%	98	100.0%
Not Answered	0		0	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	30	8.5%	64	19.8%
No	323	91.5%	259	80.2%
<b>Total</b>	353	100.0%	323	100.0%
Not Answered	43		3	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	19	70.4%	56	88.9%
No	8	29.6%	7	11.1%
<b>Total</b>	27	100.0%	63	100.0%
Not Answered	3		1	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	18	94.7%	54	96.4%
No	1	5.3%	2	3.6%
<b>Total</b>	19	100.0%	56	100.0%
Not Answered	0		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?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	56	16.0%	175	54.2%
No	295	84.0%	148	45.8%
<b>Total</b>	351	100.0%	323	100.0%
Not Answered	45		3	

## Responses by Question

### *About Your Child and You (continued)*

**Q73. Has this problem lasted or is it expected to last for at least 12 months?**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	47	94.0%	164	96.5%
No	3	6.0%	6	3.5%
<b>Total</b>	50	100.0%	170	100.0%
Not Answered	6		5	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Less than 1 year old	7	2.0%	5	1.6%
1 to 2 years old	47	13.3%	12	3.7%
3 to 4 years old	44	12.4%	21	6.5%
5 to 7 years old	59	16.7%	50	15.5%
8 to 10 years old	67	18.9%	73	22.7%
11 to 13 years old	51	14.4%	65	20.2%
14 to 18 years old	79	22.3%	96	29.8%
<b>Total</b>	354	100.0%	322	100.0%
Not Answered	42		4	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Male	186	52.4%	205	63.3%
Female	169	47.6%	119	36.7%
<b>Total</b>	355	100.0%	324	100.0%
Not Answered	41		2	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes, Hispanic or Latino	41	11.8%	20	6.2%
No, Not Hispanic or Latino	306	88.2%	302	93.8%
<b>Total</b>	347	100.0%	322	100.0%
Not Answered	49		4	

## Responses by Question

### *About Your Child and You* (continued)

**Q77.1. What is your child's race? Response: White.**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	186	47.0%	201	61.7%
No	210	53.0%	125	38.3%
<b>Total</b>	<b>396</b>	<b>100.0%</b>	<b>326</b>	<b>100.0%</b>
Not Answered	0		0	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	152	38.4%	125	38.3%
No	244	61.6%	201	61.7%
<b>Total</b>	<b>396</b>	<b>100.0%</b>	<b>326</b>	<b>100.0%</b>
Not Answered	0		0	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	8	2.0%	2	0.6%
No	388	98.0%	324	99.4%
<b>Total</b>	<b>396</b>	<b>100.0%</b>	<b>326</b>	<b>100.0%</b>
Not Answered	0		0	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	1	0.3%	2	0.6%
No	395	99.7%	324	99.4%
<b>Total</b>	<b>396</b>	<b>100.0%</b>	<b>326</b>	<b>100.0%</b>
Not Answered	0		0	

**Q77.5. What is your child's race? Response: American Indian or Alaska Native.**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	14	3.5%	14	4.3%
No	382	96.5%	312	95.7%
<b>Total</b>	<b>396</b>	<b>100.0%</b>	<b>326</b>	<b>100.0%</b>
Not Answered	0		0	

## Responses by Question

### *About Your Child and You (continued)*

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	26	6.6%	10	3.1%
No	370	93.4%	316	96.9%
<b>Total</b>	<b>396</b>	<b>100.0%</b>	<b>326</b>	<b>100.0%</b>
Not Answered	0		0	

**Q78.** What is your age?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Under 18	19	5.4%	18	5.6%
18 to 24	34	9.7%	10	3.1%
25 to 34	127	36.2%	115	35.6%
35 to 44	109	31.1%	103	31.9%
45 to 54	39	11.1%	38	11.8%
55 to 64	17	4.8%	31	9.6%
65 to 74	6	1.7%	7	2.2%
75 or older	0	0.0%	1	0.3%
<b>Total</b>	<b>351</b>	<b>100.0%</b>	<b>323</b>	<b>100.0%</b>
Not Answered	45		3	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Male	18	5.1%	11	3.4%
Female	335	94.9%	312	96.6%
<b>Total</b>	<b>353</b>	<b>100.0%</b>	<b>323</b>	<b>100.0%</b>
Not Answered	43		3	

**Q80.** What is the highest grade or level of school that you have completed?

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
8th grade or less	19	5.4%	12	3.7%
Some high school but did not graduate	57	16.3%	43	13.4%
High school graduate or GED	136	38.9%	122	37.9%
Some college or 2-year degree	111	31.7%	119	37.0%
4-year college graduate	21	6.0%	17	5.3%
More than 4-year college degree	6	1.7%	9	2.8%
<b>Total</b>	<b>350</b>	<b>100.0%</b>	<b>322</b>	<b>100.0%</b>
Not Answered	46		4	

## Responses by Question

### *About Your Child and You (continued)*

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Mother or father	302	88.3%	264	86.8%
Grandparent	27	7.9%	30	9.9%
Aunt or uncle	4	1.2%	3	1.0%
Older brother or sister	0	0.0%	0	0.0%
Other relative	0	0.0%	0	0.0%
Legal guardian	9	2.6%	6	2.0%
Someone else	0	0.0%	1	0.3%
<b>Total</b>	<b>342</b>	<b>100.0%</b>	<b>304</b>	<b>100.0%</b>
Not Answered	54		22	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	10	2.5%	7	2.2%
No	384	97.5%	318	97.8%
<b>Total</b>	<b>394</b>	<b>100.0%</b>	<b>325</b>	<b>100.0%</b>
Not Answered	2		1	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	4	40.0%	5	71.4%
No	6	60.0%	2	28.6%
<b>Total</b>	<b>10</b>	<b>100.0%</b>	<b>7</b>	<b>100.0%</b>
Not Answered	0		0	

**Q83.2. How did that person help you? Response: Wrote down the answers I gave.**

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	1	10.0%	2	28.6%
No	9	90.0%	5	71.4%
<b>Total</b>	<b>10</b>	<b>100.0%</b>	<b>7</b>	<b>100.0%</b>
Not Answered	0		0	

## Responses by Question

### *About Your Child and You* (continued)

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	3	30.0%	2	28.6%
No	7	70.0%	5	71.4%
<b>Total</b>	10	100.0%	7	100.0%
Not Answered	0		0	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	5	50.0%	0	0.0%
No	5	50.0%	7	100.0%
<b>Total</b>	10	100.0%	7	100.0%
Not Answered	0		0	

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

	CHSA 2014		CHSA CCC 2014	
	N	%	N	%
Yes	1	10.0%	0	0.0%
No	9	90.0%	7	100.0%
<b>Total</b>	10	100.0%	7	100.0%
Not Answered	0		0	



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

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

If you want to know more about this study, please call 1-888-506-5127.

**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 Community Health Solutions of Louisiana. 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**

