

# Community Health Solutions of America

## CAHPS® 5.0H Adult Medicaid Summary Report

June 2013



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**Introduction.** Results from fielding the HEDIS®/CAHPS® 5.0H Survey for Community Health Solutions of America (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, composites and Effectiveness of Care Measures 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 health plan 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 adult Medicaid 5.0H CAHPS survey conducted for CHSA. Attempts were made to survey 1350 member households by mail and telephone during the period March 8, 2013 through May 20, 2013, 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® 2013 Volume 3* and the *HEDIS® 2013 Quality Assurance Plan*.

The survey drew as potential respondents the adult members of CHSA who were continuously enrolled in the plan for at least 6 months as of December 31, 2012, with no more than one enrollment gap of 45 days or less. From this sample frame, a random sample of 1350 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 259 CHSA members, and the response rate was 19.5%.

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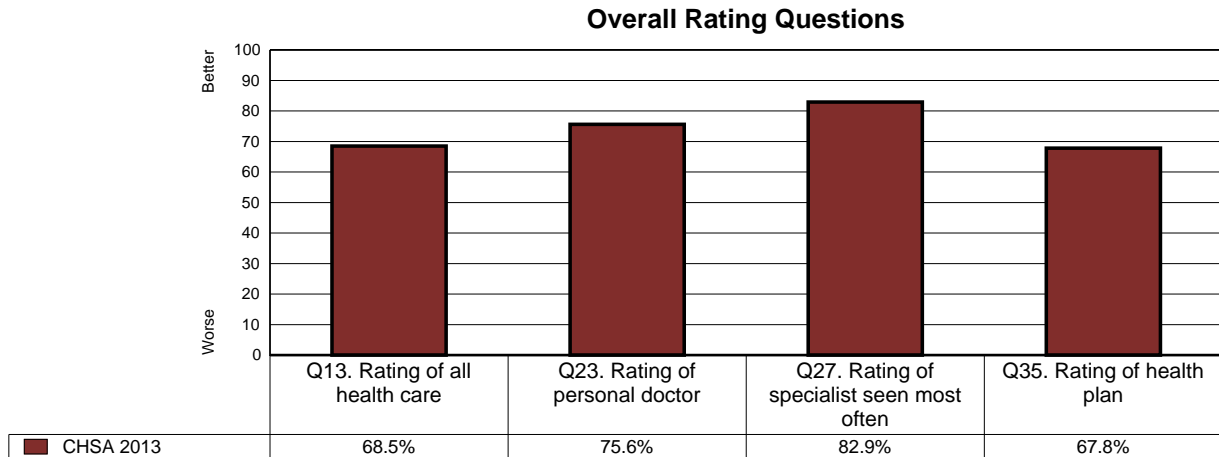
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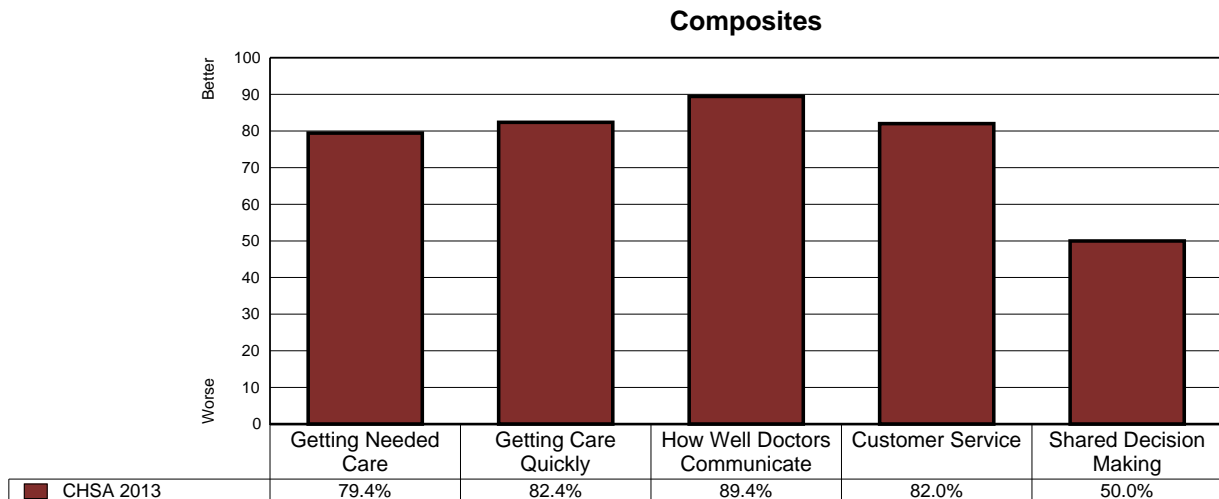
### SUMMARY OF OVERALL RATING QUESTIONS

Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. 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

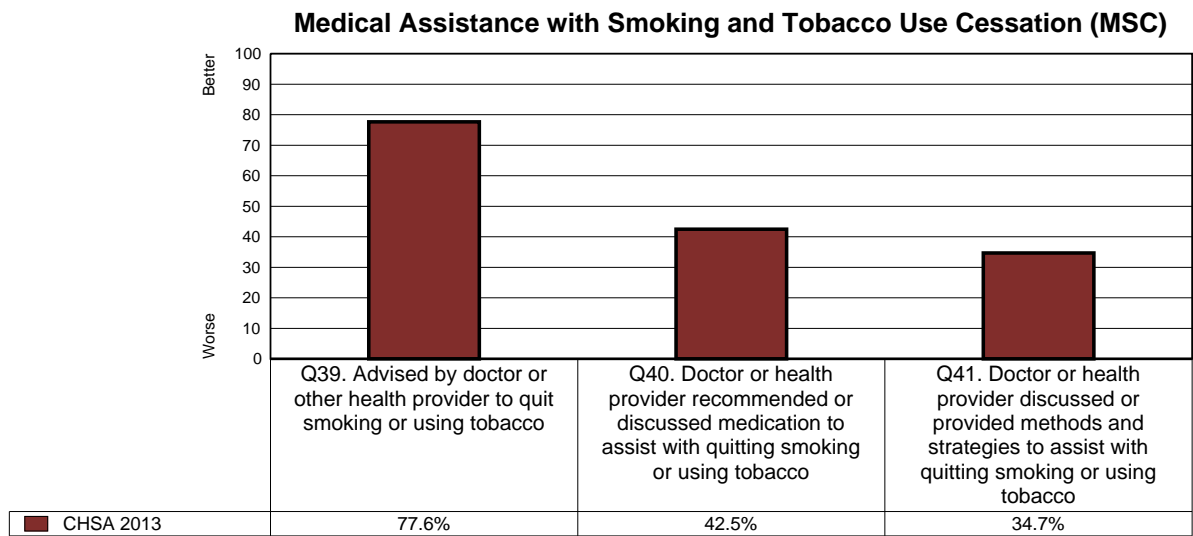
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the plan performed across the domain. In the table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



**SUMMARY OF EFFECTIVENESS OF CARE MEASURES**

Two Effectiveness of Care Measures are presented below. These measures use a rolling-average methodology, where scores are computed using two years of response data. For the purpose of this report, these measures are presented as single-year scores, rather than rolling averages.

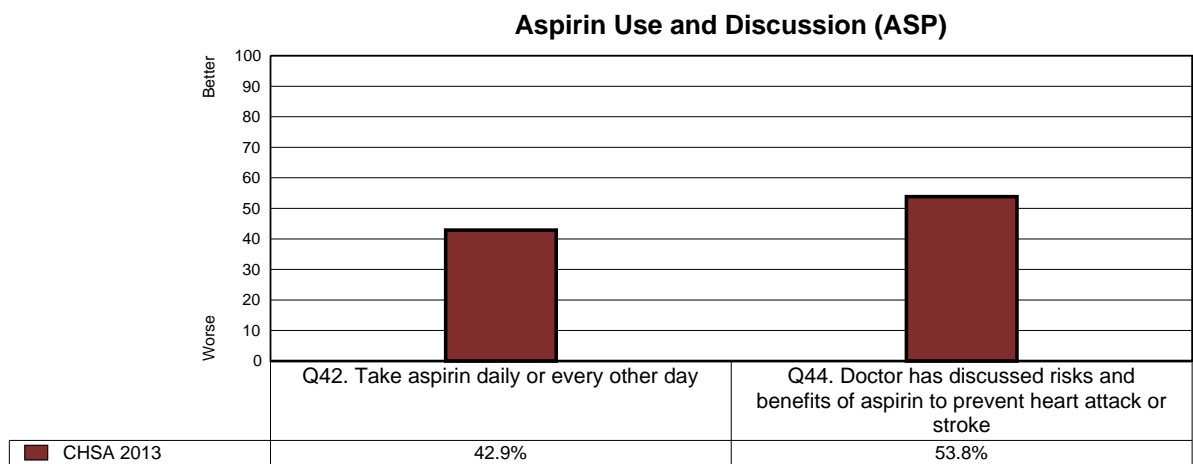
The Medical Assistance with Smoking Cessation and Tobacco Use Cessation measure is composed of three questions. Scores represent the proportion of adult members continuously enrolled during the measurement year whose provider advised them to (1) quit smoking or using tobacco; (2) recommended or discussed medication to assist with quitting smoking or using tobacco; or (3) discussed or provided methods and strategies other than medication to assist with quitting smoking or using tobacco. For each question, a response of "Sometimes", "Usually", or "Always" is considered an achievement.



The Aspirin Use and Discussion measure assesses different facets of aspirin use in the primary prevention of cardiovascular disease. The measure is based on two questions, one assessing current aspirin use, and the other asking whether a health provider discussed the risks and benefits of taking aspirin to prevent heart attack or stroke.

The Aspirin Use component includes members in certain risk factor categories who could safely take aspirin (based on the response to Q43), had no cardiovascular disease exclusion (based on the response to Q46), and who answered Q42. The rate represents the proportion of these members who indicated they take aspirin daily or every other day.

The Discussing Aspirin Risks and Benefits component includes members in certain age/gender categories who had no cardiovascular disease exclusion (based on the response to Q46), and who answered Q44. The rate represents the proportion of these members who indicated that a health provider had discussed the risks and benefits of aspirin with them.



## Sample Disposition

	CHSA 2013
First mailing - sent	1350
*First mailing - usable survey returned	118
Second mailing - sent	1173
*Second mailing - usable survey returned	73
*Phone - usable surveys	68
Total - usable surveys	259
†Ineligible: According to population criteria‡	15
†Ineligible: Language barrier	3
†Ineligible: Deceased	1
†Ineligible: Mentally or physically unable to complete survey	4
Bad phone number/bad address	500
Refusal/Returned survey blank	36
Nonresponse - Unavailable by mail and phone	532
<b>Adjusted Response Rate</b>	<b>19.5%</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 you are now in Community Health Solutions of America. Is that right?**

	CHSA 2013	
	N	%
Yes	247	100.0%
No	0	0.0%
<b>Total</b>	247	100.0%
Not Answered	12	

### *Your Health Care in the Last 6 Months*

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

	CHSA 2013	
	N	%
Yes	120	48.8%
No	126	51.2%
<b>Total</b>	246	100.0%
Not Answered	13	

**Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?**

	CHSA 2013	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	17	15.2%
<input checked="" type="radio"/> Usually	25	22.3%
<input checked="" type="radio"/> Always	70	62.5%
<b>Total</b>	112	100.0%
Not Answered	8	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	84.8%	

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

	CHSA 2013	
	N	%
Yes	187	74.8%
No	63	25.2%
<b>Total</b>	250	100.0%
Not Answered	9	

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

## Responses by Question

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

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

	CHSA 2013	
	N	%
● Never	1	0.6%
● Sometimes	34	19.5%
● Usually	36	20.7%
● Always	103	59.2%
<b>Total</b>	174	100.0%
Not Answered	13	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	79.9%	

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

	CHSA 2013	
	N	%
None	47	19.4%
1 time	37	15.3%
2	37	15.3%
3	36	14.9%
4	18	7.4%
5 to 9	43	17.8%
10 or more times	24	9.9%
<b>Total</b>	242	100.0%
Not Answered	17	

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

	CHSA 2013	
	N	%
● Yes	128	69.6%
● No	56	30.4%
<b>Total</b>	184	100.0%
Not Answered	11	
<b>Reporting Category</b>	Single Items	
Achievement Score	69.6%	

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



## Responses by Question

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

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

	CHSA 2013	
	N	%
Yes	83	45.9%
No	98	54.1%
<b>Total</b>	181	100.0%
Not Answered	14	

- Q10.** When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?

	CHSA 2013	
	N	%
● Not at all	2	2.4%
● A little	11	13.4%
● Some	24	29.3%
● A lot	45	54.9%
<b>Total</b>	82	100.0%
Not Answered	1	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	54.9%	

- Q11.** When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?

	CHSA 2013	
	N	%
● Not at all	23	28.0%
● A little	22	26.8%
● Some	19	23.2%
● A lot	18	22.0%
<b>Total</b>	82	100.0%
Not Answered	1	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	22.0%	

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

## Responses by Question

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

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

	CHSA 2013	
	N	%
<input checked="" type="radio"/> Yes	60	73.2%
<input type="radio"/> No	22	26.8%
<b>Total</b>	82	100.0%
Not Answered	1	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	73.2%	

**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 health care in the last 6 months?

	CHSA 2013	
	N	%
<input type="radio"/> Worst health care possible	2	1.1%
<input type="radio"/> 1	3	1.6%
<input type="radio"/> 2	2	1.1%
<input type="radio"/> 3	6	3.3%
<input type="radio"/> 4	3	1.6%
<input type="radio"/> 5	13	7.1%
<input type="radio"/> 6	10	5.4%
<input type="radio"/> 7	19	10.3%
<input checked="" type="radio"/> 8	27	14.7%
<input checked="" type="radio"/> 9	18	9.8%
<input checked="" type="radio"/> Best health care possible	81	44.0%
<b>Total</b>	184	100.0%
Not Answered	11	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	68.5%	

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

	CHSA 2013	
	N	%
<input type="radio"/> Never	4	2.2%
<input type="radio"/> Sometimes	35	18.8%
<input checked="" type="radio"/> Usually	44	23.7%
<input checked="" type="radio"/> Always	103	55.4%
<b>Total</b>	186	100.0%
Not Answered	9	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	79.0%	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### Your Personal Doctor

**Q15.** A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

	CHSA 2013	
	N	%
Yes	188	76.4%
No	58	23.6%
<b>Total</b>	246	100.0%
Not Answered	13	

**Q16.** In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

	CHSA 2013	
	N	%
None	21	12.1%
1 time	28	16.2%
2	44	25.4%
3	24	13.9%
4	18	10.4%
5 to 9	25	14.5%
10 or more times	13	7.5%
<b>Total</b>	173	100.0%
Not Answered	15	

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

	CHSA 2013	
	N	%
● Never	3	2.0%
● Sometimes	10	6.7%
● Usually	22	14.7%
● Always	115	76.7%
<b>Total</b>	150	100.0%
Not Answered	2	
<b>Reporting Category</b>	Communication	
Achievement Score	91.3%	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### Your Personal Doctor (continued)

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

	CHSA 2013	
	N	%
<input type="radio"/> Never	2	1.3%
<input type="radio"/> Sometimes	21	14.1%
<input type="radio"/> Usually	13	8.7%
<input type="radio"/> Always	113	75.8%
<b>Total</b>	149	100.0%
Not Answered	3	
<b>Reporting Category</b>	Communication	
Achievement Score	84.6%	

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

	CHSA 2013	
	N	%
<input type="radio"/> Never	4	2.7%
<input type="radio"/> Sometimes	9	6.0%
<input type="radio"/> Usually	15	10.1%
<input type="radio"/> Always	121	81.2%
<b>Total</b>	149	100.0%
Not Answered	3	
<b>Reporting Category</b>	Communication	
Achievement Score	91.3%	

**Q20.** In the last 6 months, how often did your personal doctor spend enough time with you?

	CHSA 2013	
	N	%
<input type="radio"/> Never	4	2.7%
<input type="radio"/> Sometimes	10	6.8%
<input type="radio"/> Usually	36	24.3%
<input type="radio"/> Always	98	66.2%
<b>Total</b>	148	100.0%
Not Answered	4	
<b>Reporting Category</b>	Communication	
Achievement Score	90.5%	

**Q21.** In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	CHSA 2013	
	N	%
Yes	66	44.9%
No	81	55.1%
<b>Total</b>	147	100.0%
Not Answered	5	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### *Your Personal Doctor (continued)*

**Q22.** In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

	CHSA 2013	
	N	%
<input type="radio"/> Never	2	3.2%
<input type="radio"/> Sometimes	5	7.9%
<input type="radio"/> Usually	12	19.0%
<input type="radio"/> Always	44	69.8%
<b>Total</b>	63	100.0%
Not Answered	3	
<b>Reporting Category</b>	Single Items	
Achievement Score	88.9%	

**Q23.** 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 personal doctor?

	CHSA 2013	
	N	%
<input type="radio"/> Worst personal doctor possible	1	0.6%
<input type="radio"/> 1	1	0.6%
<input type="radio"/> 2	4	2.3%
<input type="radio"/> 3	1	0.6%
<input type="radio"/> 4	7	4.1%
<input type="radio"/> 5	10	5.8%
<input type="radio"/> 6	7	4.1%
<input type="radio"/> 7	11	6.4%
<input type="radio"/> 8	19	11.0%
<input type="radio"/> 9	20	11.6%
<input type="radio"/> Best personal doctor possible	91	52.9%
<b>Total</b>	172	100.0%
Not Answered	16	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	75.6%	

### *Getting Health Care From Specialists*

**Q24.** 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 to see a specialist?

	CHSA 2013	
	N	%
Yes	92	37.6%
No	153	62.4%
<b>Total</b>	245	100.0%
Not Answered	14	

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

## Responses by Question

### Getting Health Care From Specialists (continued)

**Q25.** In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

	CHSA 2013	
	N	%
<input type="radio"/> Never	8	9.0%
<input type="radio"/> Sometimes	10	11.2%
<input type="radio"/> Usually	19	21.3%
<input type="radio"/> Always	52	58.4%
<b>Total</b>	89	100.0%
Not Answered	3	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	79.8%	

**Q26.** How many specialists have you seen in the last 6 months?

	CHSA 2013	
	N	%
None	8	8.9%
1 specialist	51	56.7%
2	21	23.3%
3	7	7.8%
4	2	2.2%
5 or more specialists	1	1.1%
<b>Total</b>	90	100.0%
Not Answered	2	

**Q27.** We want to know your rating of the specialist you 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 2013	
	N	%
<input type="radio"/> Worst specialist possible	1	1.2%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	1	1.2%
<input type="radio"/> 4	1	1.2%
<input type="radio"/> 5	3	3.7%
<input type="radio"/> 6	5	6.1%
<input type="radio"/> 7	3	3.7%
<input type="radio"/> 8	10	12.2%
<input type="radio"/> 9	11	13.4%
<input type="radio"/> Best specialist possible	47	57.3%
<b>Total</b>	82	100.0%
Not Answered	0	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	82.9%	

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

## Responses by Question

### Your Health Plan

**Q28.** In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

	CHSA 2013	
	N	%
Yes	48	20.1%
No	191	79.9%
<b>Total</b>	239	100.0%
Not Answered	20	

**Q29.** In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

	CHSA 2013	
	N	%
<input type="radio"/> Never	8	17.4%
<input type="radio"/> Sometimes	14	30.4%
<input type="radio"/> Usually	7	15.2%
<input type="radio"/> Always	17	37.0%
<b>Total</b>	46	100.0%
Not Answered	2	
<b>Reporting Category</b>	Single Items	
Achievement Score	52.2%	

**Q30.** In the last 6 months, did you get information or help from your health plan's customer service?

	CHSA 2013	
	N	%
Yes	68	28.6%
No	170	71.4%
<b>Total</b>	238	100.0%
Not Answered	21	

**Q31.** In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	CHSA 2013	
	N	%
<input type="radio"/> Never	1	1.5%
<input type="radio"/> Sometimes	15	22.4%
<input type="radio"/> Usually	15	22.4%
<input type="radio"/> Always	36	53.7%
<b>Total</b>	67	100.0%
Not Answered	1	
<b>Reporting Category</b>	Customer Service	
Achievement Score	76.1%	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### Your Health Plan (continued)

**Q32.** In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

	CHSA 2013	
	N	%
<input type="radio"/> Never	2	3.0%
<input type="radio"/> Sometimes	6	9.1%
<input type="radio"/> Usually	6	9.1%
<input type="radio"/> Always	52	78.8%
<b>Total</b>	66	100.0%
Not Answered	2	
<b>Reporting Category</b>	Customer Service	
Achievement Score	87.9%	

**Q33.** In the last 6 months, did your health plan give you any forms to fill out?

	CHSA 2013	
	N	%
Yes	76	31.8%
No	163	68.2%
<b>Total</b>	239	100.0%
Not Answered	20	

**PQ34.** In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q33 = 'No', based on NCQA scoring guidelines.]

	CHSA 2013	
	N	%
<input type="radio"/> Never	1	0.4%
<input type="radio"/> Sometimes	16	6.9%
<input type="radio"/> Usually	17	7.3%
<input type="radio"/> Always	199	85.4%
<b>Total</b>	233	100.0%
Not Answered	6	
<b>Reporting Category</b>	Single Items	
Achievement Score	92.7%	

Response scored as:  Achievement  Room for improvement



## Responses by Question

### *Your Health Plan (continued)*

**Q35.** 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 health plan?

	CHSA 2013	
	N	%
● Worst health plan possible	4	1.7%
● 1	3	1.3%
● 2	2	0.8%
● 3	4	1.7%
● 4	4	1.7%
● 5	25	10.5%
● 6	12	5.0%
● 7	23	9.6%
● 8	26	10.9%
● 9	30	12.6%
● Best health plan possible	106	44.4%
<b>Total</b>	239	100.0%
Not Answered	20	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	67.8%	

### *About You*

**Q36.** In general, how would you rate your overall health?

	CHSA 2013	
	N	%
● Excellent	32	13.3%
● Very Good	56	23.3%
● Good	75	31.3%
● Fair	58	24.2%
● Poor	19	7.9%
<b>Total</b>	240	100.0%
Not Answered	19	
<b>Reporting Category</b>	Single Items	
Achievement Score	36.7%	

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

## Responses by Question

### About You (continued)

**Q37.** In general, how would you rate your overall mental or emotional health?

	CHSA 2013	
	N	%
● Excellent	62	25.7%
● Very Good	50	20.7%
● Good	65	27.0%
● Fair	46	19.1%
● Poor	18	7.5%
<b>Total</b>	241	100.0%
Not Answered	18	
<b>Reporting Category</b>	Single Items	
Achievement Score	46.5%	

**Q38.** Do you now smoke cigarettes or use tobacco every day, some days or not at all?

	CHSA 2013	
	N	%
Every day	49	20.4%
Some days	28	11.7%
Not at all	163	67.9%
Don't Know	1	
<b>Total</b>	240	100.0%
Not Answered	18	

**Q39.** In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

	CHSA 2013	
	N	%
● Never	17	22.4%
● Sometimes	20	26.3%
● Usually	9	11.8%
● Always	30	39.5%
<b>Total</b>	76	100.0%
Not Answered	1	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	77.6%	

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

## Responses by Question

### About You (continued)

- Q40.** In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

	CHSA 2013	
	N	%
● Never	42	57.5%
● Sometimes	13	17.8%
● Usually	5	6.8%
● Always	13	17.8%
<b>Total</b>	73	100.0%
Not Answered	4	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	42.5%	

- Q41.** In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

	CHSA 2013	
	N	%
● Never	49	65.3%
● Sometimes	9	12.0%
● Usually	7	9.3%
● Always	10	13.3%
<b>Total</b>	75	100.0%
Not Answered	2	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	34.7%	

- Q42.** Do you take aspirin daily or every other day? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]

	CHSA 2013	
	N	%
● Yes	3	42.9%
● No	4	57.1%
Don't know	0	0.0%
<b>Total</b>	7	100.0%
Not Answered	0	
<b>Reporting Category</b>	Aspirin Use and Discussion	
Achievement Score	42.9%	

○ Response scored as: ● Achievement ● Room for improvement

## Responses by Question

### About You (continued)

**Q43. Do you have a health problem or take medication that makes taking aspirin unsafe for you?**

	CHSA 2013	
	N	%
Yes	31	14.3%
No	186	85.7%
Don't know	21	
<b>Total</b>	217	100.0%
Not Answered	21	

**Q44. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke? [NOTE: Data presented for eligible respondents determined by NCQA scoring guidelines.]**

	CHSA 2013	
	N	%
<input checked="" type="radio"/> Yes	7	53.8%
<input type="radio"/> No	6	46.2%
<b>Total</b>	13	100.0%
Not Answered	0	
<b>Reporting Category</b>	Aspirin Use and Discussion	
Achievement Score	53.8%	

**Q45.1. Are you aware that you have any of the following conditions? Response: High cholesterol**

	CHSA 2013	
	N	%
Yes	61	44.2%
No	77	55.8%
<b>Total</b>	138	100.0%
Not Answered	121	

**Q45.2. Are you aware that you have any of the following conditions? Response: High blood pressure**

	CHSA 2013	
	N	%
Yes	101	73.2%
No	37	26.8%
<b>Total</b>	138	100.0%
Not Answered	121	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### *About You* (continued)

**Q45.3.** Are you aware that you have any of the following conditions? Response: Parent or sibling with heart attack before the age of 60

	CHSA 2013	
	N	%
Yes	58	42.0%
No	80	58.0%
<b>Total</b>	138	100.0%
Not Answered	121	

**Q46.1.** Has a doctor ever told you that you have any of the following conditions? Response: A heart attack

	CHSA 2013	
	N	%
Yes	20	25.0%
No	60	75.0%
<b>Total</b>	80	100.0%
Not Answered	179	

**Q46.2.** Has a doctor ever told you that you have any of the following conditions? Response: Angina or coronary heart disease

	CHSA 2013	
	N	%
Yes	15	18.8%
No	65	81.3%
<b>Total</b>	80	100.0%
Not Answered	179	

**Q46.3.** Has a doctor ever told you that you have any of the following conditions? Response: A stroke

	CHSA 2013	
	N	%
Yes	13	16.3%
No	67	83.8%
<b>Total</b>	80	100.0%
Not Answered	179	

**Q46.4.** Has a doctor ever told you that you have any of the following conditions? Response: Any kind of diabetes or high blood sugar

	CHSA 2013	
	N	%
Yes	60	75.0%
No	20	25.0%
<b>Total</b>	80	100.0%
Not Answered	179	

## Responses by Question

### ***About You*** (continued)

**Q47. In the last 6 months, did you get health care 3 or more times for the same condition or problem?**

	CHSA 2013	
	N	%
Yes	89	37.9%
No	146	62.1%
<b>Total</b>	235	100.0%
Not Answered	24	

**Q48. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.**

	CHSA 2013	
	N	%
Yes	56	66.7%
No	28	33.3%
<b>Total</b>	84	100.0%
Not Answered	5	

**Q49. Do you now need or take medicine prescribed by a doctor? Do not include birth control.**

	CHSA 2013	
	N	%
Yes	149	62.9%
No	88	37.1%
<b>Total</b>	237	100.0%
Not Answered	22	

**Q50. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.**

	CHSA 2013	
	N	%
Yes	122	87.1%
No	18	12.9%
<b>Total</b>	140	100.0%
Not Answered	9	

## Responses by Question

### *About You* (continued)

**Q51. What is your age?**

	CHSA 2013	
	N	%
18 to 24	58	24.3%
25 to 34	57	23.8%
35 to 44	38	15.9%
45 to 54	36	15.1%
55 to 64	49	20.5%
65 to 74	1	0.4%
75 or older	0	0.0%
<b>Total</b>	239	100.0%
Not Answered	20	

**Q52. Are you male or female?**

	CHSA 2013	
	N	%
Male	52	21.7%
Female	188	78.3%
<b>Total</b>	240	100.0%
Not Answered	19	

**Q53. What is the highest grade or level of school that you have completed?**

	CHSA 2013	
	N	%
8th grade or less	23	9.7%
Some high school but did not graduate	60	25.3%
High school graduate or GED	85	35.9%
Some college or 2-year degree	60	25.3%
4-year college graduate	6	2.5%
More than 4-year college degree	3	1.3%
<b>Total</b>	237	100.0%
Not Answered	22	

**Q54. Are you of Hispanic or Latino origin or descent?**

	CHSA 2013	
	N	%
Yes, Hispanic or Latino	14	6.2%
No, Not Hispanic or Latino	211	93.8%
<b>Total</b>	225	100.0%
Not Answered	34	

## Responses by Question

### ***About You*** (continued)

**Q55.1. What is your race? Response: White.**

	CHSA 2013	
	N	%
Yes	115	49.4%
No	118	50.6%
<b>Total</b>	<b>233</b>	<b>100.0%</b>
Not Answered	26	

**Q55.2. What is your race? Response: Black or African-American.**

	CHSA 2013	
	N	%
Yes	114	48.9%
No	119	51.1%
<b>Total</b>	<b>233</b>	<b>100.0%</b>
Not Answered	26	

**Q55.3. What is your race? Response: Asian.**

	CHSA 2013	
	N	%
Yes	3	1.3%
No	230	98.7%
<b>Total</b>	<b>233</b>	<b>100.0%</b>
Not Answered	26	

**Q55.4. What is your race? Response: Native Hawaiian or other Pacific Islander.**

	CHSA 2013	
	N	%
Yes	2	0.9%
No	231	99.1%
<b>Total</b>	<b>233</b>	<b>100.0%</b>
Not Answered	26	

**Q55.5. What is your race? Response: American Indian or Alaskan Native.**

	CHSA 2013	
	N	%
Yes	6	2.6%
No	227	97.4%
<b>Total</b>	<b>233</b>	<b>100.0%</b>
Not Answered	26	



## Responses by Question

### *About You* (continued)

**Q55.6.** What is your race? Response: Other.

	CHSA 2013	
	N	%
Yes	5	2.1%
No	228	97.9%
<b>Total</b>	233	100.0%
Not Answered	26	

**Q56.** Did someone help you complete this survey?

	CHSA 2013	
	N	%
Yes	31	16.8%
No	154	83.2%
<b>Total</b>	185	100.0%
Not Answered	6	

**Q57.1.** How did that person help you? Response: Read the questions to me.

	CHSA 2013	
	N	%
Yes	19	61.3%
No	12	38.7%
<b>Total</b>	31	100.0%
Not Answered	0	

**Q57.2.** How did that person help you? Response: Wrote down the answers I gave.

	CHSA 2013	
	N	%
Yes	9	29.0%
No	22	71.0%
<b>Total</b>	31	100.0%
Not Answered	0	

**Q57.3.** How did that person help you? Response: Answered the questions for me.

	CHSA 2013	
	N	%
Yes	7	22.6%
No	24	77.4%
<b>Total</b>	31	100.0%
Not Answered	0	

## Responses by Question

### ***About You*** (continued)

**Q57.4.** How did that person help you? Response: Translated the questions into my language.

	CHSA 2013	
	N	%
Yes	1	3.2%
No	30	96.8%
<b>Total</b>	<b>31</b>	<b>100.0%</b>
Not Answered	0	

**Q57.5.** How did that person help you? Response: Helped in some other way.

	CHSA 2013	
	N	%
Yes	2	6.5%
No	29	93.5%
<b>Total</b>	<b>31</b>	<b>100.0%</b>
Not Answered	0	



Community *Health* Solutions  
of America



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 1-877-455-3396.

**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** ↓

1. Our records show that you are now in Community Health Solutions of America, Inc. Is that right?

- Yes ➔ *Go to Question 3*
- No

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

\_\_\_\_\_

## YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do **not** include care you got when you stayed overnight in a hospital. Do **not** include the times you went for dental care visits.

3. In the last 6 months, did you 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 you **needed care right away**, how often did you get care as soon as you needed?

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 7**

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

- Never
- Sometimes
- Usually
- Always

7. In the last 6 months, **not** counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

- 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 a doctor or other health provider talk about specific things you could do to prevent illness?

- Yes
- No

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

- Yes
- No → **Go to Question 13**

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

- Not at all
- A little
- Some
- A lot

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

- Not at all
- A little
- Some
- A lot

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

- 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 health care in the last 6 months?

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



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

- Never
- Sometimes
- Usually
- Always

**YOUR PERSONAL DOCTOR**

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes
- No → Go to Question 24

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- None → Go to Question 23
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

20. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never
- Sometimes
- Usually
- Always

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- Yes
- No → Go to Question 23

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

- Never
- Sometimes
- Usually
- Always

23. 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 personal doctor?

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

**GETTING HEALTH CARE FROM SPECIALISTS**

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

24. 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 to see a specialist?

- Yes
- No → Go to Question 28



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

- Never
- Sometimes
- Usually
- Always

26. How many specialists have you seen in the last 6 months?

- None → **Go to Question 28**
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

27. We want to know your rating of the specialist you 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 HEALTH PLAN**

The next questions ask about your experience with your health plan.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- Yes
- No → **Go to Question 30**

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 33**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

33. In the last 6 months, did your health plan give you any forms to fill out?

- Yes
- No → **Go to Question 35**

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

- Never
- Sometimes
- Usually
- Always

35. 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 health plan?

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



## ABOUT YOU

36. In general, how would you rate your overall health?

- Excellent
- Very Good
- Good
- Fair
- Poor

37. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very Good
- Good
- Fair
- Poor

38. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- Every day
- Some days
- Not at all → *Go to Question 42*
- Don't know → *Go to Question 42*

39. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- Never
- Sometimes
- Usually
- Always

40. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- Never
- Sometimes
- Usually
- Always

41. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- Never
- Sometimes
- Usually
- Always

42. Do you take aspirin daily or every other day?

- Yes
- No
- Don't know

43. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- Yes
- No
- Don't know

44. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- Yes
- No

45. Are you aware that you have any of the following conditions? Mark one or more.

- High cholesterol
- High blood pressure
- Parent or sibling with heart attack before the age of 60

46. Has a doctor ever told you that you have any of the following conditions? Mark one or more.

- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar



47. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- Yes
- No → **Go to Question 49**

48. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

49. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- Yes
- No → **Go to Question 51**

50. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

51. What is your age?

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

52. Are you male or female?

- Male
- Female

53. 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

54. Are you of Hispanic or Latino origin or descent?

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

55. What is your race? Mark one or more.

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

56. Did someone help you complete this survey?

- Yes → **Go to Question 57**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

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

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

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

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

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







