

MassHealth Statewide Child Survey: **Results from the 2013 MassHealth Patient Experience Survey**

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Executive Summary

This report presents the results of a survey of the experiences of MassHealth families enrolled in primary care and conducted in the spring of 2013. The Patient Experience Survey (PES) was designed and implemented to meet the objectives of a five-year federally funded Children's Health Insurance Program Reauthorization Act (CHIPRA) grant awarded in 2010, as well as the objectives of the MassHealth managed care programs and the Primary Care Clinician Plan.

Methods

The sample included 1,989 MassHealth members ages 17 years or younger and enrolled in the Primary Care Clinician (PCC) Plan or one of the MassHealth-contracted managed care organizations (MCOs) as of December 31, 2012. The survey instrument consisted of core items from the Consumer Assessment of Health Providers and Systems Health Plan Survey, version 5.0 (CAHPS 5.0H) with additional questions selected to provide information about behavioral health, dental care, coordination of care, culturally appropriate access, shared decision-making, health promotion and emergency department use. The final survey instrument included 63 questions and was translated into Spanish.

The survey was administered using a two-wave mail protocol with telephone follow-up of non-respondents. Mail data collection began April 29, 2013. Telephone interviews began June 17, 2013 and fielding was closed on July 15, 2013.

The analysis constructed the standard CAHPS composites as well as an additional composite about experience. The remaining questions were analyzed as single items.

Results

Characteristics of Responders and Their Children

The overall response rate was 50.2%. Most of the responders were parents of the sampled child (95%) and over the age of 35 (60%). About half of the responders had a high school education or less and half had some college or were college graduates.

The average age of the responder's child was 9 years, a near equal distribution of males and females and 40% of children were reported as being of Hispanic/Latino descent. In terms of health, 78% of parents/guardians rated their child's overall health as *very good* or *excellent*, 73% rated their child's mental/emotional health as *very good* or *excellent* and 28% reported their child had a chronic health condition.

Composites

Composites combine several questions into a single score representing a multi-faceted concept. Table E-1 displays the results of the 2013 Child Survey with the 2013 National Committee for Quality Assurance's (NCQA) National Medicaid 75th percentile benchmark in the last column, where available.

Table E- 1: 2013 MassHealth Child Survey Composite Scores

<u>Composite</u>	<u>Rate</u>	<u>Respondents</u>	<u>2013 NCQA 75th p'tile</u>
Getting Needed Care	84.3	200	87.9
Getting Care Quickly	87.0	230	92.5
How Well Doctors Communicate	94.0	623	94.4
Health Plan Information and Customer Service	86.5	230	89.7
Shared Decision-Making – Medication Choices	73.1	197	N/A
Parents/Guardians Experience with Child's Personal Doctor or Nurse	88.8	218	N/A

One of the four composites with available benchmarks, How Well Doctors Communicate (94.0%), is at the 75th percentile of performance across all U.S. Medicaid plans. The remaining three composites, Getting Needed Care, Getting Care Quickly, and Customer Service, have levels of performance below the 75th percentile, but at reasonably high absolute levels (84%, 87%, and 87%). This suggests that while there is some room for improvement, it may not be a priority area. Shared Decision-Making, on the other hand, represents a greater need for improvement with approximately 27% of families reporting that they were not brought into the decision-making process with providers.

Single Item Responses

The 2013 Child Survey included questions capturing parent/guardian experience with care coordination, behavioral health, health promotion, and culturally competent communication. Table E- 2 presents the results of the single item questions. All rates reflect the proportion of families that responded “Yes”, “Usually”, “Always”, “Satisfied”, or “Very Satisfied” to the question unless otherwise specified.

Table E- 2: 2013 MassHealth Child Survey - Single Item Responses

<u>Question</u>	<u>Rate</u>	<u>Respondents</u>
Coordination of Care		
Did your child get care from a doctor or other health provider besides his or her personal doctor?	37%	622
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?	86%	223
Anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers?	58%	221
Who helped to coordinate your child's care?		118
Child's health plan	5%	
Child's doctor's office	75%	
Friend or family member	2%	
You	19%	

Question	Rate	Respondents
"Satisfied" or "Very Satisfied" with help received to coordinate child's care	95%	128
Health Promotion and Education		
Did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?	67%	647
Customer Service – Filling Out Forms		
How often were the forms from your child's health plan easy to fill out?	77%	278
Behavioral Health Care		
How often was it easy to get behavioral health treatment or counseling for your child?	69%	155
Anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?	59%	153
Chronic Conditions		
Your child's provider understands how medical, behavioral, health conditions affect child's day-to-day life	88%	217
Your child's provider understands how medical, behavioral, health conditions affect family's day-to-day life	88%	214
Cultural Competent Communication		
How often did you have a <u>hard time</u> speaking with or understanding your child's personal doctor because you spoke different languages?	4%	622
How often did your child have a <u>hard time</u> speaking with or understanding his or her personal doctor because they spoke different languages?	3%	443

By reversing the percentages in the table, several potential opportunities for improvement become apparent.

- **42%** of parents/guardians reported they did not receive help coordinating their child's health care
- **33%** of parents/guardians reported their child's doctor did not talk about specific items related to illness prevention
- **23%** of parents/guardians reported forms from their child's health plan were *never* (3%) or *sometimes* (20%) easy to fill out
- **31%** of parents/guardians reported it was *never* (16%) or only *sometimes* (15%) easy to get behavioral health treatment or counseling for their child
- **41%** of parents/guardians reported no one from their child's health plan or doctor's office helped coordinate behavioral health treatment for their child

Overall Ratings

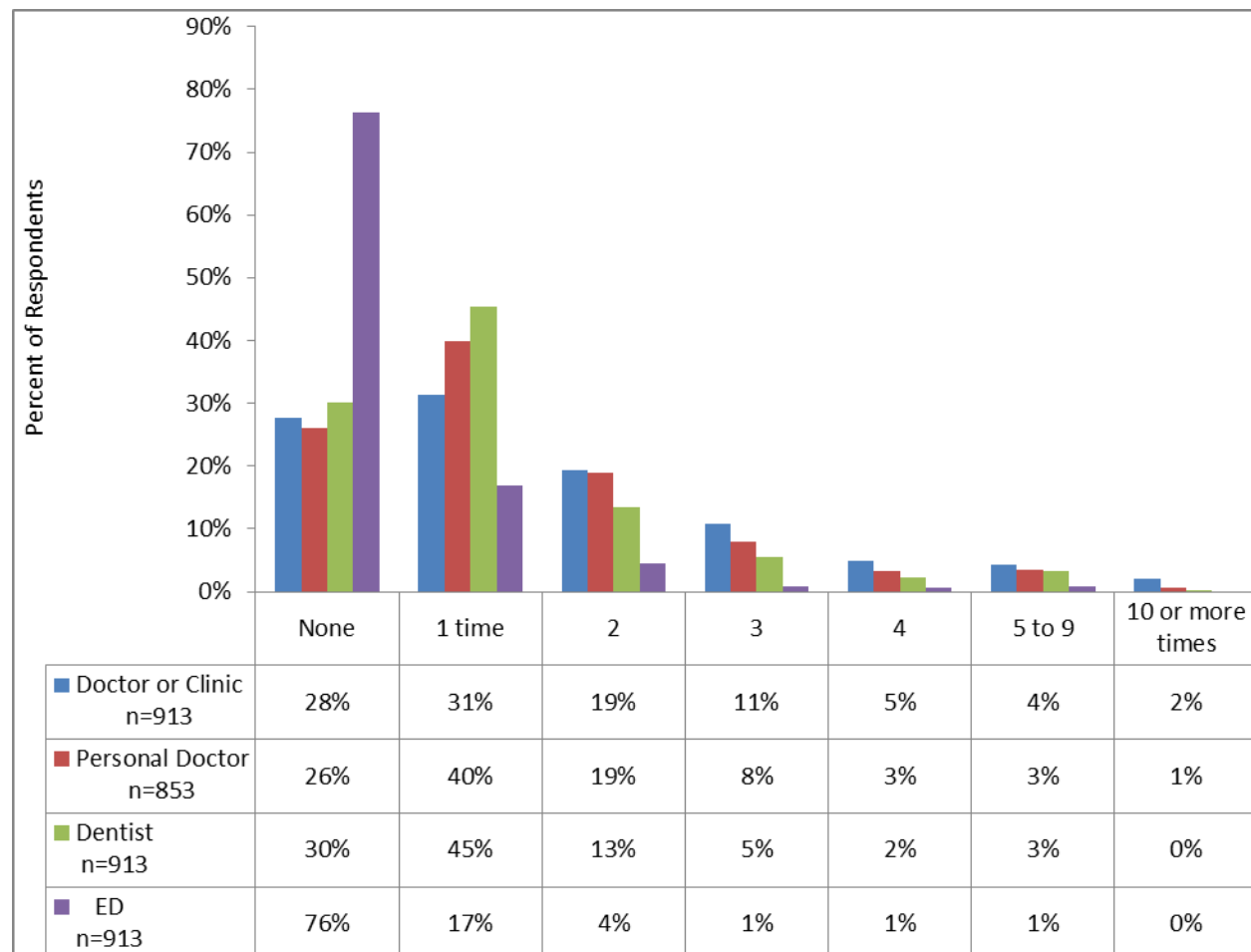
The CAHPS rating scales cover overall health care, primary care, specialty care, health plan assessment, and dental care. Results are displayed in Table 11. All rates reflect the proportion of families that rated their care as an 8, 9, or 10.

Table E-3: Overall Ratings of Health Care

Provider	Percent	Respondents	NCQA 75th percentile
Overall Health Care	87%	648	85.6%
Personal Doctor	92%	824	88.8%
Specialist	83%	203	86.5%
Health Plan	88%	904	86.4%
Dental Care	84%	635	Not available

MassHealth parents/guardians report being well satisfied with their personal doctor or nurse (92%). Parents/Guardians were least satisfied with specialists (83%) and dentists (84%).

Health Care Utilization

Figure E- 1: Visit Frequency in Last Six Months Reported by 2013 Child Survey Respondents

Parents/guardians reported that, in the last 6 months, their child went to any doctor's office or clinic at least once (72%), went to an emergency room for care at least once (24%), visited his/her personal doctor for care at least once (74%), and received dental care *one* or more times (70%). Only 7 percent of children sampled did not have a personal doctor or nurse.

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Background

This report presents the results of a survey of the experiences of families enrolled in MassHealth and conducted in the spring of 2013. The Patient Experience Survey (PES) was designed and implemented to meet the objectives of a five-year federally funded Children's Health Insurance Program Reauthorization Act (CHIPRA) grant awarded in 2010, as well as the objectives of the MassHealth managed care programs and the PCC Plan. Section 402 of CHIPRA requires states to assess parent satisfaction with their children's health care using the AHRQ's Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Survey Child Medicaid Questionnaire. Under the terms of the CHIPRA grant, MassHealth is tasked with implementing the children's health care quality core measure set, including the patient survey. Information from the 2013 survey will be used to meet the CHIPRA core measure requirement and to assist MassHealth in identifying opportunities for improvement in the delivery of care.

The provision of patient-centered care emerged as a central element in improving the quality of health care in the U.S. with the publication of the Institute of Medicine's *Crossing the Quality Chasm Report* in 2001¹. The publication of this seminal report has motivated nationwide initiatives to transform and improve care. Recognizing the need to support the advancement of patient-centered care as a means to improve health care quality across this state, the CHIPRA core measure set includes the CAHPS Health Plan Survey.

Over the last thirteen years, MassHealth has conducted or participated in both plan-level and practice-level patient experience surveys (see Table 1). This report presents the 2013 Child Survey.

Table 1: MassHealth Patient Experience Surveys

	1999	2001	2003	2008	2011	2013
Health Plan Survey	✓	✓	✓			✓ Child only
Practice Level Survey				✓	✓	✓ PCMHI practices only

Methods

Sampling

The sampling frame for the survey was created by the Office of Survey Research within the Center for Health Policy and Research at University of Massachusetts Medical School (UMMS). The frame included all MassHealth members meeting the following eligibility criteria:

- MassHealth members enrolled as of December 31, 2012

¹ Crossing the Quality Chasm: A New Health System for the Twenty-first Century. Institute of Medicine Washington, National Academy Press, 2001

- Continuously enrolled since July 1, 2012 (maximum break in enrollment = 30 days)
- Aged 17 years or younger as of December 31, 2012
- Enrolled in PCC Plan or one of the MCOs (BMCHP, Fallon, Health New England, Neighborhood Health Plan, Network Health) as of December 31, 2012

A simple random sample was selected from all eligible MassHealth members. The target sample size assumed an estimated 25% response rate (n=500 completed surveys). A total sample of 2,050 was drawn. The sample was then checked to make sure that no household had been selected more than once. In instances when this happened, one of the selected children was randomly chosen to receive the survey. Next de-duplication was performed so that households included in the CHIPRA grant's evaluation survey (also fielded in the spring of 2013) would not be surveyed. After de-duplication, the final sample size was 1,989.

Survey development

The survey development process used the CAHPS 5.0H instrument as its starting point. This is the survey CMS now requires as part of the CHIPRA core set.² The MassHealth Quality Office convened a Survey Working Group consisting of representatives from the PCC Plan, the MCO Program and the Office of Behavioral Health to review the survey content and consider possible additional questions. The Survey Working Group selected items from the CAHPS supplemental question set to capture topics not included in, or under-represented in, the CAHPS 5.0H tool. These questions are shown in Table 2.

Table 2: Questions added to CAHPS 5.0H Survey Tool

Domain	Shortened Question
Behavioral Health Care	Got help with getting BH treatment/counseling
	Ease of getting necessary BH treatment, counseling
Communication: Cultural Competence	Parent had a hard time speaking with or understanding personal doctor because of language
	Child had hard time speaking with personal doctor because of language
Coordination	Provider seemed informed and up-to-date about care child got from all other health providers
	Got help with coordinating care
	Who provided coordination?
	Satisfied with coordination
Dental Care	Times visited dentist
	Overall rating of Dentist
ED Use	Times visited ED
Health Promotion	Child is feeling, growing, or behaving
	Provider discusses specific things to do to prevent illness
Parents/guardians' Experience with Child's Personal Doctor or Nurse	Provider understands how medical, behavioral, or health conditions affect child's day-to-day life
	Provider understands how medical, behavioral, or health conditions affect family's day-to-day life

² Children's Health Care Quality Measures Core Set Technical Assistance and Analytic Support Program, Mathematica Policy Research, "Guidance for Conducting the Consumer Assessment of Healthcare Providers and Systems (CAHPS) 5.0H Child Survey," Technical Assistance Brief # 3, December 2012.

The final survey instrument included 63 questions and was translated into Spanish.

Survey administration and data collection

The Office of Survey Research administered the survey to 1,989 MassHealth families through a two-wave mail protocol with telephone follow-up for non-respondents. Prior to mailing, the sample addresses were checked against the US Postal Service Change of Address database. This process helped to ensure that surveys were sent to the most current addresses available.

Telephone interviews were conducted by the professional interviewing staff at the Office of Survey Research. The questionnaires were programmed into a computer assisted telephone interviewing (CATI) format. To maximize response rates, the telephone protocol included at least six attempts to reach respondents on different days and different times of day, including evenings and weekends. Written surveys were administered in English and Spanish, and both English and Spanish speaking interviewers were available for telephone respondents.

Mail data collection began April 29, 2013. Telephone interviews began June 17, 2013 and fielding was closed on July 15, 2013.

Survey data files

Mail returns were entered into the data collection system using a double-data entry process to ensure accuracy. The mail returns were integrated with the results of the computer-assisted telephone interviews. The resulting data file was checked for internal consistency and the presence of invalid codes. OSR verified that the skip logic was followed correctly and completed some recoding for age and race/ethnicity data. Once data cleaning was finished, a final SAS file with one record for each completed survey was created and submitted to the MassHealth Quality Office for analysis.

Analyses

The statewide Child PES survey allows for related items to be combined in order to form composite scores of patient experience. Composites assess topics regarding the following aspects of care:

- *Getting Needed Care* (2 questions)
- *Getting Care Quickly* (2 questions)
- *How Well Doctors Communicate* (5 questions)
- *Medication Decisions* (3 questions)
- *Parents/Guardians' Experience with Child's Personal Doctor or Nurse* (3 questions)
- *Health Plan Information and Customer Service* (2 questions)

Composite scores range from 0 to 100 points with higher points corresponding to more favorable results. The majority of items making up these composites are scored on 4 point scales of *never*, *sometimes*, *usually*, or *always*, whereas others are scored on 2 point scales of *yes*, or *no*. However, for

the purposes of composite calculation, all items received binary scores of 100 or 0. Specifically, items in which respondents answered *usually*, *always*, or *yes* received 100 points whereas *never*, *sometimes*, or *no* received 0 points. For example, if a respondent answered a 4 question composite with responses of *never*, *usually*, *always*, and *no*, his/her composite score would equal 50 (i.e. $(0 + 100 + 100 + 0) / 4$).

Additionally, composites with only 2 items required participants to answer both questions in order to be assigned a score. For composites with greater than 2 items, a *half-scale* rule was employed whereby participants must answer at least half of the questions (within a given composite). Since these composites contained odd numbers of 3 or 5 questions, respondents were required to answer at least 2 or 3 questions respectively. Utilization of these scoring techniques is intended to increase the reliability of composite measures.

All data were analyzed using SAS 9.3.

Results

Overall Response Rate

The overall survey response rate was 47.1% (937/1989). However, due to the discovery of ineligibility among some in the survey pool, the adjusted response rate was 50.2% (937/1866). This rate excludes from the denominator all sample members who did not meet population criteria (25), for whom there was a language barrier (9), or who otherwise could not be contacted (89).

Child Characteristics

As reported by their parent/guardian (see Table 2), the average child age was 9.0 years (SD = 4.8). There was a near equal distribution of males and females and 40% of children were reported as being of Hispanic/Latino descent. Among all race categories, the majority of children (38%) were White, followed by Black/African American, Asian and Other. In terms of health, 78% of parents/guardians rated their child's overall health as *very good* or *excellent*, 73% rated their child's mental/emotional health as *very good* or *excellent* and 28% reported that their child had a chronic health condition.

Table 2: Child Characteristics, 2013 MassHealth Survey (N=937)

Characteristic	Statistic
Age	
Mean (SD)	9.0 (4.8)
< 1 (%)	< 1%
1-5 (%)	29%
6-10 (%)	31%
11-15 (%)	28%
16-18 (%)	12%
Gender	
Female (%)	46%
Ethnicity	

Characteristic	Statistic
Hispanic (%)	40%
Race	
White Not Hispanic (%)	38%
Black Not Hispanic (%)	11%
Asian Not Hispanic (%)	7%
Other Race or Multiracial (%)	4%
Health	
Excellent or very good <u>overall health</u>	78%
Excellent or very good <u>mental or emotional health</u>	73%
Any chronic conditions (medical, behavioral or other health condition lasting more than 3 months)	28%

Note: All percentages are based on the number of applicable responses to each demographic question.

Responder Characteristics

Most of the responders were parents of the sampled child (95%) and over the age of 35 (60%). About half of the responders had a high school education or less and half had some college or were college graduates.

Table 3: Characteristics of Responders

Characteristic	Statistic
Age	
< 18	2%
18-34	37%
35-54	56%
55 and older	5%
Gender	
Female (%)	86%
Education	
High school or less	53%
Some college	32%
College graduate or more	15%
Relation to child	
Parent	95%
Grandparent	3%
Other	2%

CAHPS Composites

Survey items comprising each composite are presented in Table 4, along with associated mean scores and the calculation's sample size. The rows following each composite show the component questions of

the composite and their item rates. All rates reflect the proportion of families that responded “Always,” or “Usually” to the question. The 2013 NCQA CAHPS 5.0H 75th percentile benchmarks are shown in the last column.

Table 4: Standard CAHPS Composite Scores

Composite	Rate	Respondents	2013 NCQA 75th p'tile
Getting Needed Care	84.3	200	87.9
Getting appointment with specialists as soon as needed	80%	200	85.1
Ease of getting necessary care, tests, or treatment needed	89%	200	91.8
Getting Care Quickly	87.0	230	92.5
Got care as soon as needed when care was needed right away	87%	230	94.1
Got check-up/routine care appointment as soon as needed	87%	230	91.4
How Well Doctors Communicate	94.0	623	94.4
Personal doctor explained things about your child's health in a way that was easy to understand	95%	622	95.4
Personal doctor listened carefully to you	96%	623	95.5
Personal doctor showed respect for what you had to say	96%	623	96.5
Personal doctor spent enough time with your child	89%	617	90.7
Health Plan Information and Customer Service	86.5	230	89.7
Customer service gave you the information or help you needed	80%	230	84.8%
Customer service at your child's health plan treated you with courtesy and respect	93%	230	94.8%
Shared Decision-Making – Medication Choices	73.1	197	N/A*
Child's provider discussed reasons for taking medication	76%	195	N/A
Child's provider discussed reasons for not taking medication	61%	193	N/A
Child's provider asked parents thoughts about what is best for child	82%	195	N/A

* Although this is a standard CAHPS composite, benchmarks were not reported in Quality Compass in 2013.

Parents/Guardians of MassHealth enrolled children reported experiences at or above the 75th percentile of respondents nationally on How Well Doctors Communicate. The experience of MassHealth parents/guardians was somewhat below the 75th percentile for the measures of Getting Needed Care, Getting Care Quickly and Health Plan Information and Customer Service. The specific areas where MassHealth experience was below the 75th percentile included:

- Getting specialist appointment as soon as needed (80%)
- Ease of getting necessary care, tests, or treatment needed (89%)
- Getting care as soon as needed when care was needed right away (87%)
- Getting check-up/routine care appointment as soon as needed (87%)
- Personal doctor spent enough time with your child (89%)
- Customer service gave you the information or help you needed (80%)
- Customer service at your child's health plan treated you with courtesy and respect (93%)

Although Shared Decision-Making is a standard composite, Quality Compass did not supply a benchmark for this measure, thus the composite must be interpreted in terms of level of performance.

Parents/Guardians report a level of shared decision-making that indicates about 27% of the time, providers don't engage the parent/guardian in discussions about choices.

- **24%** of parents/guardians reported their child's provider did not talk *at all* (6%) or only *a little* (18%) about reasons why the parent may want the child to take a medication
- **39%** of parents/guardians reported their child's provider did not talk *at all* (23%) or only *a little* (16%) about reasons why the parent may not want the child to take a medication

Analysis of Individual Questions

The following section includes results of individual questions, some of which are part of the CAHPS 5.0H survey, others which were added specifically for this fielding.

Coordination

To assess coordination, families were asked whether their child received care from a doctor or other health provider who was not the child's personal doctor (See Table 5). Among the respondents, about 86% reported that their primary doctor seemed knowledgeable and up-to-date about the care received from these other providers. This compares favorably to the NCQA 75th percentile for 2013 (83.1%).

Additionally, 58% of parents/guardians reported receiving help with coordination and the majority of those respondents (75%) indicated that their child's doctor's office was the entity providing care coordination (as opposed to health plan, family, or parent him/herself). Finally, 95% of those receiving help reported being *satisfied* or *very satisfied* with the help they received regarding care coordination for their child.

Table 5: Coordination

<u>Question</u>	<u>Rate</u>	<u>Respondents</u>
Did your child get care from a doctor or other health provider besides his or her personal doctor?	37%	622
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?	86%	223
Anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these doctors or other health providers	58%	221
Who helped coordinate your child's care?		118
Child's health plan	5%	
Child's doctor's office	75%	
Friend or family member	2%	
You	19%	
"Satisfied" or "Very Satisfied" with help received to coordinate child's care	95%	128

Health Promotion and Education

Two core item questions asked about health promotion. Results in Table 6 show that although 91% of providers talked about how the child is feeling, growing and behaving, only 67% of parents/guardians reported their child's doctor talked about specific items related to illness prevention.

Table 6: Health Promotion and Education

<u>Question</u>	<u>Rate</u>	<u>Respondents</u>
Child's provider talked about how child is feeling, growing, or behaving	91%	619
Did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?	67%	647

Customer Service: Filling out Forms

In addition to the Health Plan Information and Customer Service composite, customer service was further assessed in a question looking at patient experience of filling out forms. As shown in Table 7, 77% of parents/guardians reported forms from their child's health plan were *usually* or *always* easy to fill out. Nationally, parents/guardians reported that forms were easy to fill out 96.6% of the time.

Table 7: Customer Service – Filling out Forms

<u>Question</u>	<u>Rate</u>	<u>Respondents</u>
How often were the forms from your child's health plan easy to fill out?	77%	278

Behavioral Health Care

A previous section reported results of the Getting Needed Care composite items. The following item was added to the survey to examine Getting Needed Care as it relates to behavioral health treatment. Results shown in Table 8 indicate that only 69% of parents/guardians reported it was often easy to get this treatment for their child. Additionally, only 59% of parents/guardians reported that someone from the child's health plan or doctor's office helped them to get behavioral health treatment.

Table 8: Getting Needed Care – Behavioral Health

<u>Question</u>	<u>Rate</u>	<u>Respondents</u>
How often was it easy to get behavioral health treatment or counseling for child?	69%	155
Anyone from child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?	59%	153

Chronic Conditions

As noted above on page 11, 28% of sampled children had a medical, behavioral, or other health condition, lasting more than three months. Two supplemental questions ask whether the child's provider understands the impact of the chronic condition on the child and on the child's family. Overall, 88% of parents/guardians reported that their provider *always* or *usually* understands the impact of the child's chronic condition on the child and family.

Table 9: Provider awareness of chronic condition impact

<u>Composite</u>	<u>Rate</u>	<u>Respondents</u>
Child's provider understands how medical, behavioral, or other health conditions affect child's day-to-day life	88%	217
Child's provider understands how medical, behavioral, or other health conditions affect family's day-to-day life	88%	214

Culturally Competent Communication

In addition to the How Well Doctors Communicate composite, the following supplemental items help to understand this area with particular emphasis placed on language. Results in Table 10 show parents/guardians reported that both they (4%), as well as their child (3%), *always* or *usually* had a hard time speaking with or understanding the child's doctor (because of language).

Table 10: Culturally Competent Communication

<u>Question</u>	<u>Rate</u>	<u>Respondents</u>
Had a hard time speaking with or understanding your child's personal doctor because you spoke different languages (always or usually)	4%	622
Child a hard time speaking with or understanding his or her personal doctor because they spoke different languages (always or usually)	3%	443

Overall Ratings

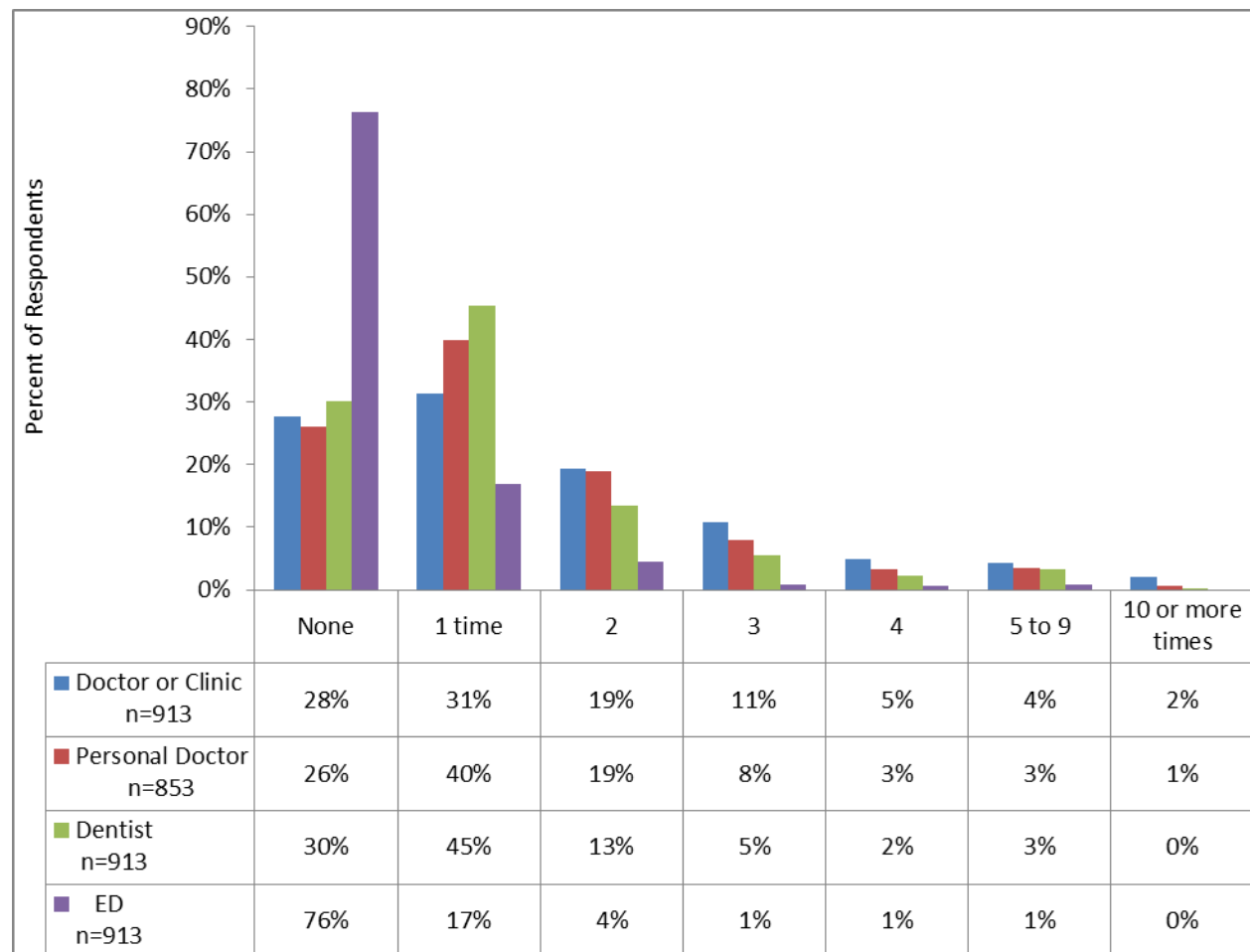
The CAHPS rating scales cover overall health care, primary care, specialty care, health plan assessment, and dental care. Results are displayed in Table 11. Beginning with child's overall health care, 87% of parents/guardians rated this care as an 8, 9, or 10, whereas 92% rated their child's personal doctor as an 8, 9, or 10. Additionally, 83%, 88%, and 84% of parents/guardians rated their child's specialist, health plan, and dental care as an 8, 9, or 10, respectively.

Table 11: Overall Ratings of 8, 9 or 10

<u>Provider</u>	<u>Percent</u>	<u>Respondents</u>	<u>NCQA 75th percentile</u>
Overall Health Care	87%	648	85.6%
Personal Doctor	92%	824	88.8%
Specialist	83%	203	86.5%
Health Plan	88%	904	86.4%
Dental Care	84%	635	Not available

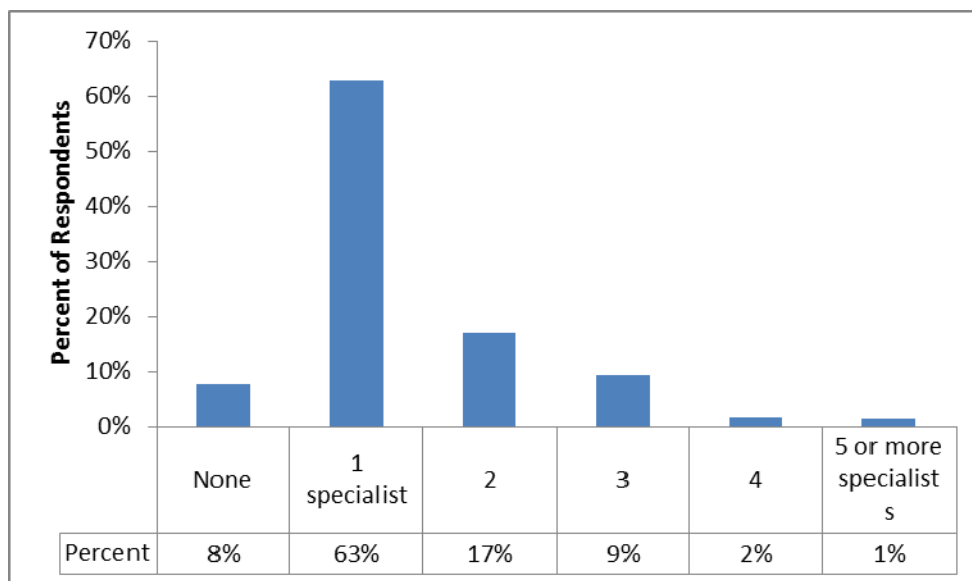
Health Care Utilization

Finally, utilization was assessed with a total of 5 items spanning areas of primary, emergency, specialty, and oral health services. Figure 1 displays the results for questions which asked "how many times did your child visit..." The data in the figure represent all respondents, not just those who reported seeing a service provider.

Figure 1: Frequency of Visiting Different Service Providers

Parents/guardians reported that, in the last 6 months, their child went to any doctor's office or clinic at least once (72%), went to an emergency room for care at least once (24%), visited his/her personal doctor for care at least once (74%), and received dental care 1 or more times (70%). Only 7 percent of children did not have a personal doctor or nurse.

About 25% of the sampled children required specialist care. Among the 223 children requiring specialist appointments, 29% saw two or more specialists in the 6-month period.

Figure 2: Number of specialists seen in last six months among children needing specialist care

APPENDICES

- A. Surveys and Mailing Materials
- B. Member Characteristics Detail
- C. Item Level Responses

Survey Materials

Survey Cover Letters

Pediatric Survey Instruments

Parent or Guardian of <PatFirst> <PatLast>
<PatAddress1>
<PatAddress2>
<PatCity>, <PatState> <PatZip5>

<MassHealth Logo> <Health Plan Logo>

To the Parent or Guardian of <PatFirst> <PatLast>:

We want to make sure that your child is getting the best care possible. You can help by answering a few questions about the care your child got through your health plan in the last 6 months. Your answers will help MassHealth improve health care for children.

- **Please take a few minutes to answer the survey questions.** You don't need a stamp to send it back – just put it in the envelope that came with the survey.
- You can choose to answer or not to answer the questions. **Answering or not answering the questions does not affect your child's MassHealth benefits.**
- **Your answers will be private.** Your name (or your child's name) and answers will not be given to your child's doctor or health plan.

QUESTIONS YOU MAY HAVE:

Who is conducting this survey? MassHealth is doing this survey.

What is the purpose of this survey? This survey asks about your child's health and your child's health care. Your answers will help improve health care services for your child as well as other children throughout Massachusetts.

How was I selected to participate? We randomly chose a group of children enrolled in MassHealth and are asking the Parent or Guardian to take part in this survey.

What does the number label on the survey mean? This number tells us if you returned the survey so we don't have to send you reminders.

Thank you for telling us about your child's health care experience.

Regards,

<Electronic_Signature1>

Nelie Lawless

Director of Primary Care Clinician (PCC) Plan
MassHealth Office of Providers and Plans

<Electronic_Signature2>

Claudia Van Dusen

Director of Managed Care Organization Program
MassHealth Office of Providers and Plans

(Enclosures)

The Office of Survey Research at UMass Medical School is working with MassHealth to contact members and collect surveys. If you have any questions about the survey please call this toll-free number: 1-888-368-7157.

Español al Otro Lado

Padre o Tutor de <PatFirst> <PatLast>
<PatAddress1>
<PatAddress2>
<PatCity>, <PatState> <PatZip5>

<MassHealth Logo> <Health Plan Logo>

Para el padre o tutor de <PatFirst> <PatLast>:

Queremos asegurarnos de que su hijo reciba la mejor atención médica posible. Usted puede ayudar a responder a algunas preguntas sobre el cuidado que su niño recibió de su plan de salud en los últimos 6 meses. Sus respuestas ayudarán a MassHealth a mejorar la atención médica para los niños.

- **Por favor, dedique unos minutos a contestar las preguntas de la encuesta.** No necesita estampilla para enviarnos la encuesta. Basta con que la envíe en el sobre adjunto.
- Usted puede elegir entre responder o no las preguntas. **No habrá cambios en los beneficios que recibe de MassHealth si decide no responder las preguntas.**
- **Sus respuestas serán confidenciales.** Su nombre (o el nombre de su hijo) y las respuestas no se le dará al médico de su hijo o plan de salud.

PREGUNTAS QUE USTED PUEDA TENER:

¿Quién está realizando esta encuesta? MassHealth está llevando a cabo esta encuesta.

¿Cuál es el propósito de esta encuesta? Esta encuesta pregunta sobre la salud de su hijo y la atención médica de su hijo. Sus respuestas ayudarán a mejorar los servicios de atención médica para su hijo, así como a otros niños a través de Massachusetts.

¿Cómo nos escogieron para participar? Escogimos al azar un grupo de niños que estaban inscritos en MassHealth y estamos pidiendo al padre o tutor para participar en esta encuesta.

¿Qué significa la etiqueta numerada que trae la encuesta? Este número nos dice si usted regresó la encuesta para que no se le envíe recordatorios.

Gracias por hablarnos sobre la experiencia de la atención médica de su niño.

Saludos,

<Electronic_Signature1>

Nelie Lawless

Director of Primary Care Clinician (PCC) Plan
MassHealth Office of Providers and Plans

<Electronic_Signature2>

Claudia Van Dusen

Director of Managed Care Organization Program
MassHealth Office of Providers and Plans

(Adjunto)

La Office of Survey Research en UMass Medical School está colaborando con MassHealth para contactar a los miembros y coleccionar las encuestas. Si usted tiene alguna pregunta acerca de la encuesta, por favor

llame a este número de teléfono gratuito: 1-888-368-7157.

English on Other Side

Parent or Guardian of <PatFirst> <PatLast>
<PatAddress1>
<PatAddress2>
<PatCity>, <PatState> <PatZip5>

<MassHealth Logo> <Health Plan Logo>

To the Parent or Guardian of <PatFirst> <PatLast>:

About three weeks ago, we sent you a survey to ask you about the care your child gets through MassHealth. If you have already mailed back the survey, thank you! If you have not had time to answer or have lost the survey, please take a few minutes to fill out this survey now. Your answers will help MassHealth improve health care for children.

- **Please take a few minutes to answer the survey questions.** You don't need a stamp to send it back – just put it in the envelope that came with the survey.
- You can choose to answer or not to answer the questions. **Answering or not answering the questions does not affect your child's MassHealth benefits.**
- **Your answers will be private.** Your name (or your child's name) and answers will not be given to your child's doctor or health plan.

QUESTIONS YOU MAY HAVE:

Who is conducting this survey? MassHealth is doing this survey.

What is the purpose of this survey? This survey asks about your child's health and your child's health care. Your answers will help improve health care services for your child as well as other children throughout Massachusetts.

How was I selected to participate? We randomly chose a group of children enrolled in MassHealth and are asking the Parent or Guardian to take part in this survey.

What does the number label on the survey mean? This number tells us if you returned the survey so we don't have to send you reminders.

Thank you for telling us about your child's health care experience.

Regards,
<Electronic_Signature1>
Nelie Lawless
Director of Primary Care Clinician (PCC) Plan
MassHealth Office of Providers and Plans

<Electronic_Signature2>
Claudia Van Dusen
Director of Managed Care Organization Program
MassHealth Office of Providers and Plans

(Enclosures)

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Español al Otro Lado

Padre o Tutor de <PatFirst> <PatLast>
<PatAddress1>
<PatAddress2>
<PatCity>, <PatState> <PatZip5>

<MassHealth Logo> <Health Plan Logo>

Para el padre o tutor de <PatFirst> <PatLast>:

Hace unas tres semanas, le enviamos una encuesta preguntándole sobre el cuidado de su niño que recibe de MassHealth. Si ya ha enviado por correo la encuesta, ¡gracias! Si usted no ha tenido tiempo para responder o ha perdido la encuesta, por favor tómese unos minutos para llenar esta encuesta ahora. Sus respuestas ayudarán a MassHealth a mejorar la atención médica para los niños.

- **Por favor, dedique unos minutos a contestar las preguntas de la encuesta.** No necesita estampilla para enviarnos la encuesta. Basta con que la envíe en el sobre adjunto.
- Usted puede elegir entre responder o no las preguntas. **No habrá cambios en los beneficios que recibe de MassHealth si decide no responder las preguntas.**
- **Sus respuestas serán confidenciales.** Su nombre (o el nombre de su hijo) y las respuestas no se le dará al médico de su hijo o plan de salud.

PREGUNTAS QUE USTED PUEDA TENER:

¿Quién está realizando esta encuesta? MassHealth está llevando a cabo esta encuesta.

¿Cuál es el propósito de esta encuesta? Esta encuesta pregunta sobre la salud de su hijo y la atención médica de su hijo. Sus respuestas ayudarán a mejorar los servicios de atención médica para su hijo, así como a otros niños a través de Massachusetts.

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Saludos,

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(Adjunto)

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English on Other Side

MASSHEALTH MEMBER EXPERIENCE SURVEY 2013

Survey Instructions

Answer each question by marking the box to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

¹☒ Yes → **If Yes, go to #3**

²☐ No

What to Do When You're Done

Please return the completed survey in the postage-paid envelope to Office of Survey Research, University of Massachusetts Medical School, 333 South Street, Shrewsbury, MA 01545-9803. If you have any questions please call the toll-free number, 1-888-368-7157.

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 {INSERT HEALTH PLAN NAME}. Is that right?

¹☐ Yes → **If Yes, go to #3**

²☐ 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?

¹☐ Yes

²☐ No → **If No, go to #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?

¹☐ Never

²☐ Sometimes

³☐ Usually

⁴☐ 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?

¹☐ Yes

²☐ No → **If No, go to #7**

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

¹☐ Never

²☐ Sometimes

³☐ Usually

⁴☐ Always

7. In the last 6 months, how many times did your child go to an emergency room for care?

⁰☐ None
¹☐ 1 time
²☐ 2
³☐ 3
⁴☐ 4
⁵☐ 5 to 9
⁶☐ 10 or more times

8. 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?

⁰☐ None → **If None, go to #16**
¹☐ 1 time
²☐ 2
³☐ 3
⁴☐ 4
⁵☐ 5 to 9
⁶☐ 10 or more times

9. 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?

¹☐ Yes
²☐ No

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?

¹☐ Yes
²☐ No → **If No, go to #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?

¹☐ Not at all
²☐ A little
³☐ Some
⁴☐ 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?

¹☐ Not at all
²☐ A little
³☐ Some
⁴☐ 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?

¹☐ Yes
²☐ No

14. 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?

⁰⁰☐ 0 Worst health care possible
⁰¹☐ 1
⁰²☐ 2
⁰³☐ 3
⁰⁴☐ 4
⁰⁵☐ 5
⁰⁶☐ 6
⁰⁷☐ 7
⁰⁸☐ 8
⁰⁹☐ 9
¹⁰☐ 10 Best health care possible

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

- ¹☐ Never
²☐ Sometimes
³☐ Usually
⁴☐ Always

Specialized Services

16. In the last 6 months, did your child get care from a dentist's office or dental clinic?

- ¹☐ Yes
²☐ No → **If No, go to #19**

17. In the last 6 months, how many times did your child go to a dentist's office or dental clinic for care?

- ¹☐ None → **If None, go to #19**
²☐ 1
³☐ 2
⁴☐ 3
⁵☐ 4
⁶☐ 5 to 9
⁷☐ 10 or more

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

- ⁰⁰☐ 0 Worst dental care possible
⁰¹☐ 1
⁰²☐ 2
⁰³☐ 3
⁰⁴☐ 4
⁰⁵☐ 5
⁰⁶☐ 6
⁰⁷☐ 7
⁰⁸☐ 8
⁰⁹☐ 9
¹⁰☐ 10 Best dental care possible

19. 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?

- ¹☐ Yes
²☐ No → **If No, go to #22**

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

- ¹☐ Never
²☐ Sometimes
³☐ Usually
⁴☐ Always

21. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- ¹☐ Yes
²☐ No

Your Child's Personal Doctor

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

- ¹☐ Yes
²☐ No → **If No, go to #42**

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

- ¹☐ None → **If None, go to #38**
²☐ 1 time
³☐ 2
⁴☐ 3
⁵☐ 4
⁶☐ 5 to 9
⁷☐ 10 or more times

24. 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?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

25. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

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

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

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

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

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

- ¹ ☐ Yes
² ☐ No → **If No, go to #31**

29. 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?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

30. In the last 6 months, how often did **your child** have a hard time speaking with or understanding his or her personal doctor because they spoke different languages?

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

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

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

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

- ¹ ☐ Yes
² ☐ No

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

- ¹ ☐ Yes
² ☐ No → **If No, go to #38**

34. 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?

- ¹☐ Never
²☐ Sometimes
³☐ Usually
⁴☐ Always

35. 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 doctors or other health providers?

- ¹☐ Yes
²☐ No → **If No, go to #38**

36. In the last 6 months, who helped to coordinate your child's care?

- ¹☐ Someone from your child's health plan
²☐ Someone from your child's doctor's office or clinic
³☐ Someone from another organization
⁴☐ A friend or family member
⁵☐ You

37. How satisfied are you with the help you got to coordinate your child's care in the last 6 months?

- ¹☐ Very dissatisfied
²☐ Dissatisfied
³☐ Neither dissatisfied nor satisfied
⁴☐ Satisfied
⁵☐ Very satisfied

38. 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?

- ⁰⁰☐ 0 Worst personal doctor possible
⁰¹☐ 1
⁰²☐ 2
⁰³☐ 3
⁰⁴☐ 4
⁰⁵☐ 5
⁰⁶☐ 6
⁰⁷☐ 7
⁰⁸☐ 8
⁰⁹☐ 9
¹⁰☐ 10 Best personal doctor possible

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

- ¹☐ Yes
²☐ No → **If No, go to #42**

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

- ¹☐ Yes
²☐ No

41. 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?

- ¹☐ Yes
²☐ No

Getting Health Care From Specialists

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

42. 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?

¹☐ Yes
²☐ No → **If No, go to #46**

43. In the last 6 months, how often did you get appointments for your child to see a specialist as soon as he or she needed?

¹☐ Never
²☐ Sometimes
³☐ Usually
⁴☐ Always

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

⁰☐ None → **If None, go to #46**
¹☐ 1 specialist
²☐ 2
³☐ 3
⁴☐ 4
⁵☐ 5 or more specialists

45. 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?

⁰⁰☐ 0 Worst specialist possible
⁰¹☐ 1
⁰²☐ 2
⁰³☐ 3
⁰⁴☐ 4
⁰⁵☐ 5
⁰⁶☐ 6
⁰⁷☐ 7
⁰⁸☐ 8
⁰⁹☐ 9
¹⁰☐ 10 Best specialist possible

Your Child's Health Plan

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

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

¹☐ Yes
²☐ No → **If No, go to #49**

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

¹☐ Never
²☐ Sometimes
³☐ Usually
⁴☐ Always

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

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

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

- ¹ ☐ Yes
² ☐ No → **If No, go to #51**

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

- ¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

51. 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?

- ⁰⁰ ☐ 0 Worst health plan possible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 Best health plan possible

About Your Child and You

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

- ¹ ☐ Excellent
² ☐ Very Good
³ ☐ Good
⁴ ☐ Fair
⁵ ☐ Poor

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

- ¹ ☐ Excellent
² ☐ Very Good
³ ☐ Good
⁴ ☐ Fair
⁵ ☐ Poor

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

- ¹ ☐ Less than 1 year old

_____ YEARS OLD (*write in*)

55. Is your child male or female?

- ¹ ☐ Male
² ☐ Female

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

- ¹ ☐ Yes, Hispanic or Latino
² ☐ No, not Hispanic or Latino

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

- ¹ ☐ White
² ☐ Black or African American
³ ☐ Asian
⁴ ☐ Native Hawaiian or Other Pacific Islander
⁵ ☐ American Indian or Alaska Native
⁶ ☐ Other

58. What is **your** age?

- ⁰☐ Under 18
¹☐ 18 to 24
²☐ 25 to 34
³☐ 35 to 44
⁴☐ 45 to 54
⁵☐ 55 to 64
⁶☐ 65 to 74
⁷☐ 75 or older

59. Are you male or female?

- ¹☐ Male
²☐ Female

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

- ¹☐ 8th grade or less
²☐ Some high school, but did not graduate
³☐ High school graduate or GED
⁴☐ Some college or 2-year degree
⁵☐ 4-year college graduate
⁶☐ More than 4-year college degree

61. How are you related to the child?

- ¹☐ Mother or father
²☐ Grandparent
³☐ Aunt or uncle
⁴☐ Older brother or sister
⁵☐ Other relative
⁶☐ Legal guardian
⁷☐ Someone else

Please print:

62. Did someone help you complete this survey?

- ¹☐ Yes → **If Yes, Go to #63**
²☐ No → **Thank you. Please return the completed survey in the postage-paid envelope.**

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

- ¹☐ Read the questions to me
²☐ Wrote down the answers I gave
³☐ Answered the questions for me
⁴☐ Translated the questions into my language
⁵☐ Helped in some other way

Please print:

Thank you.

Please return the completed survey in the postage-paid envelope.

ENCUESTA SOBRE LA EXPERIENCIA DE MIEMBROS DE MASSHEALTH 2013

Instrucciones para el cuestionario

Conteste cada pregunta marcando el cuadrito que aparece a la izquierda de la respuesta que usted elija. A veces hay que saltar alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

¹ ☒ Sí → Si contestó “Sí”, pase al #3

² ☐ No

Que hacer una vez que haya terminado

Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado a la Office of Survey Research, University of Massachusetts Medical School, 333 South Street, Shrewsbury, MA 01545-9803. Si tiene alguna pregunta por favor llame al número 1-888-368-7157.

Por favor conteste las preguntas para el niño cuyo nombre está anotado en el sobre. No las conteste para ningún otro niño.

1. Nuestros registros muestran que su niño está ahora con {INSERT HEALTH PLAN NAME}. ¿Es correcta esta información?

¹ ☐ Sí → Si contestó “Sí”, pase al #3

² ☐ No

2. ¿Cómo se llama el plan de salud de su niño?

Por favor escriba en letra de molde:

La atención médica que recibió su niño en los últimos 6 meses

Estas preguntas son acerca de la atención médica que ha recibido su niño. **No** incluya la atención que recibió su niño cuando pasó la noche hospitalizado. **No** incluya las consultas de su niño con el dentista.

3. En los últimos 6 meses, ¿tuvo su niño una enfermedad, lesión, o problema de salud para el cual **necesitó atención inmediata** en una clínica, en una sala de emergencia o en un consultorio médico?

¹ ☐ Sí

² ☐ No → Si contestó “No”, pase al #5

4. En los últimos 6 meses, cuando su niño **necesitó atención inmediata**, ¿con qué frecuencia atendieron a su niño tan pronto como él o ella lo necesitaba?

¹ ☐ Nunca

² ☐ A veces

³ ☐ La mayoría de las veces

⁴ ☐ Siempre

5. En los últimos 6 meses, ¿hizo alguna cita para un **chequeo o una consulta regular** para su niño en un consultorio médico o en una clínica?

¹ ☐ Sí

² ☐ No → Si contestó “No”, pase al #7

6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un **chequeo o una consulta regular** para su niño en un consultorio médico o en una clínica tan pronto como su niño la necesitaba?

¹ ☐ Nunca

² ☐ A veces

³ ☐ La mayoría de las veces

⁴ ☐ Siempre

7. En los últimos 6 meses, ¿cuántas veces fue su niño a una sala de emergencia para recibir atención?

⁰ ☐ Ninguna vez
¹ ☐ 1
² ☐ 2
³ ☐ 3
⁴ ☐ 4
⁵ ☐ 5 a 9
⁶ ☐ 10 veces o más

8. En los últimos 6 meses, **sin** contar las veces en que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?

⁰ ☐ Ninguna vez → **Si contestó “Ninguna vez”, pase al #16**
¹ ☐ 1 vez
² ☐ 2
³ ☐ 3
⁴ ☐ 4
⁵ ☐ 5 a 9
⁶ ☐ 10 veces o más

9. En los últimos 6 meses, ¿hablaron usted y el doctor de su niño o con otro profesional médico acerca de cosas específicas que usted podría hacer para prevenir que su niño se enferme?

¹ ☐ Sí
² ☐ No

10. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre comenzar o suspender una medicina recetada?

¹ ☐ Sí
² ☐ No → **Si contestó “No”, pase al #14**

11. Cuando hablaron de comenzar o suspender una medicina recetada para su niño, ¿qué tanto habló un doctor u otro profesional médico sobre las razones por las que tal vez usted quiera que su niño tome una medicina?

¹ ☐ Para nada
² ☐ Un poco
³ ☐ Algo
⁴ ☐ Mucho

12. Cuando hablaron de comenzar o suspender una medicina recetada para su niño, ¿qué tanto habló un doctor u otro profesional médico sobre las razones por las que tal vez usted no quiera que su niño tome una medicina?

¹ ☐ Para nada
² ☐ Un poco
³ ☐ Algo
⁴ ☐ Mucho

13. Cuando hablaron de comenzar o suspender una medicina recetada para su niño, ¿le preguntó un doctor u otro profesional médico sobre lo que usted creía que sería lo mejor para su niño?

¹ ☐ Sí
² ☐ No

14. Usando un número del 0 al 10, el 0 siendo la peor atención médica posible y el 10 la mejor atención médica posible, ¿qué número usaría para calificar toda la atención médica que su niño ha recibido en los últimos 6 meses?

⁰⁰ ☐ 0 La peor atención médica posible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 La mejor atención médica posible

15. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención, las pruebas o el tratamiento que su niño necesitaba?

¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

Servicios especializados

16. En los últimos 6 meses, ¿atendieron a su niño en un consultorio o en una clínica dental?

¹ ☐ Sí
² ☐ No → Si contestó “No”, pase al #19

17. En los últimos 6 meses, ¿cuántas veces fue su niño a un consultorio o a una clínica dental para que lo atendieran?

¹ ☐ Ninguna vez → Si contestó “Ninguna vez”, pase al #19

² ☐ 1
³ ☐ 2
⁴ ☐ 3
⁵ ☐ 4
⁶ ☐ 5 a 9
⁷ ☐ 10 veces o más

18. Usando un número del 0 al 10, el 0 siendo la peor atención dental posible y el 10 la mejor atención dental posible, ¿qué número usaría para calificar la atención dental que su niño recibió en los últimos 6 meses?

⁰⁰ ☐ 0 La peor atención dental posible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 La mejor atención dental posible

19. En los últimos 6 meses, ¿consiguió o intentó conseguir tratamiento o consejería para su niño, para un problema emocional, de desarrollo o de comportamiento?

¹ ☐ Sí
² ☐ No → Si contestó “No”, pase al #22

20. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir este tratamiento o consejería para su niño?

¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

21. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir este tratamiento o consejería para su niño?

¹ ☐ Sí
² ☐ No

El doctor personal de su niño

22. El doctor personal es aquel a quien su niño va si necesita un chequeo, quiere pedir consejo sobre un problema de salud, está enfermo o lastimado. ¿Tiene su niño un doctor personal?

¹ ☐ Sí
² ☐ No → Si contestó “No”, pase al #42

23. En los últimos 6 meses, ¿cuántas veces fue su niño a ver a su doctor personal para recibir atención médica?

¹ ☐ Ninguna vez → Si contestó “Ninguna vez” pase al #38

² ☐ 1 vez
³ ☐ 2
⁴ ☐ 3
⁵ ☐ 4
⁶ ☐ 5 a 9
⁷ ☐ 10 veces o más

24. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas sobre la salud de su niño de una manera fácil de entender?

- ¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

25. En los últimos 6 meses, ¿con qué frecuencia le fue difícil entender o hablar con el doctor personal de su niño debido a que hablaban idiomas diferentes?

- ¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

26. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?

- ¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

27. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño demostró respeto por lo que usted tenía que decir?

- ¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

28. ¿Su niño puede hablar con los doctores sobre su atención médica?

- ¹ ☐ Sí
² ☐ No → Si contestó “No”, pase al #31

29. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas a su niño de una manera fácil de entender?

- ¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

30. En los últimos 6 meses, ¿con qué frecuencia fue difícil para su niño entender o hablar con su doctor personal debido a que hablaban idiomas diferentes?

- ¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

31. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con su niño?

- ¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

32. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- ¹ ☐ Sí
² ☐ No

33. En los últimos 6 meses, ¿atendió a su niño algún doctor o un otro profesional médico además de su doctor personal?

- ¹ ☐ Sí
² ☐ No → Si contestó “No”, pase al #38

34. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño parecía estar informado y al día acerca de la atención que su niño había recibido de estos doctores o de otros profesionales médicos?

- ¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

35. En los últimos 6 meses, ¿alguien del plan de salud de su niño, consultorio médico o clínica ayudó a coordinar la atención médica de su niño entre estos doctores o entre otros profesionales médicos?

- ¹ ☐ Sí
² ☐ No → **Si contestó “No”, pase al #38**

36. ¿En los últimos 6 meses, ¿quién ayudó a coordinar la atención de su niño?

- ¹ ☐ Alguien del plan de salud de su niño
² ☐ Alguien del consultorio del doctor o de la clínica de su niño
³ ☐ Alguien de otra organización
⁴ ☐ Un amigo o un familiar
⁵ ☐ Usted

37. ¿Qué tan satisfecho está con la ayuda que recibió para coordinar la atención médica de su niño en los últimos 6 meses?

- ¹ ☐ Muy insatisfecho
² ☐ Insatisfecho
³ ☐ Ni insatisfecho ni satisfecho
⁴ ☐ Satisfecho
⁵ ☐ Muy satisfecho

38. Usando un número del 0 al 10, el 0 siendo el peor doctor personal posible y el 10 el mejor doctor personal posible, ¿qué número usaría para calificar al doctor personal de su niño?

- ⁰⁰ ☐ 0 El peor doctor personal posible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 El mejor doctor personal posible

39. ¿Tiene su niño alguna condición médica, de comportamiento u otra condición de salud que ha durado por más de 3 meses?

- ¹ ☐ Sí
² ☐ No → **Si contestó “No”, pase al #42**

40. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su niño?

- ¹ ☐ Sí
² ☐ No

41. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su familia?

- ¹ ☐ Sí
² ☐ No

La atención médica que recibió de especialistas

Al contestar las siguientes preguntas **no** incluya las veces que su niño fue a ver al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

42. Los especialistas son doctores que se especializan en un área de la medicina. Pueden ser cirujanos, doctores especialistas en el corazón, las alergias, la piel y otras áreas. En los últimos 6 meses, ¿hizo alguna cita para su niño con un especialista?

¹ ☐ Sí
² ☐ No → Si contestó “No”, pase al #46

43. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista para su niño tan pronto como él o ella la necesitaba?

¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

44. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?

⁰ ☐ Ninguno → Si contestó “Ninguno”, pase al #46
¹ ☐ 1 especialista
² ☐ 2
³ ☐ 3
⁴ ☐ 4
⁵ ☐ 5 especialistas o más

45. Queremos saber cómo califica al especialista al que su niño fue con más frecuencia en los últimos 6 meses. Usando un número del 0 al 10, el 0 siendo el peor especialista posible y el 10 el mejor especialista posible, ¿qué número usaría para calificar a ese especialista?

⁰⁰ ☐ 0 El peor especialista posible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 El mejor especialista posible

El plan de salud de su niño

Las siguientes preguntas se refieren a su experiencia con el plan de salud de su niño.

46. En los últimos 6 meses, ¿recibió información o ayuda de parte del servicio al cliente del plan de salud de su niño?

¹ ☐ Sí
² ☐ No → Si contestó “No”, pase al #49

47. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?

¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

48. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?

- ¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

49. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para llenar?

- ¹ ☐ Sí
² ☐ No → Si contestó “No”, pase al #51

50. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de llenar los formularios del plan de salud de su niño?

- ¹ ☐ Nunca
² ☐ A veces
³ ☐ La mayoría de las veces
⁴ ☐ Siempre

51. Usando un número del 0 al 10, el 0 siendo el peor plan de salud posible y el 10 el mejor plan de salud posible, ¿qué número usaría para calificar al plan de salud de su niño?

- ⁰⁰ ☐ 0 El peor plan de salud posible
⁰¹ ☐ 1
⁰² ☐ 2
⁰³ ☐ 3
⁰⁴ ☐ 4
⁰⁵ ☐ 5
⁰⁶ ☐ 6
⁰⁷ ☐ 7
⁰⁸ ☐ 8
⁰⁹ ☐ 9
¹⁰ ☐ 10 El mejor plan de salud posible

Acerca de usted y de su niño

52. En general, ¿cómo calificaría toda la salud de su niño?

- ¹ ☐ Excelente
² ☐ Muy buena
³ ☐ Buena
⁴ ☐ Regular
⁵ ☐ Mala

53. En general, ¿cómo calificaría toda la salud **mental o emocional** de su niño?

- ¹ ☐ Excelente
² ☐ Muy buena
³ ☐ Buena
⁴ ☐ Regular
⁵ ☐ Mala

54. ¿Qué edad tiene **su niño**?

- ¹ ☐ Menos de un año

_____ Años (*escriba la respuesta*)

55. ¿Es su niño de sexo masculino o femenino?

- ¹ ☐ Masculino
² ☐ Femenino

56. ¿Es su niño de origen o ascendencia hispana o latina?

- ¹ ☐ Sí, hispano o latino
² ☐ No, ni hispano ni latino

57. ¿A qué raza pertenece su niño? Por favor marque una o más.

- ¹ ☐ Blanca
² ☐ Negra o afroamericana
³ ☐ Asiática
⁴ ☐ Nativo de Hawái o de otras islas del Pacífico
⁵ ☐ Indígena americano o nativo de Alaska
⁶ ☐ Otra

58. ¿Qué edad tiene usted?

- ⁰☐ Menos de 18 años
¹☐ 18 a 24
²☐ 25 a 34
³☐ 35 a 44
⁴☐ 45 a 54
⁵☐ 55 a 64
⁶☐ 65 a 74
⁷☐ 75 años o más

59. ¿Es usted hombre o mujer?

- ¹☐ Hombre
²☐ Mujer

60. ¿Cuál es el grado o nivel escolar más alto que usted ha completado?

- ¹☐ 8 años de escuela o menos
²☐ 9 a 12 años de escuela, pero sin graduarse
³☐ Graduado de la escuela secundaria (*high school*), Diploma de escuela secundaria, preparatoria, o su equivalente (o GED)
⁴☐ Algunos cursos universitarios o un título universitario de un programa de 2 años
⁵☐ Título universitario de 4 años
⁶☐ Título universitario de más de 4 años

61. ¿Qué relación tiene con el niño?

- ¹☐ Madre o padre
²☐ Abuelo o abuela
³☐ Tía o tío
⁴☐ Hermano o hermana mayor
⁵☐ Otro familiar
⁶☐ Tutor legal del niño
⁷☐ Otra persona

Por favor escriba en letra de molde:

62. ¿Le ayudó alguien a completar esta encuesta?

- ¹☐ Sí → **Si contestó “Sí”, pase al #63**
²☐ No → **Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.**

63. ¿Cómo le ayudó a usted esta persona? Marque una o más.

- ¹☐ Me leyó las preguntas
²☐ Anotó las respuestas que le di
³☐ Contestó las preguntas por mí
⁴☐ Tradujo las preguntas a mi idioma
⁵☐ Me ayudó de otra forma

Por favor escriba en letra de molde:

Gracias.

Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.

Table B-1 - Reported Age of Respondents/Child Subjects

Age	Adult Respondents		Child Subjects	
	<u>Freq</u>	<u>Pct</u>	<u>Freq</u>	<u>Pct</u>
< 1	-	-	2	< 1
1-5	-	-	265	29
6-10	-	-	282	31
11-15	-	-	252	28
16-18	-	-	109	12
Under 18	21	2	-	-
18-24	45	5	-	-
25-34	297	32	-	-
35-44	334	36	-	-
45-54	176	19	-	-
55-64	36	4	-	-
65-74	9	1	-	-
75 or older	0	0	-	-
Total applicable respondents	918		910	

Table B-2 - Reported Gender of Respondents/Child Subjects

Gender	Adult Respondents		Child Subjects	
	<u>Freq</u>	<u>Pct</u>	<u>Freq</u>	<u>Pct</u>
Female	787	86	426	46
Male	133	14	493	54
Total applicable respondents	920		919	

Table B-3 - Reported Race and Ethnicity of Child Subjects

Race/Ethnicity	Adult Respondents		Child Subjects	
	<u>Freq</u>	<u>Pct</u>	<u>Freq</u>	<u>Pct</u>
Hispanic	-	-	336	40
White Not Hispanic	-	-	322	38
Black Not Hispanic	-	-	90	11
Asian Not Hispanic	-	-	61	7
Other Race or Multiracial	-	-	31	4
Total applicable respondents	-		840	

Table B-4 - Reported Chronic Condition(s) of Child Subjects

Chronic Conditions	Adult Respondents		Child Subjects	
	<u>Freq</u>	<u>Pct</u>	<u>Freq</u>	<u>Pct</u>
Chronic Condition(s)	-	-	231	28
No Chronic Condition(s)	-	-	605	72
Total applicable respondents	-		836	

Table B-5 - Reported Overall Health of Child Subjects

Overall Health	Adult Respondents		Child Subjects	
	<u>Freq</u>	<u>Pct</u>	<u>Freq</u>	<u>Pct</u>
Excellent	-	-	400	44
Very Good	-	-	310	34
Good	-	-	171	19
Fair	-	-	31	3
Poor	-	-	3	< 1
Total applicable respondents	-		915	

Table B-6 - Reported Overall Mental Health of Child Subjects

Overall Mental Health	Adult Respondents		Child Subjects	
	<u>Freq</u>	<u>Pct</u>	<u>Freq</u>	<u>Pct</u>
Excellent	-	-	440	48
Very Good	-	-	225	25
Good	-	-	166	18
Fair	-	-	70	8
Poor	-	-	13	1
Total applicable respondents	-		914	

Table B-7 - Reported Educational Level of Respondents

Education	Adult Respondents		Child Subjects	
	<u>Freq</u>	<u>Pct</u>	<u>Freq</u>	<u>Pct</u>
8th Grade or Less	50	6	-	-
Some High School but Did Not Graduate	117	13	-	-
High School Graduate or GED	307	34	-	-
Some College or 2 Year Degree	286	32	-	-
4 Year College Graduate	108	12	-	-
More than 4 Year College Graduate	35	4	-	-
Total applicable respondents	903		-	

Table B-8 - Reported Respondent Relationship to Child

Relationship	Adult Respondents		Child Subjects	
	<u>Freq</u>	<u>Pct</u>	<u>Freq</u>	<u>Pct</u>
Mother or Father	871	95	-	-
Grandparent	29	3	-	-
Aunt or Uncle	4	< 1	-	-
Older Brother or Sister	1	< 1	-	-
Legal Guardian	8	1	-	-
Someone Else	4	< 1	-	-
Total applicable respondents	917		-	

Our records show that your child is now in MassHealth. Is that right?

q1	Frequency	Percent	
Yes	937	100	
No	0	0	
Total applicable respondents	937		

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

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?

q3	Frequency	Percent	
Yes	302	33	
No	624	67	
Total applicable respondents	926		

Getting Care Quickly - Composite Item

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? Would you say... [READ LIST]

q4	Frequency	Percent	
Never	4	1	
Sometimes	28	10	
Usually	24	8	
Always	234	81	
Total applicable respondents	290		

Screener

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?

q5	Frequency	Percent	
Yes	664	72	
No	259	28	
Total applicable respondents	923		

Getting Care Quickly - Composite Item

In the last 6 months, how often did you get an appointment for a check-up or routine care for your child at a doctor's office or clinic as soon as your child needed? Would you say... [READ LIST]

q6	Frequency	Percent	
Never	4	1	I
Sometimes	89	14	
Usually	83	13	
Always	466	73	
Total applicable respondents	642		

Health Care Utilization - Supplemental Item

In the last 6 months, how many times did your child go to an emergency room for care? Would you say... [READ LIST]

q7	Frequency	Percent	
None	696	76	
1 time	154	17	
2	41	5	
3	8	1	I
4	5	1	I
5 to 9	8	1	I
Total applicable respondents	912		

Health Care Utilization - Supplemental Item

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? Would you say... [READ LIST]

q8	Frequency	Percent	
None	244	27	
1 time	286	32	
2	177	20	
3	98	11	
4	45	5	
5 to 9	39	4	
10 or more times	15	2	
Total applicable respondents	904		

Health Promotion and Education - Core Item

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?

q9	Frequency	Percent	
Yes	435	67	
No	212	33	
Total applicable respondents	647		

Screeners

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?

q10	Frequency	Percent	
Yes	205	31	
No	446	69	
Total applicable respondents	651		

Medication Decisions - Composite Item

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? Would you say... [READ LIST]

q11	Frequency	Percent	
Not at all	12	6	
A little	35	18	
Some	52	27	
A lot	96	49	
Total applicable respondents	195		

Medication Decisions - Composite Item

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? Would you say... [READ LIST]

q12	Frequency	Percent	
Not at all	44	23	
A little	31	16	
Some	53	27	
A lot	65	34	
Total applicable respondents	193		

Medication Decisions - Composite Item

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?

q13	Frequency	Percent	
Yes	164	82	
No	35	18	
Total applicable respondents	199		

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?

Getting Needed Care - Composite Item

Specialized Services	
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In the last 6 months, did your child get care from a dentist's office or dental clinic?

	q16	Frequency	Percent	
	Yes	662	73	
	No	251	27	
Total applicable respondents		913		

Health Care Utilization - Supplemental Item

In the last 6 months, how many times did your child go to a dentist's office or dental clinic for care? Would you say... [READ LIST]

q17	Frequency	Percent	
None	10	2	II
1 time	414	64	
2	123	19	
3	50	8	
4	20	3	
5 to 9	30	5	
10 or more times	1	< 1	
Total applicable respondents	648		

Overall Rating - Core Item

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

q18	Frequency	Percent	
Worst possible	5	1	I
1	3	< 1	
2	1	< 1	
3	10	2	II
4	4	1	I
5	21	3	
6	20	3	
7	35	6	
8	108	17	
9	74	12	
Best possible	354	56	
Total applicable respondents	635		

Screener

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?

q19	Frequency	Percent	
Yes	160	18	
No	751	82	
Total applicable respondents	911		

Getting Needed Care - Supplemental Item

In the last 6 months, how often was it easy to get this treatment or counseling for your child? Would you say... [READ LIST]

q20	Frequency	Percent	
Never	25	16	
Sometimes	23	15	
Usually	27	17	
Always	80	52	
Total applicable respondents	155		

Coordination - Supplemental Item

Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

q21	Frequency	Percent	
Yes	91	59	
No	62	41	
Total applicable respondents	153		

Your Child's Personal Doctor

Screener

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

q22	Frequency	Percent	
Yes	853	93	
No	69	7	
Total applicable respondents	922		

Health Care Utilization - Supplemental Item

In the last 6 months, how many times did your child visit his or her personal doctor for care? Would you say... [READ LIST]

q23	Frequency	Percent	
None	196	24	
1 time	341	41	
2	161	19	
3	68	8	
4	27	3	
5 to 9	29	4	
10 or more times	5	1	
Total applicable respondents	827		

How Well Doctors Communicate - Composite Item

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? Would you say... [READ LIST]

q24	Frequency	Percent
Never	10	2
Sometimes	24	4
Usually	79	13
Always	510	82
Total applicable respondents	623	

Communication - Supplemental Item

In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages? Would you say... [READ LIST]

q25	Frequency	Percent	
Never	566	91	
Sometimes	35	6	
Usually	4	1	
Always	17	3	
Total applicable respondents	622		

How Well Doctors Communicate - Composite Item

In the last 6 months, how often did your child's personal doctor listen carefully to you? Would you say... [READ LIST]

	Frequency	Percent	
q26			
Never	7	1	I
Sometimes	15	2	II
Usually	76	12	
Always	525	84	
Total applicable respondents	623		

How Well Doctors Communicate - Composite Item

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

q27	Frequency	Percent
Never	8	1 %
Sometimes	15	2 %
Usually	51	8 %
Always	549	88 %
Total applicable respondents	623	

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

q28	Frequency	Percent	
Yes	447	72	
No	174	28	
Total applicable respondents	621		

*How Well Doctors Communicate - Composite Item***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? Would you say... [READ LIST]**

q29	Frequency	Percent	
Never	6	1	I
Sometimes	24	5	
Usually	58	13	
Always	354	80	
Total applicable respondents	442		

*Communication - Supplemental Item***In the last 6 months, how often did your child have a hard time speaking with or understanding his or her personal doctor because they spoke different languages? Would you say... [READ LIST]**

q30	Frequency	Percent	
Never	412	93	
Sometimes	17	4	
Usually	3	1	I
Always	11	2	II
Total applicable respondents	443		

*How Well Doctors Communicate - Composite Item***In the last 6 months, how often did your child's personal doctor spend enough time with your child? Would you say... [READ LIST]**

q31	Frequency	Percent	
Never	12	2	II
Sometimes	55	9	
Usually	122	20	
Always	430	69	
Total applicable respondents	619		

Parents' Experience with Child's Personal Doctor or Nurse - Composite Item

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

q32	Frequency	Percent	
Yes	563	91	
No	56	9	
Total applicable respondents	619		

Screener

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

q33	Frequency	Percent	
Yes	230	37	
No	392	63	
Total applicable respondents	622		

Coordination - Core Item

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? Would you say... [READ LIST]

q34	Frequency	Percent	
Never	8	4	
Sometimes	25	11	
Usually	35	16	
Always	155	70	
Total applicable respondents	223		

Coordination - Supplemental Item

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 doctors or other health providers?

q35	Frequency	Percent	
Yes	129	58	
No	92	42	
Total applicable respondents	221		

*Coordination - Supplemental Item***In the last 6 months, who helped to coordinate your child's care? Would you say... [READ LIST]**

q36	Frequency	Percent	
Someone from your child's health plan	6	5	
Someone from your child's doctor's office or clinic	88	75	
A friend or family member	2	2	
You	22	19	
Total applicable respondents	118		

*Coordination - Supplemental Item***How satisfied are you with the help you got to coordinate your child's care in the last 6 months? Would you say... [READ LIST]**

q37	Frequency	Percent	
Very dissatisfied	1	1	
Dissatisfied	1	1	
Neither dissatisfied nor satisfied	5	4	
Satisfied	43	34	
Very satisfied	78	61	
Total applicable respondents	128		

*Overall Rating - Core Item***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?**

q38	Frequency	Percent	
Worst possible	1	< 1	
2	3	< 1	
3	5	1	
4	4	< 1	
5	11	1	
6	12	1	
7	28	3	
8	99	12	
9	149	18	
Best possible	512	62	
Total applicable respondents	824		

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

q39	Frequency	Percent	
Yes	231	28	
No	605	72	
Total applicable respondents	836		

Parents' Experience with Child's Personal Doctor or Nurse - Composite Item

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

q40	Frequency	Percent	
Yes	192	88	
No	25	12	
Total applicable respondents	217		

Parents' Experience with Child's Personal Doctor or Nurse - Composite Item

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?

q41	Frequency	Percent	
Yes	189	88	
No	25	12	
Total applicable respondents	214		

Getting Health Care From Specialists

Screener

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?

q42	Frequency	Percent	
Yes	229	25	
No	685	75	
Total applicable respondents	914		

Getting Needed Care - Composite Item

In the last 6 months, how often did you get appointments for your child to see a specialist as soon as he or she needed? Would you say... [READ LIST]

q43	Frequency	Percent	
Never	12	5	
Sometimes	35	16	
Usually	42	19	
Always	134	60	
Total applicable respondents	223		

*Health Care Utilization - Supplemental Item***How many specialists has your child seen in the last 6 months? Would you say... [READ LIST]**

q44	Frequency	Percent	
None	17	8	
1 specialist	140	63	
2	38	17	
3	21	9	
4	4	2	
5 or more specialists	3	1	
Total applicable respondents	223		

Overall Rating - Core Item

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?

q45	Frequency	Percent	
Worst possible	2	1	
1	2	1	
2	2	1	
3	1	< 1	
4	1	< 1	
5	12	6	
6	1	< 1	
7	13	6	
8	26	13	
9	33	16	
Best possible	110	54	
Total applicable respondents	203		

Your Child's Health Plan*Screener***In the last 6 months, did you get information or help from customer service at your child's health plan?**

q46	Frequency	Percent	
Yes	243	27	
No	660	73	
Total applicable respondents	903		

Health Plan Information and Customer Service - Composite Item

In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? Would you say... [READ LIST]

q47	Frequency	Percent
Never	7	3 III
Sometimes	41	17
Usually	58	24
Always	131	55
Total applicable respondents	237	

Health Plan Information and Customer Service - Composite Item

In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? Would you say... [READ LIST]

q48	Frequency	Percent
Never	6	3 III
Sometimes	10	4 II
Usually	34	15 II
Always	180	78 II
Total applicable respondents	230	

Screener

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

	q49	Frequency	Percent	
	Yes	290	33	
	No	594	67	
Total applicable respondents		884		

Customer Service - Core Item

In the last 6 months, how often were the forms from your child's health plan easy to fill out? Would you say... [READ LIST]

q50	Frequency	Percent
Never	9	3
Sometimes	54	19
Usually	75	27
Always	140	50
Total applicable respondents	278	

Overall Rating - Core Item

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?

q51	Frequency	Percent	
Worst possible	2	< 1	
1	2	< 1	
2	2	< 1	
3	4	< 1	
4	2	< 1	
5	25	3	
6	24	3	
7	49	5	
8	132	15	
9	150	17	
Best possible	512	57	
Total applicable respondents	904		

Overall Physical and Emotional Health

Member Characteristics - Core Item

In general, how would you rate your child's overall health? Would you say... [READ LIST]

q52	Frequency	Percent	
Excellent	400	44	
Very good	310	34	
Good	171	19	
Fair	31	3	
Poor	3	< 1	
Total applicable respondents	915		

Member Characteristics - Core Item

In general, how would you rate your child's overall mental or emotional health? Would you say... [READ LIST]

q53	Frequency	Percent	
Excellent	440	48	
Very good	225	25	
Good	166	18	
Fair	70	8	
Poor	13	1	
Total applicable respondents	914		

