

Oklahoma Health Care Authority

**CAHPS[®] Child Health Survey
for SoonerCare Choice**

**Executive Summary and
Technical Specifications**



Report for Fiscal Year 2009

Report Submitted June 2009

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CAHPS® Child Survey for SoonerCare Choice

Executive Summary

The Oklahoma Health Care Authority (OHCA) is the state's single agency responsible for administering Medicaid. The managed care component of this program is known as SoonerCare Choice, which operated under a partially capitated case management system during the first half of the state fiscal year (SFY) 2009. A patient-centered medical home model was implemented January 1, 2009. In order to evaluate service satisfaction, the OHCA contracted with APS Healthcare to survey the parents of child members enrolled in SoonerCare Choice between July 1, 2008, and June 30, 2009. The OHCA has administered Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys to measure consumer satisfaction in the Medicaid population every other year since 1996.

Comparing the 2007 survey and the 2009 survey, results indicated fairly high levels of satisfaction holding steady across an array of six quality measures. Two of the six measures showed statistically significant increases between 2007 and 2009:

- The average rating of "Your Child's Health Plan" on a 10-point scale increased from 8.2 to 8.7.
- The composite measure of "Getting Care Quickly" on a 4-point scale had a significant increase from 3.50 to 3.55.

CAHPS® Child Medicaid Survey

Technical Specifications

SoonerCare Choice

INTRODUCTION

Consumer satisfaction surveys are an important source of information to consumers, purchasers of health care, health plans and program administrators. By responding to satisfaction surveys, individuals provide valuable information regarding access to care, use of services, and satisfaction with the care they have received. To survey the general population of managed care members about their overall experience with their health plan, OHCA has administered Consumer Assessment of Healthcare Providers Systems (CAHPS) surveys to SoonerCare members since 1996. CAHPS questionnaires, administration protocol, and survey analysis were developed by Harvard, RAND, and the Research Triangle Institute. The health care community has accepted these methods in producing consumer satisfaction measures that may be compared across health plans and health service delivery types.

In order to evaluate service satisfaction, the Oklahoma Health Care Authority (OHCA) contracted with APS Healthcare to survey the members enrolled in SoonerCare Choice between July 1, 2008, and June 30, 2009. This technical report includes information on the survey methodology, findings, and summary information on the respondents' satisfaction with health plan services they received.

METHODOLOGY

The CAHPS Questionnaire

The Child CAHPS Health Plan Survey 4.0 questionnaire (shown in Appendix A) was administered by The Myers Group (TMG) between August 1 and November 1, 2009. The questionnaire covered several aspects of health plan performance, including:

- Rating of personal doctors, specialists, health care received, and health plan
- Receiving care without long waits
- Communication with clinicians
- Health plan information and customer service
- Getting needed care

Sampling

Because it is not feasible to survey the entire SoonerCare Choice population, TMG used recognized sampling techniques to obtain information from a limited number of members. This information is used to estimate the consumer satisfaction of the SoonerCare Choice population as a whole.

Sampling for this survey followed CAHPS 4.0 protocols with one exception; APS limited the sample to members with at least one paid claim from a SoonerCare Choice provider. APS provided TMG with a list of eligible members for sample selection. Each member included in the eligibility list met the following criteria:

- 17 years of age or younger as of June 30, 2009;
- Enrolled in the SoonerCare Choice program as of June 30, 2009; and
- Continuously enrolled in SoonerCare Choice between July 1, 2008, and June 30, 2009. (Continuous enrollment was defined as having no more than one 45-day break in enrollment during the year.)

In accordance with CAHPS recommendations, and to reduce the burden on respondents, TMG only selected one member from a household for the sample. The CAHPS Survey and Reporting Kit 4.0 standards indicate that a minimum of 300 completed surveys are needed for a valid administration. The total number of members eligible for the survey was 260,152; TMG selected a random sample of 1,650 members.

Data Collection

The CAHPS survey methodology allowed data to be collected by mail, telephone interview, or a combination of mail and telephone. The OHCA and APS agreed to conduct these surveys using mail, and incorporated telephone interviewing only when the targeted response rate was not received. The survey process had outreach interventions that included mailings of the survey packet, reminder postcards, and phone follow-up with interviewers.

After the sample was selected, address lists were processed using the U.S. Postal Service's CASS Certified ZIP + 4 Coding Software, which verified the zip code for each address. Each packet included a questionnaire and a letter that explained the purpose and the importance of the survey. To encourage participation, the packet also contained a postage-paid business reply envelope. Reminder postcards served to thank individuals who had responded to the survey and to remind others to complete their questionnaires. Members selected for the sample who did not respond to the first survey and/or postcard mailings were mailed a second survey. All correspondence included a toll-free number that members could use to contact TMG with questions regarding the survey, or to complete the survey over the telephone. Each information letter contained a statement written in Spanish asking the member to call the toll-free number to take the survey by phone with a Spanish interpreter. If needed, follow-up calls were then initiated with bilingual interviewers.

TMG developed a database to track the status of members selected for the sample at each stage of the survey protocol. The database identified members who had not returned the survey and needed subsequent mailings. The database also indicated the date that a member responded to the survey, refused to participate in the survey, or was

determined to be ineligible for the survey. Members were determined to be ineligible for the survey if they no longer qualified for SoonerCare or had moved to another state.

Data Coding and Data Entry

TMG recorded the responses to the questionnaires in a database specifically designed for this purpose. The data entry program permitted the entry of only those responses that were within the accepted range for each specific item; for example, if a rating was supposed to be on a scale of 0 to 10, a response of 12 could not be entered. TMG performed a data clean-up process prior to the actual analysis to detect any additional out-of-range values and response inconsistencies. Typically, inconsistencies occurred when respondents did not follow the skip pattern of question groups. Whenever feasible, TMG recoded the items to conform to the questionnaire skip patterns; for example, if one response indicated the person did not receive health plan forms to fill out, then any subsequent responses to questions about the ease of completing these forms were discarded. However, when the intent of the respondent could not be determined, the analyst recoded the item as missing.

Data Analysis

All analyses and calculations in the study were performed by APS using SAS 9.2, including the standard CAHPS analysis macro “cc250_cahps36b.sas”. Frequencies were computed for all the items on the survey. Due to the lengthy results for this type of analysis, the frequency distributions are reported in Appendix B rather than in the results section.

The statistical analysis consisted of comparing this year’s survey results with those from the previous administration of the survey, which was in state fiscal year (SFY) 2007, using the t-test statistic for difference of means as incorporated in the standard CAHPS analysis macro.

Global ratings, which used a scale of 0 to 10, measured the respondents’ assessment of their health plan and the quality of the care received. APS computed the means for each global rating and used a t-test to compare means from the SFY 2007 and

SFY 2009 SoonerCare Choice surveys. Four global ratings were compared between SFY 2009 and SFY 2007:

- Overall Rating of Child’s Health Care
- Overall Rating of Child’s Personal Doctor
- Overall Rating of Child’s Specialist
- Overall Rating of Child’s Health Plan

Composite measures combine the responses to questions that are closely related to each other and provide more reliable results than comparing each item separately. APS computed the mean scores for each composite and used t-tests to compare means from the SFY 2007 and SFY 2009 SoonerCare Choice surveys. The two composites that can be compared are:

- Experiences in Getting Treatment Quickly
- Experiences with How Well Clinicians Communicate

Because of changes in the CAHPS questionnaire Version 3 used in 2007 and Version 4 used in 2009, not all of the quality measures were comparable between years; specifically, the measures “Getting Needed Care” and “Plan Information and Customer Service” are omitted from the comparison.

SURVEY RESULTS

Table 1 shows the response rate by method for the current year’s survey and the previous administration of the survey from SFY 2007.

Table 1. Completed Surveys Rate by Method each Survey by Year

Completed Surveys	SFY 2009 Survey	SFY 2007 Survey
Mailing	373	401
Phone Follow-Up	273	36
Total Completed Surveys	646	437

The study evaluated each returned questionnaire to determine if it met the CAHPS definition for a completed survey. To be considered complete, a questionnaire must have

had at least one answered question. APS coded returned questionnaires that did not pass the completion criteria as non-respondents and excluded them from the analysis.

Additionally, returned surveys received by TMG included refusals returned by mail and those from SoonerCare Choice members who had moved out of state or were not in the plan.

The adjusted response rate, expressed as a percentage, is the number of completed surveys divided by the number of eligible surveys.

$$\text{Adjusted response rate} = \frac{\text{Number of completed surveys} \times 100}{\text{Number of eligible surveys}}$$

$$\frac{\text{(total completes)}}{\text{(Sample) – (Ineligible)}} = \frac{646}{1650 - 129} \times 100 = 42.5\%$$

The adjusted response rates for the current SoonerCare Choice survey was 42.5%; the adjusted response rates for the previous SoonerCare Choice survey was 27.6%. The difference in response rates may be attributable to the decision in 2009 to limit the sampling frame to participants who had a paid claim with a primary care provider.

Table 2 displays the disposition of surveys deemed ineligible by number and percentage for SFY 2009.

Table 2. Number of Ineligible Surveys and Total Percentage of Ineligible Surveys for SFY 2009

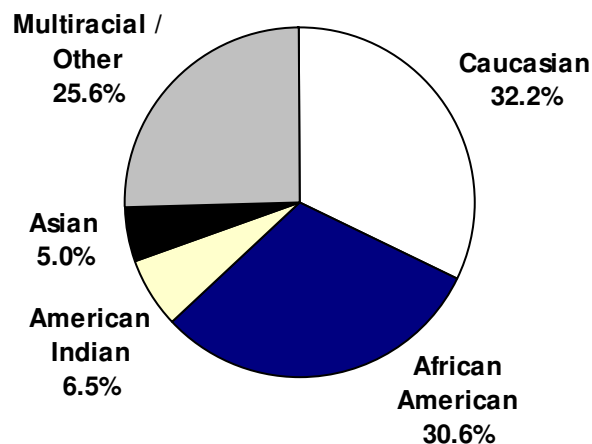
Ineligible Disposition	N	%
Mentally/Physically Incapacitated	2	0.12
Language Barrier	63	3.82
Does Not Meet Criteria	64	3.88
Total Ineligibles	129	7.82

The table above lists the number and dispositions of members from the sample who were identified as ineligible to participate in the survey.

Demographics

Respondents were asked the child's race and ethnicity. Figure 1 shows these results.

Figure 1. Children's Reported Racial Identity



Results showed that Caucasians and African Americans were nearly equally represented at 32% and 31%, respectively. Native Americans represented 6.5% of the children, 5% were Asian, and one-fourth of the children were reported to be multiracial. In response to a separate question about ethnicity, parents/guardians reported 18% of the children to be Hispanic or Latino.

Global Ratings

In Figures 2 through 5, the overall ratings are shown for the following:

- The child's health care received.
- The child's personal doctor.
- The child's specialist.

- The child's health plan.

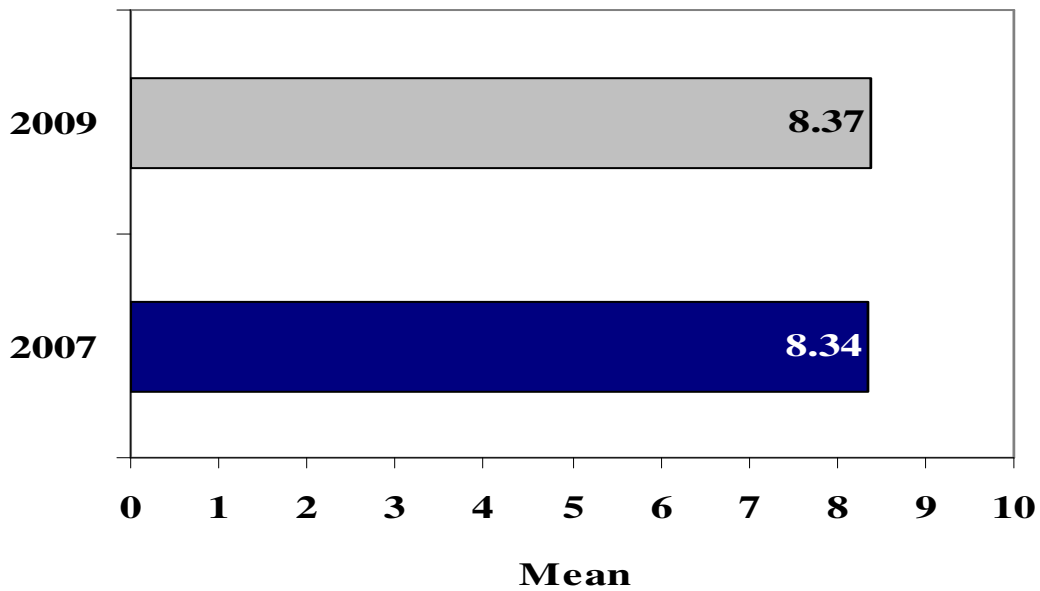
The means for the global rating items for the two years are shown in bar graphs. The table below each graph lists the number of respondents analyzed, the means, and the p-value associated with the t-test of mean difference between the two years. A p-value less than .05 was considered statistically significant. That is, if the p-value was less than .05, the two means were statistically different from each other; otherwise, the two means were not statistically different. *

* A statistical note: The standard CAHPS analysis algorithm does not assume equal variances, but it did not compute a difference between the OHCA results for SFY 2007 and SFY 2009. APS used SAS PROC TTEST to compute the significance of difference between years. Reported p-values are from pooled tests with equal variances assumed. Only two questions failed a test of equal variances, but the decision on the hypothesis test of equal means would have been the same with a t-test that did not assume equal variances.

Overall Rating of Health Care Received

- *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?*

Figure 2. Rating of Child’s Health Care Received



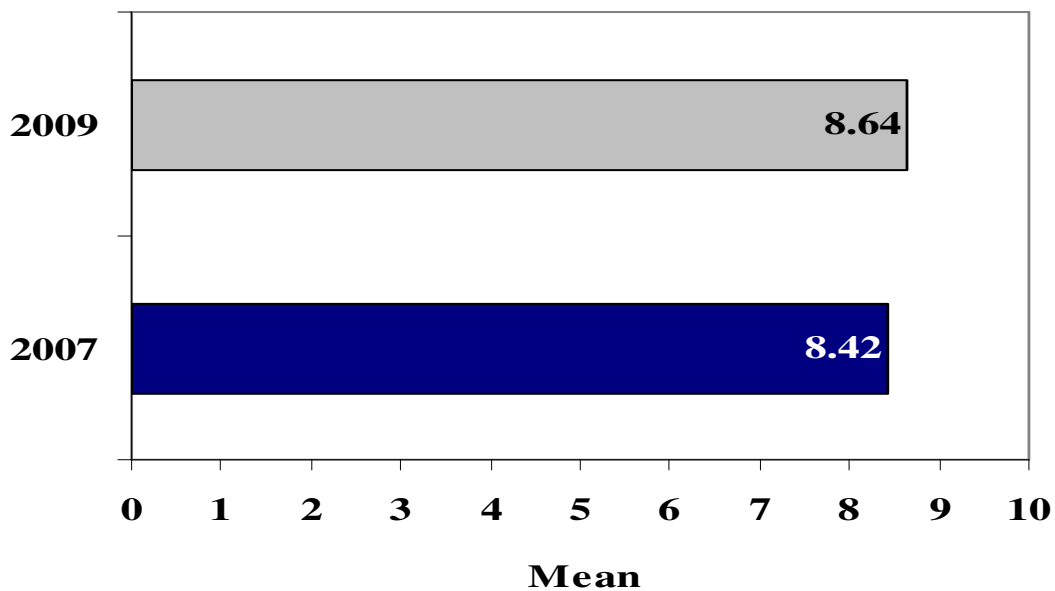
Year	N	Mean	p-value
2009	487	8.37	.8125
2007	341	8.34	

Figure 2 demonstrates that SoonerCare Choice parents remained fairly satisfied with the health care their child received in 2009 compared with the ratings in 2007. The slight increase was not statistically significant.

Overall Rating for Personal Doctor

- 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 in the last 6 months?

Figure 3. Overall Rating for Child's Personal Doctor



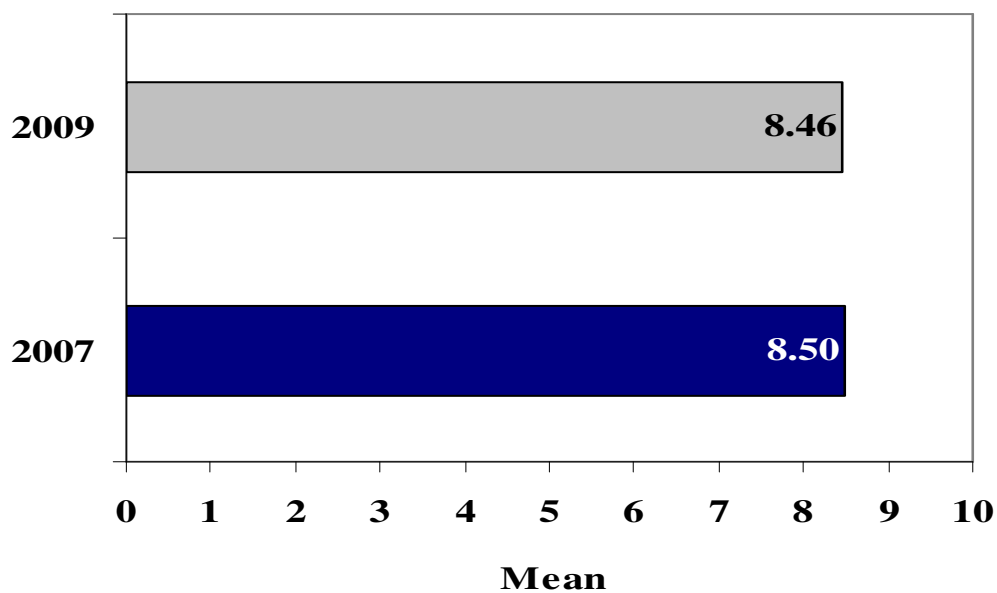
Year	N	Mean	p-value
2009	527	8.64	.0984
2007	342	8.42	

Figure 3 shows that SoonerCare Choice parents were highly satisfied with their child's personal doctor in 2009 compared with 2007. The slight increase in satisfaction was not significant.

Overall Rating for Child's Specialist

- 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?

Figure 4. Overall Rating for Child's Specialist



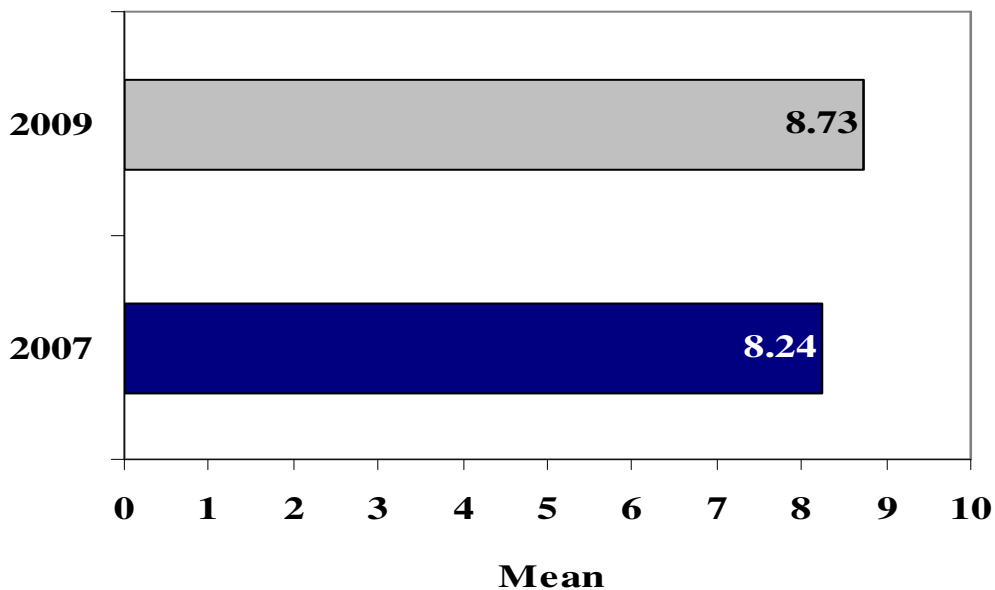
Year	N	Mean	p-value
2009	124	8.46	.8812
2007	88	8.50	

Figure 4 shows that SoonerCare Choice parents were highly satisfied with their child's specialist doctor seen most often in 2009 compared with 2007. The slight decrease was not statistically significant.

Overall Rating for Child's Health Plan

- 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?

Figure 5. Overall Rating for Child's Health Plan



Year	N	Mean	p-value
2009	628	8.73	<.0001
2007	430	8.24	

Figure 5 shows that SoonerCare Choice parents were more satisfied with their child's health plan in 2009 compared with 2007. The increase from 2007 to 2009 was statistically significant.

Composite Measures

In Figures 6 and 7, composite measures for the following services are provided:

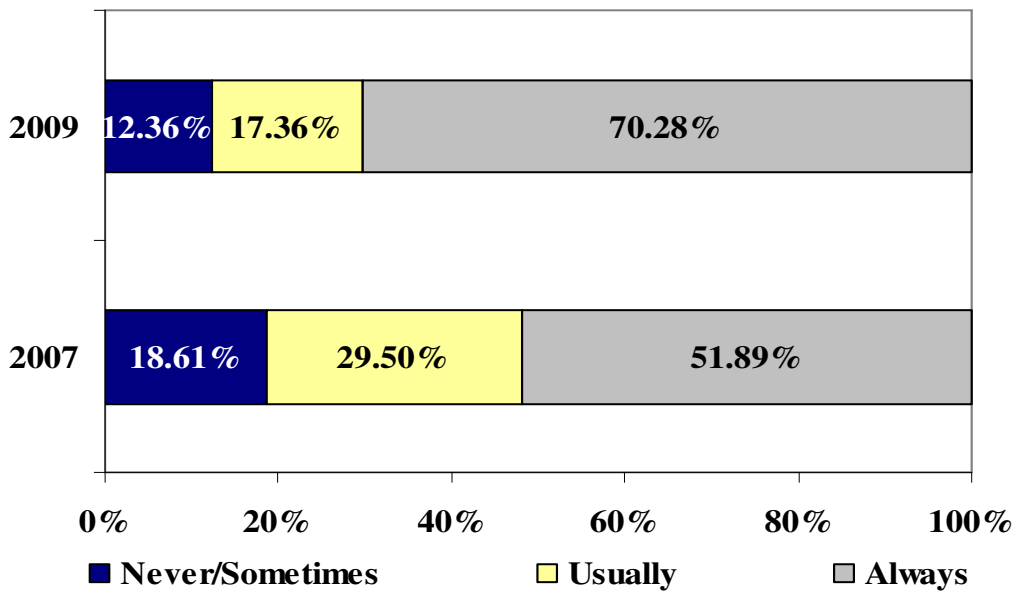
- Experiences in getting treatment quickly
- Experiences with how well clinicians communicate

These questions are answered on a four-point ordinal scale, where 1= “never,” 2 = “sometimes,” 3 = “usually,” and 4 = “always.” Responses of “never” and “sometimes” were combined into one category for the purpose of graphing since there were small percentages in those categories. The mean of the four-point scale was computed and compared between years using a t-test, following standard CAHPS analysis protocol. The percentage in each category for the composite measures is shown in the bar graph. The table below each graph lists the number of respondents analyzed, the means and the p-value associated with the t-test comparison of means.

Getting Treatment Quickly

- *In the last 6 months, when your child needed care right away, how often did your child get care as soon as you thought he or she needed?*
- *In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor’s office or clinic as soon as you thought your child needed?*

Figure 6. Getting Treatment Quickly



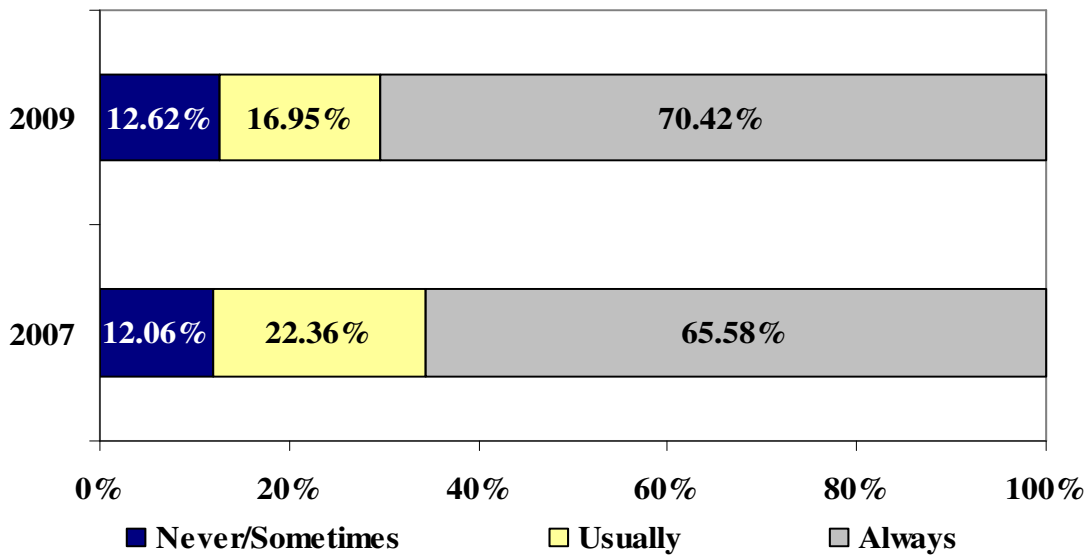
Year	N	Mean	p-value
2009	514	3.57	.0003
2007	328	3.29	

Figure 6 shows that 70.28% of the respondents in 2009 reported they always received treatment quickly. This is substantially more than in 2007 when 51.89% reported that they always received treatment quickly.

How Well Clinicians Communicate

- *In the last 6 months, how often did your child’s personal doctor explain things in a way that was easy to understand?*
- *In the last 6 months, how often did your child’s personal doctor listen carefully to you?*
- *In the last 6 months, how often did your child’s personal doctor show respect for what you had to say?*
- *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?*
- *In the last 6 months, how often did your child’s personal doctor spend enough time with your child?*

Figure 7. How Well Clinicians Communicate



Year	N	Mean	p-value
2009	429	3.55	.3022
2007	350	3.50	

Figure 7 indicates that 70.42% of members felt that their clinicians always communicated well during SFY 2009. This is an increase from 65.58% in SFY 2007; however, the increase in average score was not statistically significant.

Discussion

Overall, the 2009 survey results indicated reasonably high levels of satisfaction holding steady across an array of six quality measures when compared to 2007. Two quality measures, the rating of “Your Child’s Health Plan” and “Getting Care Quickly,” had statistically significant differences between SFY 2007 and SFY 2009. The average rating of “Your Child’s Health Plan” on a 10-point scale increased from 8.2 to 8.7. How members rate their health plan is an important indicator of plan quality. Satisfaction is influenced by the quality of services provided by the plan and the quality of care provided by the plan. The composite measure of “Getting Care Quickly” on a four-point scale had a significant increase from 3.50 to 3.55. This measure is a key indicator of access to care. The ability to make appointments and see a provider is important to ensuring that illness is prevented or that an existing illness does not progress further.

In SFY 2009 APS introduced a new sampling methodology that involved limiting the sampling frame to members with paid claims. Using this method, the number of completed survey responses increased by 47.8% when compared to the SFY 2007. The increase in completed surveys also contributed to an adjusted response rate which was 54% higher than the previous years. It appears to be a successful method in that members utilizing SoonerCare services are more likely to have an opinion on their health care plan. APS recommends the OHCA continue to follow the new sampling methodology for future surveys.

Appendix A

MCS

45. How are you related to the child?
 Mother or father
 Grandparent
 Aunt or uncle
 Older sibling
 Other relative
 Legal guardian
46. Did someone help you complete this survey?
 YesGo to Question 47
 NoGo to Question 48
47. How did that person help you?
(Mark all that apply.)
 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
48. In the last 6 months, how often did you have a hard time **speaking with or understanding** your child's doctors or other health providers because you spoke different languages?
 Never
 Sometimes
 Usually
 Always
49. What language do you **mainly** speak at home?
 English
 Spanish
 Some other language
50. What language does your child **mainly** speak at home?
 English
 Spanish
 Some other language



• Answer **all** the questions by marking the box with blue or black ink. Like this .
 • You are sometimes told to skip over some questions in this survey. When this happens you will see a note that tells you what question to answer next, like this: YesGo to Question 3

All information that would let someone identify you or your family will be kept private. The Myers Group 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 have returned your survey so we don't have to send you reminders. If you want to know more about this study, please call The Myers Group at 1-800-692-0041.

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 **ScoperCare Choice**. Is that right?
 YesGo to Question 3
 NoGo to Question 2
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?
 YesGo to Question 4
 NoGo to Question 5
4. In the last 6 months, when your child **needed care right away**, how often did your child get care as soon as you thought he or she needed?
 Never
 Sometimes
 Usually
 Always
5. In the last 6 months, **not** counting the times your child needed care right away, did you make any appointments for your child's health care at a doctor's office or clinic?
 YesGo to Question 6
 NoGo to Question 7
6. In the last 6 months, **not** counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought your child needed?
 Never
 Sometimes
 Usually
 Always

7. In the last 6 months, **not** counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
 NoneGo to Question 13
 1Go to Question 8
 2Go to Question 8
 3Go to Question 8
 4Go to Question 8
 5 to 9Go to Question 8
 10 or moreGo to Question 8
8. In the last 6 months, how often did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
 Never
 Sometimes
 Usually
 Always
9. Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment.
 In the last 6 months, did your child's doctor or other health provider tell you there was more than one choice for your child's treatment or health care?
 YesGo to Question 10
 NoGo to Question 12
10. In the last 6 months, did your child's doctor or other health provider talk with you about the pros and cons of each choice for your child's treatment or health care?
 Definitely yes
 Somewhat yes
 Somewhat no
 Definitely no
11. In the last 6 months, when there was more than one choice for your child's treatment or health care, did your child's doctor or other health provider ask you which choice you thought was best for your child?
 Definitely yes
 Somewhat yes
 Somewhat no
 Definitely no

Thank You

Please return the completed survey in the postage-paid envelope to:

The Myers GROUP
Improving the Business of Healthcare Satisfaction

Attn: Survey Processing Department
 The Myers Group
 2351 Henry Clower Boulevard, Suite C
 Snellville, GA 30078-3107
 Toll-Free: 1-800-692-0041

For Internal Purposes Only: 57124

MCS

12. 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?

Worst health care possible					Best health care possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your Child's Personal Doctor

13. A personal doctor is the one your child would see if he or she needs a check-up or gets sick or hurt.

Does your child have a personal doctor?
 YesGo to Question 14
 NoGo to Question 25

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

NoneGo to Question 24
 1Go to Question 15
 2Go to Question 15
 3Go to Question 15
 4Go to Question 15
 5 to 9Go to Question 15
 10 or moreGo to Question 15

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

Never
 Sometimes
 Usually
 Always

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

Never
 Sometimes
 Usually
 Always

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

Never
 Sometimes
 Usually
 Always

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

YesGo to Question 19
 NoGo to Question 20

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

Never
 Sometimes
 Usually
 Always

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

Never
 Sometimes
 Usually
 Always

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

Yes
 No

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

YesGo to Question 23
 NoGo to Question 24

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

Never
 Sometimes
 Usually
 Always

24. 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?

Worst personal doctor possible					Best personal doctor possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

25. 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 try to make any appointments for your child to see a specialist?

YesGo to Question 26
 NoGo to Question 29

26. In the last 6 months, how often was it easy to get appointments for your child with specialists?

Never
 Sometimes
 Usually
 Always

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

NoneGo to Question 29
 1 specialistGo to Question 28
 2Go to Question 28
 3Go to Question 28
 4Go to Question 28
 5 or more specialistsGo to Question 28

28. 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?

Worst specialist possible					Best specialist possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your Child's Health Plan

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

29. In the last 6 months, did you try to get any kind of care, tests, or treatment for your child through his or her health plan?

YesGo to Question 30
 NoGo to Question 31

30. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through his or her health plan?

Never
 Sometimes
 Usually
 Always

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

YesGo to Question 32
 NoGo to Question 34

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

Never
 Sometimes
 Usually
 Always

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

Never
 Sometimes
 Usually
 Always

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

YesGo to Question 35
 NoGo to Question 36

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

Never
 Sometimes
 Usually
 Always

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

Worst health plan possible					Best health plan possible					
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About Your Child And You

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

Excellent
 Very good
 Good
 Fair
 Poor

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

Less than 1 year old
 YEARS OLD (Write in)

39. Is your child male or female?

Male
 Female

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

Yes, Hispanic or Latino
 No, not Hispanic or Latino

41. What is your child's race? (Please mark one or more.)

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

42. What is **your** age?

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

43. Are you male or female?

Male
 Female

44. 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

Appendix B

Below are the responses by survey question. There were 646 total respondents. Frequencies depicted in the tables reflect the number of people responding to each item; percentages depicted in the tables reflect the total number of respondents to the particular question.

1. Our records show that your child is now in SoonerCare Choice. Is that right?		
Q1	Frequency	Percent
Yes	639	100.00

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?		
Q3	Frequency	Percent
Yes	286	44.55
No	356	55.45
Item Totals	642	100.00

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as you thought he or she needed?		
Q4	Frequency	Percent
Never	2	0.71
Sometimes	24	8.57
Usually	41	14.64
Always	213	76.07
Item Totals	280	100.00

5. In the last 6 months, not counting the times your child needed care right away, did you make any appointments for your child's health care at a doctor's office or clinic?		
Q5	Frequency	Percent
Yes	480	75.24
No	158	24.76
Item Totals	638	100.00

6. In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for health care at a doctor's office or clinic as soon as you thought your child needed?		
Q6	Frequency	Percent
Never	10	2.11
Sometimes	63	13.32
Usually	95	20.08
Always	305	64.48
Item Totals	473	100.00

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?		
Q7	Frequency	Percent
0	135	21.13
1	154	24.10
2	145	22.69
3	84	13.15
4	55	8.61
5	48	7.51
6	18	2.82
Item Totals	639	100.00

8. In the last 6 months, how often did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?		
Q8	Frequency	Percent
Never	77	15.46
Sometimes	116	23.29
Usually	98	19.68
Always	207	41.57
Item Totals	498	100.00

9. In the last 6 months, did your child's doctor or other health provider tell you there was more than one choice for your child's treatment or healthcare?		
Q9	Frequency	Percent
Yes	217	44.11
No	275	55.89
Item Totals	492	100.00

10. In the last 6 months, did your child's doctor or other health provider talk with you about the pros and cons of each choice for your child's treatment or health care?		
Q10	Frequency	Percent
Definitely Yes	148	68.20
Somewhat Yes	52	23.96
Somewhat No	11	5.07
Definitely No	6	2.76
Item Totals	217	100.00

11. In the last 6 months, when there was more than one choice for your child's treatment or healthcare, did your child's doctor or other health provider ask you which choice you thought was best for your child?		
Q11	Frequency	Percent
Definitely Yes	139	64.65
Somewhat Yes	51	23.72
Somewhat No	11	5.12
Definitely No	14	6.51
Item Totals	215	100.00

12. 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?

Q12	Frequency	Percent
0 Worst	2	0.41
2	2	0.41
3	6	1.23
4	5	1.03
5	40	8.21
6	22	4.52
7	47	9.65
8	92	18.89
9	72	14.78
10 Best	199	40.86
Item Totals	487	100.00

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

Q13	Frequency	Percent
Yes	535	84.65
No	97	15.35
Item Totals	632	100.00

14. In the last 6 months, how many times did your child visit his or her personal doctor for care?		
Q14	Frequency	Percent
0	102	19.21
1	142	26.74
2	130	24.48
3	62	11.68
4	47	8.85
5	35	6.59
6	13	2.45
Item Totals	531	100.00

15. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?		
Q15	Frequency	Percent
Never	5	1.17
Sometimes	29	6.79
Usually	76	17.80
Always	317	74.24
Item Totals	427	100.00

16. In the last 6 months, how often did your child's personal doctor listen carefully to you?		
Q16	Frequency	Percent
Never	6	1.42
Sometimes	43	10.14
Usually	64	15.09
Always	311	73.35
Item Totals	424	100.00

17. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?		
Q17	Frequency	Percent
Never	9	2.14
Sometimes	34	8.08
Usually	49	11.64
Always	329	78.15
Item Totals	421	100.00

18. Is your child able to talk with doctors about his or her health care?		
Q18	Frequency	Percent
Yes	263	62.47
No	158	37.53
Item Totals	421	100.00

19. 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?		
Q19	Frequency	Percent
Never	17	6.56
Sometimes	30	11.58
Usually	46	17.76
Always	166	64.09
Item Totals	259	100.00

20. In the last 6 months, how often did your child's personal doctor spend enough time with your child?		
Q20	Frequency	Percent
Never	13	3.04
Sometimes	52	12.18
Usually	96	22.48
Always	266	62.30
Item Totals	427	100.00

21. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?		
Q21	Frequency	Percent
Yes	357	84.60
No	65	15.40
Item Totals	422	100.00

22. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?		
Q22	Frequency	Percent
Yes	181	42.79
No	242	57.21
Item Totals	423	100.00

23. 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 care providers?		
Q23	Frequency	Percent
Never	20	11.63
Sometimes	16	9.30
Usually	48	27.91
Always	88	51.16
Item Totals	172	100.00

24. 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?

Q24	Frequency	Percent
0 Worst	2	0.38
1	5	0.95
2	3	0.57
3	7	1.33
4	10	1.90
5	19	3.61
6	23	4.36
7	35	6.64
8	73	13.85
9	81	15.37
10 Best	269	51.04
Item Totals	527	100.00

25. 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 try to make any appointments for your child to see a specialist?

Q25	Frequency	Percent
Yes	150	23.51
No	488	76.49
Item Totals	638	100.00

26. In the last 6 months, how often was it easy to get appointments for your child with specialists?		
Q26	Frequency	Percent
Never	11	7.43
Sometimes	32	21.62
Usually	42	28.38
Always	63	42.57
Item Totals	148	100.00

27. How many specialists has your child seen in the last 6 months?		
Q27	Frequency	Percent
0	19	12.75
1	91	61.07
2	29	19.46
3	5	3.36
4	2	1.34
5	3	2.01
Item Totals	149	100.00

28. 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?		
Q28	Frequency	Percent
0 Worst	1	0.81
3	3	2.42
4	2	1.61
5	5	4.03
6	10	8.06
7	10	8.06
8	16	12.90
9	21	16.94
10 Best	56	45.16
Item Totals	124	100.00

29. In the last 6 months, did you try to get any kind of care, tests, or treatment for your child through his or her health plan?		
Q29	Frequency	Percent
Yes	239	38.00
No	390	62.00
Item Totals	629	100.00

30. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through his or her health plan?		
Q30	Frequency	Percent
Never	12	5.06
Sometimes	29	12.24
Usually	59	24.89
Always	137	57.81
Item Totals	237	100.00

31. In the last 6 months, did you try to get information or help from customer service at your child's health plan?		
Q31	Frequency	Percent
Yes	78	12.40
No	551	87.60
Item Totals	629	100.00

32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?		
Q32	Frequency	Percent
Never	4	5.41
Sometimes	18	24.32
Usually	23	31.08
Always	29	39.19
Item Totals	74	100.00

33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?		
Q33	Frequency	Percent
Never	3	4.23
Sometimes	11	15.49
Usually	15	21.13
Always	42	59.15
Item Totals	71	100.00

34. In the last 6 months, did your child's health plan give you any forms to fill out?		
Q34	Frequency	Percent
Yes	154	24.96
No	463	75.04
Item Totals	617	100.00

35. In the last 6 months, how often were the forms from your child's health plan easy to fill out?		
Q35	Frequency	Percent
Never	3	2.01
Sometimes	16	10.74
Usually	50	33.56
Always	80	53.69
Item Totals	149	100.00

36. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?		
Q36	Frequency	Percent
1	1	0.16
3	3	0.48
4	6	0.96
5	33	5.25
6	29	4.62
7	39	6.21
8	117	18.63
9	97	15.45
10 Best	303	48.25
Item Totals	628	100.00

37. In general, how would you rate your child's overall health?		
Q37	Frequency	Percent
Excellent	243	38.15
Very Good	230	36.11
Good	126	19.78
Fair	34	5.34
Poor	4	0.63
Item Totals	637	100.00

38. What is your child's age?		
Q38	Frequency	Percent
0	13	2.13
1	38	6.23
2	52	8.52
3	48	7.87
4	42	6.89
5	39	6.39
6	40	6.56
7	36	5.90
8	32	5.25
9	35	5.74
10	32	5.25
11	29	4.75
12	24	3.93
13	30	4.92
14	24	3.93
15	27	4.43
16	34	5.57
17	30	4.92
18	5	0.82
Item Totals	610	100.00

39. Is your child male or female?		
Q39	Frequency	Percent
Male	320	50.08
Female	319	49.92
Item Totals	639	100.00

40. Is your child of Hispanic or Latino origin or descent?		
Q40	Frequency	Percent
Yes	115	18.25
No	515	81.75
Item Totals	630	100.00

41. Child's race		
Race	Frequency	Percent
Caucasian	187	32.19
African American	178	30.64
American Indian	38	6.54
Asian	29	4.99
Multiracial / Other	149	25.65
Item Totals	581	100.00

* Respondents who selected more than one race were grouped into the multiracial/other category.

42. What is your age?		
Q42	Frequency	Percent
Under 18	280	43.55
18-24	80	12.44
25-34	127	19.75
35-44	94	14.62
45-54	36	5.60
55-64	16	2.49
65-74	7	1.09
75 or older	3	0.47
Item Totals	643	100.00

43. Are you male or female?		
Q43	Frequency	Percent
Male	32	8.42
Female	348	91.58
Item Totals	380	100.00

44. What is the highest grade or level of school that you have completed?		
Q44	Frequency	Percent
8th grade or less	66	10.39
Some high school	162	25.51
HS grad or GED	215	33.86
Some college	142	22.36
College grad	40	6.30
More than 4yr college	10	1.57
Item Totals	635	100.00

45. How are you related to the child?		
Q45	Frequency	Percent
Mother or father	365	57.12
Grandparent	260	40.69
Aunt or uncle	2	0.31
Other relative	1	0.16
Legal guardian	11	1.72
Item Totals	639	100.00

46. Did someone help you complete this survey?		
Q46	Frequency	Percent
Yes	20	5.42
No	349	94.58
Item Totals	369	100.00

47. Kind of Help:	
Q47A-Q47E	Frequency
Read the questions to me	6
Wrote down the answers I gave	4
Answered the questions for me	3
Translated the questions into my language	9
Helped in some other way	1

* Respondents could select more than one kind of help. Percentages were not computed because of low response rate (the 20 people who responded “yes” on Question 46).

48. In the last 6 months, how often did you have a hard time speaking with or understanding your child's doctors or other health providers because you spoke different languages?		
Q48	Frequency	Percent
Never	547	87.66
Sometimes	56	8.97
Usually	13	2.08
Always	8	1.28
Item Totals	624	100.00

49. What language do you mainly speak at home?		
Q49	Frequency	Percent
English	578	91.31
Spanish	50	7.90
Other	5	0.79
Item Totals	633	100.00

50. What language does your child mainly speak at home?		
Q50	Frequency	Percent
English	579	93.09
Spanish	38	6.11
Other	5	0.80
Item Totals	622	100.00