



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

PeachCare for Kids® Program

CAHPS® 5.0 Child Medicaid Summary Report

July 2014



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Introduction

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

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

Results

This report summarizes the findings of the child Medicaid 5.0 CAHPS survey conducted for PCK. Attempts were made to survey 1650 member households by mail and telephone during the period March 17, 2014 through May 27, 2014, using a mixed-mode procedure and standard questionnaire. The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality (AHRQ) and the National Committee for Quality Assurance (NCQA).

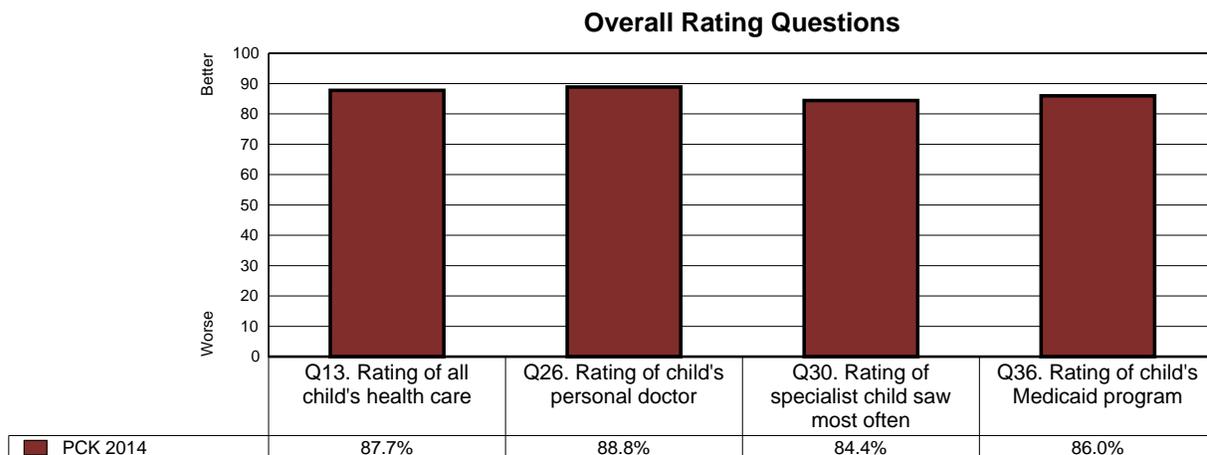
The survey drew as potential respondents the parents or caretakers of child members of PCK who were continuously enrolled in the plan for at least 6 months as of December 31, 2013, with no more than one enrollment gap of 45 days or less. From this sample frame, a random sample of 1650 cases was drawn. The survey was offered in English. Questionnaires were considered complete if respondents did not answer 'No' to Q1 and provided a valid response to at least one item in the questionnaire. Complete interviews were obtained from 650 PCK members, and the response rate was 40.1%.

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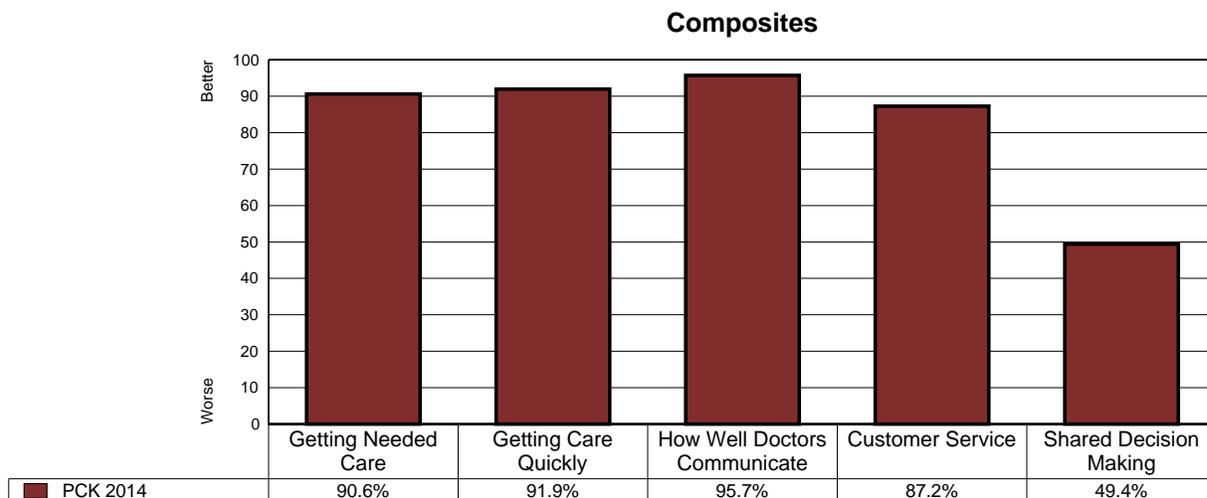
SUMMARY OF OVERALL RATING QUESTIONS

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



SUMMARY OF COMPOSITES

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



Sample Disposition

	PCK 2014
First mailing - sent	1650
*First mailing - usable survey returned	270
Second mailing - sent	1454
*Second mailing - usable survey returned	181
*Phone - usable surveys	199
Total - usable surveys	650
†Ineligible: According to population criteria‡	26
†Ineligible: Language barrier	2
†Ineligible: Deceased	0
†Ineligible: Mentally or physically unable to complete survey	0
Bad phone number OR bad address	48
Refusal	34
Nonresponse - Unavailable by mail AND phone	890
Adjusted Response Rate	40.1%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Responses by Question

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

	PCK 2014	
	N	%
Yes	634	100.0%
No	0	0.0%
Total	634	100.0%
Not Answered	18	

Your Child's Health Care in the Last 6 Months

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

	PCK 2014	
	N	%
Yes	211	33.3%
No	423	66.7%
Total	634	100.0%
Not Answered	18	

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

	PCK 2014	
	N	%
<input type="radio"/> Never	0	0.0%
<input type="radio"/> Sometimes	14	7.4%
<input type="radio"/> Usually	14	7.4%
<input type="radio"/> Always	162	85.3%
Total	190	100.0%
Not Answered	21	
Reporting Category	Getting Care Quickly	
Achievement Score	92.6%	

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

	PCK 2014	
	N	%
Yes	409	65.0%
No	220	35.0%
Total	629	100.0%
Not Answered	23	

Response scored as: Achievement Room for improvement

Responses by Question

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

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

	PCK 2014	
	N	%
<input type="radio"/> Never	7	1.8%
<input type="radio"/> Sometimes	25	6.5%
<input type="radio"/> Usually	66	17.3%
<input type="radio"/> Always	284	74.3%
Total	382	100.0%
Not Answered	27	
Reporting Category	Getting Care Quickly	
Achievement Score	91.6%	

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

	PCK 2014	
	N	%
None	188	30.3%
1 time	167	26.9%
2	127	20.5%
3	77	12.4%
4	32	5.2%
5 to 9	25	4.0%
10 or more times	5	0.8%
Total	621	100.0%
Not Answered	31	

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

	PCK 2014	
	N	%
<input type="radio"/> Yes	275	65.6%
<input type="radio"/> No	144	34.4%
Total	419	100.0%
Not Answered	14	
Reporting Category	Single Items	
Achievement Score	65.6%	

Response scored as: Achievement Room for improvement

Responses by Question

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

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

	PCK 2014	
	N	%
Yes	113	27.3%
No	301	72.7%
Total	414	100.0%
Not Answered	19	

Q10. 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?

	PCK 2014	
	N	%
<input type="radio"/> Not at all	1	0.9%
<input type="radio"/> A little	6	5.5%
<input type="radio"/> Some	43	39.4%
<input checked="" type="radio"/> A lot	59	54.1%
Total	109	100.0%
Not Answered	4	
Reporting Category	Shared Decision Making	
Achievement Score	54.1%	

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

	PCK 2014	
	N	%
<input type="radio"/> Not at all	26	23.2%
<input type="radio"/> A little	21	18.8%
<input type="radio"/> Some	38	33.9%
<input checked="" type="radio"/> A lot	27	24.1%
Total	112	100.0%
Not Answered	1	
Reporting Category	Shared Decision Making	
Achievement Score	24.1%	

Response scored as: Achievement Room for improvement

Responses by Question

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

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

	PCK 2014	
	N	%
<input checked="" type="radio"/> Yes	79	71.8%
<input type="radio"/> No	31	28.2%
Total	110	100.0%
Not Answered	3	
Reporting Category	Shared Decision Making	
Achievement Score	71.8%	

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

	PCK 2014	
	N	%
<input type="radio"/> Worst health care possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	2	0.5%
<input type="radio"/> 4	3	0.7%
<input type="radio"/> 5	12	2.9%
<input type="radio"/> 6	5	1.2%
<input type="radio"/> 7	29	7.0%
<input checked="" type="radio"/> 8	78	18.8%
<input checked="" type="radio"/> 9	71	17.1%
<input checked="" type="radio"/> Best health care possible	215	51.8%
Total	415	100.0%
Not Answered	18	
Reporting Category	Ratings	
Rating (8, 9 and 10)	87.7%	

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

	PCK 2014	
	N	%
<input type="radio"/> Never	10	2.4%
<input type="radio"/> Sometimes	20	4.9%
<input checked="" type="radio"/> Usually	68	16.5%
<input checked="" type="radio"/> Always	313	76.2%
Total	411	100.0%
Not Answered	22	
Reporting Category	Getting Needed Care	
Achievement Score	92.7%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor

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

	PCK 2014	
	N	%
Yes	566	90.4%
No	60	9.6%
Total	626	100.0%
Not Answered	26	

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

	PCK 2014	
	N	%
None	151	28.3%
1 time	169	31.6%
2	103	19.3%
3	70	13.1%
4	19	3.6%
5 to 9	18	3.4%
10 or more times	4	0.7%
Total	534	100.0%
Not Answered	32	

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

	PCK 2014	
	N	%
<input type="radio"/> Never	2	0.5%
<input type="radio"/> Sometimes	14	3.7%
<input checked="" type="radio"/> Usually	57	14.9%
<input checked="" type="radio"/> Always	309	80.9%
Total	382	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	95.8%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	PCK 2014	
	N	%
<input type="radio"/> Never	1	0.3%
<input type="radio"/> Sometimes	12	3.1%
<input type="radio"/> Usually	42	11.0%
<input type="radio"/> Always	327	85.6%
Total	382	100.0%
Not Answered	1	
Reporting Category	Communication	
Achievement Score	96.6%	

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

	PCK 2014	
	N	%
<input type="radio"/> Never	1	0.3%
<input type="radio"/> Sometimes	7	1.8%
<input type="radio"/> Usually	33	8.7%
<input type="radio"/> Always	339	89.2%
Total	380	100.0%
Not Answered	3	
Reporting Category	Communication	
Achievement Score	97.9%	

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

	PCK 2014	
	N	%
Yes	307	82.1%
No	67	17.9%
Total	374	100.0%
Not Answered	9	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Personal Doctor (continued)

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

	PCK 2014	
	N	%
● Never	2	0.7%
● Sometimes	18	6.0%
● Usually	66	21.9%
● Always	216	71.5%
Total	302	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	93.4%	

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

	PCK 2014	
	N	%
● Never	1	0.3%
● Sometimes	26	6.9%
● Usually	77	20.4%
● Always	273	72.4%
Total	377	100.0%
Not Answered	6	
Reporting Category	Communication	
Achievement Score	92.8%	

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

	PCK 2014	
	N	%
Yes	323	86.1%
No	52	13.9%
Total	375	100.0%
Not Answered	8	

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

	PCK 2014	
	N	%
Yes	142	37.9%
No	233	62.1%
Total	375	100.0%
Not Answered	8	

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

Responses by Question

Your Child's Personal Doctor (continued)

- Q25.** In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

	PCK 2014	
	N	%
<input type="radio"/> Never	9	6.6%
<input type="radio"/> Sometimes	16	11.7%
<input type="radio"/> Usually	38	27.7%
<input type="radio"/> Always	74	54.0%
Total	137	100.0%
Not Answered	5	
Reporting Category	Single Items	
Achievement Score	81.8%	

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

	PCK 2014	
	N	%
<input type="radio"/> Worst personal doctor possible	0	0.0%
<input type="radio"/> 1	1	0.2%
<input type="radio"/> 2	1	0.2%
<input type="radio"/> 3	3	0.6%
<input type="radio"/> 4	2	0.4%
<input type="radio"/> 5	10	1.9%
<input type="radio"/> 6	17	3.2%
<input type="radio"/> 7	25	4.7%
<input type="radio"/> 8	70	13.2%
<input type="radio"/> 9	104	19.7%
<input type="radio"/> Best personal doctor possible	296	56.0%
Total	529	100.0%
Not Answered	37	
Reporting Category	Ratings	
Rating (8, 9 and 10)	88.8%	

Getting Health Care From Specialists

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

	PCK 2014	
	N	%
Yes	133	21.5%
No	485	78.5%
Total	618	100.0%
Not Answered	34	

Response scored as: Achievement Room for improvement

Responses by Question

Getting Health Care From Specialists (continued)

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

	PCK 2014	
	N	%
<input type="radio"/> Never	6	4.9%
<input type="radio"/> Sometimes	18	14.6%
<input type="radio"/> Usually	27	22.0%
<input type="radio"/> Always	72	58.5%
Total	123	100.0%
Not Answered	10	
Reporting Category	Getting Needed Care	
Achievement Score	80.5%	

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

	PCK 2014	
	N	%
None	0	0.0%
1 specialist	90	73.2%
2	22	17.9%
3	8	6.5%
4	2	1.6%
5 or more specialists	1	0.8%
Total	123	100.0%
Not Answered	10	

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

	PCK 2014	
	N	%
<input type="radio"/> Worst specialist possible	0	0.0%
<input type="radio"/> 1	1	0.8%
<input type="radio"/> 2	0	0.0%
<input type="radio"/> 3	2	1.6%
<input type="radio"/> 4	2	1.6%
<input type="radio"/> 5	3	2.5%
<input type="radio"/> 6	1	0.8%
<input type="radio"/> 7	10	8.2%
<input type="radio"/> 8	13	10.7%
<input type="radio"/> 9	25	20.5%
<input type="radio"/> Best specialist possible	65	53.3%
Total	122	100.0%
Not Answered	1	
Reporting Category	Ratings	
Rating (8, 9 and 10)	84.4%	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Health Plan

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

	PCK 2014	
	N	%
Yes	204	33.2%
No	410	66.8%
Total	614	100.0%
Not Answered	38	

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

	PCK 2014	
	N	%
<input type="radio"/> Never	10	5.2%
<input type="radio"/> Sometimes	24	12.5%
<input checked="" type="radio"/> Usually	46	24.0%
<input checked="" type="radio"/> Always	112	58.3%
Total	192	100.0%
Not Answered	12	
Reporting Category	Customer Service	
Achievement Score	82.3%	

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

	PCK 2014	
	N	%
<input type="radio"/> Never	3	1.6%
<input type="radio"/> Sometimes	12	6.3%
<input checked="" type="radio"/> Usually	26	13.7%
<input checked="" type="radio"/> Always	149	78.4%
Total	190	100.0%
Not Answered	14	
Reporting Category	Customer Service	
Achievement Score	92.1%	

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

	PCK 2014	
	N	%
Yes	190	31.3%
No	417	68.7%
Total	607	100.0%
Not Answered	45	

Response scored as: Achievement Room for improvement

Responses by Question

Your Child's Health Plan (continued)

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

	PCK 2014	
	N	%
● Never	9	1.5%
● Sometimes	23	3.9%
● Usually	50	8.4%
● Always	515	86.3%
Total	597	100.0%
Not Answered	10	
Reporting Category	Single Items	
Achievement Score	94.6%	

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

	PCK 2014	
	N	%
● Worst health plan possible	1	0.2%
● 1	0	0.0%
● 2	1	0.2%
● 3	4	0.7%
● 4	1	0.2%
● 5	22	3.6%
● 6	18	2.9%
● 7	39	6.4%
● 8	108	17.6%
● 9	116	18.9%
● Best health plan possible	303	49.4%
Total	613	100.0%
Not Answered	39	
Reporting Category	Ratings	
Rating (8, 9 and 10)	86.0%	

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

Responses by Question

About Your Child and You

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

	PCK 2014	
	N	%
● Excellent	267	43.2%
● Very Good	236	38.2%
● Good	102	16.5%
● Fair	12	1.9%
● Poor	1	0.2%
Total	618	100.0%
Not Answered	34	
Reporting Category	Single Items	
Achievement Score	81.4%	

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

	PCK 2014	
	N	%
● Excellent	320	51.8%
● Very Good	183	29.6%
● Good	94	15.2%
● Fair	17	2.8%
● Poor	4	0.6%
Total	618	100.0%
Not Answered	34	
Reporting Category	Single Items	
Achievement Score	81.4%	

Q39. What is your child's age?

	PCK 2014	
	N	%
Less than 1 year old	1	0.2%
1 to 2 years old	26	4.2%
3 to 4 years old	42	6.8%
5 to 7 years old	91	14.8%
8 to 10 years old	122	19.8%
11 to 13 years old	136	22.1%
14 to 19 years old	198	32.1%
Total	616	100.0%
Not Answered	34	

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

Responses by Question

About Your Child and You (continued)

Q40. Is your child male or female?

	PCK 2014	
	N	%
Male	306	49.5%
Female	312	50.5%
Total	618	100.0%
Not Answered	34	

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

	PCK 2014	
	N	%
Yes, Hispanic or Latino	154	25.1%
No, Not Hispanic or Latino	459	74.9%
Total	613	100.0%
Not Answered	39	

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

	PCK 2014	
	N	%
Yes	310	52.5%
No	280	47.5%
Total	590	100.0%
Not Answered	62	

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

	PCK 2014	
	N	%
Yes	186	31.5%
No	404	68.5%
Total	590	100.0%
Not Answered	62	

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

	PCK 2014	
	N	%
Yes	47	8.0%
No	543	92.0%
Total	590	100.0%
Not Answered	62	

Responses by Question

About Your Child and You (continued)

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

	PCK 2014	
	N	%
Yes	2	0.3%
No	588	99.7%
Total	590	100.0%
Not Answered	62	

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

	PCK 2014	
	N	%
Yes	10	1.7%
No	580	98.3%
Total	590	100.0%
Not Answered	62	

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

	PCK 2014	
	N	%
Yes	75	12.7%
No	515	87.3%
Total	590	100.0%
Not Answered	62	

Q43. What is your age?

	PCK 2014	
	N	%
Under 18	32	5.2%
18 to 24	9	1.5%
25 to 34	155	25.3%
35 to 44	269	44.0%
45 to 54	119	19.4%
55 to 64	22	3.6%
65 to 74	4	0.7%
75 or older	2	0.3%
Total	612	100.0%
Not Answered	40	

Responses by Question

About Your Child and You (continued)

Q44. Are you male or female?

	PCK 2014	
	N	%
Male	83	13.4%
Female	535	86.6%
Total	618	100.0%
Not Answered	34	

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

	PCK 2014	
	N	%
8th grade or less	56	9.2%
Some high school but did not graduate	50	8.2%
High school graduate or GED	165	27.0%
Some college or 2-year degree	219	35.9%
4-year college graduate	75	12.3%
More than 4-year college degree	45	7.4%
Total	610	100.0%
Not Answered	42	

Q46. How are you related to the child?

	PCK 2014	
	N	%
Mother or father	606	98.7%
Grandparent	4	0.7%
Aunt or uncle	0	0.0%
Older brother or sister	1	0.2%
Other relative	0	0.0%
Legal guardian	2	0.3%
Someone else	1	0.2%
Total	614	100.0%
Not Answered	38	

Q47. Did someone help you complete this survey?

	PCK 2014	
	N	%
Yes	39	8.7%
No	410	91.3%
Total	449	100.0%
Not Answered	4	

Responses by Question

About Your Child and You (continued)

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

	PCK 2014	
	N	%
Yes	9	23.1%
No	30	76.9%
Total	39	100.0%
Not Answered	4	

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

	PCK 2014	
	N	%
Yes	3	7.7%
No	36	92.3%
Total	39	100.0%
Not Answered	4	

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

	PCK 2014	
	N	%
Yes	2	5.1%
No	37	94.9%
Total	39	100.0%
Not Answered	4	

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

	PCK 2014	
	N	%
Yes	26	66.7%
No	13	33.3%
Total	39	100.0%
Not Answered	4	

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

	PCK 2014	
	N	%
Yes	2	5.1%
No	37	94.9%
Total	39	100.0%
Not Answered	4	

Custom Questions

About You

Q38a. Has your child had either a flu shot or flu spray in the nose since July 1, 2013?

	PCK 2014	
	N	%
<input checked="" type="radio"/> Yes	263	42.7%
<input checked="" type="radio"/> No	328	53.2%
<input checked="" type="radio"/> Don't know	25	4.1%
Total	616	100.0%
Not Answered	36	
Reporting Category	Single Items	
Achievement Score	42.7%	

Response scored as: Achievement Room for improvement



Your privacy is protected. All information that would let someone identify you or your family will be kept private. DataStat will not share your personal information with anyone without your OK.

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

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

SURVEY INSTRUCTIONS

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



Incorrect Marks



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

- Yes → Go to Question 1
- No

START HERE

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

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

- Yes → Go to Question 3
- No

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



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

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

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

- Yes
- No → *Go to Question 5*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 7*

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

- Never
- Sometimes
- Usually
- Always

7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

- None → *Go to Question 15*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

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

- Yes
- No

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

- Yes
- No → *Go to Question 13*

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

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

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 not want your child to take a medicine?

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

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

- Yes
- No

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

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



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

- Never
- Sometimes
- Usually
- Always

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 27*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 22*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 26*

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

- Never
- Sometimes
- Usually
- Always



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

- Never
- Sometimes
- Usually
- Always

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

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

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

38a. Has your child had either a flu shot or flu spray in the nose since July 1, 2013?

- Yes
- No
- Don't know

39. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

40. Is your child male or female?

- Male
- Female

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

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

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

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

43. What is your age?

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

44. Are you male or female?

- Male
- Female

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

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



46. How are you related to the child?

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

47. Did someone help you complete this survey?

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

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

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

THANK YOU

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

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

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





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