Table of Contents

- Acknowledgments — I
- Introduction — II
  - Project Background
  - Project Goals
- How to Use This Report — III
  - Composites
  - Statistical Significance
  - Case-Mix
- Type of Presentations in This Report — IV - VI
  - Summary Tables
  - Bar Graphs
  - How This Report Shows Survey Results
  - How to Read the Bar Charts
- Executive Summary — VII - IX
  - Study Populations
  - Sampling Methodology
  - Criteria to Identify Children with Special Health Care Needs
  - Survey Process
  - Analysis
- Summary Results — X - XIII

- Bar Charts for Healthy Options
  - All Children - Core CAHPS Questions — 1 - 27
    - *Getting care that is needed*
    - *Getting care without long waits*
    - *How well doctors communicate*
    - *Courtesy, respect, and helpfulness of office staff*
    - *Health plan customer service and paperwork*
    - *Overall satisfaction ratings*
  - Children with Special Health Care Needs - Core CAHPS Questions — 28 - 54
    - *Getting care that is needed*
    - *Getting care without long waits*
    - *How well doctors communicate*
    - *Courtesy, respect, and helpfulness of office staff*
    - *Health plan customer service and paperwork*
    - *Overall satisfaction ratings*
  - Children with Special Health Care Needs - Additional Questions — 55 - 66
    - *Getting prescription medicines*
    - *Getting specialized services*
    - *Getting family support*
    - *Coordination of care*

- Bar Charts for Fee-for-Service (SSI)
  - SSI Children in FFS with Special Health Care Needs - Core CAHPS Questions — 67 - 71
    - *Getting care that is needed*
    - *Getting care without long waits*
    - *How well doctors communicate*
    - *Courtesy, respect, and helpfulness of office staff*
    - *Overall satisfaction ratings*
  - SSI Children in FFS with Special Health Care Needs - Additional Questions — 72 - 75
    - *Getting prescription medicines*
    - *Getting specialized services*
    - *Getting family support*
    - *Coordination of care*

Acknowledgements

Thanks to the members of the Consumer Assessment of Health Plans (CAHPS) survey workgroup who assisted with the development of the survey materials, the client brochure, and the stakeholder report.

From the Medical Assistance Administration (MAA):

- Liz Burris, Section Manager
- Lilliam Calderon, Medical Assistance Specialist
- Cathy Cochran, Section Manager
- Marie Dixon, Secretary Administrative
- RosaMaria Espinoza, Program Manager
- Selia Evans, Client Advocate
- Vivian Henderson, Program Manager
- Barbara Lantz, Nurse Consultant Advisor
- Brett Lawton, Program Manager
- Alice Lind, Section Manager
- Becky McAninch-Dake, CAHPS Coordinator
- Marty Weller, Nurse Consultant Advisor

From the Washington State Department of Health:

- Jan Hicks-Thomson, Children with Special Health Care Needs Coordinator

We would like to thank:

PRO-West:

- PRO-West, a health care quality improvement organization, coordinated the project, conducted the analysis, and developed the client brochure and this stakeholder report to disseminate the CAHPS survey results.

DataStat:

- PRO-West coordinated with DataStat, Inc., a survey research organization located in Ann Arbor, Michigan, to collect the mail and telephone survey responses.

FACCT:

- Foundation for Accountability (FACCT) coordinated with MAA in a special pilot study funded by The David and Lucile Packard Foundation and The Robert Wood Johnson Foundation to develop the methods to measure children with chronic or special health care needs.

Sincerely,

Alice Lind, Manager, Quality Management

Becky McAninch-Dake, CAHPS Coordinator

Introduction

This report is designed to enable health plans, the Medical Assistance Administration (MAA), and other organizations to monitor and evaluate the performance of Medicaid Healthy Options managed care and Fee-for-Service (FFS) programs in Washington State. Assessments were based on health care services and experiences of children enrolled in Healthy Options and children receiving Medicaid FFS and Supplemental Security Income (SSI) benefits. This report describes the background of the Medicaid Consumer Assessment of Health Plan (CAHPS) survey, the goals of the project, and how survey results may be interpreted by consumers, health plans, and other stakeholders.

Project Background

The CAHPS survey tools were developed under cooperative agreements among Harvard Medical School, the RAND Institute, the Research Triangle Institute, and the Agency for Healthcare Research and Quality. A version of CAHPS has been implemented in Washington State by MAA for four years. In CAHPS surveys, respondents provide information about their experiences with and evaluations of various aspects of medical care, including:

- Getting care that is needed
- Getting care without long waits
- How well doctors communicate
- Courtesy, respect, and helpfulness of office staff
- Health plan customer service and paperwork
- Overall satisfaction ratings

This year, new questions were added to the survey tool under a study agreement between MAA and the Foundation for Accountability (FACCT). Questions were designed to learn about the experiences and evaluation of health care services of children with chronic or special health needs (who often need extra medical care or special services). The methods related to these measures in this pilot study were provided by the Child and Adolescent Health Measurement Initiative (CAHMI), a national collaboration on child and teen health care quality. Screener questions were used to identify children with special health care needs. The screener questions for the children with special health care needs underwent extensive review and were field-tested in a variety of health plan surveys. Validity checks were done using a variety of methods including medical chart review and comparison studies. (For further details request "Detailed Methodology.") Questions relating to these measures included:

- Getting prescription medicines
- Getting specialized services
- Getting family support
- Coordination of care

A copy of the survey instrument is available by calling Becky McAninch-Dake, CAHPS Coordinator at (360) 725-1622, or by sending an e-mail request to mcanibj@dshs.wa.gov. Trend data over the past four years is also available from Ms. McAninch-Dake.

Project Goals

The primary goal of the Medicaid CAHPS project is to provide timely information to clients to assist them in choosing their health plan. This information was collected through mail and telephone surveys that assessed clients' experiences with the health care and services they received through the Healthy Options and FFS programs.

An additional goal has been the refinement of methods for sharing CAHPS survey results with clients to assist them in selecting a health care plan. This year additional information from the FACCT pilot study is provided about the experience of clients with chronic or special health care needs.