

How Do Oregonians Rate Their CCO?

Oregon consumers have rated all Coordinated Care Organizations (CCOs), the centerpiece of the state's health care "transformation." The scores, largely unpublished until now, shed light on how well CCOs are improving the quality of health care, a key goal of Oregon's health reform efforts.¹ This report provides a one-page summary of ratings for each of the state's 16 CCOs.

The information in this report comes from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, fielded just as Oregon was expanding its Medicaid program — the Oregon Health Plan — to more adults.² CAHPS probes members' actual experience of care, making it a more objective source of information than a typical customer satisfaction survey.³

Assessing consumers' care experience is important. Positive patient experiences are associated with better health outcomes. Patients, particularly those with chronic conditions, are more likely to follow treatment plans when they feel they are receiving quality care.⁴ Since the success of Oregon's health reform efforts rely in part on better managing costly conditions, measuring and improving patients' experience is vital.

Despite its value, Oregonians' care experiences play a minor role in official CCO accountability structures. Among 17 metrics that determine incentive payments, two are CAHPS measures. Among 44 CCO performance metrics recently reported by the Oregon Health Authority, just three are from the CAHPS survey.⁵

Methodology

This report shows the findings of CAHPS surveys in Oregon during two time periods, 2013 and 2014. We do not indicate whether differences in the scores from year to year are statistically significant, as the Oregon Health Authority did not provide requested data enabling the analysis.

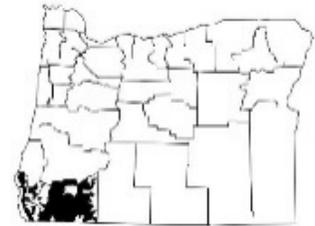
While the Oregon CAHPS survey contains more than 50 questions, this report shows four composite measures that summarize the results of multiple questions. The composite measures cover broad topics: *getting needed care*, *getting care quickly*, *how well doctors communicate* and *customer service*.⁶ A list of questions that make up each composite appears in Appendix A.

This report also includes responses to CAHPS survey questions asking members to rate their care generally. We include the scores for the four ratings questions for adults and for children. The wording of the ratings questions is shown in Appendix B.

Our approach differs from that of a recent Oregon Health Authority (OHA) publication on CCO performance.⁷ That document reports one CCO score for each of two CAHPS metrics, derived from adult and child scores. OHA generated the single score using a method that inadvertently gives weight to the group — adult or child — with the smaller population size.⁸ Since the child surveys tend to be smaller and more positive, the agency's method may produce a somewhat more positive result than reality warrants. This report shows adult and child scores separately.

AllCare CCO

Enrollment¹
 28,942 (2013)
 48,568 (2014)



AllCare CCO serves Josephine and Jackson counties and parts of Douglas and Curry counties. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	78%	85%	85%	79%
Getting care quickly	81%	78%	89%	89%
How well doctors communicate	87%	89%	94%	91%
Customer service	90%	83%	81%	84%
Overall ratings⁴				
Rating of all health care	48%	47%	65%	59%
Rating of personal doctor	55%	56%	69%	69%
Rating of specialist	65%	67%	58%	66%
Rating of health plan	41%	43%	55%	54%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.

Cascade Health Alliance

Enrollment¹
 10,869 (2013)
 17,002 (2014)



Cascade Health Alliance serves most parts of Klamath County. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care**	74%	77%	83%	77%
Getting care quickly**	74%	75%	87%	86%
How well doctors communicate	84%	93%	91%	92%
Customer service	76%	84%	87%	80%
Overall ratings⁴				
Rating of all health care	38%	42%	58%	55%
Rating of personal doctor	55%	59%	69%	68%
Rating of specialist	65%	65%	56%	68%
Rating of health plan	29%	42%	58%	50%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

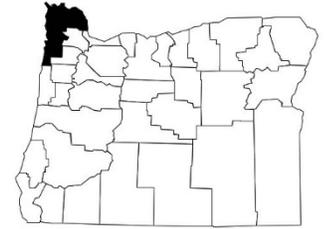
** Cascade Health Alliance closed its doors to new adult enrollees from January 1, 2014 to July 31, 2014, making the findings for at least the measures related to access to care an inaccurate representation of the experience of all Cascade Health Alliance area OHP members. CAHPS reached only OHP members actually enrolled in the CCO. Although excluded members may have had an “open card” allowing reimbursement for covered services, these individuals likely struggled to access care in primary care settings. Therefore, the ratings “getting needed care” and “getting care quickly” reported here are likely more favorable than would be the case had excluded OHP members in Cascade Health Alliance’s service area been included in the survey.

¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.



Enrollment¹
 16,957 (2013)
 28,068 (2014)

Columbia Pacific CCO

Columbia Pacific CCO serves Clatsop, Columbia and Tillamook counties. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	80%	78%	81%	86%
Getting care quickly	83%	81%	91%	86%
How well doctors communicate	88%	93%	94%	89%
Customer service	83%	84%	91%	89%
Overall ratings⁴				
Rating of all health care	45%	44%	56%	55%
Rating of personal doctor	58%	56%	62%	60%
Rating of specialist	55%	55%	74%	58%
Rating of health plan	45%	42%	59%	54%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

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Eastern Oregon Coordinated Care Organization (EOCCO)

Enrollment¹
29,236 (2013)
44,801 (2014)



Eastern Oregon Coordinated Care Organization (EOCCO) serves Baker, Gilliam, Grant, Harney, Lake, Malheur, Morrow, Sherman, Umatilla, Union, Wallowa and Wheeler counties. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	76%	79%	77%	82%
Getting care quickly	79%	81%	89%	88%
How well doctors communicate	90%	90%	89%	89%
Customer service	80%	77%	89%	89%
Overall ratings⁴				
Rating of all health care	45%	46%	57%	55%
Rating of personal doctor	62%	60%	66%	61%
Rating of specialist	67%	68%	62%	63%
Rating of health plan	41%	43%	59%	57%

Source: Oregon Health Authority

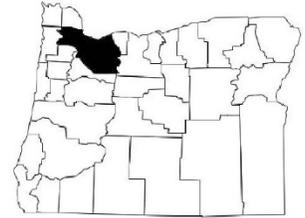
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¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.



Enrollment¹
 53,358 (2013)
 114,893 (2014)

FamilyCare

FamilyCare serves Clackamas, Multnomah, Washington counties and part of Marion County. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	77%	74%	81%	83%
Getting care quickly	75%	81%	88%	89%
How well doctors communicate	91%	91%	94%	92%
Customer service	83%	80%	84%	87%
Overall ratings⁴				
Rating of all health care	44%	46%	65%	65%
Rating of personal doctor	56%	59%	69%	69%
Rating of specialist	68%	61%	66%	71%
Rating of health plan	38%	45%	60%	60%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.



Enrollment¹

156,657 (2013)
233,802 (2014)

Health Share of Oregon

Health Share of Oregon serves Clackamas, Multnomah and Washington counties. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	79%	82%	77%	76%
Getting care quickly	78%	85%	83%	86%
How well doctors communicate	91%	92%	90%	91%
Customer service	78%	91%	82%	81%
Overall ratings⁴				
Rating of all health care	48%	49%	59%	57%
Rating of personal doctor	63%	60%	69%	70%
Rating of specialist	59%	62%	56%	54%
Rating of health plan	50%	49%	64%	65%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

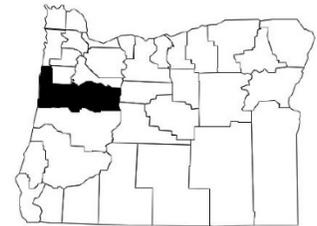
¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.

Intercommunity Health Network CCO



Enrollment¹
 35,242 (2013)
 55,498 (2014)

Intercommunity Health Network CCO serves Benton, Lincoln and Linn counties. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	86%	81%	92%	90%
Getting care quickly	82%	82%	89%	90%
How well doctors communicate	90%	91%	94%	96%
Customer service	88%	82%	87%	87%
Overall ratings⁴				
Rating of all health care	45%	47%	62%	59%
Rating of personal doctor	57%	58%	71%	75%
Rating of specialist	57%	59%	76%	74%
Rating of health plan	41%	43%	58%	61%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.

Jackson Care Connect

Enrollment¹
20,805 (2013)
30,022 (2014)



Jackson Care Connect serves Jackson County. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	84%	80%	82%	84%
Getting care quickly	86%	81%	89%	89%
How well doctors communicate	91%	92%	92%	96%
Customer service	85%	84%	84%	91%
Overall ratings⁴				
Rating of all health care	44%	43%	67%	61%
Rating of personal doctor	65%	67%	75%	75%
Rating of specialist	61%	66%	57%	67%
Rating of health plan	41%	46%	67%	63%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.

PacificSource Community Solutions – Central Oregon

Enrollment¹
29,409 (2013)
50,876 (2014)



PacificSource Community Solutions – Central Oregon serves Deschutes, Crook and Jefferson counties and part of Klamath county. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	78%	79%	83%	87%
Getting care quickly	79%	73%	90%	85%
How well doctors communicate	88%	90%	92%	94%
Customer service	86%	84%	81%	82%
Overall ratings⁴				
Rating of all health care	41%	41%	54%	51%
Rating of personal doctor	63%	59%	67%	64%
Rating of specialist	54%	61%	61%	67%
Rating of health plan	43%	39%	59%	54%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

¹ Enrollment figures are as of December 15 of each year shown.

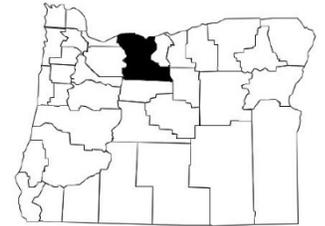
² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.

PacificSource Community Solutions – Columbia Gorge

Enrollment¹
7,258 (2013)
12,244 (2014)



PacificSource Community Solutions – Columbia Gorge serves Hood River and Wasco counties. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	84%	78%	82%	77%
Getting care quickly	84%	76%	91%	83%
How well doctors communicate	92%	93%	95%	93%
Customer service	87%	80%	87%	88%
Overall ratings⁴				
Rating of all health care	50%	50%	62%	63%
Rating of personal doctor	65%	67%	80%	78%
Rating of specialist	70%	69%	73%	55%
Rating of health plan	50%	48%	70%	70%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.

PrimaryHealth of Josephine County

Enrollment¹
6,418 (2013)
11,054 (2014)



PrimaryHealth of Josephine County serves Josephine County and parts of Douglas and Jackson counties. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	82%	80%	81%	90%
Getting care quickly	82%	86%	93%	94%
How well doctors communicate	87%	91%	93%	95%
Customer service	90%	87%	87%	91%
Overall ratings⁴				
Rating of all health care	46%	41%	59%	59%
Rating of personal doctor	56%	62%	63%	68%
Rating of specialist	67%	57%	62%	67%
Rating of health plan	46%	41%	52%	54%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.

Trillium Community Health Plan

Enrollment¹
54,356 (2013)
89,237 (2014)



Trillium Community Health Plan serves Lane County. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care**	83%	78%	91%	81%
Getting care quickly**	79%	77%	90%	87%
How well doctors communicate	83%	90%	92%	93%
Customer service	87%	87%	82%	86%
Overall ratings⁴				
Rating of all health care	40%	36%	58%	62%
Rating of personal doctor	57%	54%	70%	69%
Rating of specialist	63%	56%	74%	74%
Rating of health plan	46%	41%	57%	56%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

** Trillium Community Health closed its doors to all new enrollees on April 1, 2014. It reopened its doors to children on August 1, 2014 and to adults on January 1, 2015. Closures make the findings for at least the measures related to access to care an inaccurate representation of the experience of all Trillium area OHP members. CAHPS reached only OHP members actually enrolled in the CCO. Although excluded members may have had an “open card” allowing reimbursement for covered services, these individuals likely struggled to access care in primary care settings. Therefore, the ratings “getting needed care” and “getting care quickly” reported here are likely more favorable than would be the case had excluded OHP members in Trillium’s service area been included in the survey.

¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.

Umpqua Health Alliance

Enrollment¹
 16,102 (2013)
 25,195 (2014)



Umpqua Health Alliance serves most of Douglas County. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	77%	79%	72%	74%
Getting care quickly	79%	80%	85%	86%
How well doctors communicate	86%	88%	90%	92%
Customer service	82%	81%	81%	85%
Overall ratings⁴				
Rating of all health care	37%	43%	46%	46%
Rating of personal doctor	51%	56%	61%	59%
Rating of specialist	70%	61%	64%	67%
Rating of health plan	39%	36%	42%	41%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.

Western Oregon Advanced Health

Enrollment¹
12,550 (2013)
20,606 (2014)



Western Oregon Advanced Health serves Coos and Curry counties. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	77%	75%	86%	83%
Getting care quickly	85%	80%	93%	90%
How well doctors communicate	85%	86%	95%	94%
Customer service	84%	80%	79%	88%
Overall ratings⁴				
Rating of all health care	37%	36%	62%	51%
Rating of personal doctor	54%	52%	69%	66%
Rating of specialist	56%	58%	59%	69%
Rating of health plan	35%	37%	59%	45%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.

Willamette Valley Community Health (WVCH)

Enrollment¹
63,944 (2013)
101,726 (2014)



Willamette Valley Community Health (WVCH) serves Marion County and most of Polk County. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	79%	86%	81%	89%
Getting care quickly	81%	84%	85%	85%
How well doctors communicate	87%	91%	92%	91%
Customer service	81%	87%	86%	87%
Overall ratings⁴				
Rating of all health care	44%	50%	63%	60%
Rating of personal doctor	55%	61%	73%	74%
Rating of specialist	63%	66%	79%	74%
Rating of health plan	38%	52%	65%	66%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

¹ Enrollment figures are as of December 15 of each year shown.

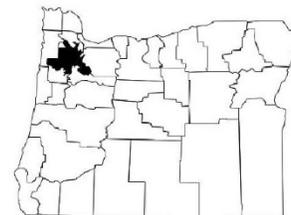
² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.

Yamhill Community Care Organization

Enrollment¹
16,496 (2013)
23,950 (2014)



Yamhill Community Care Organization serves Yamhill County and parts of Marion, Clackamas and Polk counties. The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey shows how consumers assessed the care they received in 2013 and in 2014, the year Oregon expanded the Oregon Health Plan to more adults.²

The figures below represent the share of those surveyed giving a positive response.

	Adults		Children	
	2013*	2014*	2013*	2014*
Composite measures³				
Getting needed care	77%	75%	85%	86%
Getting care quickly	78%	78%	85%	91%
How well doctors communicate	89%	87%	94%	93%
Customer service	77%	83%	85%	82%
Overall ratings⁴				
Rating of all health care	46%	42%	63%	62%
Rating of personal doctor	66%	54%	74%	72%
Rating of specialist	60%	56%	66%	72%
Rating of health plan	36%	42%	62%	59%

Source: Oregon Health Authority

* Differences in the scores between years may or may not be statistically significant. The Oregon Health Authority did not provide requested data enabling testing to determine whether dissimilarities likely reflect real-world differences.

¹ Enrollment figures are as of December 15 of each year shown.

² In 2014, Oregon expanded its Medicaid program, the Oregon Health Plan, to more adults as allowed by the Affordable Care Act.

³ These CAHPS composite measures summarize the results of multiple survey questions. Figures reflect a positive response as indicated by “always” and “usually.”

⁴ The rating measures directly ask survey respondents to rate their care. Figures reflect a positive response as indicated by a score of 9 – 10 on a scale of 0 – 10, with zero being the worst score and 10 being the best.

Appendix A

Composite Questions

Question Text	Response Options
Getting needed care	
In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?	never, sometimes, usually, always
In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?	never, sometimes, usually, always
Getting care quickly	
In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?	never, sometimes, usually, always
In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?	never, sometimes, usually, always
How well doctors communicate	
In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	never, sometimes, usually, always
In the last 6 months, how often did your personal doctor listen carefully to you?	never, sometimes, usually, always
In the last 6 months, how often did your personal doctor show respect for what you had to say?	never, sometimes, usually, always
In the last 6 months, how often did your personal doctor spend enough time with you?	never, sometimes, usually, always
Customer service	
In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	never, sometimes, usually, always
In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	never, sometimes, usually, always

More information about the CAHPS survey is available at the U.S. Department of Health and Human Services, <https://cahps.ahrq.gov/>, and the Oregon Health Authority, <http://www.oregon.gov/oha/analytics/Pages/CAHPS.aspx>.

Appendix B

Overall Ratings Questions

Question Text

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

Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

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 the specialist?

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

More information about the CAHPS survey is available at the U.S. Department of Health and Human Services, <https://cahps.ahrq.gov/>, and the Oregon Health Authority, <http://www.oregon.gov/oha/analytics/Pages/CAHPS.aspx>.

Endnotes

¹ The “Health System Transformation” bill, HB 3650 (2011), describes the legislative goals of increasing the quality, reliability, availability and continuity of care and reducing the cost of care in Oregon. See <http://www.ocpp.org/media/uploads/pdf/2015/07/HB3650enrolled.pdf>.

² The CAHPS survey assessed Oregon Health Plan (OHP) members’ care experience in 2013 and 2014. Oregon expanded OHP to low-income adults as permitted under the Affordable Care Act in 2014, which increased enrollment from 614,183 in December 2013 to 999,496 by December 2014. Information about the CAHPS survey is available from the U.S. Department of Health and Human Services, <https://cahps.ahrq.gov/>, and from the Oregon Health Authority, <http://www.oregon.gov/oha/analytics/Pages/CAHPS.aspx>.

³ Description of CAHPS surveys are available at: <https://cahps.ahrq.gov/about-cahps/principles/index.html>.

⁴ “The Clinical Case for Improving the Patient Experience,” Agency for Healthcare Research and Quality, <https://cahps.ahrq.gov/quality-improvement/improvement-guide/why-improve/Improving-Patient-Experience.html>.

⁵ Oregon’s Health System Transformation 2014 Final Report, Oregon Health Authority, June 24, 2015, <http://www.oregon.gov/oha/Metrics/Documents/2014%20Final%20Report%20-%20June%202015.pdf>.

⁶ The Oregon CAHPS survey reports by CCO includes a composite measure related to shared decision-making. Since this composite relates to a narrow subset of enrollees, those who take prescription medications, rather than all enrollees, we do not include this composite in this report. Likewise, the CCO survey reports include composite measures related to children with chronic conditions. Because the sample sizes are small, we do not include those findings.

⁷ Oregon’s Health System Transformation 2014 Final Report.

⁸ The Oregon Health Authority’s method to combine adult and child scores was to simply average the scores without taking into account differences in the size of the adult and child survey populations.

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