

DSHS | Findings from the WMIP Client Surveys

Report 9.93A | Washington Medicaid Integration Partnership



Survey Detail

APPENDICES

APPENDIX A
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Comparison of DSHS Fee For Service (FFS) and WMIP Enrollee 2007 CAHPS Surveys

NOTE: Appendix A requires landscape printing on legal-sized paper.

APPENDIX B
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Comparison of WMIP Enrollee 2006 and 2007 CAHPS Surveys

APPENDIX A

Comparison of DSHS FFS and WMIP Enrollee 2007 CAHPS Surveys

DSHS Fee For Service (FFS) Survey Question Detail					WMIP Enrollee Survey Question Detail					Test of Difference				
Survey Item	Valid N	Category Responses			Survey Item	Valid N	Category Responses			Summary Rate	T Test			
Your Health Care in the Last 6 Months														
3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?	534	Yes 48.5%	No 51.5%		3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?	399	Yes 46.8%	No 53.2%		48.5%	46.8%	0.61		
4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	254	Never 2.8%	Sometimes 16.9%	Usually 27.6%	Always 52.8%	4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	181	Never 2.8%	Sometimes 14.4%	Usually 27.6%	Always 55.2%	80.3%	82.8%	0.51
5. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?	533	Yes 79.6%	No 20.5%		5. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?	393	Yes 80.4%	No 19.6%		79.6%	80.4%	0.75		
6. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	417	Never 2.6%	Sometimes 18.2%	Usually 30.2%	Always 48.9%	6. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	312	Never 2.9%	Sometimes 21.5%	Usually 30.8%	Always 44.9%	79.1%	75.7%	0.27
7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?	521	None 20.5%	1 12.5%	2 19.2%	3 9.2%	7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?	387	None 18.6%	1 14.2%	2 16.5%	3 15.0%	79.5%	81.3%	0.49
8. In the last 6 months how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?	403	Never 14.6%	Sometimes 28.0%	Usually 26.1%	Always 31.3%	8. In the last 6 months, how often did you and a doctor or other health provider talk about specific things you could do to prevent illness?	308	Never 14.0%	Sometimes 28.2%	Usually 27.3%	Always 30.5%	57.3%	57.8%	0.90
9. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment of health care?	404	Yes 50.0%	No 50.0%		9. In the last 6 months, did a doctor or other health provider tell you there was more than one choice for your treatment or health care?	306	Yes 48.4%	No 51.6%		50.0%	48.4%	0.67		
10. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?	199	Definitely yes 52.3%	Somewhat yes 41.2%	Somewhat no 2.5%	Definitely no 4.0%	10. In the last 6 months, did a doctor or other health provider talk with you about the pros and cons of each choice for your treatment or health care?	146	Definitely yes 52.1%	Somewhat yes 32.9%	Somewhat no 8.9%	Definitely no 6.2%	93.5%	85.0%	0.01 *
11. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice was best for you?	200	Definitely yes 53.5%	Somewhat yes 36.5%	Somewhat no 5.5%	Definitely no 4.5%	11. In the last 6 months, when there was more than one choice for your treatment or health care, did a doctor or other health provider ask which choice was best for you?	143	Definitely yes 55.2%	Somewhat yes 32.9%	Somewhat no 7.0%	Definitely no 4.9%	90.0%	88.1%	0.58

APPENDIX A

Comparison of DSHS FFS and WMIP Enrollee 2007 CAHPS Surveys

DSHS Fee For Service (FFS) Survey Question Detail			WMIP Enrollee Survey Question Detail			Test of Difference		
Survey Item	Valid N	Category Responses	Survey Item	Valid N	Category Responses	Summary Rate	T Test	DSHS FFS vs. WMIP Enrollee p-value
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 health care in the last 6 months?	401	0 - 3 4 - 7 8 - 10 7.7% 31.2% 61.1%	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 health care in the last 6 months?	303	0 - 3 4 - 7 8 - 10 8.3% 36.0% 55.8%	61.1% 55.8% 0.16		
12a. In general, how would you rate your overall mental or emotional health now?	532	Excellent Very good Good 10.0% 12.2% 29.5% Fair Poor 32.7% 15.6%	12a. In general, how would you rate your overall mental or emotional health now?	276	Excellent Very good Good 7.6% 19.9% 28.6% Fair Poor 31.9% 12.0%	22.2% 27.5% 0.09		
12b. In the last 6 months, did you need any treatment or counseling for a personal or family problem?	531	Yes No 28.8% 71.2%	12b. In the last 6 months, did you need any treatment or counseling for a personal or family problem?	273	Yes No 35.2% 64.8%	28.8% 35.2% 0.06		
12c. In the last 6 months, how much of a problem, if any, was it to get the treatment or counseling you needed through DSHS?	148	A big problem A small problem Not a problem 21.6% 18.9% 59.5%	12c. In the last 6 months, how much of a problem, if any, was it to get the treatment or counseling you needed through your health plan?	94	A big problem A small problem Not a problem 27.7% 29.8% 42.6%	59.5% 42.6% 0.01 *		
12d. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 6 months?	144	0 - 3 4 - 7 8 - 10 16.7% 28.5% 54.9%	12d. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 6 months?	89	0 - 3 4 - 7 8 - 10 16.9% 33.7% 49.4%	54.9% 49.4% 0.42		
12e. In the last 6 months, did you need any treatment or counseling for an alcohol or drug problem?	532	Yes No 3.0% 97.0%	12e. In the last 6 months, did you need any treatment or counseling for an alcohol or drug problem?	277	Yes No 5.8% 94.2%	3.0% 5.8% 0.05		
12f. In the last 6 months, how much of a problem, if any, was it to get the alcohol or drug treatment or counseling you needed through DSHS?	16	A big problem A small problem Not a problem 12.5% 18.8% 68.8%	12f. In the last 6 months, how much of a problem, if any, was it to get the alcohol or drug treatment or counseling you needed through your health plan?	15	A big problem A small problem Not a problem 13.3% 0.0% 86.7%	68.8% 86.7% 0.24		
12g. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate your alcohol or drug treatment or counseling in the last 6 months?	15	0 - 3 4 - 7 8 - 10 13.3% 26.7% 60.0%	12g. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate the alcohol or drug treatment or counseling you received in the last 6 months?	16	0 - 3 4 - 7 8 - 10 25.0% 37.5% 37.5%	60.0% 37.5% 0.22		

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Survey Item	Valid N	Category Responses				Survey Item	Valid N	Category Responses				Summary Rate	T Test				
		Yes	No	1	2	3		Yes	No	1	2	3	DSHS FFS vs. WMIP Enrollee	DHS FFS	WMIP Enrollee	p-value	
13. A personal doctor is the one you would see if you need a checkup, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?	531	Yes 83.1%	No 17.0%				13. A personal doctor is the one you would see if you need a checkup, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?	382	Yes 86.4%	No 13.6%				83.1%	86.4%	0.17	
14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?	432	None 12.0%	1 18.3%	2 22.2%	3 11.8%		14. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?	324	None 14.8%	1 17.6%	2 21.0%	3 13.0%			12.0%	14.8%	0.27
15. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	377	Never 1.9%	Sometimes 9.8%	Usually 26.3%	Always 62.1%		15. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	268	Never 3.4%	Sometimes 9.7%	Usually 25.7%	Always 61.2%			88.3%	86.9%	0.59
16. In the last 6 months, how often did your personal doctor listen carefully to you?	376	Never 2.7%	Sometimes 10.4%	Usually 21.0%	Always 66.0%		16. In the last 6 months, how often did your personal doctor listen carefully to you?	268	Never 4.5%	Sometimes 9.7%	Usually 20.5%	Always 65.3%			87.0%	85.8%	0.67
17. In the last 6 months, how often did your personal doctor show respect for what you had to say?	375	Never 3.2%	Sometimes 6.7%	Usually 22.9%	Always 67.2%		17. In the last 6 months, how often did your personal doctor show respect for what you had to say?	266	Never 5.3%	Sometimes 9.0%	Usually 19.9%	Always 65.8%			90.1%	85.7%	0.09
18. In the last 6 months, how often did your personal doctor spend enough time with you?	370	Never 3.2%	Sometimes 12.2%	Usually 29.5%	Always 55.1%		18. In the last 6 months, how often did your personal doctor spend enough time with you?	269	Never 4.1%	Sometimes 14.9%	Usually 27.9%	Always 53.2%			84.6%	81.1%	0.24
19. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?	364	Yes 62.1%	No 37.9%				19. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?	268	Yes 61.2%	No 38.8%					62.1%	61.2%	0.82
20. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?	218	Never 6.9%	Sometimes 17.4%	Usually 31.2%	Always 44.5%		20. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?	156	Never 9.0%	Sometimes 13.5%	Usually 31.4%	Always 46.2%			75.7%	77.6%	0.67
21. 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?	424	0 - 3 3.5%	4 - 7 19.3%	8 - 10 77.1%			21. 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?	308	0 - 3 5.2%	4 - 7 21.8%	8 - 10 73.1%				77.1%	73.1%	0.21
Getting Health Care from Specialists					Getting Health Care from Specialists					Test of Difference							
22. 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 to see a specialist?	525	Yes 47.4%	No 52.6%			22. 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 to see a specialist?	378	Yes 43.9%	No 56.1%					47.4%	43.9%	0.29	

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Survey Item	Valid N	Category Responses				Survey Item	Valid N	Category Responses				Summary Rate	T Test
23. In the last 6 months, how often was it easy to get appointments with specialists?	245	Never 5.7%	Sometimes 14.3%	Usually 33.9%	Always 46.1%	23. In the last 6 months, how often was it easy to get appointments with specialists?	161	Never 7.5%	Sometimes 19.3%	Usually 28.6%	Always 44.7%	DSHS FFS 80.0%	WMIP Enrollee 73.3%
24. How many specialists have you seen in the last 6 months?	246	None 7.7%	1 specialist 44.7%	2 24.8%	3 12.2%	24. How many specialists have you seen in the last 6 months?	163	None 8.6%	1 specialist 57.7%	2 19.6%	3 6.7%	DSHS FFS 92.3%	WMIP Enrollee 91.4%
25. We want to know your rating of the specialist you 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 the specialist?	221	0 - 3 2.7%	4 - 7 18.1%	8 - 10 79.2%		25. We want to know your rating of the specialist you 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 the specialist?	148	0 - 3 2.7%	4 - 7 18.9%	8 - 10 78.4%		DSHS FFS 79.2%	WMIP Enrollee 78.4%
25a. If your personal doctor recommended that you see a specialist, how easy was it to obtain care?	213	Very easy 39.9%	Easy 52.1%	Difficult 5.6%	Very Difficult 2.4%	25a. If your Primary Care Physician recommended that you see a specialist, how easy was it to obtain care?	135	Very easy 40.0%	Easy 40.0%	Difficult 11.9%	Very Difficult 8.1%	DSHS FFS 92.0%	WMIP Enrollee 80.0%
Your Health Plan Experience													
26. In the last 6 months, did you try to get any kind of care, tests, or treatment through DSHS?	519	Yes 43.4%	No 56.7%		26. In the last 6 months, did you try to get any kind of care, tests, or treatment through your health plan?	375	Yes 56.3%	No 43.7%			DSHS FFS 43.4%	WMIP Enrollee 56.3%	
27. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through DSHS?	221	Never 6.8%	Sometimes 17.7%	Usually 30.3%	Always 45.3%	27. In the last 6 months, how often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	205	Never 11.2%	Sometimes 21.0%	Usually 23.4%	Always 44.4%	DSHS FFS 75.6%	WMIP Enrollee 67.8%
28. In the last 6 months, did you look for any information in written materials or on the Internet about how DSHS works?	522	Yes 10.3%	No 89.7%		28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?	373	Yes 16.6%	No 83.4%			DSHS FFS 10.3%	WMIP Enrollee 16.6%	
29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how DSHS works?	54	Never 5.6%	Sometimes 40.7%	Usually 40.7%	Always 13.0%	29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?	60	Never 1.7%	Sometimes 33.3%	Usually 36.7%	Always 28.3%	DSHS FFS 53.7%	WMIP Enrollee 65.0%
30. In the last 6 months, did you try to get information or help from DSHS's customer service?	521	Yes 19.2%	No 80.8%		30. In the last 6 months, did you try to get information or help from your health plan's customer service?	374	Yes 39.3%	No 60.7%			DSHS FFS 19.2%	WMIP Enrollee 39.3%	
31. In the last 6 months, how often did DSHS's customer service give you the information or help you needed?	99	Never 16.2%	Sometimes 16.2%	Usually 25.3%	Always 42.4%	31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?	143	Never 9.8%	Sometimes 27.3%	Usually 16.1%	Always 46.9%	DSHS FFS 67.7%	WMIP Enrollee 63.0%

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Survey Item	Valid N	Category Responses				Survey Item	Valid N	Category Responses				Summary Rate	T Test	
32. In the last 6 months, how often did DSHS's customer service staff treat you with courtesy and respect?	98	Never 3.1%	Sometimes 15.3%	Usually 25.5%	Always 56.1%	32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?	144	Never 2.1%	Sometimes 10.4%	Usually 18.8%	Always 68.8%	DSHS FFS	WMIP Enrollee	DSHS FFS vs. WMIP Enrollee p-value
33. In the last 6 months, did DSHS give you any forms to fill out?	516	Yes 41.1%	No 58.9%		33. In the last 6 months, did your health plan give you any forms to fill out?	370	Yes 30.8%	No 69.2%			81.6%	87.6%	0.20	
34. In the last 6 months, how often were the forms from DSHS easy to fill out?	204	Never 7.4%	Sometimes 28.4%	Usually 37.3%	Always 27.0%	34. In the last 6 months, how often were the forms from your health plan easy to fill out?	366	Never 1.1%	Sometimes 10.7%	Usually 8.7%	Always 79.5%	41.1%	30.8%	0.00 *
35. Using any number from 0 to 10, where 0 is the worst medical services possible and 10 is the best medical services possible, what number would you use to rate DSHS?	499	0 - 3 6.6%	4 - 7 34.7%	8 - 10 58.7%		35. 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?	355	0 - 3 8.7%	4 - 7 27.3%	8 - 10 63.9%		64.2%	88.2%	0.00 *
35a. In the last 6 months, how easy was it to get the prescription medicines you needed through DSHS?	465	Very easy 41.7%	Easy 45.2%	Difficult 10.5%	I did not need prescription medicines in the last 6 months n=41	35a. In the last 6 months, how easy was it to get the prescription medicines you needed from your health plan? (Reported percentages were adjusted to sum to 100%).	285	Very easy 38.7%	Easy 40.9%	Difficult 13.0%	I did not need prescription medicines in the last 6 months n=26	58.7%	63.9%	0.13
35b. How satisfied are you with the prescription drug coverage you receive through DSHS?	501	Very satisfied 42.5%	Satisfied 36.5%	Somewhat satisfied 10.0%	Neither satisfied nor dissatisfied 4.2%	35b. How satisfied are you with the prescription drug coverage you receive through your health plan?	321	Very satisfied 42.7%	Satisfied 33.6%	Somewhat satisfied 11.8%	Neither satisfied nor dissatisfied 4.0%	86.9%	79.6%	0.01 *
35c. Would you recommend DSHS to your family or friends?	512	Definitely yes 44.7%	Probably yes 43.8%	Probably not 9.4%	Definitely not 2.2%	35c. Would you recommend your health plan to your family or friends?	332	Definitely yes 44.6%	Probably yes 40.1%	Probably not 9.0%	Definitely not 6.3%	79.0%	76.3%	0.36
35d. Over the past 6 months, did DSHS's performance get better, stay the same, or get worse?	513	Got better 18.1%	Stayed the same 75.6%	Got worse 6.2%		35d. Over the past 6 months, did your health plan's performance get better, stay the same, or get worse?	325	Got better 19.1%	Stayed the same 74.8%	Got worse 6.2%		88.5%	84.7%	0.11
35e. All things considered, how satisfied are you with DSHS?	517	Very satisfied 29.0%	Satisfied 41.6%	Somewhat satisfied 14.5%	Neither satisfied nor dissatisfied 6.6%	35e. All things considered, how satisfied are you with your health plan?	340	Very satisfied 30.3%	Satisfied 39.1%	Somewhat satisfied 15.0%	Neither satisfied nor dissatisfied 5.0%	18.1%	19.1%	0.72
N/A						35f. Do you believe your care is better coordinated since you joined the program?	337	Is better 49.6%	Stayed the same 42.1%	Is worse 8.3%		70.6%	69.4%	0.71

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Survey Item	Valid N	Category Responses		Survey Item	Valid N	Category Responses		Summary Rate	T Test	DSHS FFS vs. WMIP Enrollee p-value	
About You											
36. In general, how would you rate your overall health?	528	Excellent 4.6%	Very good 10.8%	Good 25.6%		36. In general, how would you rate your overall health?	382	Excellent 2.4%	Very good 17.5%	Good 30.4%	
		Fair 39.0%	Poor 20.1%								
36a. Have you had a flu shot since September 1, 2006?	515	Yes 38.6%	No 61.4%			36a. Have you had a flu shot since September 1, 2006?	333	Yes 37.8%	No 62.2%		
36b. Have you ever had a pneumonia shot? This shot is usually given only once or twice in a person's lifetime and is different from the flu shot. It is also called the pneumococcal vaccine.	415	Yes 37.4%	No 62.7%			36b. Have you ever had a pneumonia shot? This shot is usually given only once or twice in a person's lifetime and is different from the flu shot. It is also called the pneumococcal vaccine.	270	Yes 31.9%	No 68.1%		
37. Do you now smoke cigarettes every day, some days, or not at all?	529	Every day 24.8%	Some days 6.8%	Not at all 68.2%	I don't know 0.2%		37. Do you now smoke cigarettes every day, some days, or not at all?	379	Every day 26.4%	Some days 8.2%	Not at all 64.6%
					I don't know 0.2%						
38. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider?	153	None 27.5%	1 visit 17.0%	2 to 4 visits 36.0%		38. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?	122	None 28.7%	1 visit 22.1%	2 to 4 visits 32.0%	
		5 to 9 visits 13.7%	10 or more visits 5.9%								
39. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?	153	None 54.9%	1 visit 20.9%	2 to 4 visits 15.0%		39. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?	120	None 53.3%	1 visit 14.2%	2 to 4 visits 25.8%	
		5 to 9 visits 7.2%	10 or more visits 2.0%								
40. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?	153	None 59.5%	1 visit 15.7%	2 to 4 visits 17.7%		40. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?	119	None 58.0%	1 visit 19.3%	2 to 4 visits 18.5%	
		5 to 9 visits 5.2%	10 or more visits 2.0%								
41. In the past 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?	525	Yes 49.7%	No 50.3%			41. In the last 6 months, have you seen a doctor or other health provider 3 or more times for the same condition or problem?	379	Yes 52.2%	No 47.8%		
42. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	257	Yes 83.3%	No 16.7%			42. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.	192	Yes 93.8%	No 6.3%		
43. Do you now need or take medicine prescribed by a doctor? Do not include birth control.	524	Yes 85.5%	No 14.5%			43. Do you now need or take medicine prescribed by a doctor? Do not include birth control.	379	Yes 81.8%	No 18.2%		

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										DSHS FFS	WMIP Enrollee	DSHS FFS vs. WMIP Enrollee p-value	
44. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	436	Yes 93.4%	No 6.7%		44. Is this to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.	302	Yes 92.7%	No 7.3%		93.4%	92.7%	0.73	
45. What is your age?	529	18-24 6.2%	25-34 13.2%	35-44 14.2%	45-54 26.8%	55-64 19.5%	65-74 12.7%	75 or older 7.4%		18-24 6.3%	25-34 10.2%	35-44 21.2%	45-54 28.0%
46. Are you male or female?	529	Male 39.7%	Female 60.3%		46. Are you male or female?	374	Male 39.8%	Female 60.2%		Male 39.8%	Female 60.2%		
47. What is the highest grade or level of school that you have completed?	526	8th grade or less 14.3%	Some high school 18.3%	High school graduate/GED 34.4%		47. What is the highest grade or level of school that you have completed?	367	8th grade or less 12.3%	Some high school 19.1%	High school graduate/GED 36.0%			
526	Some college or 2-year degree 25.1%	4-year college graduate 4.6%	More than 4-year college degree 3.4%		367	Some college or 2-year degree 26.7%	4-year college graduate 4.4%	More than 4-year college degree 1.6%					
48. Are you of Hispanic or Latino origin or descent?	515	Yes 4.9%	No 95.2%		48. Are you of Hispanic or Latino origin or descent?	353	Yes 7.4%	No 92.6%		Yes 7.4%	No 92.6%		
49. What is your race? Please mark one or more.	558 ¹	White 71.7%	Black/African-American 3.2%	Asian 12.2%		49. What is your race? (Please mark one or more)	383 ²	White 73.9%	Black/African-American 3.9%	Asian 9.1%			
	Native Hawaiian or other Pacific Islander 1.6%	American Indian or Alaska Native 4.7%	Other 4.5%		383 ²	Native Hawaiian or other Pacific Islander 2.3%	American Indian or Alaska Native 2.6%	Other 8.1%					
50. Did someone help you complete this survey?	437	Yes 44.4%	No 55.6%		50. Did someone help you complete this survey?	269	Yes 32.0%	No 68.0%		Yes 32.0%	No 68.0%		
51. How did that person help you? Check all that apply.	194	Read questions to me 46.4%	Wrote down my answers 35.1%	Answered for me 30.9%		51. How did that person help you? (Mark all that apply)	83	Read questions to me 47.0%	Wrote down my answers 41.0%	Answered for me 31.3%			
	Translated questions 31.4%	Helped in some other way 9.8%			83	Translated questions 43.4%	Helped in some other way 15.7%						
N/A					52. Molina Healthcare offers a 24-hour Nurse Advice Line. How often were you satisfied with the service you received from the Nurse Advice Line?	122	Never 20.5%	Sometimes 13.9%	Usually 21.3%	Always 44.3%			
						122	Know about it but not used it n=139	Do not know about it n=64					

¹Total number of respondents

²Total number of responses, not total respondents, since respondents may select more than one option

*Statistically significant at the 0.05 level

APPENDIX B

Comparison of WMIP Enrollee 2006 and 2007 CAHPS Surveys

2006			Valid N	Summary Rate	2007			Valid N	Summary Rate	T Test						
										pooled rate	obs	DHS FFS vs. WMIP Enrollee p-value	Sig			
Your Health Care in the Last 6 Months																
15. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?	379	45.4%	3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?	399	46.8%	46.1%	0.39	0.70								
16. In the last 6 months, when you needed care right away for an illness, injury, or condition, how often did you get care as soon as you wanted?	169	72.8%	4. In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?	181	82.8%	78.0%	2.26	0.02	*							
18. In the last 6 months, not counting the times you needed health care right away, did you make any appointments with a doctor or other health provider for health care?	378	68.3%	5. In the last 6 months, not counting the times you needed care right away, did you make any appointments for your health care at a doctor's office or clinic?	393	80.4%	74.5%	3.85	0.00	*							
19. In the last 6 months, not counting the times you needed health care right away, how often did you get an appointment for health care as soon as you wanted?	256	75.4%	6. In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for your health care at a doctor's office or clinic as soon as you thought you needed?	312	75.7%	75.6%	0.08	0.93								
22. In the last 6 months (not counting times you went to an emergency room), how many times did you go to a doctor's office or clinic to get care for yourself?	382	75.6%	7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?	387	81.3%	78.5%	1.92	0.05								
35. What number would you use to rate all your health care in the last 6 months?	284	63.0%	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 health care in the last 6 months?	303	55.8%	59.3%	-1.77	0.08								
37a. In general, how would you rate your overall mental or emotional health now?	372	23.1%	12a. In general, how would you rate your overall mental or emotional health now?	276	27.5%	25.0%	1.28	0.20								
37b. In the last 6 months, did you need any treatment or counseling for a personal or family problem?	370	32.7%	12b. In the last 6 months, did you need any treatment or counseling for a personal or family problem?	273	35.2%	33.8%	0.66	0.51								
37c. In the last 6 months, how much of a problem, if any, was it to get the treatment or counseling you needed through your health plan?	115	53.0%	12c. In the last 6 months, how much of a problem, if any, was it to get the treatment or counseling you needed through your health plan?	94	42.6%	48.3%	-1.50	0.14								

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2006	Valid N	Summary Rate	2007	Valid N	Summary Rate	T Test			
						pooled rate	obs	DSHS FFS vs. WMIP Enrollee p-value	Sig
37d. What number would you use to rate all your treatment or counseling in the past 6 months?	107	49.6%	12d. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate all your treatment or counseling in the last 6 months?	89	49.4%	49.5%	-0.03	0.98	
37e. In the last 6 months, did you need any treatment or counseling for an alcohol or drug problem?	373	3.2%	12e. In the last 6 months, did you need any treatment or counseling for an alcohol or drug problem?	277	5.8%	4.3%	1.61	0.11	
37f. In the last 6 months, how much of a problem, if any, was it to get the alcohol or drug treatment or counseling you needed through your health plan?	12	91.7%	12f. In the last 6 months, how much of a problem, if any, was it to get the alcohol or drug treatment or counseling you needed through your health plan?	15	86.7%	88.9%	-0.41	0.68	
37g. What number would you use to rate the alcohol and drug treatment or counseling you received in the past 6 months?	12	75.0%	12g. Using any number from 0 to 10, where 0 is the worst treatment or counseling possible and 10 is the best treatment or counseling possible, what number would you use to rate the alcohol or drug treatment or counseling you received in the last 6 months?	16	37.5%	53.6%	-1.97	0.06	

Your Personal Doctor									
2006	Valid N	Summary Rate	2007	Valid N	Summary Rate	T Test			
						pooled rate	obs	DSHS FFS vs. WMIP Enrollee p-value	Sig
4. Do you have one person you think of as your personal doctor or nurse?	376	79.3%	13. A personal doctor is the one you would see if you need a checkup, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?	382	86.4%	82.9%	2.59	0.01	*
32. In the last 6 months, how often did doctors or other health providers explain things in a way you could understand?	287	84.3%	15. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?	268	86.9%	85.6%	0.87	0.38	
30. In the last 6 months, how often did doctors or other health providers listen carefully to you?	285	84.6%	16. In the last 6 months, how often did your personal doctor listen carefully to you?	268	85.8%	85.2%	0.40	0.69	
33. In the last 6 months, how often did doctors or other health providers show respect for what you had to say?	284	84.9%	17. In the last 6 months, how often did your personal doctor show respect for what you had to say?	266	85.7%	85.3%	0.26	0.79	
34. In the last 6 months, how often did doctors or other health providers spend enough time with you?	283	80.9%	18. In the last 6 months, how often did your personal doctor spend enough time with you?	269	81.1%	81.0%	0.06	0.95	
5. What number would you use to rate your personal doctor or nurse?	294	73.5%	21. 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?	308	73.1%	73.3%	-0.11	0.91	

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2006	Valid N	Summary Rate	2007	Valid N	Summary Rate	T Test			
						pooled rate	obs	DSHS FFS vs. WMIP Enrollee p-value	Sig
Getting Health Care from Specialists									
10. In the last 6 months, did you see a specialist?	378	39.2%	22. 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 to see a specialist?	378	43.9%	41.6%	1.31	0.19	
11. What number would you use to rate the specialist?	148	73.0%	25. We want to know your rating of the specialist you 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 the specialist?	148	78.4%	75.7%	1.08	0.28	
12a. If your Primary Care Physician recommended that you see a specialist, how difficult was it to obtain care?	131	67.9%	25a. If your Primary Care Physician recommended that you see a specialist, how easy was it to obtain care?	135	80.0%	74.0%	2.25	0.03	*
Your Health Plan Experience									
42. In the last 6 months, did you look for any information about how your health plan works in written materials or on the Internet?	370	18.4%	28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?	373	16.6%	17.5%	-0.65	0.52	
44. In the last 6 months, did you call your health plan's customer service to get information or help?	377	35.0%	30. In the last 6 months, did you try to get information or help from your health plan's customer service?	374	39.3%	37.1%	1.22	0.22	
50. In the last 12 months, did you have to fill out any paperwork for your health plan?	372	11.3%	33. In the last 6 months, did your health plan give you any forms to fill out?	370	30.8%	21.0%	6.52	0.00	*
52. What number would you use to rate your health plan?	362	54.1%	35. 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?	355	63.9%	59.0%	2.67	0.01	*
52b. How satisfied are you with the prescription drug coverage you receive through your health plan?	363	70.8%	35b. How satisfied are you with the prescription drug coverage you receive through your health plan?	321	76.3%	73.4%	1.62	0.10	
52c. Would you recommend your health plan to your family or friends?	367	82.0%	35c. Would you recommend your health plan to your family or friends?	332	84.7%	83.3%	0.96	0.34	

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2006	Valid N	Summary Rate	2007	Valid N	Summary Rate	T Test			
						pooled rate	obs	DSHS FFS vs. WMIP Enrollee p-value	Sig
52d. Over the past 6 months, did your health plan's performance get better, stay the same, or get worse?	368	24.2%	35d. Over the past 6 months, did your health plan's performance get better, stay the same, or get worse?	325	19.1%	21.8%	-1.62	0.11	
52e. All things considered, how satisfied are you with your health plan?	375	69.4%	35e. All things considered, how satisfied are you with your health plan?	340	69.4%	69.4%	0.00	1.00	
52f . Do you believe your care is better coordinated since you joined the program?	364	40.4%	35f. Do you believe your care is better coordinated since you joined the program?	337	49.6%	44.8%	2.45	0.01	*
About You									
53. In general, how would you rate your overall health now?	368	16.1%	36. In general, how would you rate your overall health?	382	19.9%	18.0%	1.35	0.18	
54. Do you now smoke cigarettes every day, some days, or not at all?	364	40.6%	37. Do you now smoke cigarettes every day, some days, or not at all?	379	34.6%	37.5%	-1.69	0.09	
55. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?	134	65.7%	38. In the last 6 months, on how many visits were you advised to quit smoking by a doctor or other health provider in your plan?	122	71.3%	68.4%	0.96	0.34	
56. Discussing Smoking Cessation Medications: On how many visits was medication recommended or discussed to assist you with quitting smoking?	134	34.3%	39. On how many visits was medication recommended or discussed to assist you with quitting smoking (for example: nicotine gum, patch, nasal spray, inhaler, prescription medication)?	120	46.6%	40.1%	2.00	0.05	*
57. Discussing Smoking Cessation Strategies: On how many visits did your doctor or health provider recommend or discuss methods or strategies?	134	32.8%	40. On how many visits did your doctor or health provider recommend or discuss methods and strategies (other than medication) to assist you with quitting smoking?	119	42.0%	37.1%	1.51	0.13	

FOR FULL REPORT

The full report is available under separate cover at the address listed below (*Findings from the WMIP Client Surveys*, Report Number 9.93).

Additional copies of this paper may be obtained from: <http://www1.dshs.wa.gov/RDA/> or by calling 360.902.0701.
Please request report number below.



Research and Data Analysis Division
Report Number 9.93A