

State of Illinois
Illinois Department of Healthcare and Family Services
 CAHPS 5.0 Child Medicaid Health Plan Survey
 2013 General Child and Children with Chronic Conditions (CCC) CAHPS Results
Illinois Medicaid and All Kids Program Statewide Aggregate

Question #	Description	General Child Top-Box Rate	Child w/CCC Top-Box Rate
Global Ratings			
Rating of Health Plan (% Responding 9 or 10 on scale of 0 - 10)		56.9%	46.2%
54	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?	56.9%	46.2%
Rating of All Health Care (% Responding 9 or 10 on scale of 0 - 10)		60.2%	54.6%
41	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?	60.2%	54.6%
Rating of Personal Doctor (% Responding 9 or 10 on scale of 0 - 10)		75.3%	69.9%
48	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?	75.3%	69.9%
Rating of Specialist Seen Most Often (% Responding 9 or 10 on scale of 0 - 10)		65.6%	66.4%
14	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?	65.6%	66.4%
Composite Measures			
Getting Needed Care (% Responding "Usually" or "Always")		72.2%	78.0%
15	In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	83.2%	81.8%
46	In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	61.1%	74.2%
Getting Care Quickly (% Responding "Usually" or "Always")		92.8%	92.1%
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?	92.8%	93.7%
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?	92.8%	90.5%

Please note: The survey questions listed above are limited to those items that were used to calculate the global ratings and composite measures.

Please note: The rates presented in the table above represent the CAHPS results for the combined Illinois Medicaid and All Kids Program (i.e., Statewide aggregate rates). The Statewide aggregate rates were weighted based on the size of the total eligible population for each program (i.e., Illinois Medicaid and All Kids Program) at the time the CAHPS survey samples were drawn.

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How Well Doctors Communicate (% Responding "Usually" or "Always")		93.5%	95.0%
32	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?	93.6%	95.7%
33	In the last 6 months, how often did your child's personal doctor listen carefully to you?	94.5%	95.6%
34	In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	96.1%	95.5%
37	In the last 6 months, how often did your child's personal doctor spend enough time with your child?	89.9%	93.3%
Customer Service (% Responding "Usually" or "Always")		86.0%	80.9%
50	In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	78.2%	72.5%
51	In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	93.7%	89.3%
Shared Decision Making (% Responding "A lot" or "Yes")		46.1%	56.4%
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 want your child to take a medicine?	35.0%	57.6%
12	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?	22.7%	29.0%
13	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?	80.6%	82.4%

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Question #	Description	Child w/CCC Top-Box Rate
Children with Chronic Conditions (CCC) Composites and Items		
Access to Specialized Services		70.3%
19	Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child? (% Responding "Yes")	21.9%
20*	In the last 6 months, how often was it easy to get special medical equipment or devices for your child? (% Responding "Always" or "Usually")	67.7%
21	Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child? (% Responding "Yes")	77.0%
22	In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child? (% Responding "Yes")	26.7%
23*	In the last 6 months, how often was it easy to get this therapy for your child? (% Responding "Always" or "Usually")	74.1%
24	Did anyone from your child's health plan, doctor's office or clinic help you get this therapy for your child? (% Responding "Yes")	66.8%
25	In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem? (% Responding "Yes")	46.0%
26*	In the last 6 months, how often was it easy to get this treatment or counseling for your child? (% Responding "Always" or "Usually")	69.1%
27	Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child? (% Responding "Yes")	55.4%
69	Does your child need or get special therapy such as physical, occupational, or speech therapy? (% Responding "Yes")	38.2%
70	Is this because of any medical, behavioral, or other health condition? (% Responding "Yes")	88.8%
71	Is this a condition that has lasted or is expected to last for at least 12 months? (% Responding "Yes")	97.1%
72	Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling? (% Responding "Yes")	63.8%
73	Has this problem lasted or is it expected to last for at least 12 months? (% Responding "Yes")	96.8%

Please note: The survey questions listed above are not limited to those items used to calculate the CCC composites and items. The specific survey items (i.e., questions) used in scoring of these measures are denoted with an asterisk ().*

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Family-Centered Care (FCC): Personal Doctor Who Knows Child		88.8%
38*	In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving? (% Responding "Yes")	89.4%
42	Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months? (% Responding "Yes")	83.1%
43*	Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life? (% Responding "Yes")	90.1%
44*	Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life? (% Responding "Yes")	87.0%
Coordination of Care for Children with Chronic Conditions		72.7%
16	Is your child now enrolled in any kind of school or daycare? (% Responding "Yes")	73.9%
17	In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care? (% Responding "Yes")	26.7%
18*	In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare? (% Responding "Yes")	88.8%
28	In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service? (% Responding "Yes")	54.9%
29*	In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services? (% Responding "Yes")	56.6%

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Access to Prescription Medicines		78.1%
55	In the last 6 months, did you get or refill any prescription medicines for your child? (% Responding "Yes")	84.7%
56*	In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan? (% Responding "Always" or "Usually")	78.1%
57	Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines? (% Responding "Yes")	59.4%
60	Does your child currently need or use medicine prescribed by a doctor (other than vitamins)? (% Responding "Yes")	82.0%
61	Is this because of any medical, behavioral, or other health condition? (% Responding "Yes")	98.4%
62	Is this a condition that has lasted or is expected to last for at least 12 months? (% Responding "Yes")	98.3%
FCC: Getting Needed Information		91.4%
9*	In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? (% Responding "Always" or "Usually")	91.4%
Special Health Care Needs		
63	Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age? (% Responding "Yes")	70.0%
64	Is this because of any medical, behavioral, or other health condition? (% Responding "Yes")	97.7%
65	Is this a condition that has lasted or is expected to last for at least 12 months? (% Responding "Yes")	98.4%
66	Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do? (% Responding "Yes")	47.1%
67	Is this because of any medical, behavioral, or other health condition? (% Responding "Yes")	94.6%
68	Is this a condition that has lasted or is expected to last for at least 12 months? (% Responding "Yes")	98.6%

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Please note: A series of questions included in the CAHPS 5.0 Child Medicaid Health Plan Survey with CCC measurement set was used to identify children with chronic conditions (i.e., CCC screener questions). The survey responses for child members in both the general child sample and the CCC supplemental sample were analyzed to determine which child members had chronic conditions. Therefore, the general child population of children (i.e., general child sample) included children with and without chronic conditions based on the responses to the survey questions. Based on parents'/caretakers' responses to the CCC screener questions, these completed surveys were used to calculate the Child with CCC CAHPS results presented in this report.

Please note: The General Child CAHPS results presented in this report are based on the completed surveys returned for the general child population.