



UNIVERSITY OF OREGON

Exploring Disparities in Oregon's Medicaid Patient Health Care Experience: 2007 and 2011

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Introduction

Creating equitable access to health services is a key aim for U.S. health policy.¹ In Oregon, House Bill 3650, which established Coordinated Care Organizations (CCO), seeks to eliminate racial and ethnic disparities in the Oregon Health Plan (OHP). Documented racial and ethnic disparities exist among OHP recipients in areas of health care utilization and patient experience. American Indian and Black children had lower rates of preventive services than Whites, American Indians had higher rates of potentially avoidable hospitalizations, and Latinos reported lower ratings of courteous office staff and quick care than Whites.² These findings are concerning because any issues exacerbated by upcoming changes to Medicaid may disproportionately affect these vulnerable populations.

Improving patients' experience of care is one of the *Triple Aims* for improving health care systems.³ Additionally, the Affordable Care Act contains nine provisions requiring performance measures of patient experience.⁴ This report examines disparities and recent trends in disparities in patient experience of care across: 1) racial and ethnic groups, and 2) children with special health care needs (CSHCN) and children without special health care needs (non-CSHCN). This report also examines changes in disparities during a period of OHP enrollment expansion. The results provide the Oregon Health Authority (OHA) with benchmarks for comparison as OHP transitions to the innovative CCO model.

Methods Overview

This study uses the Consumer Assessment of Healthcare Providers and Systems 4.0 (CAHPS) survey to measure health-related disparities in patient experiences of care among OHP recipients. CAHPS is the national standard for measuring patient experience, and its measures are increasingly being used for health care certification procedures, provider compensation, and public reporting.⁵ Surveys were administered through a mix of mail and telephone in 2007 and again in 2011. To be eligible for the survey, OHP members had to be enrolled for at least six months. Nearly 46 percent (adjusted response rate) of eligible adults and children selected for sampling completed the surveys in both 2007 and 2011. The final viable sample size in 2007 for adults was 5,383 and for children it was 5,555. In 2011, the adult sample size was 6,042 and 5,908.⁶

The CAHPS survey allows patients to rate key aspects of their care experience. Sixteen CAHPS questions make up four composite measures (Getting Needed Care, Getting Care Quickly, How well Doctors Communicate, and Customer Service), and four global rating scales address overall perceptions of care in four areas: Health Plan, All Health Care, Personal Doctor and Specialist Doctor. Child surveys include an additional 15 questions on themes including Shared Decision Making, Access to Specialized Services, Access to Prescription Medicines, Experience with Child's Personal Doctor/Nurse, Getting Needed Information about Child's Care, and Coordination of Child's Care.

This analysis uses a "top box" scoring method to group response values.⁷ Specific methodological details unique to each study group are available in the CSHCN and Race and Ethnicity reports that follow. Disparities in each year are first analyzed using descriptive statistics. Second, changes in disparities over time are analyzed using multivariate regression models in which interactions between time and the indicator variable for the racial and ethnic or health subgroup are tested. Adult (18 years or older) and child responses are evaluated separately. Sample sizes are not large enough to complete a

comprehensive comparison of disparities across each individual race and ethnic category. Consequently, race and ethnic data is divided into four categories for analysis: (1) White, (2) Black, (3) Latino, and (4) Other.

Findings

CSHCN & Non-CSHCN

- CSHCN report a significantly lower score than non-CSHCN in 2007 in the composite *Getting Needed Care*.
- CSHCN report a significantly lower score than non-CSHCN in 2007 for the reporting measure *Access to Prescription Medications*.
- CSHCN report lower global ratings for *All Health Care*, *Personal Doctor* and *Health Plan* than non-CSHCN in both 2007 and 2011.

Race/Ethnicity Adults

- Both Latinos and Blacks rate their health plans significantly higher than Whites in both 2007 and 2011.
- The mean scores for Whites increase from 2007 to 2011 for the composite *How Well Doctors Communicate* and decrease for Blacks. The change in disparity over time was statistically significant.
- Similarly, the mean scores for Whites increase from 2007 to 2011 for the global measure *Rating of Specialist Doctor* and decrease for Blacks, with the change in disparity being statistically significant.

Race/Ethnicity Children

- Latinos consistently report significantly higher means than Whites across most global measures.
- Whites report significantly higher scores than Latinos in 2007 and 2011 for the composite *Getting Needed Care*.
- In the global measure rating *Health Plan* both White and Black mean scores increase from 2007 to 2011, with Blacks' scores increasing enough to indicate a significant change in disparity.
- In general, findings indicate few trends in disparities exist in patient experience across racial and ethnic groups for children in the four composite measures.

Summary

Overall, we find very few disparities among racial and ethnic groups for adults, and several that are observed are counter to expectations. Similarly, we find few disparities in patient experience across race and ethnicity groups for children in the four composite measures. Interestingly, while CSHCN do not consistently report poorer patient experiences on individual measures, they do rate their overall health care, personal doctor and health plans significantly and consistently lower than their counterparts without special health care needs. There are also very few significant changes in disparities from 2007 to 2011. While the overall results report generally positive experiences for all groups, there are a few noted disparities that are small in magnitude.

Recommendations

Based on the results from this survey, several recommendations may enhance understanding for future studies of the OHP program:

Increase the number of surveys administered to racial/ethnic minority recipients

- Doing so would allow for further analysis of disparities for the same subgroups between the various plans within OHP. This could be of particular importance as Oregon moves to Coordinated Care Organizations.

Consider exploring regional disparities

- Analyzing racial and ethnic disparities across urban and rural areas may produce different results due to different challenges presented in these geographic environments. For example, some services may only be available in urban areas, but access to services may be limited in urban areas due to the greater demand by Medicaid beneficiaries.

Breakout of CSHCN using diagnostic information

- The CSHCN screener casts a wide net in an effort to capture those children needing increased health services, as well as the segment of the population of children needing preventive services. Grouping all those children together, however, may mask subtle disparities in patient experience. For example, the experience of a child needing psychological services may be vastly different from the experience of a child needing treatment for asthma. Using the information in the CAHPS survey alone does not allow for such analysis however administrative data may contain the necessary information.

Track Medicaid beneficiaries over time

- Responses to the CAHPS survey may be based, in part, on experiences preceding Medicaid enrollment. Due to the change in eligibility requirements and subsequent expansion of enrollment, many survey respondents may have been previously uninsured. Therefore, their perceptions could be based on a comparison between having no health insurance and being an OHP beneficiary. Given the high likelihood of another expansion, it would be valuable to track the current respondents in future surveys to determine if their experiences of care change as their time as OHP beneficiaries increases.

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Disparities in Patient Experience Between Children with and without Special Health Care Needs

Both federal and state governments have an obligation to ensure that beneficiaries of publicly provided health care programs experience equitable treatment by health care providers and managed care organizations.¹ This becomes especially crucial when dealing with vulnerable populations such as children with special health care needs (CSHCN). CSHCN are defined as “those who have or are at increased risk for a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond that required by children generally.”²

As the agency that administers Medicaid in the state of Oregon, Oregon Health Authority (OHA) has a responsibility to identify any significant differences in experience of care by patient subgroups. To accomplish this objective, the agency collected data on patient experience through the nationally recognized Consumer Assessment of Healthcare Providers and Systems 4.0 (CAHPS) survey. Because OHA is particularly interested in identifying differences or disparities that may exist between Medicaid recipient children with and without special health care needs, the agency used a CAHPS survey that included a CSHCN screener in both 2007 and 2011. The screener provides analysts with the ability to distinguish between children with and without special health care needs. Focusing this analysis on 2007 and 2011 may uncover changes in disparities that have occurred during the expansion of Medicaid that took place during that period in Oregon.³

Methods

The Agency for Healthcare Research and Quality recommends aggregating CAHPS survey questions reflecting similar dimensions of patient experience into four composite measures.⁴ In addition to composites, responses from parents to several other questions measuring child-specific patient experience are grouped into reporting measures. However, in this case, questions were not aggregated for analysis. For each individual question, respondents were asked to choose between “Never”, “Sometimes”, “Usually” and “Always”. The current analysis of composites and reporting measures assigns the values “1,” “2,” “3” and “4” to each response respectively. Responses of “3” and “4” (“Usually” and “Always,”) are combined and assigned a value of “3”. Resulting findings are therefore provided on a scale of 1 to 3.

Finally, four global rating questions ask respondents to rate different aspects of their patient experience on a scale of 1 to 10. Responses of 1 to 6 are combined and assigned a value of “1”. Responses of “7” and “8” are combined and assigned a value of “2” and responses of “9” and “10” are combined and assigned a value of “3”. As with composites and reporting measures, global ratings are shown on a scale of 1 to 3. OHA applied an oversampling strategy to accurately represent the appropriate mix of race and ethnicity among Medicaid recipients in Oregon. All data is weighted accordingly. Significance is assigned to findings with $p \leq 0.05$.

Results

Table 1 shows a comparison of composite measures for CSHCN and non-CSHCN for both 2007 and 2011. CSHCN report significantly poorer experiences than non-CSHCN in the composite *Getting Needed Care* in 2007, however no such disparities are found for the other three composites. Further, no significant changes in disparities were observed between 2007 and 2011 (Table 1).

Table 1: Disparities in Composites Between CSHCN and Non-CSHCN for 2007 and 2011

	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Getting Needed Care	2.6	2.5*	2.7	2.6§	0.0
Getting Care Quickly	2.9	2.8	2.9	2.9§	0.0
How Well Doctors Communicate	2.9	2.9	2.9	2.9§	0.0
Customer Service	2.7	2.7	2.8	2.8	0.0

* p≤0.05

** p≤0.01

§ p≤0.10

While no larger pattern of disparities emerged and no changes in disparities exist over time in the reporting measures, experiences of CSHCN were significantly worse than non-CSHCN with regard to *Access to Prescription Medicines* (Table 2).

Table 2: Disparities Between Reporting Measures for CSHCN and Non-CSHCN for 2007 & 2011

	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Access to Specialized Services (In the last 6 months)					
How often was it easy to get special medical equipment or devices for your child?	2.6	2.5	2.8	2.6	-0.1
How often was it easy to get therapy for your child?	2.5	2.4	2.5	2.4	0.0
How often was it easy to get this treatment or counseling for your child?	2.6	2.6	2.5	2.5	0.1
Access to Prescription Medicines (In the last 6 months)					
How often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.8*	2.9	2.9§	0.0
Experience with Child's Personal Doctor/Nurse (In the last 6 months)					
Did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.2	1.2	1.2	1.2	0.0
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.1	1.1	1.1	1.1	0.0
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your family's day-to-day life?	1.2	1.2	1.2	1.2	0.0
Getting Needed Information about Child's Care (In the last 6 months)					
How often did you have your questions answered by your child's doctors or other health providers?	2.8	2.9	2.8	2.9	0.0
Coordination of Child's Care (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?	1.4	1.5	1.4	1.4	-0.1

* p≤0.05

** p≤0.01

§ p≤0.10

For three out of four global rating measures, CSHCN report worse experiences in patient care than non-CSHCN in both 2007 and 2011. Once again, there is no significant change (no worsening nor improvement) in disparities over the study period (Table 3).

Table 3: Disparities in Global Ratings Between CSHCN and Non-CSHCN for 2007 & 2011

	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Rating of All Health care					
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?	2.5	2.4**	2.5	2.4**	0.0
Rating of 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 your child's personal doctor?	2.6	2.6**	2.6	2.5**	0.0
Rating of Specialist Doctor					
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 your child's specialist?	2.6	2.5	2.5	2.5§	0.0
Rating of Health Plan					
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?	2.5	2.3**	2.5	2.3**	0.0

* p≤0.05

** p≤0.01

§ p≤0.10

For all indicators, disparities neither improved nor worsened between 2007 and 2011 for CSHCN and non-CSHCN. However, disparities do exist for some individual questions, composites and years. Interestingly, while CSHCN do not consistently report poorer patient experiences on individual measures, they do rate their overall health care, personal doctor and health plans significantly and consistently lower than their counterparts without special health care needs. As OHA prepares for the implementation of the Affordable Care Act and the introduction of Coordinated Care Organizations, ensuring equitable patient experiences across vulnerable populations such as CSHCN should remain a top priority.

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Measuring Racial and Ethnic Disparities in Patient Experience among Oregon Health Plan Recipients between 2007 and 2011

Oregon is in the process of making major structural changes to the Oregon Health Plan (OHP), the program that administers Medicaid in the state. In particular, OHP is transitioning to Coordinated Care Organizations, beginning in mid-2012. Along with changes to the structure of OHP services, providers will be required to report on a variety of new areas including measures of patient experience stratified by race and ethnicity. Documented racial and ethnic disparities exist within the OHP population in areas of health care utilization and patient experience. American Indian and African American children had lower rates of preventive services than Whites, American Indians had higher rates of potentially avoidable hospitalizations, and Latinos report less courteous office staff and quick care than Whites.¹ The goal of this report is to measure disparities in patient experience among racial and ethnic groups using data gathered on OHP recipients. We measure these disparities by examining data from 2007 and 2011 and examining the changes over the four-year period.

Methods

Using data collected in CAHPS 4.0, we examine whether differences exist in patient experience among OHP recipients in four racial and ethnic groups: White (Non-Hispanic), Latino (Hispanic or Latino), Black (Black or African American), and Other (including Asian, American Indian or Alaska Native). The data are weighted due to oversampling of some race and ethnicity groups. We examine the differences among these groups in 2007 and 2011 using descriptive statistics. We test if differences in disparities change between 2007 and 2011 using multivariate regression models with the combined dataset, testing for interactions between racial and ethnic groups and the year. Separate analyses are conducted for adults (18 years old and older) and children.

We examine differences across racial and ethnic groups in eight CAHPS indicators. Four of the indicators are composites of several survey questions (Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service) and four of the indicators are global ratings measures (All Health Care, Personal Doctor, Specialist Doctor and Health Plan). The scores have been “top box coded” so that, regardless of their original scale, they are scaled to reflect a score of 1 to 3. For the composites, the values “1”, “2”, and “3” represent “Never”, “Sometimes”, and “Usually/Always” respectively. For the global reporting measures, the values “1”, “2”, and “3” represent the values “1-6”, “7-8”, and “9-10” respectively.

Results - Adults

Overall, we find very few disparities among racial and ethnic groups for adults, and several that are observed are counter to expectations. In 2007 and 2011, both Latinos and Blacks rate their health plans significantly higher than Whites. The only other significant racial and ethnic disparity for adults is that Whites report higher scores than those in the “Other” category for the composite *Getting Care Quickly* in 2011. In general, Latinos report better patient experience than any other group for all measures, though the trend is usually not significant.

Disparities neither improved nor worsened between 2007 and 2011. Whites do report better care in 2011 compared to 2007, while other groups report poorer care for individual composites and global measures. This causes two significant changes in disparities. First, the average score for Whites improves for the composite *Getting Needed Care*. This leads to a decrease in the disparity between Whites and Latinos. Second, the average score reported by Whites increases from 2007 to 2011 for the composite *How Well Doctors Communicate*, but decreases twice as much for Blacks. These changes in scores cause this disparity to reverse directions and increase in magnitude. Finally, the disparity between Whites and Blacks changes for the measure *Rating of Specialist Doctor*. The average score for Whites increases slightly, while the average score reported by African Americans falls by 0.25. Again, the two movements change the direction and increase the magnitude of this disparity. In general, we do not find any trends in disparities or changes in disparities in the adult data.

Table 4: Change in Disparities for Adults from 2007 to 2011

	Hispanic or Latino	Black or African American	Other
Composites			
Getting Needed Care	-0.1*	0.0	-0.1§
Getting Care Quickly	-0.1	-0.1	0.0
How Well Doctors Communicate	0.0	-0.1**	0.0
Customer Service	0.0	0.0	0.0
Global Ratings			
All Health Care	0.0	0.0	0.0
Personal Doctor	0.1	0.0	-0.1
Specialist Doctor	0.0	-0.3*	-0.1
Health Plan	-0.1	-0.2	-0.1

Significance is relative to scores reported by White.

* p≤0.05

** p≤0.01

§ p≤0.10

Results - Children

We find few disparities in patient experience across race and ethnicity groups for children in the four composite measures. We do observe, surprisingly, that Latinos consistently report better quality care than Whites in the global measures. Over the four-year period, only one disparity significantly changes.

Table 5: Disparities in Global Ratings Between Races/Ethnicities for Children

	2007				2011			
	White	Hispanic or Latino	Black or African American	Other	White	Hispanic or Latino	Black or African American	Other
All Health Care	2.4	2.6**	2.4	2.4	2.4	2.5**	2.5	2.4
Personal Doctor	2.6	2.7**	2.6	2.6	2.6	2.7**	2.6	2.5
Health Plan	2.3	2.7**	2.2	2.3	2.3	2.7**	2.5	2.3

Significance is relative to scores reported by White. Scale is 1 (lowest) to 3 (highest).

* p≤0.05

** p≤0.01

§ p≤0.10

In both 2007 and 2011, Whites report significantly higher scores than Latinos for the composite *Getting Care Quickly*, reporting a modestly higher score (about 0.1 higher). Latinos consistently report higher scores than Whites on the global measures. For the global measure *Rating of All Health Care*, *Rating of Personal Doctor*, and *Rating of Health Plan*, Latinos report average scores higher than Whites.

The one change in racial and ethnic disparities we observed over time was that Blacks increased their satisfaction with their health plan comparatively more than whites. We do not find any overall trend among children from different racial and ethnic groups.

Conclusion

In this study, we find few racial and ethnic disparities in patient experience among adult OHP recipients. For children, Latinos tend to report poorer experiences than Whites on the composite measures, which are based

upon questions specific to accessing care. However, Latinos report higher than Whites on the global measures of health quality. While we observe slight changes between 2007 and 2011, they are small in magnitude and have small impacts on the observed disparities. In general, it appears that disparities among racial and ethnic groups enrolled in OHP are minimal according to most measures.

Table 6: Change in Disparities for Children from 2007 to 2011

	Hispanic or Latino	Black or African American	Other
Composites			
Getting Needed Care	0.0	0.1	0.1
Getting Care Quickly	0.1	0.1§	0.1
How Well Doctors Communicate	0.0	0.0	0.0
Customer Service	0.0	-0.1	0.0
Global Ratings			
All Health Care	0.0	0.1	0.0
Personal Doctor	0.0	-0.1	0.0
Specialist Doctor	0.0	0.1	-0.1
Health Plan	0.0§	0.2**	0.0

Significance is relative to scores reported by White.

* p≤0.05

** p≤0.01

§ p≤0.10

Works Cited

¹"Coordinated Care Organizations Implementation Proposal." Oregon Health Authority, 24 Jan. 2012. Web. 5 May 2012. <<http://health.oregon.gov/OHA/OHPB/health-reform/docs/cco-implementation-proposal.pdf>>. p.7.

Appendix A: Disparities in Composites Between CSHCN and Non-CSHCN for 2007 and 2011	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Getting Needed Care (In the last 6 months)	2.6	2.5*	2.7	2.6§	0.0
How often was it easy to get appointments for your child with specialists?	2.6	2.6§	2.6	2.6	0.0
How often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.8	2.6**	2.8	2.7**	0.1
Getting Care Quickly (In the last 6 months)	2.9	2.8	2.9	2.9§	0.0
When your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	2.8	2.9	2.9	0.1
Not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.8	2.9**	2.8	2.8**	-0.1
How Well Doctors Communicate (In the last 6 months)	2.9	2.9	2.9	2.9§	0.0
How often did your child's personal doctor explain things in a way that was easy to understand?	2.9	2.9	2.9	2.9	0.0
How often did your child's personal doctor listen carefully to you?	2.9	2.9§	2.9	2.9**	0.0
How often did your child's personal doctor show respect for what you had to say?	2.9	2.9§	2.9	2.9**	0.0
How often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.8	2.8*	2.8	2.9§	0.1
How often did your child's personal doctor spend enough time with your child?	2.9	2.9	2.9	2.9*	0.0
Customer Service (In the last 6 months)	2.7	2.7	2.8	2.8	0.0
How often did customer service at your child's health plan give you the information or help you needed?	2.6	2.5§	2.7	2.6	0.0
How often did customer service staff at your child's health plan treat you with courtesy and respect?	2.8	2.8	2.8	2.8	0.0
How often were the forms from your health plan easy to fill out?	2.7	2.7	2.7	2.8	0.1

* p≤0.05

** p≤0.01

§ p≤0.10

Appendix B: Disparities Between Reporting Measures for CSHCN and Non-CSHCN for 2007 & 2011	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Shared Decision Making (In the last 6 months)					
Did your child's doctor or other health provider tell you there was more than one choice for your child's treatment or care?	0.4	0.5**	0.4	0.5**	0.0
Access to Specialized Services (In the last 6 months)					
How often was it easy to get special medical equipment or devices for your child?	2.6	2.5	2.8	2.6*	-0.1
How often was it easy to get this therapy for your child?	2.5	2.4§	2.5	2.4	0.0
How often was it easy to get this treatment or counseling for your child?	2.6	2.6	2.5	2.5	0.0
Access to Prescription Medicines (In the last 6 months)					
How often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.8**	2.9	2.9	0.1
Experience with Child's Personal Doctor/Nurse (In the last 6 months)					
Did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	0.8	0.8	0.8	0.8	0.0
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	0.9	0.9	0.9	0.9	0.0
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?	0.8	0.8	0.8	0.9	0.1
Getting Needed Information about Child's Care (In the last 6 months)					
How often did you have your questions answered by your child's doctors or other health providers?	2.8	2.9*	2.8	2.9	0.0
Coordination of Child's Care (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?	0.6	0.5§	0.6	0.6	0.1

* p≤0.05

** p≤0.01

§ p≤0.10

**Appendix C: Disparities in Global Ratings
Between CSHCN and Non-CSHCN for 2007 &
2011**

	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Rating of All Health care					
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?	2.5	2.4**	2.5	2.4**	0.0
Rating of 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 your child's personal doctor?	2.6	2.6**	2.6	2.5**	0.0
Rating of Specialist Doctor					
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 your child's specialist?	2.6	2.5	2.5	2.5§	0.0
Rating of Health Plan					
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?	2.5	2.3**	2.5	2.3**	0.0

* p≤0.05

** p≤0.01

§ p≤0.10

Appendix D: Disparities in Composites Between Races/Ethnicities in Adults for 2007 & 2011

	2007				2011				Change in Disparity (2007-2011)		
	White	Latino	Black	Other	White	Latino	Black	Other	Latino	Black	Other
Getting Needed Care (In the last 6 months)	2.5	2.7	2.5	2.6	2.6	2.7	2.6	2.6	-0.1*	0.0	-0.1§
How often was it easy to get appointments with specialists?	2.6	2.7	2.5	2.5	2.7	2.7	2.6	2.5	-0.1§	0.0	-0.1
How often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	2.6	2.6	2.6	2.7	2.7	2.7	2.6	2.7	0.0	-0.1	-0.1
Getting Care Quickly (In the last 6 months)	2.7	2.8	2.8	2.7	2.8	2.8	2.8	2.7§	-0.1	-0.1	0.0
When you needed care right away, how often did you get care as soon as you thought you needed?	2.7	2.8	2.8	2.7	2.8	2.8	2.7	2.7*	-0.1	-0.1§	0.0
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?	2.8	2.7	2.8	2.7	2.7	2.6	2.7	2.6	0.0	0.0	0.0
How Well Doctors Communicate (In the last 6 months)	2.8	2.9	2.9	2.8	2.9	2.9	2.8	2.8	0.0	-0.1**	0.0
How often did your personal doctor explain things in a way that was easy to understand?	2.8	2.9	2.9	2.8	2.9	2.9	2.9	2.9	0.0	0.0	0.0
How often did your personal doctor listen carefully to you?	2.8	2.9	2.9	2.8	2.9	2.9	2.8	2.8	0.0	-0.1*	0.0
How often did your personal doctor show respect for what you had to say?	2.8	2.9	2.9	2.8	2.9	2.9	2.8	2.8	0.0	-0.1*	0.0
How often did your personal doctor explain things in a way that was easy for you to understand?	2.8	2.8	2.8	2.8	2.8	2.8	2.7§	2.8	0.0	-0.1**	0.0
Customer Service (In the last 6 months)	2.6	2.7	2.7	2.6	2.7	2.7	2.8	2.7	0.0	0.0	0.0
How often did customer service at your health plan give you the information or help you needed?	2.5	2.6	2.7	2.4	2.6	2.6	2.7	2.5	-0.2	-0.1	0.0
How often did customer service staff at your health plan treat you with courtesy and respect?	2.8	2.8	2.9	2.7§	2.8	2.8	2.8	2.7	-0.1	-0.1	0.0
How often were the forms from your health plan easy to fill out?	2.7	2.7	2.7	2.6	2.7	2.7	2.7	2.6	-0.1§	0.0	0.0

* p≤0.05

** p≤0.01

§ p≤0.10

Appendix E: Disparities in Global Ratings Between Races/Ethnicities in Adults for 2007 & 2011

	2007				2011				Change in Disparity (2007-2011)		
	White	Latino	Black	Other	White	Latino	Black	Other	Latino	Black	Other
Rating of All Health care											
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?	2.1	2.2	2.2	2.1	2.2	2.2	2.2	2.2	0.0	0.0	0.0
Rating of Personal Doctor											
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?	2.4	2.4	2.5	2.4	2.4	2.5	2.5	2.4	0.1	0.0	-0.1
Rating of Specialist 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 your child's specialist?	2.4	2.5	2.5	2.4	2.4	2.6	2.2	2.3	0.0	-0.3*	-0.1
Rating of Health Plan											
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?	2.1	2.4**	2.3*	2.1	2.1	2.4**	2.4*	2.2	-0.1	-0.2	-0.1

* p≤0.05

** p≤0.01

§ p≤0.10

Appendix F: Disparities in Composites Between Races/Ethnicities in Children for 2007 & 2011

	2007				2011				Change in Disparity (2007-2011)		
	White	Latino	Black	Other	White	Latino	Black	Other	Latino	Black	Other
Getting Needed Care (In the last 6 months)	2.6	2.6	2.6	2.5	2.6	2.6	2.7	2.6	0.0	0.1	0.1
How often was it easy to get appointments for your child with specialists?	2.6	2.6	2.5	2.6	2.6	2.6	2.7	2.6	0.0	0.2	0.0
How often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.7	2.6	2.7	2.6	2.8	2.7	2.7	2.7	0.0	0.0	0.0
Getting Care Quickly (In the last 6 months)	2.9	2.8**	2.9	2.8*	2.9§	2.8*	3.0	2.9	0.1	0.1§	0.1
When your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	2.8**	2.8	2.8**	2.9	2.8**	3.0	2.9	0.0	0.2**	0.1
Not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.9	2.8**	2.8	2.8**	2.8	2.8**	2.9	2.8§	0.0	0.1	0.1
How Well Doctors Communicate (In the last 6 months)	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9*	0.0	0.0	0.0
How often did your child's personal doctor explain things in a way that was easy to understand?	2.9	2.9**	2.9	2.9*	2.9	2.9*	2.9	2.9	0.0	0.0	0.0
How often did your child's personal doctor listen carefully to you?	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9	0.0	0.0	0.0
How often did your child's personal doctor show respect for what you had to say?	2.9	2.9	2.9	2.9	2.9	3.0	2.9	2.9	0.0	0.0	0.0
How often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.9	2.7**	2.9	2.8§	2.9	2.7**	2.8	2.8	0.0	-0.1	0.0
How often did your child's personal doctor spend enough time with your child?	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9	0.0	0.0	0.0
Customer Service (In the last 6 months)	2.7	2.7	2.7	2.7	2.8	2.8	2.7	2.8	0.0	-0.1	0.0
How often did customer service at your child's health plan give you the information or help you needed?	2.6	2.6	2.4	2.6	2.7	2.7	2.6	2.6	0.0	0.1	-0.1
How often did customer service staff at your child's health plan treat you with courtesy and respect?	2.8	2.8	2.9	2.7	2.9	2.8	2.9	2.9	0.0	0.0	0.1
How often were the forms from your child's health plan easy to fill out?	2.7	2.7	2.7	2.6*	2.8	2.7**	2.9	2.8	-0.1*	0.1	0.1

* p≤0.05

** p≤0.01

§ p≤0.10

Appendix G: Disparities in Reporting Measures Between Races/Ethnicities in Children for 2007 & 2011

	2007				2011				Change in Disparity (2007-2011)		
	White	Latino	Black	Other	White	Latino	Black	Other	Latino	Black	Other
Shared Decision Making (In the last 6 months)											
In the last 6 months, did your child's doctor or other health provider tell you there was more than one choice for your child's treatment or care?	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.1*	0.0	0.0
Access to Specialized Services (In the last 6 months)											
How often was it easy to get special medical equipment or devices for your child?	2.5	2.6§	2.6	2.7	2.6	2.8	3.0	2.6	0.1	0.3	-0.1
How often was it easy to get this therapy for your child?	2.4	2.4	2.4	2.4	2.4	2.5	2.4	2.2	0.0	0.0	-0.2
How often was it easy to get this treatment or counseling for your child?	2.6	2.4	2.6	2.5	2.5	2.5	2.8	2.5	0.2	0.3§	0.0
Access to Prescription Medicines (In the last 6 months)											
How often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.9	2.8	2.8	2.9	2.9**	2.9	2.8**	-0.1*	0.0	0.0
Experience with Child's Personal Doctor/Nurse (In the last 6 months)											
Did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	0.8	0.9*	0.8	0.8	0.8	0.8	0.8	0.8	0.0*	0.0	0.0
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	0.9	0.8	0.9	0.8	0.9	0.9	0.8	0.9	0.0	-0.1*	0.0
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?	0.8	0.8	0.9	0.8	0.9	0.8	0.8	0.8	-0.1	-0.1	0.0
Getting Needed Information about Child's Care (In the last 6 months)											
How often did you have your questions answered by your child's doctors or other health providers?	2.9	2.8	2.8	2.8	2.9	2.8	2.9	2.8**	0.0	0.1	0.0
Coordination of Child's Care (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?	0.5	0.7**	0.5	0.5	0.6	0.7**	0.5	0.6	0.0	0.0	0.0

* p≤0.05

** p≤0.01

§ p≤0.10

Appendix H: Disparities in Global Ratings Between Races/Ethnicities in Children for 2007 & 2011

	2007				2011				Change in Disparity (2007-2011)		
	White	Latino	Black	Other	White	Latino	Black	Other	Latino	Black	Other
Rating of All Health care											
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?	2.4	2.6**	2.4	2.4	2.4	2.5**	2.5	2.4	0.0	0.1	0.0
Rating of Personal Doctor											
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?	2.6	2.7**	2.6	2.6	2.6	2.7**	2.6	2.5	0.0	-0.1	0.0
Rating of Specialist 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 your child's specialist?	2.5	2.6	2.4	2.5	2.5	2.6	2.5	2.4	0.0	0.1	-0.1
Rating of Health Plan											
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?	2.3	2.7**	2.2	2.3	2.3	2.7**	2.5	2.3	0.0§	0.2**	0.0

* p≤0.05

** p≤0.01

§ p≤0.10

Appendix I: Disparities Between Races/Ethnicities for 2007 & 2011: Adult Composites	2007						2011						Change in Disparity (2007-2011)				
	White	Latino	Black	Asian	American Indian or Alaska Native	Other	White	Latino	Black	Asian	American Indian or Alaska Native	Other	Latino	Black	Asian	American Indian or Alaska Native	Other
Getting Needed Care (In the last 6 months)	2.5	2.7	2.5	2.7	2.5	2.5	2.6	2.7	2.6	2.7	2.7	2.4§	-0.1	0.0	-0.2	0.1	-0.2
How often was it easy to get appointments with specialists?	2.6	2.7	2.5	2.6	2.5	2.5	2.7	2.7	2.6	2.7	2.7	2.3**	-0.1	0.0	0.0	0.1	-0.3*
How often was it easy to get the care, tests, or treatment you thought you needed through your health plan?	2.6	2.6	2.6	2.7	2.6	2.7	2.7	2.7	2.6	2.7	2.7	2.6	0.0	-0.1	-0.1	0.0	-0.1
Getting Care Quickly (In the last 6 months)	2.7	2.8	2.8	2.6	2.7	2.8	2.8	2.8	2.8	2.7	2.8	2.7	-0.1	-0.1	0.1	0.0	-0.1
When you needed care right away, how often did you get care as soon as you thought you needed?	2.7	2.8	2.8	2.6	2.7	2.8	2.8	2.8	2.7	2.7	2.8	2.7§	-0.1	-0.1§	0.1	0.1	-0.2
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?	2.8	2.7	2.8	2.5**	2.8	2.7	2.7	2.6	2.7	2.5**	2.7	2.7	0.0	0.0	0.0	0.0	0.0
How Well Doctors Communicate (In the last 6 months)	2.8	2.9	2.9	2.8	2.8	2.9	2.9	2.9	2.8	2.9	2.9	2.8	0.0	-0.1*	0.0	0.1	-0.2*
How often did your personal doctor explain things in a way that was easy to understand?	2.8	2.9	2.9	2.8	2.8	2.9	2.9	2.9	2.9	2.9	2.9	2.8	0.0	0.0	0.0	0.0	-0.1
How often did your personal doctor listen carefully to you?	2.8	2.9	2.9	2.9	2.8	2.9	2.9	2.9	2.8	2.9	2.9	2.8	0.0	-0.1§	0.0	0.1	-0.2*
How often did your personal doctor show respect for what you had to say?	2.8	2.9	2.9	2.9	2.8	3.0§	2.9	2.9	2.8	2.9	2.9	2.8	0.0	-0.1*	0.0	0.1	-0.2*
How often did your personal doctor explain things in a way that was easy for your child to understand?	2.8	2.8	2.8	2.8	2.7	2.9	2.8	2.8	2.7	2.8	2.9	2.7	0.0	-0.1*	0.0	0.1	-0.2*
Customer Service (In the last 6 months)	2.6	2.7	2.7	2.6	2.6	2.6	2.7	2.7	2.8	2.7	2.6	2.7	0.0	0.0	0.1	0.0	0.0
How often did customer service at your health plan give you the information or help you needed?	2.5	2.6	2.7	2.5	2.3	2.5	2.6	2.6	2.7	2.6	2.5	2.4	-0.2	-0.1	0.0	0.1	-0.1
How often did customer service staff at your health plan treat you with courtesy and respect?	2.8	2.8	2.9	2.6	2.7	2.8	2.8	2.8	2.8	2.7	2.8	2.7	-0.1	-0.1	0.1	0.0	-0.1
How often were the forms from your health plan easy to fill out?	2.7	2.7	2.7	2.7	2.6	2.6	2.7	2.7	2.7	2.5	2.6	2.7	-0.1	0.0	-0.2	0.0	0.1

* p≤0.05

** p≤0.01

§ p≤0.10

Appendix J: Disparities Between All Races/Ethnicities for 2007 & 2011: Adult Global Ratings

	2007						2011						Change in Disparity (2007-2011)				
	White	Latino	Black	Asian	American Indian or Alaska Native	Other	White	Latino	Black	Asian	American Indian or Alaska Native	Other	Latino	Black	Asian	American Indian or Alaska Native	Other
Rating of All Health Care																	
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?	2.1	2.2	2.2	2.0	2.1	2.2	2.2	2.2	2.2	2.3	2.1	2.1	0.0	0.0	0.2*	-0.1	-0.2
Rating of Personal Doctor																	
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?	2.4	2.4	2.5	2.4	2.3	2.5	2.4	2.5	2.5	2.4	2.5	2.3§	0.1	0.0	0.0	0.2	-0.3*
Rating of Specialist 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 your specialist?	2.4	2.5	2.5	2.3	2.4	2.3	2.4	2.6	2.2	2.3	2.4	2.3	0.0	-0.3*	-0.1	0.0	-0.1
Rating of Health Plan																	
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?	2.1	2.4**	2.3§	2.1	2.1	2.2	2.1	2.4**	2.4§	2.3	2.2	2.1	0.0	0.0	0.1	0.0	-0.2§

* p≤05

** p≤.01

§ p≤0.10

Appendix K: Disparities Between Races/Ethnicities for 2007 & 2011: Child Composites

	2007						2011						Change in Disparity (2007-2011)				
	White	Latino	Black	Asian	American Indian or Alaska Native	Other	White	Latino	Black	Asian	American Indian or Alaska Native	Other	Latino	Black	Asian	American Indian or Alaska Native	Other
Getting Needed Care (In the last 6 months)	2.6	2.6	2.6	2.6	2.5	2.6	2.6	2.6	2.7	2.5	2.8	2.6	0.0	0.1	-0.1	0.3	0.0
How often was it easy to get the appointments for your child with specialists?	2.6	2.6	2.5	2.5	2.6	2.7	2.6	2.6	2.7	2.5	2.7	2.6	0.0	0.2	0.0	0.1	0.0
How often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.7	2.6	2.7	2.6	2.6	2.7	2.8	2.7	2.7	2.7	2.8	2.7	0.0	0.0	0.0	0.1	0.0
Getting Care Quickly (In the last 6 months)	2.9	2.8**	2.9	2.6**	2.8	2.9	2.9	2.8	3.0	2.7	2.9	2.9	0.1*	0.1*	0.1	0.0	0.0
When your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	2.8**	2.8	2.7**	2.8	2.8	2.9	2.8**	3.0	2.8	2.9	2.9	0.0	0.2**	0.1	0.0	0.1
Not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.9	2.8**	2.8	2.5**	2.9	2.8	2.8	2.8**	2.9	2.5**	2.8	2.8	0.0	0.1	0.0	0.0	0.0
How Well Doctors Communicate (In the last 6 months)	2.9	2.9	2.9	2.8	2.9	2.9	2.9	2.9	2.9	2.8§	2.9	2.9	0.0	0.0	0.0	0.0	0.0
How often did your child's personal doctor explain things in a way that was easy to understand?	2.9	2.9**	2.9	2.8**	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9	0.0	0.0	0.0	0.0	0.0
How often did your child's personal doctor listen carefully to you?	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9	0.0	0.0	-0.1	0.0	-0.1
How often did your child's personal doctor show respect for what you had to say?	2.9	2.9	2.9	2.9	2.9	3.0	2.9	3.0	2.9	2.9	2.9	2.9	0.0	0.0	0.0	0.0	-0.1§
How often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.9	2.7**	2.9	2.8	2.8	2.8	2.9	2.7**	2.8	2.7§	2.9	2.9	0.0	-0.1	-0.1	0.0	0.0
How often did your child's personal doctor spend enough time with your child?	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9	2.9	0.0	0.0	0.0	0.0	0.0
Customer Service (In the last 6 months)	2.7	2.7	2.7	2.6	2.7	2.8	2.8	2.8	2.7	2.8	2.8	2.8	0.0	-0.1	0.1	0.0	0.0
How often did customer service at your child's health plan give you the information or help you needed?	2.6	2.6	2.4	2.6	2.6	2.6	2.7	2.7	2.6	2.7	2.6	2.6	0.0	0.1	0.1	-0.1	-0.1
How often did customer service staff at your child's health plan treat you with courtesy and respect?	2.8	2.8	2.9	2.7	2.8	2.8	2.9	2.8	2.9	2.8	2.9	2.9	0.0	0.0	0.0	0.1	0.1
How often were the forms from your health plan easy to fill out?	2.7	2.7	2.7	2.6	2.6	2.7	2.8	2.7**	2.9	2.5**	2.8	2.8	-0.1*	0.1	-0.2	0.1	0.1

* p≤0.05
 ** p≤0.01
 § p≤0.10

Appendix L: Disparities Between Races/Ethnicities for 2007 & 2011: Reporting Measures for Children

	2007						2011						Change in Disparity (2007-2011)				
	White	Latino	Black	Asian	American Indian or Alaska Native	Other	White	Latino	Black	Asian	American Indian or Alaska Native	Other	Latino	Black	Asian	American Indian or Alaska Native	Other
Shared Decision Making (In the last 6 months)																	
Did your child's doctor or other health provider tell you there was more than one choice for your child's treatment or care?	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.3	0.4	0.4	0.1*	0.0	-0.1§	0.0	0.0
Access to Specialized Services (In the last 6 months)																	
How often was it easy to get special medical equipment or devices for your child?	2.5	2.6	2.6	2.5	2.6	2.8	2.6	2.8	3.0	2.5	2.0§	2.8	0.1	0.3	-0.1	-0.7§	-0.1
How often was it easy to get this therapy for your child?	2.4	2.4	2.4	2.4	2.3	2.4	2.4	2.5	2.4	2.8	2.3	2.1	0.0	0.0	0.3	-0.1	-0.4
How often was it easy to get this treatment or counseling for your child?	2.6	2.4	2.6	2.3	2.6	2.4	2.5	2.5	2.8	2.3	2.6	2.4	0.2	0.3	0.1	0.1	0.1
Access to Prescription Medicines (In the last 6 months)																	
How often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.9	2.8	2.8	2.8	2.9	2.9	2.9§	2.9	2.6**	2.8	2.9	-0.1§	0.0	-0.2**	-0.1	0.0
Experience with Child's Personal Doctor/Nurse (In the last 6 months)																	
Did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	0.8	0.9	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.8	0.0*	0.0	-0.1	0.0	0.0
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	0.9	0.8	0.9	0.8	0.8	0.9	0.9	0.9	0.8	0.8	0.9	0.9	0.0	-0.1*	0.0	0.1	0.0
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?	0.8	0.8	0.9	0.8	0.8	0.8	0.9	0.8	0.8	0.7	0.9	0.8	-0.1	-0.1	-0.2	0.0	-0.1
Getting Needed Information about Child's Care (In the last 6 months)																	
How often did you have your questions answered by your child's doctors or other health providers?	2.9	2.8	2.8	2.6**	2.8	2.9	2.9	2.8	2.9	2.5**	2.8	2.8	0.0	0.1	-0.1	0.0	0.0
Coordination of Child's Care (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?	0.5	0.7*	0.5	0.6	0.5	0.5	0.6	0.7§	0.5	0.6	0.6	0.6	0.0	0.0	0.0	0.0	0.0

* p≤0.05

** p≤0.01

§ p≤0.10

Appendix M: Disparities Between All Races/Ethnicities for 2007 & 2011: Child Global Ratings

	2007						2011						Change in Disparity				
	White	Latino	Black	Asian	American Indian or Alaska Native	Other	White	Latino	Black	Asian	American Indian or Alaska Native	Other	Latino	Black	Asian	American Indian or Alaska Native	Other
Rating of All Health Care																	
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?	2.4	2.6**	2.4	2.3	2.4	2.5	2.4	2.5*	2.5	2.3	2.4	2.4	0.0	0.1§	0.0	0.1	-0.1
Rating of Personal Doctor																	
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?	2.6	2.7**	2.6	2.5	2.6	2.7	2.6	2.7**	2.6	2.5	2.5	2.6	0.0	-0.1	0.0	0.0	-0.1
Rating of Specialist 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 your child's specialist?	2.5	2.6	2.4	2.4	2.6	2.4	2.5	2.6	2.5	2.3	2.3	2.4	0.0	0.1	-0.2	-0.3	0.0
Rating of Health Plan																	
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?	2.3	2.7**	2.2	2.3	2.2	2.5	2.3	2.7**	2.5	2.5	2.2	2.3**	0.0	0.2**	0.1	0.0	-0.2**

* p≤0.05

** p≤0.01

§ p≤0.10

N1: Central Oregon Individual Health Solutions	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.6	2.4	2.7	2.5	0.0
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.5	2.4	2.5	2.5	0.1
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.7	2.4	2.8	2.7	0.2
Composite 2: Getting Care Quickly	2.9	2.8	2.8	2.9	0.2
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	2.8**	2.8§	2.9	0.3
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.8	2.8	2.7	2.8	0.1
Composite 3: How Well Doctors Communicate	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	2.9	3.0	2.9	2.9	-0.1
In the last 6 months, how often did your child's personal doctor listen carefully to you?	3.0	2.9§	2.9	3.0	0.1
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	3.0	2.9§	2.9	3.0	0.1
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.9	2.8	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.9	2.8	2.8	2.9	0.2
Composite 4: Customer Service	2.8	2.6	2.9	2.8	0.1
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.7	2.5	2.7	2.8	0.4
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.9	2.8	2.7	2.8	0.1
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.7	2.7	2.7	2.6	-0.1
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	2.6	2.0	2.6	3.0	0.9
In the last 6 months, how often was it easy to get this therapy for your child?	2.4	2.1	2.6	2.5	0.2
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.6	2.8	2.3	2.4	-0.1
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.9	2.9	2.9	0.1
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.1	1.1	1.2	1.2	0.1
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.1	1.2	1.1	1.1	-0.1
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?	1.2	1.3	1.1	1.1	-0.1
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.9	2.9	2.8*	2.9	0.1
Coordination of Child's Care					
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?	1.4	1.3	1.4	1.4	0.0
Rating of All Health Care					
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?	2.5	2.2**	2.5	2.3	0.2
Rating of Personal Doctor					
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?	2.6	2.5	2.6	2.6	0.1
Rating of Specialist 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 your child's specialist?	2.6	2.5	2.6	2.6	0.1
Rating of Health Plan					
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?	2.5	2.1**	2.5	2.2**	0.1
* p<0.05 ** p<0.01 § p<0.10	Number of Observation=385(2007) and 417(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N2: Care Oregon	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.8	2.5	2.5	2.5	0.2
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.5	2.5	2.5	2.5	0.0
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.8	2.5*	2.7	2.7	0.2
Composite 2: Getting Care Quickly	2.7	2.8	2.9	2.9	-0.1
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.8	2.8	2.9	2.9	-0.1
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.7	2.8*	2.7	2.8	0.0
Composite 3: How Well Doctors Communicate	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor listen carefully to you?	2.9	2.9	3.0	2.9§	-0.1
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	2.9	2.9	3.0	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.9	2.8	2.9	3.0	0.1
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.8*	2.9	2.8	2.8	-0.1
Composite 4: Customer Service	2.6	2.7	2.8	3.0	0.1
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.4	2.5	2.7	2.6	-0.2
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.7	2.7	2.8	2.7	-0.1
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.6	2.8	2.7*	2.9	0.1
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	2.7	2.4	3.0	2.8	0.1
In the last 6 months, how often was it easy to get this therapy for your child?	2.4	2.4	2.5	1.8*	-0.8
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.5	2.6	2.5	2.4	-0.2
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.8	2.8	2.9	2.8§	-0.2
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.2	1.1	1.1	1.1	0.1
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.1	1.1	1.2	1.1	0.0
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?	1.2	1.1	1.2	1.1	0.0
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.7**	2.9	2.8	2.8	-0.2
Coordination of Child's Care					
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?	1.6	1.5	1.4	1.5	0.2
Rating of All Health Care					
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?	2.5	2.4	2.6	2.4*	-0.1
Rating of Personal Doctor					
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?	2.6	2.5§	2.6	2.6	0.1
Rating of Specialist 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 your child's specialist?	2.4	2.5	2.3	2.3	-0.1
Rating of Health Plan					
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?	2.5	2.2**	2.6	2.4*	0.1
* p<0.05 ** p<0.01 § p<0.10	Number of Observation=637(2007) and 386(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N3: Cascade Comp Care	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.5	2.5	2.5	2.5	0.0
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.4	2.5	2.3	2.5	0.1
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.8	2.6*	2.8	2.6	0.1
Composite 2: Getting Care Quickly	2.9	2.8	2.8	2.8	0.2
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	2.8	2.9	2.9	0.1
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.8	2.8	2.8	2.9	0.1
Composite 3: How Well Doctors Communicate	2.9	2.9	2.9	2.9	0.1
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	2.9	2.9§	2.9	2.9	0.1
In the last 6 months, how often did your child's personal doctor listen carefully to you?	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	2.9	2.9	2.9	2.9	0.1
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.8	2.8	2.8	2.8	0.0
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.9	2.8	2.8*	2.9	0.2
Composite 4: Customer Service	2.8	2.8	2.9	2.6*	-0.4
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.6	2.6	2.6	2.5	-0.1
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.9	2.8	2.8	2.9	0.2
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.8	2.8	2.9	2.8	-0.1
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	3.0	2.5	2.8	2.6	0.3
In the last 6 months, how often was it easy to get this therapy for your child?	3.0	2.2§	1.9	2.5	1.5
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.9	2.5	2.4	2.5	0.4
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.8	2.8	2.9	2.7*	-0.2
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.2	1.2	1.2	1.2	0.0
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.1	1.1	1.2	1.1	-0.1
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?	1.2	1.2	1.2	1.1	-0.1
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.9	2.9	2.8	2.8	-0.1
Coordination of Child's Care					
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?	1.5	1.4	1.4	1.3§	-0.1
Rating of All Health Care					
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?	2.5	2.3§	2.5	2.3	0.0
Rating of Personal Doctor					
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?	2.6	2.5*	2.5	2.5	0.2
Rating of Specialist 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 your child's specialist?	2.7	2.6	2.6	2.5	0.0
Rating of Health Plan					
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?	2.5	2.2**	2.4	2.1**	-0.1
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observation=396(2007) and 400(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N4: Douglas County Individual Practice Association	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.7	2.5	2.9	2.6§	-0.1
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.6	2.5	2.9	2.7	-0.1
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.7	2.5§	2.8	2.7	0.0
Composite 2: Getting Care Quickly	2.8	2.8	2.9	2.8	0.0
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	2.7	2.9	2.9	0.1
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.7	2.8	2.8	2.8	-0.1
Composite 3: How Well Doctors Communicate	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	2.9	2.9	3.0	2.9	0.0
In the last 6 months, how often did your child's personal doctor listen carefully to you?	2.9	2.8	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	2.9	2.9	2.9	2.9	-0.1
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.9	3.0	2.8	2.8	0.0
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.8	2.8	2.9	2.9	0.0
Composite 4: Customer Service	2.8	2.9	2.9	2.7	-0.4
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.7	2.5	2.7	2.7	0.2
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.8	2.8	2.9	2.8	0.0
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.8	2.6	2.8	2.9	0.2
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	2.4	2.4	2.5	2.2	-0.3
In the last 6 months, how often was it easy to get this therapy for your child?	2.6	2.5	3.0	2.2§	-0.8
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.8	2.8	2.3	2.5	0.4
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.8	2.9	2.9	0.0
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.2	1.1§	1.2	1.2	0.1
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.3	1.2	1.1	1.1	0.1
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?	1.3	1.2	1.1	1.1	0.0
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.8	2.8	2.9	2.8	0.0
Coordination of Child's Care					
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?	1.4	1.4	1.5	1.4	-0.1
Rating of All Health Care					
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?	2.3	2.3	2.4	2.3	-0.1
Rating of Personal Doctor					
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?	2.5	2.4	2.5	2.6	0.1
Rating of Specialist 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 your child's specialist?	2.6	2.6	2.4	2.7	0.2
Rating of Health Plan					
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?	2.2	2.1	2.4	2.1**	-0.1
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observation=379(2007) and 344(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N5: Primary Care Case Management	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	1.9	2.9	2.5	2.7	-0.8
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.4	3.0	2.2**	2.7	-0.1
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.5	2.5	2.9	2.8	-0.1
Composite 2: Getting Care Quickly	3.0	2.9	2.8*	3.0	0.3
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	3.0	2.9	2.9	2.9	0.1
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.5	2.9§	2.8§	2.9	-0.3
Composite 3: How Well Doctors Communicate	3.0	3.0	3.0	3.0	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	3.0	3.0	3.0	3.0	0.0
In the last 6 months, how often did your child's personal doctor listen carefully to you?	3.0	3.0	3.0	3.0§	0.0
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	3.0	3.0	3.0	3.0§	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	3.0	2.9	2.9	2.9	0.1
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	3.0	3.0	2.9*	2.9	0.0
Composite 4: Customer Service	3.0	2.5	2.9	3.0	0.6
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.3	2.0	2.8	2.3*	-0.2
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	3.0	2.6	3.0	2.7§	0.1
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.9	2.8	2.8	2.8	0.1
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	N/A	3.0	3.0	2.3	N/A
In the last 6 months, how often was it easy to get this therapy for your child?	3.0	3.0	2.5	2.5	0.0
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	N/A	3.0	2.5	2.7	N/A
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	3.0	2.5	2.8	2.8	0.5
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.1	1.2	1.2	1.2	-0.1
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.0	1.3	1.1	1.1	-0.3
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?	1.0	1.3	1.1	1.1	-0.3
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.8	2.9	2.8	2.8	-0.1
Coordination of Child's Care					
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?	1.5	1.4	1.5	1.6	0.2
Rating of All Health Care					
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?	2.5	2.3	2.4	2.4	0.2
Rating of Personal Doctor					
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?	2.8	2.5	2.6	2.6	0.3
Rating of Specialist 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 your child's specialist?	1.8	2.2	2.4	2.5	-0.3
Rating of Health Plan					
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?	2.3	2.2	2.4	2.2*	-0.1
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observation=47(2007) and 378(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N6: Doctors of the Oregon Coast South	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.8	2.7	2.5	2.5	0.1
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.7	2.7	2.6	2.5	-0.1
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.8	2.7	2.8	2.7	0.0
Composite 2: Getting Care Quickly	2.9	2.9	2.9	2.8	-0.1
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	2.8§	2.9	2.9	0.1
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.9	2.9	2.8	2.8	0.0
Composite 3: How Well Doctors Communicate	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	2.9	2.9	3.0	2.9	-0.1
In the last 6 months, how often did your child's personal doctor listen carefully to you?	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	2.9	2.9	3.0	2.9	-0.1
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.8	2.9	2.9	2.8	-0.2
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.8	2.8	2.9	2.8	-0.1
Composite 4: Customer Service	3.0	2.7*	2.9	2.6*	0.0
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.6	2.5	2.6	2.7	0.2
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.8	2.9	2.9	2.9	-0.1
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.8	2.7	2.9	2.9	0.1
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	2.8	2.3	2.8	2.8	0.5
In the last 6 months, how often was it easy to get this therapy for your child?	2.5	2.4	2.5	2.6	0.2
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.9	2.6	2.4	2.5	0.4
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.9	2.9	2.8	-0.1
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.2	1.1§	1.1	1.2	0.2
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.1	1.1	1.1	1.1	0.0
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?	1.1	1.2	1.1	1.2	0.0
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.8	2.8	2.9	2.8	-0.1
Coordination of Child's Care					
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?	1.5	1.4	1.5	1.3§	-0.1
Rating of All Health Care					
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?	2.6	2.3**	2.5	2.3§	0.1
Rating of Personal Doctor					
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?	2.6	2.5	2.6	2.5	0.0
Rating of Specialist 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 your child's specialist?	2.6	2.4	2.5	2.4	0.1
Rating of Health Plan					
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?	2.4	2.3	2.4	2.3§	0.0
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observation=358(2007) and 365(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N7: Family Care	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.4	2.4	2.4	2.7	0.3
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.3	2.5	2.5§	2.8	0.1
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.8	2.5	2.8	2.6	0.1
Composite 2: Getting Care Quickly	2.8	2.9	2.8*	3.0	0.1
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.8	2.5*	2.8*	3.0	0.5
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.8	2.9	2.7**	2.9	0.1
Composite 3: How Well Doctors Communicate	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	2.9	2.9	2.9	2.8	-0.1
In the last 6 months, how often did your child's personal doctor listen carefully to you?	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	2.9	2.9	2.9	2.8§	-0.1
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.9	2.8§	2.9	2.9	0.1
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.8	2.8	2.7	2.7	0.0
Composite 4: Customer Service	2.8	2.8	2.8	2.9	0.1
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.9	2.6**	2.7	2.7	0.3
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.8	2.6	2.7	2.9	0.4
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	3.0	2.8	2.7	2.7	0.2
In the last 6 months, how often was it easy to get this therapy for your child?	2.7	2.3	1.9§	2.6	1.1
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.9	2.4*	2.5	2.7	0.7
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.8	2.8	2.9	2.9	0.0
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.2	1.3	1.2	1.2	-0.1
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.3	1.3	1.1	1.3	0.2
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?	1.3	1.3	1.3	1.3	0.0
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.9	2.9	2.8	2.9	0.1
Coordination of Child's Care					
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?	1.2	1.5*	1.4	1.4	-0.3
Rating of All Health Care					
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?	2.4	2.3	2.3	2.4	0.2
Rating of Personal Doctor					
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?	2.5	2.5	2.5	2.3§	-0.2
Rating of Specialist 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 your child's specialist?	2.8	2.5	2.3	2.6	0.6
Rating of Health Plan					
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?	2.3	2.1*	2.5	2.4	0.1
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observation=331(2007) and 371(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N8: Intercommunity Health Network	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.7	2.4	2.6	2.7	0.4
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.7	2.4	2.8	2.6	0.1
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.7	2.5	2.9	2.6*	-0.1
Composite 2: Getting Care Quickly	2.8	2.9	2.8	2.8	-0.1
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.8	2.9*	2.9	2.8	-0.2
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.8	2.9	2.8	2.8	-0.1
Composite 3: How Well Doctors Communicate	2.9	2.8*	2.9	3.0	0.2
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	2.9	2.9§	3.0	2.9*	-0.1
In the last 6 months, how often did your child's personal doctor listen carefully to you?	2.9	2.8*	2.9	2.9	0.1
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	2.9	2.8	3.0	2.8**	-0.1
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.9	2.7*	2.9	2.9	0.2
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.8	2.7	2.8	2.8	0.1
Composite 4: Customer Service	2.7	2.7	2.8	2.6	-0.2
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.6	2.3	2.6	2.5	0.2
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.8	2.6	2.8	2.7	0.1
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.7	2.7	2.7	2.7	0.0
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	2.8	2.4	2.6	2.3	0.1
In the last 6 months, how often was it easy to get this therapy for your child?	2.7	2.0	2.7	2.5	0.5
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.4	2.4	2.6	2.6	0.0
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.8	2.9	2.8	0.0
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.2	1.2	1.1	1.1	0.0
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.2	1.1	1.2	1.2	0.1
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?	1.1	1.2	1.2	1.2	-0.1
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.9	2.8	2.9	2.8	0.0
Coordination of Child's Care					
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?	1.6	1.4§	1.6	1.4	0.0
Rating of All Health Care					
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?	2.5	2.3	2.5	2.3**	0.0
Rating of Personal Doctor					
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?	2.6	2.5	2.7	2.4**	-0.2
Rating of Specialist 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 your child's specialist?	2.6	2.4	2.5	2.4	0.1
Rating of Health Plan					
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?	2.4	2.1**	2.5	2.2**	0.0
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observation=389(2007) and 411(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N9: Kaiser Permanente	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.7	2.5	2.7	2.7	0.2
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.7	2.6	2.7	2.7	0.1
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.8	2.7	2.8	2.7	0.0
Composite 2: Getting Care Quickly	2.9	2.9	2.9	3.0	0.1
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	2.8	2.9	3.0	0.2
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.8	2.8	2.8	2.9	0.1
Composite 3: How Well Doctors Communicate	2.9	2.9	3.0	2.9	-0.1
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	2.9	2.9	3.0	3.0	0.0
In the last 6 months, how often did your child's personal doctor listen carefully to you?	2.9	2.9	3.0	3.0	0.0
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	2.9	3.0	3.0	3.0	-0.1
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.9	2.9	3.0	2.9	-0.1
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.9	2.8	2.9	2.9	0.1
Composite 4: Customer Service	2.7	2.8	2.7	2.8	0.0
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.5	2.7	2.6	2.8	0.0
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.8	2.9	2.8	2.9	0.0
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.8	2.6	2.8§	2.9	0.3
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	2.7	2.8	2.4	2.9	0.4
In the last 6 months, how often was it easy to get this therapy for your child?	2.4	2.0	3.0	2.2§	-0.4
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.7	2.5	2.4	2.6	0.4
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.9	2.9*	3.0	0.1
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.2	1.2	1.1	1.1	0.0
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.1	1.1	1.2	1.2	0.0
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?	1.1	1.2	1.3	1.2	-0.2
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.9	2.9	2.8	2.9	0.1
Coordination of Child's Care					
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?	1.7	1.6	1.3	0.1	-1.1
Rating of All Health Care					
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?	2.6	2.5	2.4	2.4	0.1
Rating of Personal Doctor					
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?	2.8	2.6	2.7	2.5*	0.0
Rating of Specialist 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 your child's specialist?	2.7	2.4§	2.5	2.6	0.4
Rating of Health Plan					
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?	2.5	2.3	2.6	2.4*	0.0
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observation=325(2007) and 340(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N10: Lane Individual Practice Association	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.6	2.5	2.7	2.7	0.1
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.7	2.6	2.8	2.6	-0.1
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.7	2.7*	2.9	2.7*	-0.2
Composite 2: Getting Care Quickly	2.8	2.8	2.9	3.0	0.0
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.8	2.8	2.9	2.9	0.0
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	3.0	3.0	2.9	2.9	0.0
Composite 3: How Well Doctors Communicate	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor listen carefully to you?	2.9	2.9	2.9	3.0	0.0
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.8§	2.9	2.8	2.9	-0.1
Composite 4: Customer Service	2.6	2.4	2.9	2.9	0.2
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.6	2.7	2.7	2.6	-0.2
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.8	2.7	2.9	3.0	0.2
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.8	2.6	2.9	2.8	0.1
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	2.5	2.6	2.6	2.7	-0.1
In the last 6 months, how often was it easy to get this therapy for your child?	2.1	2.9	2.5	2.2	-1.1
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.7	2.6	3.0	2.6§	-0.4
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.8	2.9	2.9	0.0
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.2	1.2	1.2	1.2	0.0
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.1	1.1	1.1	1.1	-0.1
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?	1.1	1.2	1.2	1.1	-0.2
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.9	2.9	2.9	3.0	0.0
Coordination of Child's Care					
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?	1.3	1.4	1.4	1.5	0.0
Rating of All Health Care					
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?	2.5	2.5	2.5	2.5	0.0
Rating of Personal Doctor					
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?	2.6	2.6	2.6	2.7	0.1
Rating of Specialist 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 your child's specialist?	2.5	2.5	2.7	2.3*	-0.5
Rating of Health Plan					
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?	2.3	2.2	2.4	2.2*	-0.1
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observation=399(2007) and 345(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N11: Marion Polk Community Health Plan	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.5	2.3	2.7	2.4	0.0
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.5	2.6	2.7	2.5	-0.2
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.7	2.4*	2.8	2.5*	0.0
Composite 2: Getting Care Quickly	2.9	2.8	2.9	2.9	0.0
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	2.8	2.9	2.9	0.1
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.8	2.9	2.8	2.8	0.0
Composite 3: How Well Doctors Communicate	2.9§	2.9	2.9	2.9	-0.1
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	2.9	2.9	2.9	2.9	-0.1
In the last 6 months, how often did your child's personal doctor listen carefully to you?	3.0	3.0	2.9	2.8*	-0.1
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	3.0	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.8*	2.9	2.9	2.8	-0.2
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.7**	2.9	2.8	2.8	-0.1
Composite 4: Customer Service	2.7	2.8	2.6	2.7	0.1
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.6	2.4	2.6	2.4	-0.1
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.7*	3.0	2.8	2.8	-0.3
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.7	2.8	2.6	2.6	-0.1
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	2.6	2.7	3.0	2.3	-0.8
In the last 6 months, how often was it easy to get this therapy for your child?	2.4	2.4	2.5	2.2	-0.3
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.4	2.3	2.5	2.3	-0.2
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.8	2.8	2.9	0.1
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.2	1.1	1.2	1.2	0.1
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.2	1.1	1.1	1.1	0.1
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?	1.2	1.1	1.2	1.1	0.0
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.9	2.8	2.8	2.8	0.0
Coordination of Child's Care					
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?	1.5	1.5	1.5	1.3	-0.3
Rating of All Health Care					
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?	2.5	2.5	2.5	2.4	0.0
Rating of Personal Doctor					
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?	2.6	2.6	2.6	2.5	-0.1
Rating of Specialist 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 your child's specialist?	2.5	2.3	2.5	2.6	0.3
Rating of Health Plan					
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?	2.6	2.3**	2.6	2.3**	0.0
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observation=415(2007) and 425(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N12: Mid-Rogue Individual Practice Association	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.9	2.7	2.8	2.7	0.1
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.9	2.6	2.8	2.8	0.2
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.9	2.8	2.9	2.7*	-0.1
Composite 2: Getting Care Quickly	2.9	2.7*	2.9	2.9	0.3
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	2.8	2.9	3.0	0.2
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.9	2.9	2.8	2.9	0.1
Composite 3: How Well Doctors Communicate	2.9	2.9	3.0	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	3.0	2.9	2.9	2.9	0.1
In the last 6 months, how often did your child's personal doctor listen carefully to you?	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.9	2.8	3.0	2.8§	-0.1
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.9	2.9	2.8	2.9	0.0
Composite 4: Customer Service	3.0	2.7	2.6	2.7	0.4
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.8	2.6	2.6	2.6	0.2
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.8	2.6	2.8	2.8	0.2
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.8	2.9	2.8	2.9	0.0
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	3.0	2.8	3.0	2.4*	-0.4
In the last 6 months, how often was it easy to get this therapy for your child?	2.1	2.7	2.7	2.5	-0.7
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.5	2.6	2.4	2.5	0.0
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.9	2.9	2.9	0.0
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.1	1.2	1.2	1.1	-0.1
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.1	1.1	1.1	1.1	0.1
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?	1.1	1.1	1.1	1.1	0.0
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.9	2.8	2.9	2.9	0.1
Coordination of Child's Care					
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?	1.2	1.6**	1.4	1.2	-0.6
Rating of All Health Care					
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?	2.5	2.5	2.5	2.4	-0.2
Rating of Personal Doctor					
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?	2.6	2.7	2.7	2.6	-0.1
Rating of Specialist 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 your child's specialist?	2.4	2.5	2.7	2.4	-0.4
Rating of Health Plan					
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?	2.5	2.4	2.4	2.3	-0.1
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observation=333(2007) and 359(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N13: Oregon Dental Service	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.6	2.8	2.6	2.4	-0.3
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.8	2.8	2.7	2.6	-0.1
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.7	2.8	2.7	2.6	-0.2
Composite 2: Getting Care Quickly	2.9§	3.0	2.9	2.8	-0.2
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	3.0	2.9	2.8	-0.2
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.8*	3.0	2.8	2.8	-0.1
Composite 3: How Well Doctors Communicate	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	2.9§	3.0	2.9	2.9	-0.1
In the last 6 months, how often did your child's personal doctor listen carefully to you?	2.9	3.0	2.9	2.9	-0.1
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	2.9	3.0	2.9	2.9	-0.1
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.9	2.9	2.9	2.8	-0.1
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.8	2.8	2.8	2.8	0.0
Composite 4: Customer Service	2.7	2.4	2.6	2.7	0.3
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.4	2.5	2.7	2.5	-0.3
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.8	2.5*	2.8	2.8	0.3
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.6	2.5	2.7	2.7	0.1
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	2.5	2.6	2.7	2.8	0.1
In the last 6 months, how often was it easy to get this therapy for your child?	2.5	2.8	2.5	2.8	0.0
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.7	2.8	2.7	2.4	-0.5
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.9	2.9	2.8	0.0
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.2	1.1	1.2	1.2	0.1
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.0	1.1	1.2*	1.0	-0.2
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?	1.1	1.2	1.2	1.1	-0.1
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.8	2.8	2.8	2.9	0.0
Coordination of Child's Care					
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?	1.5	1.5	1.3	1.2	-0.1
Rating of All Health Care					
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?	2.5	2.4§	2.4	2.4	0.2
Rating of Personal Doctor					
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?	2.7	2.6	2.6	2.6	0.0
Rating of Specialist 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 your child's specialist?	2.4	2.5	2.6	2.6	-0.1
Rating of Health Plan					
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?	2.5	2.4	2.5	2.2**	-0.1
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observation=368(2007) and 384(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N14: Oregon Health Management Services	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.8	2.7	2.8	2.7	0.1
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.8	2.7	2.9	2.8	0.0
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.8	2.7	2.8	2.7	0.0
Composite 2: Getting Care Quickly	2.9	2.9	2.9	2.9	0.0
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	2.9	2.9	2.9	-0.1
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.9	2.9	2.8	2.9	0.0
Composite 3: How Well Doctors Communicate	2.9	2.9	2.9	2.9*	-0.1
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	3.0	3.0	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor listen carefully to you?	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.9	2.9	3.0	2.8**	-0.2
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.9	2.9	2.9	2.8	-0.1
Composite 4: Customer Service	2.8	3.0	2.7	2.8	0.0
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.8	3.0	2.6	2.7	-0.1
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	3.0	3.0	2.7*	3.0	0.3
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.8	3.0	2.9	2.8	-0.2
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	2.4	2.4	2.9	2.7	-0.2
In the last 6 months, how often was it easy to get this therapy for your child?	3.0	2.7	2.8	2.5	0.0
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.7	2.6	2.7	2.6	0.1
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	3.0	3.0	2.9	2.9	0.0
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.1	1.2	1.2	1.2	-0.1
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.1	1.1	1.1	1.2	0.0
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?	1.1	1.2	1.2	1.2	0.0
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.9	2.9	2.8	2.9	0.0
Coordination of Child's Care					
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?	1.3	1.4	1.4§	1.2	-0.2
Rating of All Health Care					
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?	2.5	2.4	2.5	2.4§	-0.1
Rating of Personal Doctor					
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?	2.6	2.5	2.6	2.5	0.0
Rating of Specialist 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 your child's specialist?	2.5	2.6	2.5	2.5	-0.1
Rating of Health Plan					
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?	2.4	2.4	2.5	2.4	-0.1
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observation=273(2007) and 391(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N15: Providence	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.6	2.3	2.8	2.4	-0.1
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.7	2.3§	2.6	2.5	0.3
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.7	2.5	2.8	2.6*	0.0
Composite 2: Getting Care Quickly	2.9	2.9	2.8	2.8	0.0
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	2.8	2.8	2.8	0.1
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.8	2.9	2.8	2.8	-0.1
Composite 3: How Well Doctors Communicate	2.9	2.9	3.0	2.9§	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	2.9	2.9	3.0	2.9	0.0
In the last 6 months, how often did your child's personal doctor listen carefully to you?	2.9	2.9	3.0	2.9**	-0.1
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	2.9	2.9	3.0	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.8	2.8	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.7	2.3	2.9	2.8§	0.2
Composite 4: Customer Service	2.8	2.3§	2.9	3.0	0.5
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.8	2.8§	2.7	2.8	0.2
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.9	2.5	2.9	2.9	0.4
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.8	2.7	2.8	2.8	0.0
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	3.0	2.5	2.7	2.7	0.6
In the last 6 months, how often was it easy to get this therapy for your child?	2.3	2.5	2.7	2.8	-0.1
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.6	2.6	2.1	2.4	0.4
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.9	2.8	2.9	0.1
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.2	1.3	1.1	1.2	0.1
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.3	1.2	1.2	1.2	0.1
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?	1.3	1.2	1.2	1.2	0.2
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.8§	2.9	2.9	2.8	-0.2
Coordination of Child's Care					
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?	1.3	1.3	1.4	1.5	0.1
Rating of All Health Care					
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?	2.6	2.6	2.6	2.4	-0.2
Rating of Personal Doctor					
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?	2.6	2.6	2.7	2.5*	-0.2
Rating of Specialist 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 your child's specialist?	2.6	2.3	2.5	2.4	0.2
Rating of Health Plan					
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?	2.6	2.3**	2.6	2.3**	0.0
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observation=336(2007) and 369(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				

N16: Tuality Health Alliance	2007		2011		Change in Disparity (2007-2011)
	Non-CSHCN	CSHCN	Non-CSHCN	CSHCN	
Composite 1: Getting Needed Care	2.6	2.6	2.9	2.7	-0.1
In the last 6 months, how often was it easy to get appointments for your child with specialists?	2.6	2.7	2.7	2.8	0.0
In the last 6 months, how often was it easy to get the care, tests, or treatment you thought your child needed through your health plan?	2.7	2.6	2.9	2.7*	-0.1
Composite 2: Getting Care Quickly	2.9	2.9	2.9	2.9	0.0
In the last 6 months, when your child needed care right away, how often did you get care as soon as you thought you needed?	2.9	2.9	2.9	3.0	0.0
In the last 6 months, not counting the times your child needed care right away, how often did you get an appointment for your child's health care at a doctor's office or clinic as soon as you thought you needed?	2.9	2.9	2.9	2.8	0.0
Composite 3: How Well Doctors Communicate	2.9**	3.0	2.9	2.9	-0.1
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy to understand?	2.9	3.0	2.9	2.8§	-0.1
In the last 6 months, how often did your child's personal doctor listen carefully to you?	2.9	2.9	2.9	2.9	-0.1
In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	2.9	2.9	2.9	2.9	0.0
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	2.9§	3.0	2.9	2.9	-0.1
In the last 6 months, how often did your child's personal doctor spend enough time with your child?	2.7**	2.9	2.8	2.8	-0.2
Composite 4: Customer Service	2.6	2.8	2.9	2.9	-0.1
In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	2.5	2.7	2.8	2.9	0.0
In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	2.8	2.9	2.9	2.9	-0.1
In the last 6 months, how often were the forms from your health plan easy to fill out?	2.7	2.8	2.8	2.8	-0.1
Access to Specialized Services					
In the last 6 months, how often was it easy to get special medical equipment or devices for your child?	2.6	2.3	3.0	2.9	0.2
In the last 6 months, how often was it easy to get this therapy for your child?	3.0	1.7**	2.2	2.4	1.5
In the last 6 months, how often was it easy to get this treatment or counseling for your child?	2.6	2.5	2.6	2.6	0.1
Access to Prescription Medicines					
In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?	2.9	2.7*	2.9	2.9	0.2
Experience with Child's Personal Doctor/Nurse					
In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?	1.1	1.1	1.2	1.2	0.0
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	1.1	1.1	1.0	1.1	0.1
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?	1.1	1.2	1.1	1.1	-0.1
Getting Needed Information about Child's Care					
In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?	2.9	2.9	2.8	2.9	0.1
Coordination of Child's Care					
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?	1.5	1.6	1.3	1.3	-0.1
Rating of All Health Care					
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?	2.6	2.5	2.6	2.3**	-0.2
Rating of Personal Doctor					
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?	2.7	2.6	2.7	2.5§	-0.1
Rating of Specialist 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 your child's specialist?	2.6	2.6	2.6	2.6	0.1
Rating of Health Plan					
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?	2.6	2.4**	2.6	2.3**	0.0
* p≤0.05 ** p≤0.01 § p≤0.10	Number of Observations=396(2007) and 400(2011) Number of observations varied greatly by individual category For Reporting Measures <i>Experience with Child's Personal Doctor/Nurse</i> and <i>Coordination of Care</i> : 1=Yes, 2=No				