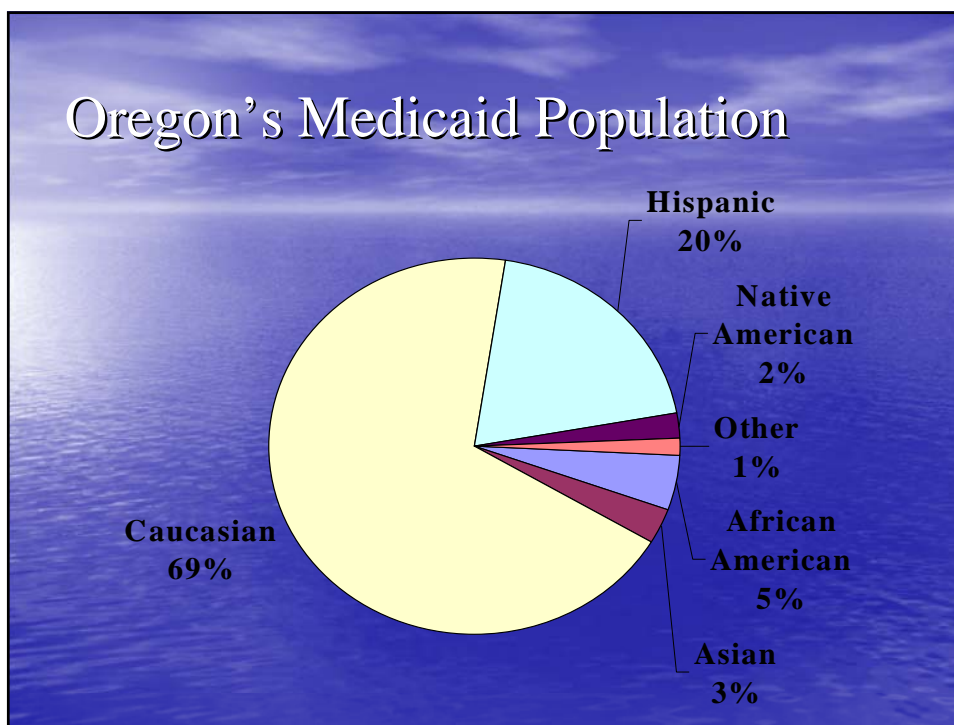


**2003 CAHPS® 3.0
Adult Medicaid Member
Satisfaction Survey**

RACE/ETHNICITY ANALYSIS

Oregon's Experience

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Analysis & Evaluation Manager,
Office of Medical Assistance Programs,
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Challenges

- Not racially & ethnically diverse
 - Small 'Ns'
 - Too small to report
- Creating actionable & compelling results

Solution

- Over-sample
- Comparative Reporting
- Targeted Quality Improvement Intervention

Oregon Health Plan - Ratings Results by Race/ethnicity

Race/ ethnicity	Rating of Health Plan	Rating of All Health Care	Rating of Personal Doctor	Rating of Specialist
White	★	★★	★★	★★
Black	★★	★★	★★★	★★
Hispanic	★★★	★★	★★★	★★
Native American	★★	★★	★★	★★
Others	★★	★★	★★	★★

What do the stars represent?

*** Statistically Better than the-Statistically ** Not Different from the-Statistically * Worse than the Plan Average of the Race/Ethnicity Categories

Oregon Health Plan -Composite Scores by Race/ethnicity

Race/ ethnicity	Getting Needed Care	Getting Care Quickly	How Well Doctors Communicate	Courteous & Helpful Office Staff	Customer Service
White	★★	★★★	★★	★★★	★★
Black	★★	★★★	★★★	★★	★★★
Hispanic	★★	★★	★★	*	★★
Native American	★★	★★	★★	★★	★★
Others	★★	★★	★★	★★	★★

What do the stars represent?

*** Statistically Better than the-Statistically ** Not Different from the-Statistically * Worse than the Plan Average of the Race/Ethnicity Categories
Oregon CAHPS 2004 R/E analysis

Results

- State & Plan Level Race & Ethnicity & Language CAHPS Reports
- Plan's then changed member education materials and mediums,
- improved after-hours care communication
 - reduced frustration with access to specialist for children

Results continued

- Measurable improvement in clinical outcomes
- Identification of Best Practices
- Consensus created
- Disparities reduction a common consideration

Current and future

- Work with CHCS, Inc on the BCAP project: Improving Linguistically Appropriate Primary Care Services for Hispanic Medicaid Managed Care Enrollees with Asthma and Diabetes (results in April!)
- Incorporating disparities reduction measurement into CAHPS & HEDIS and state-value based purchasing expectations
- Increases collaboration with Portland State University, Center for Health & Inequality, Oregon Office of Multicultural Health Work on understanding health literacy, the barriers to improved health outcomes for traditionally underserved populations
- The report: www.oregon.gov/DHS/healthplan/data_pubs/reports/race-eth03.pdf
- Contact: Charles.a.gallia@state.or.us
- DHS benefited by the efforts of DataStat, HSAG, & OMPRO in the implementation of the report.