

## Who We Serve

The Child with Chronic Conditions survey questions are a set of supplemental questions that is added to the core Child Medicaid CAHPS survey. The CAHPS survey defines children with chronic conditions based on consequences rather than specific conditions or diseases: "Children with special health care needs are those who have a chronic physical, developmental, behavioral, or emotional condition and who also require health and related services of a type or amount beyond that generally required by children." Additionally, the duration of the condition is expected to be at least 12 months.

## Performance Measures

			Time Period	Actual Value	Target Value	Current Trend	Baseline %Change
PM	DVHA	Getting Needed Care - % of surveyed CCC Medicaid beneficiaries who responded "usually" or "always" when asked if they could get care when needed through their health plan and from specialists	2015	86%	—	→ 0	0% →
PM	DVHA	Getting Care Quickly - % of surveyed CCC Medicaid beneficiaries who responded "usually" or "always" when asked if they received care and got appointments as soon as they needed	2015	95%	—	→ 0	0% →
PM	DVHA	How Well Doctors Communicate - % of surveyed CCC Medicaid beneficiaries who responded "usually" or "always" when asked how well personal doctor explains things, listens to them, shows respect for what they have to say and spends enough time with them	2015	95%	—	→ 0	0% →
PM	DVHA	Customer Service - % of surveyed CCC Medicaid beneficiaries who responded "usually" or "always" when asked about getting information needed and treatment by customer service staff	2015	84%	—	→ 0	0% →
PM	DVHA	Shared Decision-Making - % of surveyed CCC Medicaid beneficiaries who responded "a lot" or "yes" when asked about their experience with doctors discussing the pros and cons of starting or stopping a prescription medicine and being asked what they thought was best for them	2015	90%	—	→ 0	0% →
PM	DVHA	Health Promotion and Education - % of surveyed CCC Medicaid beneficiaries who responded "yes" when asked about their experience with their doctor discussing specific things to do to prevent illness	2015	70%	—	→ 0	0% →
PM	DVHA	Coordination of Care - % of surveyed CCC Medicaid beneficiaries who responded "usually" or "always" when asked about their perception of whether their doctor is up-to-date about the care he/she received from other doctors or health providers	2015	81%	—	→ 0	0% →
PM	DVHA	Overall Rating of Health Plan - % of surveyed CCC Medicaid beneficiaries who rated their overall health plan a "8,9 or 10" when asked to use a scale of 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible	2015	79%	—	→ 0	0% →
PM	DVHA	Access to Prescription Medicine - % of surveyed CCC Medicaid beneficiaries who responded "Usually" or "Always" when asked about their experience in the last 6 months when trying to get prescription medicine	2015	94%	—	→ 0	0% →
PM	DVHA	Access to Specialized Services - % of surveyed CCC Medicaid beneficiaries who responded "usually" or "always" when asked about their experiences getting special medical equipment, therapy, treatment or counseling for their child	2015	76%	—	→ 0	0% →
PM	DVHA	Family Centered Care: Personal Doctor Who Knows Child - % of surveyed CCC Medicaid beneficiaries who responded "yes" when asked whether or not the provider discussed how the child is feeling, growing and behaving; as well as understands how the child's condition affects the child's and family's day-to-day life	2015	92%	—	→ 0	0% →
PM	DVHA	Family Centered Care: Getting Needed Information - % of surveyed CCC Medicaid beneficiaries who responded "usually" or "always" when asked how often providers answered their questions	2015	95%	—	→ 0	0% →
PM	DVHA	Coordination of Care for Children with Chronic Conditions - % of surveyed CCC Medicaid beneficiaries who responded "yes" when asked whether or not they received the help needed from the provider in contacting the child's school/daycare, and whether anyone from HSCSN or the provider's office coordinated care among the different providers/services	2015	77%	—	→ 0	0% →

Name	Assigned To	Status	Due Date	Progress
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## File Attachments

File Name
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