



Umpqua Health Alliance
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2014



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METHODOLOGY

Introduction

This banner book report summarizes the results of the 2014 CAHPS® Medicaid survey of Umpqua Health Alliance members. Umpqua Health Alliance is one of 17 CCOs that participated in the survey. It was administered over a 10-week period using a mixed-mode (mail and telephone) five-wave protocol. This protocol consisted of a pre-notification letter, an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and reminder postcard to non-respondents. Phone follow-up was conducted for members who had not responded to the mailings. Respondents were surveyed in English and Spanish. DataStat administered the survey under contract with the State of Oregon Department of Human Services.

Survey Milestones

Pre-notification letters mailed:	February 12, 2014
1st mailing of survey packets:	February 18, 2014
1st mailing of reminder postcards:	February 25, 2014
2nd mailing of survey packets:	March 25, 2014
2nd mailing of reminder postcards:	April 1, 2014
Phone follow-up start:	April 8, 2014
Mail and phone field terminated:	May 5, 2014

Sampling

The sampling plan for the adult and child surveys called for a random sample of 900 eligible members per CCO in each age group. Adults were defined as members aged 18 years or older and children as 17 years old or younger, both as of December 31, 2013. To be eligible, members had to have been enrolled in Oregon Health Plan for at least six months as of December 31, 2013. The final selected sample consisted of 15,300 adult OHP enrollees and 15,300 child OHP enrollees.

Questionnaires

The instruments selected for the survey were adaptations of the CAHPS® 5.0 adult and child core questionnaires for use in assessing the performance of CCOs. CAHPS® supplemental questions as well as OHP-specific items were added to the instruments.

Selection of Cases for Analysis

Surveys were considered complete if respondents did not say 'No' to Q1 and if they provided a valid response to at least one non OHP-specific question.

Composites, Overall Ratings, and Measures for Reporting

In addition to responses by individual question, the CAHPS® 5.0 questionnaire yields several types of results for reporting. *Composite scores* summarize responses in key areas of member experience. Four composites are calculated for the adult and child instruments: *Getting Needed Care*, *Getting Care Quickly*, *How Well Doctors Communicate*, and *Health Plan Customer Service*, and *Shared Decision Making*. Global or overall ratings measure respondents' assessments, using a scale of 0 to 10, of their health plan, health care, personal doctor, and specialist. In the child questionnaire, an additional set of six *Reporting Measures* are possible. These measures cover topics called *Access to Specialized Services*, *Family Centered Care*, and *Coordination of Care*.

The questions for each composite, overall rating, and reporting measure are listed below, with their locations in the adult and child questionnaires, respectively, as well as the topics addressed by the item.

Composite: Getting Needed Care

Q14/14. Got care, tests or treatment you thought you needed

Q25/28. Getting appointments with specialists

Composite: Getting Care Quickly

Q4/4. Got care for illness/injury/condition as soon as you thought you/child needed

Q6/6. Got an appt. for routine care as soon as you thought you/child needed

Composite: How Well Doctors Communicate

Q17/17. Personal doctor explained things in a way that was easy to understand

Q18/18. Personal doctor listened carefully to you

Q29/19. Personal doctor showed respect for what you had to say

Q20/22. Personal doctor spent enough time with you

Composite: Customer Service

Q31/32. Health plan's customer service gave needed information or help

Q32/33. Treated with courtesy and respect by health plan's customer service staff

Composite: Shared Decision Making

Q10/10. Doctor talked about reasons you might want to take a medicine

Q11/11. Doctor talked about reasons you might not want to take a medicine

Q12/12. Doctor talked about what you thought was best for you when discussing a medication

Rating Questions

Q13/13. Rating of all health care

Q23/26. Rating of personal doctor

Q27/30. Rating of specialist doctor

Q42/36. Rating of health plan

Composite: Access to Specialized Services (Child only)

Q--/20. Getting special medical equipment or devices for your child

Q--/23. Getting special therapy (physical, occupational, speech) for your child

Q--/26. Getting treatment or counseling for your child

Composite: Family Centered Care: Personal Doctor Who Knows Child (Child only)

Q--/38. Child's personal doctor talked with you about how child is feeling, growing, behaving

Q--/43. Child's personal doctor understands how child's health conditions affect child's day-to-day life

Q--/44. Child's personal doctor understands how child's health conditions affect family's day-to-day life

Composite: Coordination of Care for Children with Chronic Conditions (Child only)

Q--/18. Got help contacting school and daycare from someone at health plan or doctor's office

Q--/29. Got help coordinating care among providers from someone at health plan or doctor's office

Comparisons, Statistical Testing, Scoring, and Weighting

In the tables, results are presented for all questionnaire items, reporting measures, and composites, by age category, race/ethnicity, health status, and gender. Significance testing was conducted between overall OHP results and plan or demographic subgroup results. Statistically significant differences were determined with binomial and t-tests, using a significance level of .05 or less. Tests were considered valid when the number of cases used to compute the score was 50 or greater and there was non-zero variation in the tested groups. For comparisons with statistically significant differences, a star (*) is found to the right of the relevant percentage in the table.

For rating, composite, and reporting measure questions, responses grouped together as scores offer a means of comparing performance across plans and other subgroups. Scores are usually designed to capture respondents' positive experiences. Thus, in rating questions, for example, responses of 8, 9, or 10 represent a positive experience, as do responses of 'Usually' or 'Always' to questions that make up the composites and most of the reporting measures. To make these scores easily available to users, positive responses have been set apart in the banner tables and labelled as 'Nets'. A net score preceded by '#' signifies the most inclusive grouping (i.e. 8, 9, and 10), whereas a net score preceded by the label 'Score 2' represents the least inclusive grouping (i.e. 9 and 10).

Data presented in the banner books were weighted to reflect each plan's actual distribution in the total eligible population. A weight unique to each health plan and age category (adults and children) was constructed by applying the percentage of members by plan in the population to the corresponding percentages in the completed cases.

Sample Disposition

Category	Adult		Child	
	Umpqua Health Alliance	Overall	Umpqua Health Alliance	Overall
**First mailing - sent	900	15300	900	15300
*First mailing - usable survey returned	206	3059	150	2459
Second mailing - sent	668	11718	730	12459
*Second mailing - usable survey returned	61	1039	67	1057
*Phone - usable surveys	74	1456	126	2502
Total - usable surveys	341	5554	343	6018
†Ineligible: According to population criteria‡	14	348	19	362
†Ineligible: Deceased	5	78	0	3
†Ineligible: Mentally or physically unable to complete survey	20	301	0	0
†Ineligible: Language barrier	1	77	0	39
Incorrect address AND incorrect phone number	58	1065	69	991
Refusal/Returned survey blank	52	720	57	783
Nonresponse - Unavailable by mail or phone	409	7157	412	7104
Adjusted Response Rate	39.7%	38.3%	38.9%	40.4%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

‡Population criteria: The designated respondent must be enrolled in the health plan and meet the age requirements of the survey methodology.

Note: *Adjusted Response Rate = Total Usable Surveys / Total Eligible Cases*

Response/Non-Response Comparison

Presented below is a comparison, by age and gender within each age category, of respondents and non-respondents, all of whom were part of the random sample for the Oregon CAHPS© 2014 survey.

Non-Respondents are members or member proxys who decided not to participate in the study by mail or phone. This group includes two types of non-respondents:

- 1) Members who passively refused by not returning the questionnaire mailed to their household and/or not answering questions over the phone.
- 2) Members who actively refused, either by contacting DataStat or by declining to participate when DataStat attempted to reach them by phone.

The category labeled **Respondents** includes members or member proxys who completed the questionnaire either by mail or phone.

Adult

Gender / Age	Non-Respondents	Respondents	Difference
Male	167 36.2%	127 37.2%	1.02%
Female	294 63.8%	214 62.8%	-1.02%
18-24	110 23.9%	50 14.7%	-9.20%
25-34	128 27.8%	56 16.4%	-11.34%
35-44	91 19.7%	49 14.4%	-5.37%
45-54	58 12.6%	80 23.5%	10.88%
55-64	46 10.0%	72 21.1%	11.14%
65-74	13 2.8%	20 5.9%	3.05%
75 or Older	15 3.3%	14 4.1%	0.85%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	245 52.2%	176 51.3%	-0.93%
Female	224 47.8%	167 48.7%	0.93%
<1, 1-3	109 23.2%	81 23.6%	0.37%
4-7	131 27.9%	93 27.1%	-0.82%
8-12	123 26.2%	92 26.8%	0.60%
13 or older	106 22.6%	77 22.4%	-0.15%

Q1 OUR RECORDS SHOW THAT YOU ARE NOW IN <HEALTH PLAN>. IS THAT RIGHT?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q1 YES	331 100%	5403 100%	45 100%	48 100%	36 100%	68 100%	69 100%	37 100%	262 100%	1 100%	2 100%	8 100%	1 100%	29 100%	16 100%	283 100%	194 100%	110 100%	115 100%	189 100%
NOT ANSWERED	10	151			1	1	6	1	8			1			1	7	4	5	2	7
VALID CASES	331	5403	45	48	36	68	69	37	262	1	2	8	1	29	16	283	194	110	115	189
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q3 IN THE LAST 6 MONTHS, DID YOU HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q3 YES	148 45%	2419 45%	13 30%~	20 43%~	16 43%~	33 48%	33 44%	22 58%~	120 45%	1 100%	1 50%~	2 ~ 25%~	1 50%~	14 50%~	5 29%~	129 45%~	71 36%*	67 59%*	43 37%*	94 48%
NO	182 55%	2914 55%	31 70%~	27 57%~	21 57%~	36 52%	42 56%	16 42%~	149 55%	1 ~ 50%~	6 ~ 75%~	1 50%~	14 50%~	12 71%~	159 55%~	126 64%*	47 41%*	73 63%*	101 52%	
NOT ANSWERED	11	220	1	1					1				1		2	1	1	1	1	
VALID CASES	330	5334	44	47	37	69	75	38	269	1	2	8	2	28	17	288	197	114	116	195
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q4 IN THE LAST 6 MONTHS, WHEN YOU NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOU GET CARE AS SOON AS YOU NEEDED?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q4 NEVER	5 4%	72 3%	1 9%	~	~	~	2 7%	1 5%	3 3%	~	~	~	~	~	1 8%	1 25%	3 3%	2 3%	2 3%	2 5%	1 1%
SOMETIMES	20 15%	310 15%	3 27%	4 20%	2 14%	6 20%	2 7%	2 11%	15 14%	1 ~100%	~	~	~	3 23%	19 ~16%	10 16%	9 15%	5 12%	14 17%		
USUALLY	38 29%	531 26%	3 27%	5 25%	5 36%	8 27%	9 31%	4 21%	31 29%	~	~	~	1 ~100%	3 23%	1 25%	34 29%	16 25%	18 30%	8 20%	26 32%	
ALWAYS	68 52%	1161 56%	4 36%	11 55%	7 50%	16 53%	16 55%	12 63%	58 54%	1 ~100%	~	1 ~100%	6 ~46%	2 50%	61 52%	35 56%	31 52%	25 63%	41 50%		
#ALWAYS + USUALLY (NET)	106 81%	1692 82%	7 64%	16 80%	12 86%	24 80%	25 86%	16 84%	89 83%	1 ~100%	~	1 ~100%	1 ~100%	9 69%	3 75%	95 81%	51 81%	49 82%	33 83%	67 82%	
TOP BOX SCORE	68 52%	1161 56%	4 36%	11 55%	7 50%	16 53%	16 55%	12 63%	58 54%	1 ~100%	~	1 ~100%	6 ~46%	2 50%	61 52%	35 56%	31 52%	25 63%	41 50%		
NOT ANSWERED	17	322	2		2	3	4	3	13			1	1	1	12	8	7	3	12		
VALID CASES	131	2074	11	20	14	30	29	19	107	1	1	1	1	13	4	117	63	60	40	82	
NUMBER OF RESPONDENTS	148	2396	13	20	16	33	33	22	120	1	1	2	1	14	5	129	71	67	43	94	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q3 = YES]

Q5 IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q5 YES	245 74%	3840 72%	21 47%~	36 75%~	26 70%~	53 77%	60 80%	33 87%~	205 76%	1 100%~		5 ~	2 ~	17 63%~	13 76%~	214 74%~	133 67%*	97 84%*	72 62%*	158 81%*
NO	85 26%	1468 28%	24 53%~	12 25%~	11 30%~	16 23%	15 20%	5 13%~	65 24%	2 ~100%~		3 ~	12 ~	4 24%~	76 26%~	65 33%*	18 16%*	45 38%*	38 19%*	
NOT ANSWERED	11	246																		
VALID CASES	330	5308	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q6 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC AS SOON AS YOU NEEDED?

			AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- AMER	NATV HAW/ AS- PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	VERY GOOD & FAIR & POOR	EX & FAIR & POOR	FE- MALE	MALE			
Q6 NEVER	14 6%	83 2%*	1 5%	1 3%	3 13%	2 4%	4 7%	2 7%	9 5%	~	~	~	1 50%	3 21%	~	13 7%	6 5%	7 8%	3 5%	10 7%	
SOMETIMES	38 17%	655 19%	8 42%	5 14%	~	11 23%	10 18%	2 7%	35 19%	~	~	1 25%	~	2 18%	34 17%	22 18%	14 17%	6 9%*	29 20%		
USUALLY	56 25%	957 28%	1 5%	12 34%	10 43%	12 26%	13 23%	2 7%	43 23%	~	~	1 25%	1 50%	6 43%	3 27%	48 25%	31 25%	20 24%	15 23%	36 25%	
ALWAYS	114 51%	1742 51%	9 47%	17 49%	10 43%	22 47%	29 52%	22 79%	100 53%	1 100%	~	2 50%	5 36%	6 55%	100 51%	65 52%	43 51%	42 64%*	67 47%		
#ALWAYS + USUALLY (NET)	170 77%	2699 79%	10 53%	29 83%	20 87%	34 72%	42 75%	24 86%	143 76%	1 100%	~	3 75%	1 50%	11 79%	9 82%	148 76%	63 77%	57 86%*	103 73%*		
TOP BOX SCORE	114 51%	1742 51%	9 47%	17 49%	10 43%	22 47%	29 52%	22 79%	100 53%	1 100%	~	2 50%	5 36%	6 55%	100 51%	65 52%	43 51%	42 64%*	67 47%		
NOT ANSWERED	23	401	2	1	3	6	4	5	18			1	3	2	19	9	13	6	16		
VALID CASES	222	3437	19	35	23	47	56	28	187	1		4	2	14	11	195	124	84	66	142	
NUMBER OF RESPONDENTS	245	3838	21	36	26	53	60	33	205	1		5	2	17	13	214	133	97	72	158	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q5 = YES]

Q7 IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOU WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID YOU GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE FOR YOURSELF?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q7 NONE	76 24%	1217 23%	18 40%~	12 27%~	9 26%~	10 15%*	19 25%	6 16%~	57 22%	~	~	3 ~ 37%~	1 50%~	12 43%~	5 31%~	67 24%~	62 32%*	12 11%*	40 34%*	34 18%*
1 TIME	55 17%	847 16%	9 20%~	6 13%~	7 20%~	10 15%	14 19%	8 22%~	46 17%	~	~	2 ~ 25%~	4 ~ 14%~	3 19%~	50 18%~	39 20%	15 13%	24 21%	30 16%	
2	69 22%	1010 19%	8 18%~	9 20%~	7 20%~	19 28%	14 19%	8 22%~	60 23%	~	1 50%~	1 ~ 12%~	4 ~ 14%~	3 19%~	60 21%~	38 20%	27 24%	23 20%	43 23%	
3	39 12%	647 12%	3 7%~	5 11%~	5 14%~	11 16%	7 9%	6 16%~	32 12%	1 100%	1 50%~	~	~	3 ~ 11%~	36 ~ 13%~	19 10%	18 16%	11 9%	26 14%	
4	28 9%	427 8%	2 4%~	3 7%~	2 6%~	10 15%	7 9%	3 8%~	24 9%	~	~	1 ~ 12%~	1 50%~	1 4%~	3 19%~	23 8%~	14 7%	13 12%	6 5%	21 11%
5 TO 9	32 10%	719 14%*	4 9%~	4 9%~	5 14%~	6 9%	9 12%	2 5%~	29 11%	~	~	~	~	2 7%~	2 13%~	29 10%~	12 6%*	19 17%*	8 7%	23 12%
10 OR MORE TIMES	21 7%	356 7%	1 2%~	6 13%~	~	2 3%	5 7%	4 11%~	16 6%	~	~	1 ~ 12%~	2 ~ 7%~	2 ~ 7%~	19 ~ 7%~	9 5%	9 8%	4 3%	14 7%	
NOT ANSWERED	21	330	3	2	1			1	6					1	6	5	2	1	5	
VALID CASES	320	5224	45	45	35	68	75	37	264	1	2	8	2	28	16	284	193	113	116	191
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q8 A HEALTH PROVIDER IS THE PERSON YOU WOULD SEE IF YOU NEED A CHECK-UP, WANT ADVICE ABOUT A HEALTH PROBLEM, OR GET SICK OR HURT. IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS?

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
Q8 #YES	159 67%	2839 72%	17 63%	22 67%	22 85%	39 70%	35 63%	16 57%	136 67%	1 100%	2 100%	1 25%	1 100%	9 56%	9 90%	140 65%	88 68%	62 63%	52 69%	99 65%	
NO	80 33%	1080 28%	10 37%	11 33%	4 15%	17 30%	21 37%	12 43%	67 33%	~	~	3 75%	7 44%	1 10%	74 35%	41 32%	36 37%	23 31%	54 35%		
NOT ANSWERED	5	109			2		3	4				1		1	3	2	3	1	4		
VALID CASES	239	3919	27	33	26	56	56	28	203	1	2	4	1	16	10	214	129	98	75	153	
NUMBER OF RESPONDENTS	244	4028	27	33	26	58	56	31	207	1	2	5	1	16	11	217	131	101	76	157	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q7 >= 1 TIME]

Q9 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE
Q9																				
YES	123 51%	2140 54%	4 15%	19 58%	11 42%	33 59%	33 60%	13 45%	102 50%	1 100%	1 50%	2 ~	1 50%	8 100%	7 70%	104 49%	57 45%*	56 57%	35 47%	79 52%
NO	116 49%	1796 46%	23 85%	14 42%	15 58%	23 41%	22 40%	16 55%	101 50%	1 ~	1 50%	2 ~	8 ~	3 30%	110 51%	71 55%*	43 43%	40 53%	74 48%	
NOT ANSWERED	5	92				2	1	2	4			1		1	3	3	2	1	4	
VALID CASES	239	3936	27	33	26	56	55	29	203	1	2	4	1	16	10	214	128	99	75	153
NUMBER OF RESPONDENTS	244 100%	4028 100%	27 100%	33 100%	26 100%	58 100%	56 100%	31 100%	207 100%	1 100%	2 100%	5 100%	1 100%	16 100%	11 100%	217 100%	131 100%	101 100%	76 100%	157 100%

[ASKED IF Q7 >= 1 TIME]

Q10 WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AMR AS-	NATV HAW/ PAC	AMR IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q10 NOT AT ALL	3 3%	93 4%	~	~	~	~	6%~	1 1%	~	~	~	~	100%~	1 14%~	1 1%	2 4%	~	~	2 3%~	
A LITTLE	15 13%	327 16%	~	5%~	18%~	2 6%~	2 13%~	4 17%~	2 11%~	~	~	~	~	1 13%~	11 ~	4 7%	8 15%	4 11%~	8 11%~	
SOME	48 40%	758 36%	3 75%~	6 32%~	4 36%~	15 47%~	16 50%~	2 17%~	41 41%~	~	~	1 50%~	5 63%~	4 57%~	43 43%~	20 36%	26 48%	15 43%~	31 41%~	
#A LOT	53 45%	898 43%	1 25%~	12 63%~	5 45%~	15 47%~	10 31%~	8 67%~	46 46%~	1 100%~	1 100%~	1 50%~	2 25%~	2 29%~	46 46%~	30 54%	20 37%	16 46%~	35 46%~	
NOT ANSWERED	4	95				1	1	1	3						3	1	2		3	
VALID CASES	119	2076	4	19	11	32	32	12	99	1	1	2	1	8	7	101	56	54	35	76
NUMBER OF RESPONDENTS	123	2171	4	19	11	33	33	13	102	1	1	2	1	8	7	104	57	56	35	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME AND Q9 = YES]

Q11 WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT TO TAKE A MEDICINE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER					
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AMER HAW/ PAC AS-	IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE				
Q11 NOT AT ALL	26 22%	407 20%		6 ~ 32%	3 ~ 27%	4 13%	10 31%	2 17%	23 23%					1 ~ 100%	2 25%	3 43%	23 23%	10 18%	15 28%	10 29%	15 20%	
A LITTLE	22 19%	411 20%	1 25%	5 ~ 26%	1 9%	7 22%	3 9%	2 17%	18 18%					2 ~ 25%	2 29%	17 17%	8 14%	12 22%	8 23%	12 16%		
SOME	41 35%	704 34%	3 75%	4 ~ 21%	3 27%	14 44%	13 41%	2 17%	33 33%					2 ~ 100%	4 ~ 50%	2 29%	37 37%	22 39%	16 30%	6 17%	33 43%	
#A LOT	29 25%	554 27%		4 ~ 21%	4 36%	7 22%	6 19%	6 50%	25 25%	1 100%	1 100%					24 ~ 24%	16 29%	11 20%	11 31%	16 21%		
NOT ANSWERED	5	95				1	1	1	3							3	1	2		3		
VALID CASES	118	2076	4	19	11	32	32	12	99	1	1			2	1	8	7	101	56	54	35	76
NUMBER OF RESPONDENTS	123	2171	4	19	11	33	33	13	102	1	1			2	1	8	7	104	57	56	35	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME AND Q9 = YES]

Q12 WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOU?

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q12 #YES	82 71%	1495 72%	4 100%~	15 79%~	8 73%~	22 69%~	18 60%~	10 83%~	69 71%~	1 ~100%~	2 ~100%~	5 ~ 63%~	5 71%~	68 69%~	46 84%*	30 57%*	26 76%~	51 68%~		
NO	34 29%	577 28%		4 ~ 21%~	3 27%~	10 31%~	12 40%~	2 17%~	28 29%~	1 100%~		1 ~	3 ~	31 31%~	9 16%*	23 43%*	8 24%~	24 32%~		
NOT ANSWERED	7	99				1	3	1	5					5	2	3	1	4		
VALID CASES	116	2072	4	19	11	32	30	12	97	1	1	2	1	8	7	99	55	53	34	75
NUMBER OF RESPONDENTS	123 100%	2171 100%	4 100%	19 100%	11 100%	33 100%	33 100%	13 100%	102 100%	1 100%	1 100%	2 100%	1 100%	8 100%	7 100%	104 100%	57 100%	56 100%	35 100%	79 100%

[ASKED IF Q7 >= 1 TIME AND Q9 = YES]

Q13 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?

			AGE					RACE					ETHNIC- ITY	HEALTH STATUS		GENDER				
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	MALE			
Q13 WORST HEALTH CARE POSSIBLE	2 0.9%	27 0.7%	1 4%	~	~	~	~	1 0.5%	~	~	~	~	~	1 0.5%	1 0.8%	~	1 1%	~		
01	4 2%	36 0.9%	~	~	~	1 2%	1 2%	2 7%	4 2%	~	~	~	~	4 2%	~	4 4%*	2 3%	2 1%		
02	3 1%	49 1%	~	1 3%	1 4%	~	1 2%	~	2 1%	~	~	~	1 6%	3 1%	~	3 3%	2 3%	1 0.7%		
03	5 2%	75 2%	1 4%	~	~	3 5%	1 2%	~	5 2%	~	~	~	~	5 2%	2 2%	3 3%	~	5 3%		
04	9 4%	144 4%	~	1 3%	~	4 7%	3 5%	~	7 3%	~	~	~	1 100%	1 6%	1 10%	8 4%	3 2%	6 6%	2 3%	7 5%
05	28 12%	268 7%*	2 7%	4 12%	5 19%	4 7%	8 14%	3 11%	24 12%	1 50%	1 25%	~	1 6%	27 13%	11 9%	15 15%	6 8%	20 13%		
06	12 5%	223 6%	1 4%	2 6%	2 8%	4 7%	3 5%	~	12 6%	~	~	~	~	1 10%	11 5%	6 5%	6 6%	5 7%	7 5%	
07	42 18%	446 11%*	9 33%	8 24%	1 4%	7 13%	11 20%	3 11%	35 17%	1 50%	1 25%	~	3 19%	39 18%	25 19%	15 15%	10 13%	30 20%		
08	42 18%	874 22%	3 11%	7 21%	11 42%	6 11%	8 14%	6 22%	35 17%	~	~	1 25%	3 19%	3 30%	38 18%	27 21%	14 14%	16 21%	25 17%	
09	30 13%	633 16%	4 15%	4 12%	3 12%	6 11%	7 13%	5 19%	26 13%	1 100%	~	~	2 13%	28 13%	19 15%	9 9%	7 9%	22 15%		
BEST HEALTH CARE POSSIBLE	58 25%	1114 29%	6 22%	6 18%	3 12%	21 38%*	13 23%	8 30%	51 25%	~	~	1 25%	5 31%	5 50%	50 23%	35 27%	22 23%	25 33%	32 21%	
#8-10 (NET)	130 55%	2622 67%*	13 48%	17 52%	17 65%	33 59%	28 50%	19 70%	112 55%	1 100%	~	2 50%	10 63%	8 80%	116 54%	81 63%*	45 46%*	48 63%	79 52%	

Continued

Q13 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?

	AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER				
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
9-10 (NET)	88 37%	1747 45%*	10 37%~	10 30%~	6 23%~	27 48%	20 36%	13 48%~	77 38%~	1 100%~	~	~	1 25%~	7 44%~	5 50%~	78 36%~	54 42%	31 32%	32 42%	54 36%	
NOT ANSWERED	9	139				2	4	5				1		1	3	2	4		6		
VALID CASES	235	3889	27	33	26	56	56	27	202	1	2	4	1	16	10	214	129	97	76	151	
NUMBER OF RESPONDENTS	244 100%	4028 100%	27 100%	33 100%	26 100%	56 100%	56 100%	31 100%	207 100%	1 100%	2 100%	4 100%	1 100%	16 100%	11 100%	217 100%	131 100%	101 100%	76 100%	157 100%	
MEAN	7.46	7.86	7.48	7.45	7.35	7.70	7.32	7.81	7.49	9.00	6.00	7.50	4.00	7.75	8.40	7.42	7.91	6.93	7.70	7.40	
p stat_(*=Sig @ p<=.05)		.005*	~	~	~	.379	.606	~	~	~	~	~	~	~	~	~	~	.001*	.004*	.275	.580

[ASKED IF Q7 >= 1 TIME]

Q14 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS OR TREATMENT YOU NEEDED?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q14 NEVER	9 4%	106 3%	1 4%~	~	1 4%~	3 5%	3 5%	~	7 3%~	~	~	~	~	~	1 6%~	~	8 4%~	3 2%	5 5%	2 3%	6 4%
SOMETIMES	50 21%	606 16%*	4 15%~	9 27%~	5 19%~	14 25%	10 18%	5 17%~	44 21%~	2 ~100%~	~	~	~	2 13%~	1 10%~	47 22%~	21 16%	26 26%	12 16%	35 23%	
USUALLY	73 31%	1251 32%	12 44%~	12 36%~	12 46%~	11 19%*	17 30%	6 20%~	62 30%~	~	~	2 ~50%~	1 ~100%~	6 38%~	6 60%~	63 29%~	41 32%	30 30%	18 24%	54 35%*	
ALWAYS	107 45%	1927 50%	10 37%~	12 36%~	8 31%~	29 51%	26 46%	19 63%~	93 45%~	1 ~100%~	~	2 ~50%~	7 ~44%~	3 30%~	98 45%~	65 50%	39 39%	44 58%*	60 39%*		
#ALWAYS + USUALLY (NET)	180 75%	3178 82%*	22 81%~	24 73%~	20 77%~	40 70%	43 77%	25 83%~	155 75%~	1 ~100%~	~	4 ~100%~	1 ~100%~	13 81%~	9 90%~	161 75%~	106 82%*	69 69%	62 82%	114 74%	
TOP BOX SCORE	107 45%	1927 50%	10 37%~	12 36%~	8 31%~	29 51%	26 46%	19 63%~	93 45%~	1 ~100%~	~	2 ~50%~	7 ~44%~	3 30%~	98 45%~	65 50%	39 39%	44 58%*	60 39%*		
NOT ANSWERED	5	138				1	1	1	1			1		1	1	1	1			2	
VALID CASES	239	3890	27	33	26	57	56	30	206	1	2	4	1	16	10	216	130	100	76	155	
NUMBER OF RESPONDENTS	244 100%	4028 100%	27 100%	33 100%	26 100%	57 100%	56 100%	30 100%	207 100%	1 100%	2 100%	5 100%	1 100%	16 100%	11 100%	217 100%	131 100%	101 100%	76 100%	157 100%	

[ASKED IF Q7 >= 1 TIME]

Q15 A PERSONAL DOCTOR IS THE ONE YOU WOULD SEE IF YOU NEED A CHECK-UP, WANT ADVICE ABOUT A HEALTH PROBLEM, OR GET SICK OR HURT. DO YOU HAVE A PERSONAL DOCTOR?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q15 YES	258 80%	4471 84%	32 71%	37 77%	30 83%	57 83%	56 77%	35 92%	218 82%	1 100%	1 50%	5 ~ 63%	21 ~ 72%	14 82%	227 79%	153 78%	94 82%	86 75%	161 83%	
NO	64 20%	824 16%	13 29%	11 23%	6 17%	12 17%	17 23%	3 8%	49 18%	1 ~ 50%		3 ~ 38%	2 100%	8 28%	3 18%	60 21%	43 22%	20 18%	29 25%	34 17%
NOT ANSWERED	19	259			1	2		3						3	2	1	2	1		
VALID CASES	322	5295	45	48	36	69	73	38	267	1	2	8	2	29	17	287	196	114	115	195
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q16 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOU VISIT YOUR PERSONAL DOCTOR TO GET CARE FOR YOURSELF?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q16 NONE	36 15%	737 18%	10 31%~	7 19%~	6 21%~	5 9%	7 14%~	1 3%~	27 13%~	~	~	~	2 40%~	~	6 29%~	3 23%~	31 14%~	30 21%*	6 7%*	17 20%	19 12%
1 TIME	62 25%	904 22%	11 34%~	3 8%~	8 28%~	12 23%	19 39%~	8 24%~	52 25%~	1 100%~	~	~	2 40%~	~	5 24%~	3 23%~	58 27%~	45 31%*	17 19%	24 29%	38 25%
2	62 25%	921 22%	6 19%~	4 11%~	8 28%~	15 28%	10 20%~	14 41%~	51 25%~	1 100%~	~	~	1 20%~	~	4 19%~	3 23%~	51 24%~	32 22%	24 27%	15 18%*	42 28%
3	31 13%	552 13%	~	8 22%~	4 14%~	7 13%	6 12%~	5 15%~	28 14%~	~	~	~	~	~	2 10%~	1 8%~	28 13%~	13 9%*	17 19%*	14 17%	16 11%
4	21 9%	381 9%	2 6%~	4 11%~	2 7%~	7 13%	1 2%~	4 12%~	20 10%~	~	~	~	~	~	~	1 8%~	18 8%~	12 8%	8 9%	4 5%	16 11%
5 TO 9	21 9%	484 12%	2 6%~	7 19%~	1 3%~	3 6%	5 10%~	2 6%~	17 8%~	~	~	~	~	~	4 19%~	1 8%~	20 9%~	8 6%	12 13%	6 7%	14 9%
10 OR MORE TIMES	12 5%	164 4%	1 3%~	4 11%~	~	4 8%	1 2%~	~	10 5%~	~	~	~	~	~	~	1 8%~	9 4%~	5 3%	5 6%	3 4%	7 5%
NOT ANSWERED	13	311	~	~	1	4	7	1	13	~	~	~	~	~	~	1	12	8	5	3	9
VALID CASES	245	4143	32	37	29	53	49	34	205	1	1	~	5	~	21	13	215	145	89	83	152
NUMBER OF RESPONDENTS	258	4454	32	37	30	57	56	35	218	1	1	~	5	~	21	14	227	153	94	86	161
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	~	100%	~	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES]

Q17 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY TO UNDERSTAND?

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q17 NEVER	3 1%	64 2%	~	~	~	4%	~	2 1%	~	~	~	~	~	2 1%	~	2 2%	1 2%	1 0.8%		
SOMETIMES	19 9%	221 7%	2 9%	1 3%	2 9%	7 15%	2 5%	3 9%	16 9%	~	~	~	~	1 7%	17 9%	7 6%	10 12%	5 8%	12 9%	
USUALLY	52 25%	788 23%	5 23%	9 30%	7 32%	5 11%	17 41%	9 27%	50 29%	1 100%	~	~	~	1 7%	2 20%	49 27%	27 24%	25 30%	15 23%	37 28%
ALWAYS	131 64%	2286 68%	15 68%	20 67%	13 59%	33 70%	22 54%	21 64%	106 61%	1 100%	~	3 100%	~	13 87%	8 80%	112 62%	79 70%*	45 55%*	45 68%	80 62%
#ALWAYS + USUALLY (NET)	183 89%	3074 92%	20 91%	29 97%	20 91%	38 81%	39 95%	30 91%	156 90%	1 100%	1 100%	3 100%	~	14 93%	10 100%	161 89%	106 94%*	70 85%	60 91%	117 90%
TOP BOX SCORE	131 64%	2286 68%	15 68%	20 67%	13 59%	33 70%	22 54%	21 64%	106 61%	1 100%	~	3 100%	~	13 87%	8 80%	112 62%	79 70%*	45 55%*	45 68%	80 62%
NOT ANSWERED	4	36			1	1	1		4						4	2	1		3	
VALID CASES	205	3360	22	30	22	47	41	33	174	1	1	3		15	10	180	113	82	66	130
NUMBER OF RESPONDENTS	209 100%	3396 100%	22 100%	30 100%	23 100%	48 100%	42 100%	33 100%	178 100%	1 100%	1 100%	3 100%		15 100%	10 100%	184 100%	115 100%	83 100%	66 100%	133 100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q18 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR LISTEN CAREFULLY TO YOU?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q18 NEVER	5 2%	80 2%	~	~	~	3 6%	1 2%	~	4 2%	~	~	~	~	~	~	4 2%	~	4 5%	1 2%	3 2%
SOMETIMES	29 14%	289 9%*	3 14%	5 17%	5 23%	7 15%	3 7%	3 9%	24 14%	~	~	~	~	2 13%	1 10%	25 14%	12 11%	14 17%	6 9%	20 15%
USUALLY	50 24%	705 21%	7 32%	8 27%	4 18%	8 17%	10 24%	12 36%	43 25%	~	~	~	~	6 40%	2 20%	45 25%	24 21%	25 30%	19 29%	30 23%
ALWAYS	121 59%	2267 68%*	12 55%	17 57%	13 59%	29 62%	27 66%	18 55%	103 59%	1 100%	1 100%	3 ~100%	~	7 47%	7 70%	106 59%	77 68%*	39 48%*	40 61%	77 59%
#ALWAYS + USUALLY (NET)	171 83%	2972 89%*	19 86%	25 83%	17 77%	37 79%	37 90%	30 91%	146 84%	1 100%	1 100%	3 ~100%	~	13 87%	9 90%	151 84%	101 89%*	64 78%	59 89%	107 82%
TOP BOX SCORE	121 59%	2267 68%*	12 55%	17 57%	13 59%	29 62%	27 66%	18 55%	103 59%	1 100%	1 100%	3 ~100%	~	7 47%	7 70%	106 59%	77 68%*	39 48%*	40 61%	77 59%
NOT ANSWERED	4	55			1	1	1		4						4	2	1		3	
VALID CASES	205	3341	22	30	22	47	41	33	174	1	1	3		15	10	180	113	82	66	130
NUMBER OF RESPONDENTS	209 100%	3396 100%	22 100%	30 100%	23 100%	48 100%	42 100%	33 100%	178 100%	1 100%	1 100%	3 100%		15 100%	10 100%	184 100%	115 100%	83 100%	66 100%	133 100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q19 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q19 NEVER	4 2%	70 2%	~	~	~	4%	2%	~	2%	~	~	~	~	~	~	3	~	4%	~	2%
SOMETIMES	21 10%	242 7%	1 5%	4 13%	3 14%	5 11%	3 7%	3 9%	18 10%	~	~	~	~	1 7%	19 11%	6 5%*	13 16%*	7 11%	12 9%	
USUALLY	47 23%	541 16%*	4 18%	7 23%	5 23%	11 23%	8 20%	10 30%	44 25%	1 100%	~	~	~	2 13%	3 30%	42 23%	21 19%	25 30%*	11 17%	35 27%*
ALWAYS	133 65%	2489 74%*	17 77%	19 63%	14 64%	29 62%	28 70%	20 61%	109 63%	1 100%	~	3 100%	~	12 80%	7 70%	116 64%	85 76%*	41 50%*	48 73%	79 61%
#ALWAYS + USUALLY (NET)	180 88%	3030 91%	21 95%	26 87%	19 86%	40 85%	36 90%	30 91%	153 88%	1 100%	1 100%	3 100%	~	14 93%	10 100%	158 88%	106 95%*	66 80%*	59 89%	114 88%
TOP BOX SCORE	133 65%	2489 74%*	17 77%	19 63%	14 64%	29 62%	28 70%	20 61%	109 63%	1 100%	~	3 100%	~	12 80%	7 70%	116 64%	85 76%*	41 50%*	48 73%	79 61%
NOT ANSWERED	4	53			1	1	2		4						4	3	1		4	
VALID CASES	205	3343	22	30	22	47	40	33	174	1	1	3		15	10	180	112	82	66	129
NUMBER OF RESPONDENTS	209 100%	3396 100%	22 100%	30 100%	23 100%	48 100%	42 100%	33 100%	178 100%	1 100%	1 100%	3 100%		15 100%	10 100%	184 100%	115 100%	83 100%	66 100%	133 100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q20 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOU?

	UHAL TOT ADLT	OHP TOT ADLT	AGE							RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q20 NEVER	7 4%	102 3%	1 5%	1 4%	1 5%	1 2%	2 5%	5 3%	~	~	~	~	~	~	1 7%	6 3%	4 4%	2 3%	2 3%	4 3%		
SOMETIMES	29 15%	343 11%	1 5%	6 21%	3 14%	8 17%	3 8%	4 12%	23 14%	~	~	~	~	~	3 21%	1 10%	24 14%	7 6%*	18 24%*	6 9%	19 15%	
USUALLY	44 22%	852 27%	8 38%	8 29%	6 27%	6 13%	10 27%	6 18%	37 22%	1 100%	1 100%	~	~	~	4 29%	5 50%	37 21%	24 22%	20 26%	17 27%	27 22%	
ALWAYS	118 60%	1905 60%	11 52%	13 46%	12 55%	31 67%	22 59%	23 70%	103 61%	~	~	~	3 100%	~	6 43%	4 40%	106 61%	76 68%*	36 47%*	39 61%	74 60%	
#ALWAYS + USUALLY (NET)	162 82%	2757 86%	19 90%	21 75%	18 82%	37 80%	32 86%	29 88%	140 83%	1 100%	1 100%	~	3 100%	~	10 71%	9 90%	143 83%	100 90%*	56 74%*	56 88%	101 81%	
TOP BOX SCORE	118 60%	1905 60%	11 52%	13 46%	12 55%	31 67%	22 59%	23 70%	103 61%	~	~	~	3 100%	~	6 43%	4 40%	106 61%	76 68%*	36 47%*	39 61%	74 60%	
NOT ANSWERED	11	195	1	2	1	2	5	10						1		11	4	7	2	9		
VALID CASES	198	3201	21	28	22	46	37	33	168	1	1		3	14	10	173	111	76	64	124		
NUMBER OF RESPONDENTS	209 100%	3396 100%	22 100%	30 100%	23 100%	48 100%	42 100%	33 100%	178 100%	1 100%	1 100%		3 100%	15 100%	10 100%	184 100%	115 100%	83 100%	66 100%	133 100%		

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q21 IN THE LAST 6 MONTHS, DID YOU GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES YOUR PERSONAL DOCTOR?

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q21 YES	123 62%	1971 62%	10 45%~	14 48%~	14 67%~	32 70%~	22 61%~	24 73%~	108 64%~	1 100%~	~	~	~	8 57%~	6 60%~	106 61%~	61 54%*	55 73%*	32 50%*	85 69%*
NO	75 38%	1225 38%	12 55%~	15 52%~	7 33%~	14 30%~	14 39%~	9 27%~	60 36%~	1 100%~	~	3 100%~	6 43%~	4 40%~	67 39%~	51 46%*	20 27%*	32 50%*	39 31%*	
NOT ANSWERED	11	201		1	2	2	6		10				1		11	3	8	2	9	
VALID CASES	198	3195	22	29	21	46	36	33	168	1	1	3	14	10	173	112	75	64	124	
NUMBER OF RESPONDENTS	209 100%	3396 100%	22 100%	30 100%	23 100%	48 100%	42 100%	33 100%	178 100%	1 100%	1 100%	3 100%	15 100%	10 100%	184 100%	115 100%	83 100%	66 100%	133 100%	

[ASKED IF Q15 = YES AND Q16 >= 1 TIME]

Q22 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOU GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS?

			AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER					
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q22 NEVER	2 2%	127 7%*	~	~	~	3%~	5%~	2%~	~	~	~	~	~	~	2%~	1% 2%	1% 2%	~ 2%~			
SOMETIMES	19 16%	264 14%	20%~	2 14%~	2 15%~	4 13%~	5 23%~	3 14%~	18 17%~	~	~	~	~	1 13%~	18 17%~	6 10%	12 24%	7 22%~	11 14%~		
USUALLY	36 31%	545 29%	50%~	5 21%~	3 31%~	4 31%~	7 22%~	5 23%~	9 43%~	32 31%~	1 100%~	~	~	~	1 13%~	17 17%~	32 31%~	17 28%	17 33%	7 22%~	27 33%~
ALWAYS	61 52%	930 50%	30%~	3 64%~	9 54%~	7 63%~	20 50%~	11 43%~	9 50%~	52 50%~	~	~	~	~	6 75%~	5 83%~	51 50%~	37 61%*	21 41%*	18 56%~	41 51%~
#ALWAYS + USUALLY (NET)	97 82%	1474 79%	80%~	8 86%~	12 85%~	11 84%~	27 73%~	16 86%~	18 81%~	84 100%~	1 100%~	~	~	~	7 88%~	6 100%~	83 81%~	54 89%	38 75%	25 78%~	68 84%~
TOP BOX SCORE	61 52%	930 50%	30%~	3 64%~	9 54%~	7 63%~	20 50%~	11 43%~	9 50%~	52 50%~	~	~	~	~	6 75%~	5 83%~	51 50%~	37 61%*	21 41%*	18 56%~	41 51%~
NOT ANSWERED	5	57			1		3	4							3		4		4		
VALID CASES	118	1865	10	14	13	32	22	21	104	1				8	6	103	61	51	32	81	
NUMBER OF RESPONDENTS	123	1922	10	14	14	32	22	24	108	1				8	6	106	61	55	32	85	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES AND Q16 >= 1 TIME AND Q21 = YES]

Q23 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?

			AGE							RACE						ETHNICITY	HEALTH STATUS		GENDER	
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q23 WORST PERSONAL DOCTOR POSSIBLE	2 0.9%	44 1%	~	~	~	~	2%~	~	~	~	~	~	~	~	1 -0.5%~	~	1%~	1 -0.7%		
01	2 0.9%	31 0.8%	~	3%~	~	~	2%~	~	~	~	20%~	~	~	~	2 ~ 1%~	2 1%	~	2 3%~		
02	1 0.4%	33 0.8%	~	~	~	2%	~	~	~	~	~	~	~	~	1 -0.5%~	~	1%~	1 1%~		
03	7 3%	49 1%	~	3%~	7%~	6%	2%~	~	~	~	~	~	~	1 5%~	7 ~ 3%~	3 2%	4 5%	2 3%	5 3%	
04	4 2%	91 2%	3%~	3%~	~	2%	~	3%~	~	~	~	~	~	1 5%~	1 8%~	3 1%~	2 1%	2 2%	~	3 2%
05	18 8%	232 6%	16%~	14%~	3%~	4%	7%~	~	~	~	~	~	~	1 5%~	17 ~ 8%~	9 6%	7 8%	7 9%	9 6%	
06	10 4%	158 4%	~	17%~	3%~	2%	2%~	3%~	~	~	~	~	~	1 5%~	10 ~ 5%~	7 5%	3 4%	3 4%	7 5%	
07	29 12%	284 7%*	9%~	19%~	14%~	6%	13%~	15%~	~	~	~	~	~	2 11%~	1 8%~	27 13%~	12 8%*	16 19%*	5 6%*	23 16%*
08	42 18%	633 16%	19%~	6%~	34%~	18%	22%~	12%~	~	100%~	~	~	~	6 32%~	3 25%~	36 17%~	29 20%	12 14%	18 22%	23 16%
09	31 13%	737 19%*	19%~	8%~	10%~	14%	9%~	18%~	~	~	40%~	~	~	3 16%~	3 25%~	24 12%~	21 15%	8 10%	10 13%	19 13%
BEST PERSONAL DOCTOR POSSIBLE	89 38%	1651 42%	34%~	28%~	28%~	46%	40%~	48%~	~	~	40%~	~	~	4 21%~	4 33%~	80 38%~	57 40%	29 35%	32 40%	55 38%
#8-10 (NET)	162 69%	3021 77%*	72%~	42%~	72%~	78%	71%~	79%~	~	~	80%~	~	~	13 68%~	10 83%~	140 67%~	107 75%*	49 59%*	60 75%	97 67%

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Q23 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?

	AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER			
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
9-10 (NET)	120 51%	2388 61%*	17 53%~	13 36%~	11 38%~	30 60%	22 49%~	22 67%~	102 52%~	1 100%~	4 ~	7 ~	80%~	7 58%~	104 50%~	78 55%	37 45%	42 53%	74 51%	
NOT ANSWERED	23	511		1	1	7	11	2	20					2	2	19	11	11	6	16
VALID CASES	235	3943	32	36	29	50	45	33	198	1	1	5	19	12	208	142	83	80	145	
NUMBER OF RESPONDENTS	258 100%	4454 100%	32 100%	37 100%	30 100%	57 100%	56 100%	35 100%	218 100%	1 100%	1 100%	5 100%	21 100%	14 100%	227 100%	153 100%	94 100%	86 100%	161 100%	
MEAN	8.08	8.35	8.19	7.25	8.00	8.34	8.07	8.82	8.14	10.0	8.00	7.80	7.74	8.50	8.05	8.32	7.77	8.15	8.14	
p stat_(*=Sig @ p<=.05)		.057	~	~	~.347	~	~	~	~	~	~	~	~	~	~	~.050	.121	.729	.613	

[ASKED IF Q15 = YES]

Q24 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS TO SEE A SPECIALIST?

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE				
Q24 YES	120 38%	2057 40%	5 11%	13 28%	12 32%	31 46%	33 46%	21 55%	105 40%	1 ~	3 38%	1 50%	7 24%	6 35%	110 39%	60 31%*	55 50%*	36 31%*	79 41%		
NO	196 62%	3041 60%	40 89%	34 72%	25 68%	36 54%	39 54%	17 45%	159 60%	1 100%	1 50%	5 ~	1 63%	22 50%	76% 76%	11 65%	174 61%	136 69%*	56 50%*	80 69%*	112 59%
NOT ANSWERED	25	457		1		2	3		6					6	2	4		1	5		
VALID CASES	316	5097	45	47	37	67	72	38	264	1	2	8	2	29	17	284	196	111	116	191	
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%	

Q25 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT TO SEE A SPECIALIST AS SOON AS YOU NEEDED?

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER		
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE
Q25 NEVER	4 4%	91 5%	1 ~ 8%	~	1 ~	2 ~	3 3%~ 10%	3 3%~	~	~	~	~	1 ~ 17%	~	4 ~ 4%	1 2% 3 6%	2 6%~	2 3%~	
SOMETIMES	21 19%	329 17%	4 ~ 33%	3 25%	7 25%	4 13%	1 5%	19 19%	1 ~ 100%	~	~	~	~	~	20 ~ 19%	6 11%* 13 25%	4 12%~	15 20%~	
USUALLY	26 23%	546 29%	1 ~ 8%	5 42%	4 14%	10 33%	5 24%	24 24%	~	~	1 ~ 50%	~	1 ~ 17%	2 50%	24 23%	13 24% 12 23%	5 15%~	20 27%~	
ALWAYS	61 54%	927 49%	5 100%	6 50%	4 33%	17 61%	15 50%	13 62%	55 54%	~	1 ~ 50%	~	4 ~ 67%	2 50%	57 54%	35 64% 25 47%	23 68%~	37 50%~	
#ALWAYS + USUALLY (NET)	87 78%	1473 78%	5 100%	7 58%	9 75%	21 75%	25 83%	18 86%	79 78%	~	2 ~ 100%	~	5 ~ 83%	4 100%	81 77%	48 87%* 37 70%	28 82%~	57 77%~	
TOP BOX SCORE	61 54%	927 49%	5 100%	6 50%	4 33%	17 61%	15 50%	13 62%	55 54%	~	1 ~ 50%	~	4 ~ 67%	2 50%	57 54%	35 64% 25 47%	23 68%~	37 50%~	
NOT ANSWERED	8	107	1	~	3	3	~	4	~	~	1	1	1	2	5	5	2	2	5
VALID CASES	112	1893	5	12	12	28	30	21	101	1	2	~	6	4	105	55	53	34	74
NUMBER OF RESPONDENTS	120	2000	5	13	12	31	33	21	105	1	3	1	7	6	110	60	55	36	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

Q26 HOW MANY SPECIALISTS HAVE YOU SEEN IN THE LAST 6 MONTHS?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q26 NONE	3 3%	66 3%	~	1 8%	~	~	1 3%	1 5%	2 2%	~	~	~	~	1 17%	~	3 3%	~	3 6%	2 6%	1 1%
1 SPECIALIST	67 60%	967 51%*	3 60%	6 46%	8 67%	18 69%	18 60%	13 65%	63 64%	~	~	2 100%	~	2 33%	3 75%	63 61%	37 66%	29 58%	16 48%	50 68%
2	25 23%	501 26%	2 40%	5 38%	4 33%	6 23%	5 17%	3 15%	22 22%	1 100%	~	~	~	2 33%	1 25%	24 23%	15 27%	10 20%	8 24%	17 23%
3	7 6%	222 12%*	~	~	~	1 4%	3 10%	1 5%	5 5%	~	~	~	~	~	~	5 5%	2 4%	3 6%	4 12%	1 1%
4	5 5%	72 4%	~	~	~	1 4%	2 7%	1 5%	4 4%	~	~	~	~	~	~	4 4%	1 2%	3 6%	2 6%	2 3%
5 OR MORE SPECIALISTS	4 4%	70 4%	~	1 8%	~	~	1 3%	1 5%	3 3%	~	~	~	~	1 17%	~	4 4%	1 2%	2 4%	1 3%	2 3%
NOT ANSWERED	9	103				5	3	1	6			1	1	1	2	7	4	5	3	6
VALID CASES	111	1897	5	13	12	26	30	20	99	1		2		6	4	103	56	50	33	73
NUMBER OF RESPONDENTS	120	2000	5	13	12	31	33	21	105	1		3	1	7	6	110	60	55	36	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

Q27 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOU SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST?

			AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER					
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE				
Q27 WORST SPECIALIST POSSIBLE	1 1%	10 0.6%	~	~	~	~	~	5%	1 1%	~	~	~	~	~	1 1%	~	1 2%	~	1 1%		
01		12 0.7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
02		19 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
03		29 2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
04	3 3%	30 2%	~	2 18%	~	~	1 4%	~	3 3%	~	~	~	~	~	3 3%	~	3 7%	1 3%	2 3%		
05	6 6%	55 3%	~	~	~	2 8%	1 4%	~	5 5%	~	~	~	~	~	5 5%	2 4%	2 4%	~	4 6%		
06	3 3%	75 4%	~	1 9%	~	~	1 4%	1 5%	3 3%	~	~	~	~	~	3 3%	1 2%	2 4%	1 3%	2 3%		
07	5 5%	144 8%	1 20%	1 9%	~	~	3 11%	~	4 4%	~	~	1 50%	~	~	5 5%	3 5%	2 4%	2 6%	3 4%		
08	14 13%	332 19%	~	1 9%	6 50%	2 8%	2 7%	3 16%	12 13%	1 100%	~	~	1 20%	1 25%	13 13%	8 15%	5 11%	4 13%	10 14%		
09	16 15%	332 19%	~	1 9%	4 33%	3 12%	2 7%	5 26%	14 15%	~	~	~	~	1 20%	15 15%	7 13%	8 17%	3 10%	12 17%		
BEST SPECIALIST POSSIBLE	57 54%	747 42%	4 80%	5 45%	2 17%	19 73%	18 64%	9 47%	53 56%	~	~	1 50%	~	~	3 60%	3 75%	53 54%	34 62%	23 50%	20 65%	36 51%
#8-10 (NET)	87 83%	1411 79%	4 80%	7 64%	12 100%	24 92%	22 79%	17 89%	79 83%	1 100%	1 50%	~	5 100%	4 100%	81 83%	49 89%	36 78%	27 87%	58 83%		

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Q27 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOU SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST?

	AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER		
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
9-10 (NET)	73 70%	1080 60%*	4 80%~	6 55%~	6 50%~	22 85%~	20 71%~	14 74%~	67 71%~	~	~	1 50%~	4 80%~	3 75%~	68 69%~	41 75%	31 67%~	23 74%~	48 69%~
NOT ANSWERED	3	31	1		1		2						2		1	1	2		
VALID CASES	105	1786	5	11	12	26	28	19	95	1	2	5	4	98	55	46	31	70	
NUMBER OF RESPONDENTS	108 100%	1817 100%	5 100%	12 100%	12 100%	26 100%	29 100%	19 100%	97 100%	1 100%	2 100%	5 100%	4 100%	100 100%	56 100%	47 100%	31 100%	72 100%	
MEAN	8.77	8.46	9.40	8.00	8.67	9.35	8.93	8.68	8.79	8.00	8.50	9.40	9.50	8.77	9.16	8.48	9.13	8.70	
p stat_(*=Sig @ p<=.05)		.110	~	~	~	~	~	~	~	~	~	~	~	~	~.029*	~	~	~	

[ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]

Q28 IN THE LAST 6 MONTHS, DID YOU LOOK FOR ANY INFORMATION IN WRITTEN MATERIALS OR ON THE INTERNET ABOUT HOW YOUR HEALTH PLAN WORKS?

	UHAL TOT ADLT	OHP TOT ADLT	AGE							RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK ILND NATV	AMER IND/ ALSK OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q28 YES	42 14%	1016 20%*	6 13%	13 28%	4 11%	8 12%	6 9%	4 11%	37 14%	~	~	~	~	~	4 15%	1 6%	40 14%	24 13%	17 15%	14 12%	26 14%
NO	266 86%	4109 80%*	39 87%	33 72%	33 89%	59 88%	63 91%	32 89%	224 86%	1 100%	2 100%	~	8 100%	1 100%	23 85%	15 94%	240 86%	167 87%	93 85%	99 88%	162 86%
NOT ANSWERED	33	429	2	2	2	6	2	9	1	2	1	10	7	5	4	8					
VALID CASES	308	5125	45	46	37	67	69	36	261	1	2	8	1	27	16	280	191	110	113	188	
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	1 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%	

Q29 IN THE LAST 6 MONTHS, HOW OFTEN DID THE WRITTEN MATERIALS OR THE INTERNET PROVIDE THE INFORMATION YOU NEEDED ABOUT HOW YOUR HEALTH PLAN WORKS?

			AGE					RACE					ETHNIC- ITY	HEALTH STATUS		GENDER			
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	MALE	FE- MALE		
Q29 NEVER	2 5%	95 10%	~	1 8%	~	~	1 20%	1 3%	~	~	~	~	1 25%	2 5%	1 4%	1 6%	1 7%	1 4%	
SOMETIMES	14 34%	336 35%	4 67%	3 23%	~	4 50%	1 20%	1 25%	~	~	~	~	2 50%	1 100%	12 31%	7 29%	6 38%	4 29%	8 32%
USUALLY	18 44%	299 31%	2 33%	8 62%	2 50%	2 25%	2 40%	2 50%	~	~	~	~	1 25%	18 46%	11 46%	7 44%	5 36%	13 52%	
ALWAYS	7 17%	228 24%	~	1 8%	2 50%	2 25%	1 20%	1 25%	~	~	~	~	~	7 18%	5 21%	2 12%	4 29%	3 12%	
#ALWAYS + USUALLY (NET)	25 61%	526 55%	2 33%	9 69%	4 100%	4 50%	3 60%	3 75%	~	~	~	~	1 25%	25 64%	16 67%	9 56%	9 64%	16 64%	
TOP BOX SCORE	7 17%	228 24%	~	1 8%	2 50%	2 25%	1 20%	1 25%	~	~	~	~	~	7 18%	5 21%	2 12%	4 29%	3 12%	
NOT ANSWERED	1	45					1	1						1	1		1		
VALID CASES	41	957	6	13	4	8	5	4					4	1	39	24	16	14	25
NUMBER OF RESPONDENTS	42	1002	6	13	4	8	6	4					4	1	40	24	17	14	26
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

Q30 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM YOUR HEALTH PLAN'S CUSTOMER SERVICE?

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q30																					
YES	65 21%	1357 27%*	7 16%~	10 21%~	5 14%~	17 25%	14 20%	10 28%~	57 22%~	~	~	1 ~ 12%~	5 ~ 18%~	5 31%~	58 21%~	32 16%*	30 28%*	18 16%	44 23%		
NO	245 79%	3728 73%*	38 84%~	37 79%~	32 86%~	51 75%	55 80%	26 72%~	205 78%~	1 100%~	2 100%~	7 ~ 88%~	1 100%~	23 82%~	11 69%~	224 79%~	162 84%*	79 72%*	97 84%	144 77%	
NOT ANSWERED	31	469		1		1	6	2	8			1	1	1	8	4	6	2	8		
VALID CASES	310	5085	45	47	37	68	69	36	262	1	2	8	1	28	16	282	194	109	115	188	
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%	

Q31 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE GIVE YOU THE INFORMATION OR HELP YOU NEEDED?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q31 NEVER	4 7%	46 4%	1 14%~	~	2 ~	13%~	~	3 6%~	~	~	~	~	~	~	3 6%~	2 6%~	1 4%~	1 6%~	2 5%~	
SOMETIMES	9 15%	289 23%	2 29%~	2 20%~	~	1 7%~	2 17%~	1 10%~	6 11%~	~	~	~	~	2 40%~	1 20%~	7 13%~	6 19%~	2 7%~	6 12%~	15%~
USUALLY	18 30%	401 32%	2 29%~	4 40%~	2 40%~	6 40%~	1 8%~	3 30%~	17 32%~	~	~	~	~	1 20%~	1 20%~	17 31%~	5 16%~	12 44%~	5 29%~	13 32%~
ALWAYS	30 49%	508 41%	2 29%~	4 40%~	3 60%~	6 40%~	9 75%~	6 60%~	27 51%~	~	~	1 ~100%~	~	2 40%~	3 60%~	27 50%~	18 58%~	12 44%~	9 53%~	20 49%~
#ALWAYS + USUALLY (NET)	48 79%	909 73%	4 57%~	8 80%~	5 100%~	12 80%~	10 83%~	9 90%~	44 83%~	~	~	1 ~100%~	~	3 60%~	4 80%~	44 81%~	23 74%~	24 89%~	14 82%~	33 80%~
TOP BOX SCORE	30 49%	508 41%	2 29%~	4 40%~	3 60%~	6 40%~	9 75%~	6 60%~	27 51%~	~	~	1 ~100%~	~	2 40%~	3 60%~	27 50%~	18 58%~	12 44%~	9 53%~	20 49%~
NOT ANSWERED	4	75			2	2		4							4	1	3	1	3	
VALID CASES	61	1245	7	10	5	15	12	10	53			1		5	5	54	31	27	17	41
NUMBER OF RESPONDENTS	65	1320	7	10	5	17	14	10	57			1		5	5	58	32	30	18	44
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%		100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE STAFF TREAT YOU WITH COURTESY AND RESPECT?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	OTHER	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE
Q32 NEVER	2 3%	18 1%	1 14%~	~	~	~	~	1 2%~	~	~	~	~	~	~	~	1 2%~	1 3%~	~	1 6%~	~
SOMETIMES	7 11%	93 7%	~	3 30%~	~	3 20%~	~	5 9%~	~	~	~	~	~	1 20%~	1 20%~	5 9%~	4 13%~	2 7%~	2 12%~	4 10%~
USUALLY	12 20%	288 23%	1 14%~	2 20%~	1 20%~	4 27%~	3 25%~	1 10%~	11 21%~	~	~	~	~	1 20%~	1 20%~	11 20%~	4 13%~	8 30%~	~	12 29%~
ALWAYS	40 66%	849 68%	5 71%~	5 50%~	4 80%~	8 53%~	9 75%~	9 90%~	36 68%~	~	~	1 ~100%~	~	3 60%~	3 60%~	37 69%~	22 71%~	17 63%~	14 82%~	25 61%~
#ALWAYS + USUALLY (NET)	52 85%	1137 91%	6 86%~	7 70%~	5 100%~	12 80%~	12 100%~	10 100%~	47 89%~	~	~	1 ~100%~	~	4 80%~	4 80%~	48 89%~	26 84%~	25 93%~	14 82%~	37 90%~
TOP BOX SCORE	40 66%	849 68%	5 71%~	5 50%~	4 80%~	8 53%~	9 75%~	9 90%~	36 68%~	~	~	1 ~100%~	~	3 60%~	3 60%~	37 69%~	22 71%~	17 63%~	14 82%~	25 61%~
NOT ANSWERED	4	73				2	2	4								4	1	3	1	3
VALID CASES	61	1247	7	10	5	15	12	10	53			1		5	5	54	31	27	17	41
NUMBER OF RESPONDENTS	65	1320	7	10	5	17	14	10	57			1		5	5	58	32	30	18	44
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%		100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

Q33 IN THE LAST 6 MONTHS, DID YOUR HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q33 YES	89 29%	1535 30%	14 32%~	10 22%~	11 30%~	18 27%	16 23%	17 45%~	72 27%~	2 ~100%~	3 ~38%~	9 ~32%~	4 25%~	78 28%~	57 30%	30 27%	31 27%	56 29%			
NO	221 71%	3528 70%	30 68%~	36 78%~	26 70%~	49 73%	54 77%	21 55%~	190 73%~	1 100%~	5 ~	1 ~	19 63%~	19 100%~	68%~	75%~	203 72%~	135 70%	81 73%	82 73%	134 71%
NOT ANSWERED	31	491	1	2	2	5		8				1	1	1	9	6	4	4	6		
VALID CASES	310	5063	44	46	37	67	70	38	262	1	2	8	1	28	16	281	192	111	113	190	
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%	

PQ34 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR HEALTH PLAN EASY TO FILL OUT?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
PQ34 NEVER	2 0.7%	53 1%	~	~	3%	~	~	~	~	~	~	~	~	~	1 ~0.4%	1 ~0.9%	1 ~0.5%	1	1	
SOMETIMES	13 4%	302 6%	3 7%	4 9%	2 5%	3 5%	1 ~	8 3%	2 ~100%	~	~	2 ~	2 7%	11 4%	10 5%	3 3%	3 3%	10 5%	10 5%	
USUALLY	32 11%	589 12%	7 16%	3 7%	6 16%	6 9%	3 4%*	6 17%	29 11%	~	~	1 ~	2 7%	27 10%	22 12%	10 9%	11 10%	21 11%	21 11%	
ALWAYS	256 84%	4094 81%	34 77%	39 85%	28 76%	56 86%	64 96%*	29 81%	217 85%	1 ~	~	7 ~	1 ~	24 86%	13 81%	235 86%	157 83%	93 87%	97 87%	153 83%
#ALWAYS + USUALLY (NET)	288 95%	4682 93%	41 93%	42 91%	34 92%	62 95%	67 100%	35 97%	246 96%	1 ~	~	8 ~	1 ~	26 93%	14 88%	262 96%	179 95%	103 96%	108 97%	174 94%
TOP BOX SCORE	256 84%	4094 81%	34 77%	39 85%	28 76%	56 86%	64 96%*	29 81%	217 85%	1 ~	~	7 ~	1 ~	24 86%	13 81%	235 86%	157 83%	93 87%	97 87%	153 83%
NOT ANSWERED	7	97				2	3	2	7					7	3	4	2	5		
VALID CASES	303	5037	44	46	37	65	67	36	255	1	2	8	1	28	16	274	189	107	111	185
NUMBER OF RESPONDENTS	310 100%	5134 100%	44 100%	46 100%	37 100%	65 100%	67 100%	36 100%	262 100%	1 100%	2 100%	8 100%	1 100%	28 100%	16 100%	281 100%	192 100%	111 100%	113 100%	190 100%

[ASKED IF Q33 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q33 = NO]

Q35 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?

			AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE			
Q35 WORST HEALTH PLAN POSSIBLE	6 2%	48 1%	~	~	~	5%	1%	3%	4%	~	~	~	~	~	4%	~	2%	2%	~	3%		
01	4 1%	36 0.7%	~	5%	~	2%	1%	~	0.8%	~	~	~	100%	4%	~	1%	0.5%	3%	3%	0.6%		
02	3 1%	58 1%	2%	~	3%	~	1%	~	0.8%	~	~	~	~	4%	~	1%	0.5%	2%	3%	~		
03	7 2%	85 2%	2%	5%	5%	~	3%	~	2%	~	50%	~	~	4%	7%	6%	2%	2%	~	4%*		
04	13 4%	108 2%	~	7%	3%	8%	4%	3%	12%	~	~	~	~	4%	~	5%	4%	6%	2%	11%		
05	41 14%	486 10%	14%	11%	19%	17%	13%	~	13%	~	~	~	~	15%	20%	13%	14%	12%	13%	13%		
06	26 9%	314 6%	12%	11%	14%	6%	10%	~	10%	~	~	13%	~	4%	7%	9%	11%	6%	6%	11%		
07	44 15%	595 12%	19%	18%	11%	14%	18%	9%	38%	1%	~	25%	~	12%	~	16%	16%	13%	22%	22%		
08	37 13%	978 20%*	16%	18%	8%	6%*	9%	27%	31%	~	~	25%	~	15%	7%	13%	12%	14%	14%	23%		
09	42 14%	825 17%	12%	9%	19%	18%	10%	15%	36%	~	50%	~	~	12%	27%	13%	15%	11%	16%	13%		
BEST HEALTH PLAN POSSIBLE	72 24%	1331 27%	23%	16%	19%	25%	27%	42%	63%	~	~	38%	~	23%	33%	23%	23%	27%	26%	24%		
#8-10 (NET)	151 51%	3134 64%*	51%	43%	46%	49%	46%	85%	130%	~	50%	~	63%	~	50%	67%	50%	51%	53%	54%		

Continued

Q35 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?

	AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER			
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
9-10 (NET)	114 39%	2156 44%*	15 35%~	11 25%~	14 38%~	28 43%	25 37%	19 58%~	99 40%~	1 ~	3 50%~	9 ~	35%~	9 60%~	99 37%~	71 39%	41 39%	45 41%	67 37%	
NOT ANSWERED	46	689	2	4		4	8	5	20			1	3	2	21	15	9	8	16	
VALID CASES	295	4865	43	44	37	65	67	33	250	1	2	8	1	26	15	269	183	106	109	180
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%
MEAN	7.27	7.79	7.49	6.84	7.08	7.12	7.21	8.55	7.38	7.00	6.00	8.25	1.00	6.77	7.87	7.24	7.39	7.17	7.54	7.17
p stat_(*=Sig @ p<=.05)		.000*	~	~	~	.602	.805	~	~	~	~	~	~	~	~	~	.288	.584	.153	.371

Q35A IN THE LAST 6 MONTHS, DID YOU HAVE A HEALTH PROBLEM FOR WHICH YOU NEEDED SPECIAL MEDICAL EQUIPMENT, SUCH AS A CANE, A WHEELCHAIR, OR OXYGEN EQUIPMENT?

			AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE			
Q35A YES	58 19%	908 18%	1 2%	3 7%	5 14%	14 21%	18 26%	15 41%	50 19%	1 100%	1 50%	1 ~ 12%	4 ~ 14%	2 13%	54 19%	19 10%*	37 34%*	17 15%	38 20%			
NO	251 81%	4189 82%	44 98%	43 93%	32 86%	53 79%	51 74%	22 59%	211 81%	1 ~ 50%	7 ~ 88%	1 100%	24 86%	14 88%	227 81%	173 90%*	73 66%*	96 85%	151 80%			
NOT ANSWERED	32	458		2		2	6	1	9			1	1	1	9	6	5	4	7			
VALID CASES	309	5096	45	46	37	67	69	37	261	1	2	8	1	28	16	281	192	110	113	189		
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%		

Q35B IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE MEDICAL EQUIPMENT YOU NEEDED THROUGH YOUR HEALTH PLAN?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35B NEVER	16 29%	172 22%	1 ~ 33%	2 ~ 40%	4 ~ 29%	5 ~ 31%	3 ~ 21%	13 28%	1 ~ 100%					2 ~ 50%	16 ~ 31%	5 26%	10 29%	5 31%	10 28%	
SOMETIMES	12 22%	131 17%	2 ~ 67%	4 ~ 29%	3 ~ 19%	2 ~ 14%	10 21%						1 ~ 25%	1 50%	10 20%	2 11%	9 26%	2 12%	8 22%	
USUALLY	6 11%	173 22%	1 100%		2 ~ 14%	2 ~ 13%	1 7%	5 11%			1 ~ 100%				1 50%	4 8%	4 21%	2 6%	1 6%	5 14%
ALWAYS	21 38%	296 38%		3 ~ 60%	4 ~ 29%	6 ~ 38%	8 ~ 57%	19 40%	1 100%					1 ~ 25%	21 ~ 41%	8 42%	13 38%	8 50%	13 36%	
#ALWAYS + USUALLY (NET)	27 49%	470 61%	1 100%	3 ~ 60%	6 ~ 43%	8 ~ 50%	9 ~ 64%	24 51%	1 100%		1 ~ 100%			1 ~ 25%	1 50%	25 49%	12 63%	15 44%	9 56%	18 50%
TOP BOX SCORE	21 38%	296 38%		3 ~ 60%	4 ~ 29%	6 ~ 38%	8 ~ 57%	19 40%	1 100%					1 ~ 25%	21 ~ 41%	8 42%	13 38%	8 50%	13 36%	
NOT ANSWERED	3	58				2	1	3							3		3	1	2	
VALID CASES	55	773	1	3	5	14	16	47	1	1			1	4	2	51	19	34	16	36
NUMBER OF RESPONDENTS	58	831	1	3	5	14	18	50	1	1			1	4	2	54	19	37	17	38
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35A = YES]

Q35C IN THE LAST 6 MONTHS, DID YOU HAVE ANY HEALTH PROBLEMS THAT NEEDED SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q35C YES	45 15%	876 17%	3 7%	6 13%	3 8%	11 17%	13 19%	6 16%	38 15%	1 100%	1 50%	1 ~ 12%	2 ~ 7%	2 12%	41 15%	17 9%*	26 25%*	12 11%	30 16%	
NO	262 85%	4320 83%	41 93%	41 87%	34 92%	53 83%	57 81%	31 84%	219 85%	1 ~ 50%	7 ~ 88%	2 100%	27 93%	15 88%	236 85%	177 91%*	80 75%*	101 89%	157 84%	
NOT ANSWERED	34	357	1	1		5	5	1	13					13	4	9	4	9		
VALID CASES	307	5197	44	47	37	64	70	37	257	1	2	8	2	29	17	277	194	106	113	187
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q35D IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE SPECIAL THERAPY YOU NEEDED THROUGH YOUR HEALTH PLAN?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35D NEVER	17 40%	245 32%	1 33%	4 67%	3 100%	3 27%	3 27%	1 17%	16 44%	~	~	~	~	~	~	1 50%	16 41%	5 29%	11 46%	3 25%	13 46%
SOMETIMES	9 21%	126 16%	1 33%	1 17%	~	4 36%	1 9%	1 17%	7 19%	1 100%	~	~	~	~	~	8 21%	~	2 12%	6 25%	2 17%	6 21%
USUALLY	7 16%	150 20%	1 33%	~	~	2 18%	3 27%	1 17%	5 14%	1 100%	~	~	~	~	1 50%	6 50%	6 15%	3 18%	4 17%	1 8%	5 18%
ALWAYS	10 23%	244 32%	~	1 17%	~	2 18%	4 36%	3 50%	8 22%	~	~	1 100%	~	~	1 50%	9 23%	7 41%	3 12%	3 12%	6 50%	4 14%
#ALWAYS + USUALLY (NET)	17 40%	393 51%	1 33%	1 17%	~	4 36%	7 64%	4 67%	13 36%	1 100%	~	1 100%	~	~	2 100%	15 50%	15 38%	10 59%	7 29%	7 58%	9 32%
TOP BOX SCORE	10 23%	244 32%	~	1 17%	~	2 18%	4 36%	3 50%	8 22%	~	~	1 100%	~	~	1 50%	9 23%	7 41%	3 12%	3 12%	6 50%	4 14%
NOT ANSWERED	2	42				2			2							2		2			2
VALID CASES	43	765	3	6	3	11	11	6	36	1	1		1		2	2	39	17	24	12	28
NUMBER OF RESPONDENTS	45	807	3	6	3	11	13	6	38	1	1		1		2	2	41	17	26	12	30
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35C = YES]

Q35E A HEALTH PROVIDER COULD BE A GENERAL DOCTOR, A SPECIALIST DOCTOR, A NURSE PRACTITIONER, A PHYSICIAN ASSISTANT, A NURSE OR ANYONE ELSE YOU WOULD SEE FOR HEALTH CARE. IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?

			AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER					
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q35E ALWAYS	7 2%	186 4%	1 2%	2 ~	5 ~	2 ~	2 6%	4 2%	~	~	~	~	~	3 11%	7 ~	2 2%	4 3%	3 4%	5 1%	2	
USUALLY	14 5%	261 5%	~	1 2%	5 14%	~	6 8%	2 6%	11 4%	1 ~	1 ~	1 50%	1 ~	3 18%	11 4%	5 3%	9 8%*	3 3%	10 5%	10	
SOMETIMES	68 22%	993 19%	13 30%	15 32%	4 11%	14 21%	12 17%	6 17%	58 22%	1 100%	~	3 38%	4 ~	4 14%	61 24%	41 22%	24 22%	21 19%	44 23%	44	
NEVER	218 71%	3697 72%	30 68%	31 66%	26 70%	52 79%	52 72%	25 71%	187 72%	1 ~	4 50%	1 ~	21 75%	10 59%	202 72%	143 74%	73 67%	84 74%	133 70%	133	
#NEVER + SOMETIMES (NET)	286 93%	4690 91%	43 98%	46 98%	30 81%	66 100%	64 89%	31 89%	245 94%	1 100%	1 50%	7 ~	1 88%	25 89%	14 82%	263 94%	184 95%	97 89%	105 93%	177 94%	
TOP BOX SCORE	218 71%	3697 72%	30 68%	31 66%	26 70%	52 79%	52 72%	25 71%	187 72%	1 ~	4 50%	1 ~	21 75%	10 59%	202 72%	143 74%	73 67%	84 74%	133 70%	133	
NOT ANSWERED	34	417	1	1		3	3	3	10				1		9	5	6	4	7	7	
VALID CASES	307	5137	44	47	37	66	72	35	260	1	2		8	2	28	17	281	193	109	113	189
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%		8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196

Q35F IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q35F ALWAYS	2 0.6%	87 2%*	~	~	~	~	3%	~	0.8%	~	~	~	~	~	~	~	~	0.7%	~	2%	~	1%
USUALLY	19 6%	142 3%*	~	3%	1%	5%	5%	4%	14%	~	~	38%	~	7%	2%	1%	18%	4%	7%	11%	3%	14%
SOMETIMES	66 21%	912 18%	13%	7%	8%	16%	12%	6%	51%	1%	1%	2%	8%	8%	55%	36%	28%	19%	25%	13%	49%	
NEVER	221 72%	4005 78%*	31%	37%	28%	45%	53%	26%	194%	1%	1%	4%	18%	8%	206%	150%	69%	78%*	63%*	84%*	125%	
#NEVER + SOMETIMES (NET)	287 93%	4917 96%	44%	44%	36%	61%	65%	32%	245%	1%	2%	5%	2%	16%	261%	186%	97%	96%*	88%*	97%*	174%	
TOP BOX SCORE	221 72%	4005 78%*	31%	37%	28%	45%	53%	26%	194%	1%	1%	4%	18%	8%	206%	150%	69%	78%*	63%*	84%*	125%	
NOT ANSWERED	33	408	1	1		3	3	2	9					1	9	5	5			4	6	
VALID CASES	308	5146	44	47	37	66	72	36	261	1	2	8	2	17	281	193	110	100%	100%	113	190	
NUMBER OF RESPONDENTS	341 100%	5554 100%	45%	48%	37%	69%	75%	38%	270%	1%	2%	8%	2%	17%	290%	198%	115%	100%	100%	117%	196%	

Q35G IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER USE A CONDESCENDING, SARCASTIC OR RUDE TONE OR MANNER WITH YOU?

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- AMER	NATV HAW/ AS- IAN	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	VERY GOOD & POOR	FAIR & POOR	FE- MALE	MALE			
Q35G ALWAYS	4 1%	75 1%	~	~	~	2%	1%	6%	2%	~	~	~	~	~	6%	1%	~	4%*	~	2%	
USUALLY	7 2%	99 2%	~	4%	~	3%	1%	6%	2%	~	~	~	12%	~	~	3%	4%	2%	4%	2%	3%
SOMETIMES	39 13%	596 12%	14%	15%	8%	9%	14%	9%	32%	~	~	~	12%	50%	14%	6%	13%	9%*	17%	9%	14%
NEVER	255 84%	4397 85%	86%	81%	92%	86%	83%	80%	217	1	2	6	1	24	15	232	170	83	100	154	81%
#NEVER + SOMETIMES (NET)	294 96%	4993 97%	100%	96%	100%	95%	97%	89%	249	1	2	7	2	28	16	269	188	102	110	181	96%
TOP BOX SCORE	255 84%	4397 85%	86%	81%	92%	86%	83%	80%	217	1	2	6	1	24	15	232	170	83	100	154	81%
NOT ANSWERED	36	387	1	1		3	4	3	11					1		11	7	5	5	7	
VALID CASES	305	5167	44	47	37	66	71	35	259	1	2	8	2	28	17	279	191	110	112	189	
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35H IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TELL A DOCTOR OR OTHER HEALTH PROVIDER ANYTHING, EVEN THINGS THAT YOU MIGHT NOT TELL ANYONE ELSE?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q35H #YES DEFINITELY	131 43%	2206 43%	17 39%~	19 40%~	11 30%~	32 48%	34 49%	17 49%	115 44%~	1 100%~	~	1 ~	11 13%~	11 41%~	10 59%~	115 41%~	90 47%*	39 35%*	50 45%	80 42%
YES SOMEWHAT	79 26%	1724 34%*	14 32%~	9 19%~	13 35%~	18 27%	15 22%	8 23%~	71 27%~	1 ~	~	3 38%~	2 7%~	2 12%~	76 27%~	49 26%	28 25%	28 25%	49 26%	
NO	94 31%	1181 23%*	13 30%~	19 40%~	13 35%~	17 25%	20 29%	10 29%~	73 28%~	1 ~	~	4 50%~	2 100%~	14 52%~	5 29%~	87 31%~	51 27%	43 39%*	33 30%	60 32%
NOT ANSWERED	37	443	1	1		2	6	3	11					2	12	8	5	6	7	
VALID CASES	304	5111	44	47	37	67	69	35	259	1	2	8	2	27	17	278	190	110	111	189
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35I IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q35I																						
#YES DEFINITELY	189 62%	3431 67%	26 59%~	27 57%~	23 62%~	45 68%	45 63%	22 63%~	167 64%~	1 100%~		4 ~	14 ~	50%~	14 ~	50%~	11 65%~	173 62%~	130 68%*	57 51%*	70 63%	118 62%
YES SOMEWHAT	92 30%	1348 26%	13 30%~	15 32%~	13 35%~	17 26%	20 28%	11 31%~	72 28%~	2 ~100%~		3 ~	1 50%~	13 46%~	29%~	30%~	5 25%*	85 40%*	47 25%*	44 40%*	33 30%	58 30%
NO	25 8%	341 7%	5 11%~	5 11%~	1 3%~	4 6%	7 10%	2 6%~	21 8%~	~	~	1 ~	1 50%~	1 4%~	1 6%~	23 8%~	14 7%	10 9%	8 7%	15 8%	8 7%	15 8%
NOT ANSWERED	35	434	1	1		3	3	3	10						1		9	7	4	6	5	
VALID CASES	306	5120	44	47	37	66	72	35	260	1	2		8	2	28	17	281	191	111	111	191	
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%		8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%	

Q35J IN THE LAST 6 MONTHS, DID YOU FEEL A DOCTOR OR OTHER HEALTH PROVIDER ALWAYS TOLD YOU THE TRUTH ABOUT YOUR HEALTH, EVEN IF THERE WAS BAD NEWS?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q35J #YES DEFINITELY	226 74%	3907 76%	36 82%~	32 70%~	25 69%~	50 75%	55 77%	27 75%~	199 77%~	1 100%~			6 ~	2 ~	15 54%~	12 75%~	208 74%~	150 79%*	74 66%*	86 78%	139 73%
YES SOMEWHAT	52 17%	870 17%	5 11%~	10 22%~	10 28%~	12 18%	6 8%*	6 17%~	41 16%~		2 ~100%~				8 ~	3 29%~	47 19%~	28 15%	23 21%	12 11%*	39 20%*
NO	26 9%	334 7%	3 7%~	4 9%~	1 3%~	5 7%	10 14%	3 8%~	19 7%~				2 ~	5 25%~	1 18%~	25 6%~	11 9%~	15 6%*	15 13%*	12 11%	13 7%
NOT ANSWERED	37	443	1	2	1	2	4	2	11						1	1	10	9	3	7	5
VALID CASES	304	5111	44	46	36	67	71	36	259	1	2		8	2	28	16	280	189	112	110	191
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2		8	2	29	17	290	198	115	117	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35K IN THE LAST 6 MONTHS, DID YOU FEEL THIS PROVIDER CARED AS MUCH AS YOU DO ABOUT YOUR HEALTH?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35K																					
#YES DEFINITELY	184 61%	3274 64%	23 52%~	27 59%~	24 67%~	43 64%	43 61%	24 67%~	162 63%~	1 100%~		5 ~	1 ~	13 46%~	10 62%~	168 60%~	130 69%*	54 48%*	75 68%*	109 57%	
YES SOMEWHAT	75 25%	1308 25%	14 32%~	12 26%~	8 22%~	14 21%	15 21%	10 28%~	63 24%~	1 ~	50%~	1 ~	1 13%~	9 ~	32%~	4 25%~	70 25%~	37 20%*	36 32%*	23 21%	51 27%
NO	45 15%	554 11%*	7 16%~	7 15%~	4 11%~	10 15%	13 18%	2 6%~	34 13%~	1 ~	50%~	2 ~	1 50%~	6 21%~	2 12%~	42 15%~	22 12%	22 20%	12 11%	31 16%	
NOT ANSWERED	37	417	1	2	1	2	4	2	11					1	1	10	9	3	7	5	
VALID CASES	304	5137	44	46	36	67	71	36	259	1	2		8	2	28	16	280	189	112	110	191
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%		8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q35L IN THE LAST 6 MONTHS, DID YOU FEEL THIS PROVIDER REALLY CARED ABOUT YOU AS A PERSON?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE
Q35L NEVER	25 8%	281 6%	5 12%~	3 7%~	7 ~ 10%	7 10%	2 6%~	20 8%~	~	~	~	~	~	4 14%~	1 7%~	23 8%~	14 7%	10 9%	7 6%	16 8%
SOMETIMES	46 15%	704 14%	5 12%~	9 20%~	9 26%~	7 10%	8 11%	5 14%~	37 14%~	1 ~ 50%~	2 ~ 29%~	1 50%~	4 14%~	1 7%~	45 16%~	23 12%	22 20%	13 12%	32 17%	
USUALLY	75 25%	1231 24%	14 33%~	11 24%~	8 23%~	15 22%	10 24%	65 25%~	~	~	2 ~ 29%~	1 50%~	7 25%~	5 33%~	69 25%~	45 24%	29 26%	19 17%*	56 29%*	
ALWAYS	158 52%	2878 56%	19 44%~	23 50%~	18 51%~	38 57%	40 56%	19 53%~	138 53%~	1 100%~	1 50%~	3 ~ 43%~	13 ~ 46%~	8 53%~	143 51%~	106 56%*	51 46%	70 64%*	87 46%*	
#ALWAYS + USUALLY (NET)	233 77%	4109 81%	33 77%~	34 74%~	26 74%~	53 79%	29 81%~	203 78%~	1 100%~	1 50%~	5 ~ 71%~	1 50%~	20 71%~	13 87%~	212 76%~	151 80%	80 71%	89 82%	143 75%	
TOP BOX SCORE	158 52%	2878 56%	19 44%~	23 50%~	18 51%~	38 57%	40 56%	19 53%~	138 53%~	1 100%~	1 50%~	3 ~ 43%~	13 ~ 46%~	8 53%~	143 51%~	106 56%*	51 46%	70 64%*	87 46%*	
NOT ANSWERED	37	461	2	2	2	2	3	2	10		1	1	2	10	10	3	8	5		
VALID CASES	304	5093	43	46	35	67	72	36	260	1	2	7	2	28	15	280	188	112	109	191
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q35M IN THE LAST 6 MONTHS, HOW OFTEN HAVE YOU BEEN TREATED UNFAIRLY AT A DOCTOR OR OTHER HEALTH PROVIDER'S OFFICE BECAUSE OF YOUR RACE OR ETHNICITY?

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q35M ALWAYS	5 2%	72 1%	1 2%	~	~	2 3%	2 3%	~	3 1%	~	~	1 14%	~	1 4%	~	5 2%	3 2%	2 2%	3 3%	2 1%
USUALLY	5 2%	48 0.9%	~	1 2%	~	3 4%	1 1%	~	4 2%	~	~	~	~	1 4%	~	5 2%	2 1%	3 3%	2 2%	3 2%
SOMETIMES	11 4%	187 4%	2 5%	2 4%	1 3%	2 3%	3 4%	~	7 3%	~	1 50%	~	1 14%	~	1 4%	10 7%	7 4%	3 3%	3 3%	7 4%
NEVER	284 93%	4818 94%	41 93%	44 94%	34 97%	60 90%	66 92%	35 100%	246 95%	1 100%	1 50%	5 ~	2 71%	25 100%	14 93%	261 93%	178 94%	103 93%	103 93%	179 94%
#NEVER + SOMETIMES (NET)	295 97%	5005 98%	43 98%	46 98%	35 100%	62 93%	69 96%	35 100%	253 97%	1 100%	2 100%	6 ~	2 86%	26 93%	15 100%	271 96%	185 97%	106 95%	106 95%	186 97%
TOP BOX SCORE	284 93%	4818 94%	41 93%	44 94%	34 97%	60 90%	66 92%	35 100%	246 95%	1 100%	1 50%	5 ~	2 71%	25 100%	14 93%	261 93%	178 94%	103 93%	103 93%	179 94%
NOT ANSWERED	36	430	1	1	2	2	3	3	10			1		1	2	9	8	4	6	5
VALID CASES	305	5124	44	47	35	67	72	35	260	1	2	7	2	28	15	281	190	111	111	191
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35N IN THE LAST 6 MONTHS, HOW OFTEN HAVE YOU BEEN TREATED UNFAIRLY AT A DOCTOR OR OTHER HEALTH PROVIDER'S OFFICE BECAUSE OF THE TYPE OF HEALTH INSURANCE YOU HAVE OR BECAUSE YOU DO NOT HAVE HEALTH INSURANCE?

			AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER		
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q35N ALWAYS	11 4%	130 3%	1 2%	1 2%	2 6%	2 3%	4 6%	5 ~	1 ~ 50%	1 ~ 14%	3 ~ 11%	10 ~ 4%	5 3%	5 5%	5 5%	5 5%	5 5%			
USUALLY	16 5%	191 4%	1 2%	6 13%	1 3%	4 6%	3 4%	12 5%	~	1 ~ 14%	1 50%	2 7%	16 ~ 6%	10 5%	5 5%	3 3%	12 6%			
SOMETIMES	42 14%	664 13%	6 14%	9 19%	4 11%	10 15%	9 12%	2 6%	37 14%	~	~	~	3 ~ 11%	2 13%	39 14%	23 12%	18 16%	10 9%*	31 16%	
NEVER	235 77%	4121 81%	36 82%	31 66%	28 80%	51 76%	56 78%	32 94%	205 79%	1 100%	1 50%	5 ~ 71%	1 50%	20 71%	13 87%	216 77%	152 80%	82 75%	93 84%*	142 75%
#NEVER + SOMETIMES (NET)	277 91%	4786 94%	42 95%	40 85%	32 91%	61 91%	65 90%	34 100%	242 93%	1 100%	1 50%	5 ~ 71%	1 50%	23 82%	15 100%	255 91%	175 92%	100 91%	103 93%	173 91%
TOP BOX SCORE	235 77%	4121 81%	36 82%	31 66%	28 80%	51 76%	56 78%	32 94%	205 79%	1 100%	1 50%	5 ~ 71%	1 50%	20 71%	13 87%	216 77%	152 80%	82 75%	93 84%*	142 75%
NOT ANSWERED	37	448	1	1	2	2	3	4	11		1	1	2	9	8	5	6	6		
VALID CASES	304	5106	44	47	35	67	72	34	259	1	2	7	2	28	15	281	190	110	111	190
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q350 IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER GIVE YOU ALL THE INFORMATION YOU WANTED ABOUT YOUR HEALTH?

			AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE			
Q350 NEVER	23 8%	298 6%	5 11%	3 7%	2 6%	3 4%	8 11%	1 3%	13 5%	~	~	1 13%	1 50%	7 25%	~	22 8%	12 6%	10 9%	12 11%	10 5%		
SOMETIMES	52 17%	693 14%	6 14%	6 13%	5 14%	14 21%	14 19%	6 17%	45 17%	2 ~100%	~	1 13%	3 ~11%	2 13%	50 18%	29 15%	22 20%	11 10%*	39 20%*			
USUALLY	73 24%	1328 26%	10 23%	13 28%	10 28%	14 21%	17 24%	7 19%	61 23%	1 100%	~	3 38%	8 ~29%	~	4 25%	67 24%	43 23%	30 27%	20 18%	53 28%*		
ALWAYS	158 52%	2777 55%	23 52%	24 52%	19 53%	36 54%	33 46%	22 61%	141 54%	~	~	3 38%	1 50%	10 36%	10 63%	142 51%	106 56%	50 45%	67 61%*	90 47%*		
#ALWAYS + USUALLY (NET)	231 75%	4105 81%*	33 75%	37 80%	29 81%	50 75%	50 69%	29 81%	202 78%	1 100%	~	6 75%	1 50%	18 64%	14 88%	209 74%	149 78%	80 71%	87 79%	143 74%		
TOP BOX SCORE	158 52%	2777 55%	23 52%	24 52%	19 53%	36 54%	33 46%	22 61%	141 54%	~	~	3 38%	1 50%	10 36%	10 63%	142 51%	106 56%	50 45%	67 61%*	90 47%*		
NOT ANSWERED	35	459	1	2	1	2	3	2	10					1	1	9	8	3	7	4		
VALID CASES	306	5095	44	46	36	67	72	36	260	1	2	8	2	28	16	281	190	112	110	192		
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

Q35P IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER ENCOURAGE YOU TO TALK ABOUT ALL YOUR HEALTH QUESTIONS OR CONCERNS?

	UHAL TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS-	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q35P NEVER	48 16%	592 12%*	6 14%~	6 13%~	4 11%~	10 15%	19 27%*	3 8%~	37 14%~	~	~	2 ~ 25%~	1 50%~	8 29%~	1 6%~	46 16%~	22 12%*	26 23%*	16 15%	31 16%
SOMETIMES	50 16%	825 16%	11 25%~	6 13%~	4 11%~	9 13%	10 14%	9 25%~	43 17%~	~	~	~	1 ~ 50%~	5 18%~	5 31%~	44 16%~	24 13%*	25 22%*	9 8%*	40 21%*
USUALLY	68 22%	1308 26%	11 25%~	12 26%~	10 28%~	12 18%	17 24%	4 11%~	58 22%~	~	2 ~100%~	3 ~ 38%~	~	5 ~ 18%~	3 19%~	64 23%~	41 22%	27 24%	28 26%	40 21%
ALWAYS	138 45%	2353 46%	16 36%~	22 48%~	18 50%~	36 54%	25 35%*	20 56%~	121 47%~	1 100%~	~	3 ~ 38%~	10 ~ 36%~	7 44%~	126 45%~	102 54%*	34 30%*	56 51%	81 42%	
#ALWAYS + USUALLY (NET)	206 68%	3661 72%	27 61%~	34 74%~	28 78%~	48 72%	42 59%	24 67%~	179 69%~	1 100%~	2 100%~	6 ~ 75%~	15 ~ 54%~	10 63%~	190 68%~	143 76%*	61 54%*	84 77%*	121 63%*	
TOP BOX SCORE	138 45%	2353 46%	16 36%~	22 48%~	18 50%~	36 54%	25 35%*	20 56%~	121 47%~	1 100%~	~	3 ~ 38%~	10 ~ 36%~	7 44%~	126 45%~	102 54%*	34 30%*	56 51%	81 42%	
NOT ANSWERED	37	477	1	2	1	2	4	2	11				1	1	10	9	3	8	4	
VALID CASES	304	5077	44	46	36	67	71	36	259	1	2	8	2	28	16	280	189	112	109	192
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35Q IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER USE MEDICAL WORDS YOU DID NOT UNDERSTAND?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35Q ALWAYS	13 4%	187 4%	1 2%~	1 2%~	2 6%~	~	5 7%	4 11%~	6 2%~	1 ~ 50%~	1 ~ 12%~	1 50%~	1 14%~	4 7%~	11 4%~	4 2%*	9 8%*	4 4%	9 5%	
USUALLY	16 5%	215 4%	~	2 4%~	1 3%~	5 7%	2 3%	4 11%~	11 4%~	~	~	2 ~ 25%~	3 ~ 11%~	1 7%~	15 5%~	7 4%	8 7%	5 5%	10 5%	
SOMETIMES	116 38%	1973 39%	25 58%~	23 50%~	12 34%~	23 34%	19 26%*	13 37%~	105 41%~	1 100%~	~	1 ~ 12%~	7 ~ 25%~	8 53%~	104 37%~	78 41%	37 33%	39 36%	76 40%	
NEVER	158 52%	2695 53%	17 40%~	20 43%~	20 57%~	39 58%	47 64%*	14 40%~	136 53%~	1 ~ 50%~	4 ~ 50%~	1 50%~	14 50%~	5 33%~	150 54%~	100 53%	57 51%	61 56%	97 51%	
#NEVER + SOMETIMES (NET)	274 90%	4668 92%	42 98%~	43 93%~	32 91%~	62 93%	66 90%	27 77%~	241 93%~	1 100%~	1 50%~	5 ~ 62%~	1 50%~	21 75%~	13 87%~	254 91%~	178 94%*	94 85%*	100 92%	173 90%
TOP BOX SCORE	158 52%	2695 53%	17 40%~	20 43%~	20 57%~	39 58%	47 64%*	14 40%~	136 53%~	1 ~ 50%~	4 ~ 50%~	1 50%~	14 50%~	5 33%~	150 54%~	100 53%	57 51%	61 56%	97 51%	
NOT ANSWERED	38	484	2	2	2	2	2	3	12				1	2	10	9	4	8	4	
VALID CASES	303	5070	43	46	35	67	73	35	258	1	2	8	2	28	15	280	189	111	109	192
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q35R WHAT IS YOUR PREFERRED LANGUAGE?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35R ENGLISH	304 98%	4755 93%*	45 100%~	46 98%~	34 94%~	67 100%~	73 99%	35 97%~	261 99%~	1 100%~	1 50%~	8 ~100%~	2 100%~	28 97%~	14 88%~	281 99%~	192 98%	109 99%	112 97%	189 99%
SPANISH	2 0.6%	169 3%*	~	~	1 3%~	~	~	1 3%~	2 0.8%~	~	~	~	~	~	~	2 13%~	1 0.5%~	1 0.9%	1 0.9%	1 0.5%
SOME OTHER LANGUAGE	3 1%	191 4%*	~	1 2%~	1 3%~	~	1 1%	~	1 0.4%~	1 50%~	~	~	~	1 3%~	~	3 1%~	3 2%	~	2 2%	1 0.5%
NOT ANSWERED	32	438	~	1	1	2	1	2	6	~	~	~	~	~	1	6	2	5	2	5
VALID CASES	309	5116	45	47	36	67	74	36	264	1	2	8	2	29	16	284	196	110	115	191
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q35S HOW WELL DO YOU SPEAK ENGLISH?

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE
Q35S																			
VERY WELL	1 20%	11 4%	1 ~100%	~	~	~	1 33%	~	~	~	~	~	~	1 33%	1 25%	1 33%	~	~	
WELL	2 40%	41 17%	~	1 50%	1 100%	~	1 33%	~	~	~	~	1 100%	1 50%	1 33%	1 25%	1 100%	1 33%	1 50%	
NOT WELL	2 40%	119 49%	~	1 50%	~	1 100%	1 33%	1 100%	~	~	~	~	1 50%	1 33%	2 50%	~	1 33%	1 50%	
NOT AT ALL		71 30%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NOT ANSWERED		8																	
VALID CASES	5	242	1	2	1	1	3	1				1	2	3	4	1	3	2	
NUMBER OF RESPONDENTS	5	250	1	2	1	1	3	1				1	2	3	4	1	3	2	
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

Q35T IN THE LAST 6 MONTHS, WHEN YOU CALLED OR SPOKE TO SOMEONE FROM YOUR HEALTH PLAN, HOW OFTEN DID THEY SPEAK TO YOU IN YOUR PREFERRED LANGUAGE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q35T NEVER	3 60%	52 22%	1 ~100%	1 50%	1 ~100%	1 33%	1 ~100%	1 ~100%	1 ~100%	1 ~100%	1 ~100%	1 ~100%	3 ~100%	3 75%	2 67%	1 50%		
SOMETIMES	2 40%	51 22%	~	1 50%	~	1 ~100%	2 67%	~	~	~	~	~	2 ~100%	1 25%	1 100%	1 33%	1 50%	
USUALLY		50 22%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
ALWAYS		77 34%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
#ALWAYS + USUALLY (NET)		128 55%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
TOP BOX SCORE		77 34%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NOT ANSWERED		20																
VALID CASES	5	230	1	2	1	1	3	1			1	2	3	4	1	3	2	
NUMBER OF RESPONDENTS	5	250	1	2	1	1	3	1			1	2	3	4	1	3	2	
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

Q35U AN INTERPRETER IS SOMEONE WHO HELPS YOU TALK WITH OTHERS WHO DO NOT SPEAK YOUR LANGUAGE. INTERPRETERS CAN INCLUDE STAFF FROM THE HEALTH PLAN OR TELEPHONE INTERPRETERS. IN THE LAST 6 MONTHS, WAS THERE ANY TIME WHEN YOU NEEDED AN INTERPRETER TO TALK WITH SOMEONE FROM YOUR HEALTH PLAN?

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35U YES	1 20%	134 58%	~	~	~	~	~100%	1 33%	~	~	~	~	~	~	1 50%	~	1 25%	~	1 33%	~
NO	4 80%	98 42%	~	1 100%	2 100%	~	~100%	2 67%	~	1 100%	~	~	~	1 100%	1 50%	3 100%	3 75%	1 100%	2 67%	2 100%
NOT ANSWERED		19																		
VALID CASES	5	231	1	2	1	1	3	1				1	2	3	4	1	3	2		
NUMBER OF RESPONDENTS	5	250	1	2	1	1	3	1				1	2	3	4	1	3	2		
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%		

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

Q35V IN THE LAST 6 MONTHS, DID ANYONE FROM THE HEALTH PLAN LET YOU KNOW THAT AN INTERPRETER WAS AVAILABLE FREE OF CHARGE?

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC IAN	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE		
Q35V NEVER		21 21%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES		13 13%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY		16 16%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS	1 100%	50 50%	~	~	~	~	1 ~100%	1 100%	~	~	~	~	~	1 ~100%	1 ~100%	1 ~100%	1 ~100%	~
#ALWAYS + USUALLY (NET)	1 100%	66 66%	~	~	~	~	1 ~100%	1 100%	~	~	~	~	~	1 ~100%	1 ~100%	1 ~100%	1 ~100%	~
TOP BOX SCORE	1 100%	50 50%	~	~	~	~	1 ~100%	1 100%	~	~	~	~	~	1 ~100%	1 ~100%	1 ~100%	1 ~100%	~
NOT ANSWERED		7																
VALID CASES	1	100					1	1						1	1	1	1	1
NUMBER OF RESPONDENTS	1 100%	107 100%					1 100%	1 100%						1 100%	1 100%	1 100%	1 100%	1 100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES]

Q35W IN THE LAST 6 MONTHS, HOW OFTEN DID YOU USE AN INTERPRETER PROVIDED BY YOUR HEALTH PLAN TO HELP YOU TALK WITH SOMEONE FROM THE PLAN?

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE
Q35W NEVER		16 16%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES		27 27%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY		21 21%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS	1 100%	37 36%	~	~	~	~	1 100%	1 100%	~	~	~	~	~	~	1 100%	1 100%	1 100%	~	~
NOT ANSWERED		6																	
VALID CASES	1	101					1	1						1	1	1			1
NUMBER OF RESPONDENTS	1	107					1	1						1	1	1			1
	100%	100%					100%	100%						100%	100%	100%			100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES]

Q35X IN THE LAST 6 MONTHS, WHEN YOU USED AN INTERPRETER PROVIDED BY YOUR HEALTH PLAN, WHO WAS THE INTERPRETER YOU USED MOST OFTEN?

	UHAL TOT ADULT	OHP TOT ADULT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	
Q35X A STAFF MEMBER FROM THE HEALTH PLAN	1 100%	7 9%	~	~	~	~	~100%	1 100%	~	~	~	~	~	~	1 100%	1 100%	1 100%	~
AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN		16 21%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN		22 28%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMEONE ELSE PROVIDED BY THE HEALTH PLAN		7 9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
DON'T KNOW OR UNSURE		25 33%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		8																
VALID CASES	1	77					1	1						1	1	1		
NUMBER OF RESPONDENTS	1	85					1	1						1	1	1		
	100%	100%					100%	100%						100%	100%	100%		

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES AND 35W = SOMETIMES OR USUALLY OR ALWAYS]

Q35Y IN THE LAST 6 MONTHS, HOW OFTEN DID THIS INTERPRETER TREAT YOU WITH COURTESY AND RESPECT?

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE
Q35Y NEVER		1 0.9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES		6 7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY		22 26%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS	1 100%	56 66%	~	~	~	~	~100%	~100%	~	~	~	~	~	~	~100%	~100%	~100%	~100%	~
#ALWAYS + USUALLY (NET)	1 100%	78 92%	~	~	~	~	~100%	~100%	~	~	~	~	~	~	~100%	~100%	~100%	~100%	~
TOP BOX SCORE	1 100%	56 66%	~	~	~	~	~100%	~100%	~	~	~	~	~	~	~100%	~100%	~100%	~100%	~
VALID CASES	1	85					1	1						1	1	1	1	1	
NUMBER OF RESPONDENTS	1 100%	85 100%					1 100%	1 100%						1 100%	1 100%	1 100%	1 100%	1 100%	

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES AND Q35W = SOMETIMES OR USUALLY OR ALWAYS]

Q35Z USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST INTERPRETER POSSIBLE AND 10 IS THE BEST INTERPRETER POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THIS INTERPRETER?

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	NOT HIS- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE
Q35Z WORST INTERPRETER POSSIBLE	1 100%	1 0.3%	~	~	~	~	~100%	1 100%	~	~	~	~	~	~	1 100%	1 100%	1 100%	~
05		5 6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
06		1 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
07		7 9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
08		19 22%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
09		15 18%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
BEST INTERPRETER POSSIBLE		37 44%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
#8-10 (NET)		71 84%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
9-10 (NET)		52 62%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
VALID CASES	1	85					1	1						1	1	1		
NUMBER OF RESPONDENTS	1 100%	85 100%					1 100%	1 100%						1 100%	1 100%	1 100%		
MEAN	0.0	8.74					0.0	0.0						0.0	0.0	0.0		
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES AND 35W = SOMETIMES OR USUALLY OR ALWAYS]

Q35AA IN THE LAST 6 MONTHS, HOW OFTEN DID YOU USE A FRIEND OR FAMILY MEMBER AS AN INTERPRETER WHEN YOU TALKED WITH SOMEONE FROM YOUR HEALTH PLAN?

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	
Q35AA NEVER		48 48%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	1 100%	22 22%	~	~	~	~	1 ~100%	1 ~100%	~	~	~	~	~	~	1 ~100%	1 ~100%	1 ~100%	~
USUALLY		7 7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS		23 23%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		7																
VALID CASES	1	100					1	1							1	1	1	
NUMBER OF RESPONDENTS	1	107					1	1							1	1	1	
	100%	100%					100%	100%							100%	100%	100%	

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES]

Q35AB IN THE LAST 6 MONTHS, DID YOU USE FRIENDS OR FAMILY MEMBERS AS INTERPRETERS BECAUSE THAT WAS WHAT YOU PREFERRED?

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE	
Q35AB NEVER		4 8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	1 100%	18 36%	~	~	~	~	1 ~100%	1 ~100%	~	~	~	~	~	~	1 ~100%	1 ~100%	1 ~100%	~
USUALLY		14 27%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS		15 30%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		1																
VALID CASES	1	52					1	1						1	1	1	1	
NUMBER OF RESPONDENTS	1 100%	52 100%					1 100%	1 100%						1 100%	1 100%	1 100%	1 100%	

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES AND Q35AA = SOMETIMES OR USUALLY OR ALWAYS]

Q36 IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL HEALTH?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE
Q36																				
EXCELLENT	17 5%	446 9%*	6 13%~	2 4%~	1 3%~	4 6%	4 5%	14 5%~	~	~	~	1 13%~	~	2 7%~	~	17 6%~	17 9%*	~	7 6%	10 5%
VERY GOOD	62 20%	1044 20%	18 40%~	10 21%~	12 32%~	11 16%	6 8%*	4 11%~	57 21%~	~	~	2 25%~	~	3 10%~	2 12%~	57 20%~	62 31%*	~	27 23%	35 18%
GOOD	119 38%	1716 34%	18 40%~	23 48%~	11 30%~	27 39%	28 37%	12 32%~	97 36%~	2 ~100%~	~	4 50%~	2 100%~	12 41%~	10 59%~	107 37%~	119 60%~	~	41 35%	78 40%
FAIR	80 26%	1325 26%	3 7%~	12 25%~	10 27%~	20 29%	22 29%	12 32%~	70 26%~	1 100%~	~	1 13%~	~	8 28%~	4 24%~	74 26%~	80 70%~	~	30 26%	49 25%
POOR	35 11%	590 12%	~	1 2%~	3 8%~	7 10%	15 20%*	9 24%~	30 11%~	~	~	~	~	4 14%~	1 6%~	33 11%~	35 30%~	~	12 10%	23 12%
#EXCELLENT + VERY GOOD + GOOD (NET)	198 63%	3206 63%	42 93%~	35 73%~	24 65%~	42 61%	38 51%*	16 43%~	168 63%~	2 ~100%~	~	7 88%~	2 100%~	17 59%~	12 71%~	181 63%~	198 100%~	~	75 64%	123 63%
NOT ANSWERED	28	432					1	2							2				1	
VALID CASES	313	5122	45	48	37	69	75	37	268	1	2	8	2	29	17	288	198	115	117	195
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q37 IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL MENTAL OR EMOTIONAL HEALTH?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE	
Q37 EXCELLENT	29 9%	724 14%*	9 20%~	2 4%~	4 11%~	6 9%	6 8%	2 5%~	23 9%~	~	~	~	1 13%~	1 50%~	4 14%~	1 6%~	28 10%~	26 13%*	3 3%*	10 9%	19 10%
VERY GOOD	83 27%	1207 24%	20 44%~	11 23%~	12 32%~	14 20%	17 23%	8 22%~	77 29%~	~	~	~	2 25%~	~	4 14%~	3 18%~	77 27%~	73 37%*	10 9%*	31 26%	52 27%
GOOD	94 30%	1578 31%	13 29%~	12 26%~	9 24%~	22 32%	21 28%	16 43%~	80 30%~	1 100%~	~	~	3 38%~	1 50%~	7 24%~	9 53%~	83 29%~	68 35%*	26 23%*	34 29%	59 30%
FAIR	75 24%	1184 23%	2 4%~	17 36%~	8 22%~	18 26%	23 31%	7 19%	63 24%~	2 100%~	~	~	2 25%~	~	8 28%~	1 6%~	72 25%~	23 12%*	52 45%*	29 25%	46 24%
POOR	32 10%	395 8%	1 2%~	5 11%~	4 11%~	9 13%	8 11%	4 11%~	24 9%~	~	~	~	~	~	6 21%~	3 18%~	27 9%~	7 4%*	24 21%*	13 11%	18 9%
#EXCELLENT + VERY GOOD + GOOD (NET)	206 66%	3509 69%	42 93%~	25 53%~	25 68%~	42 61%	44 59%	26 70%~	180 67%~	1 100%~	~	~	6 75%~	2 100%~	15 52%~	13 76%~	188 66%~	167 85%*	39 34%*	75 64%	130 67%
NOT ANSWERED	28	466	1						1	3							3	1	2		
VALID CASES	313	5088	45	47	37	69	75	37	267	1	2	8	2	29	17	287	197	115	117	194	
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%	

Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2013?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q38 #YES	126 41%	2344 47%	8 19%	13 28%	10 28%	33 49%	34 46%	27 77%	111 43%	1 100%	1 50%	1 ~	2 12%	10 100%	37 37%	9 53%	113 41%	70 37%*	56 50%*	40 35%	85 45%
NO	179 59%	2668 53%	34 81%	33 72%	26 72%	35 51%	40 54%	8 23%	150 57%	1 ~	1 50%	7 ~	17 88%	17 ~	63 63%	8 47%	166 59%	121 63%*	56 50%*	74 65%	103 55%
DON'T KNOW	9	137	2	2	1	1	1	2	7				2		9	6	3	2	7		
NOT ANSWERED	27	405	1				1	2						2	1			1	1		
VALID CASES	305	5013	42	46	36	68	74	35	261	1	2	8	2	27	17	279	191	112	114	188	
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q39 DO YOU NOW SMOKE CIGARETTES OR USE TOBACCO EVERY DAY, SOME DAYS, OR NOT AT ALL?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q39 EVERY DAY	85 28%	1219 24%	9 20%~	13 27%~	15 41%~	26 38%*	19 26%	2 6%~	70 27%~	~	~	~	1 12%~	1 50%~	13 45%~	3 19%~	81 28%~	49 25%	36 32%	35 31%	50 26%
SOME DAYS	33 11%	519 10%	4 9%~	11 23%~	1 3%~	7 10%	5 7%	4 12%~	30 11%~	~	~	~	~	~	3 10%~	2 13%~	30 11%~	20 10%	12 11%	12 11%	19 10%
NOT AT ALL	191 62%	3357 66%	32 71%~	24 50%~	21 57%~	35 51%	49 67%	28 82%~	163 62%~	1 100%~	2 100%~	~	7 88%~	1 50%~	13 45%~	11 69%~	174 61%~	127 65%	63 57%	67 59%	123 64%
DON'T KNOW	2	16				1	1	2							1	1	1	1	2		
NOT ANSWERED	30	443					2	3	5							4	1	3	1	4	
VALID CASES	309	5095	45	48	37	68	73	34	263	1	2		8	2	29	16	285	196	111	114	192
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2		8	2	29	17	290	198	115	117	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q40 IN THE LAST 6 MONTHS, HOW OFTEN WERE YOU ADVISED TO QUIT SMOKING OR USING TOBACCO BY A DOCTOR OR OTHER HEALTH PROVIDER IN YOUR PLAN?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS-	AMER HAW/ IND/ PAC ALSK	MUL-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	MALE	FE- MALE				
Q40 NEVER	31 26%	387 21%	6 46%~	5 21%~	6 38%~	5 15%~	8 33%~	1 17%~	25 25%~	~	~	~	~	1 ~100%~	5 31%~	2 40%~	28 25%~	23 33%~	8 17%~	15 32%~	16 23%~
SOMETIMES	28 24%	442 24%	3 23%~	7 29%~	3 19%~	7 21%~	5 21%~	2 33%~	25 25%~	~	~	~	~	3 ~19%~	1 20%~	26 23%~	10 14%~	18 38%~	9 19%~	19 28%~	
USUALLY	24 20%	333 18%	1 8%~	4 17%~	1 6%~	10 30%~	5 21%~	2 33%~	21 21%~	~	~	~	~	3 ~19%~	2 40%~	22 20%~	13 19%~	10 21%~	8 17%~	14 20%~	
ALWAYS	35 30%	687 37%	3 23%~	8 33%~	6 38%~	11 33%~	6 25%~	1 17%~	29 29%~	~	~	~	1 ~100%~	5 ~31%~	35 ~32%~	23 33%~	12 25%~	15 32%~	20 29%~		
#ALWAYS + USUALLY (NET)	59 50%	1020 55%	4 31%~	12 50%~	7 44%~	21 64%~	11 46%~	3 50%~	50 50%~	~	~	1 ~100%~	8 ~50%~	2 40%~	57 51%~	36 52%~	22 46%~	23 49%~	34 49%~		
TOP BOX SCORE	35 30%	687 37%	3 23%~	8 33%~	6 38%~	11 33%~	6 25%~	1 17%~	29 29%~	~	~	1 ~100%~	5 ~31%~	35 ~32%~	23 33%~	12 25%~	15 32%~	20 29%~			
NOT ANSWERED		37																			
VALID CASES	118	1849	13	24	16	33	24	6	100			1	1	16	5	111	69	48	47	69	
NUMBER OF RESPONDENTS	118	1886	13	24	16	33	24	6	100			1	1	16	5	111	69	48	47	69	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q41 IN THE LAST 6 MONTHS, HOW OFTEN WAS MEDICATION RECOMMENDED OR DISCUSSED BY A DOCTOR OR HEALTH PROVIDER TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF MEDICATION ARE: NICOTINE GUM, PATCH, NASAL SPRAY, INHALER, OR PRESCRIPTION MEDICATION.

	AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER			
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q41 NEVER	67 57%	839 45%*	10 77%~	17 71%~	9 56%~	13 41%~	15 62%~	2 33%~	57 57%~	~	~	~	~100%~	60%~	1 20%~	65 59%~	38 56%~	28 58%~	27 57%~	39 57%~
SOMETIMES	24 21%	418 23%	1 8%~	3 13%~	3 19%~	12 38%~	3 13%~	2 33%~	21 21%~	~	~	~	~	~20%~	3 80%~	19 17%~	11 16%~	13 27%~	9 19%~	14 21%~
USUALLY	15 13%	263 14%	~	1 4%~	2 12%~	5 16%~	5 21%~	1 17%~	14 14%~	~	~	~	~	~7%~	1 ~14%~	15 13%~	9 12%~	6 12%~	4 9%~	11 16%~
ALWAYS	11 9%	327 18%*	2 15%~	3 13%~	2 12%~	2 6%~	1 4%~	1 17%~	8 8%~	~	~	~100%~	~	~13%~	1 ~10%~	11 15%~	10 2%~	1 15%~	7 15%~	4 6%~
#ALWAYS + USUALLY (NET)	26 22%	589 32%*	2 15%~	4 17%~	4 25%~	7 22%~	6 25%~	2 33%~	22 22%~	~	~	~100%~	~	~20%~	26 ~24%~	19 28%~	7 15%~	7 23%~	11 23%~	15 22%~
TOP BOX SCORE	11 9%	327 18%*	2 15%~	3 13%~	2 12%~	2 6%~	1 4%~	1 17%~	8 8%~	~	~	~100%~	~	~13%~	11 ~10%~	10 15%~	1 2%~	7 15%~	4 6%~	
NOT ANSWERED	1	39				1								1	1	1			1	
VALID CASES	117	1847	13	24	16	32	24	6	100			1	1	15	5	110	68	48	47	68
NUMBER OF RESPONDENTS	118	1886	13	24	16	33	24	6	100			1	1	16	5	111	69	48	47	69
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q42 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR DOCTOR OR HEALTH PROVIDER DISCUSS OR PROVIDE METHODS AND STRATEGIES OTHER THAN MEDICATION TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF METHODS AND STRATEGIES ARE: TELEPHONE HELPLINE, INDIVIDUAL OR GROUP COUNSELING, OR CESSATION PROGRAM.

	AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER				
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q42 NEVER	70 61%	965 52%	7 54%~	11 48%~	13 81%~	16 52%~	18 75%~	4 67%~	59 60%~	~	~	~100%~	1 100%~	1 100%~	9 64%~	3 60%~	66 61%~	38 56%~	32 70%~	30 65%~	39 58%~
SOMETIMES	25 22%	401 22%	4 31%~	5 22%~	2 13%~	9 29%~	4 17%~	~	23 23%~	~	~	~	~	~	2 14%~	2 40%~	22 20%~	13 19%~	11 24%~	9 20%~	15 22%~
USUALLY	11 10%	224 12%	2 15%~	4 17%~	~	2 6%~	2 8%~	1 17%~	9 9%~	~	~	~	~	~	2 14%~	~	11 10%~	9 13%~	2 4%~	2 4%~	9 13%~
ALWAYS	9 8%	255 14%*	~	3 13%~	1 6%~	4 13%~	~	1 17%~	8 8%~	~	~	~	~	~	1 7%~	~	9 8%~	8 12%~	1 2%~	5 11%~	4 6%~
#ALWAYS + USUALLY (NET)	20 17%	479 26%*	2 15%~	7 30%~	1 6%~	6 19%~	2 8%~	2 33%~	17 17%~	~	~	~	~	~	3 21%~	~	20 19%~	17 25%~	3 7%~	7 15%~	13 19%~
TOP BOX SCORE	9 8%	255 14%*	~	3 13%~	1 6%~	4 13%~	~	1 17%~	8 8%~	~	~	~	~	~	1 7%~	~	9 8%~	8 12%~	1 2%~	5 11%~	4 6%~
NOT ANSWERED	3	40	~	1	~	2	~	~	1	~	~	~	~	~	2	~	3	1	2	1	2
VALID CASES	115	1846	13	23	16	31	24	6	99	~	~	1	1	14	5	108	68	46	46	67	
NUMBER OF RESPONDENTS	118	1886	13	24	16	33	24	6	100	~	~	1	1	16	5	111	69	48	47	69	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	~	~	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q43																				
YES	79 25%	1277 25%	2 5%	5 10%	4 11%	19 28%	29 39%*	19 53%	67 25%	1 100%	3 38%	8 28%	3 18%	72 25%	40 20%*	38 34%*	21 18%*	56 29%		
NO	232 75%	3806 75%	42 95%	43 90%	33 89%	48 72%	46 61%*	17 47%	198 75%	2 100%	5 63%	2 100%	21 72%	14 82%	213 75%	157 80%*	74 66%*	94 82%*	137 71%	
DON'T KNOW	2	62	1		1				2					2	1	1	2			
NOT ANSWERED	28	409			1		2		3					3		2		3		
VALID CASES	311	5083	44	48	37	67	75	36	265	1	2	8	2	29	17	285	197	112	115	193
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q44 DO YOU HAVE A HEALTH PROBLEM OR TAKE MEDICATION THAT MAKES TAKING ASPIRIN UNSAFE FOR YOU?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q44 YES	48 17%	646 14%	3 7%	6 13%	4 12%	8 14%	18 27%*	9 27%	38 16%	~	~	~	1 12%	2 100%	7 24%	2 12%	43 17%	16 9%*	32 33%*	10 9%*	38 22%*
NO	235 83%	4029 86%	41 93%	41 87%	29 88%	51 86%	48 73%*	24 73%	201 84%	1 100%	1 100%	7 ~	22 76%	15 88%	215 83%	169 91%*	66 67%*	99 91%*	135 78%*		
DON'T KNOW	29	454	1	1	4	8	9	4	27	1					28	12	16	7	21		
NOT ANSWERED	29	424				2	1	4							4	1	1	1	2		
VALID CASES	283	4675	44	47	33	59	66	33	239	1	1	8	2	29	17	258	185	98	109	173	
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q45 HAS A DOCTOR OR HEALTH PROVIDER EVER DISCUSSED WITH YOU THE RISKS AND BENEFITS OF ASPIRIN TO PREVENT HEART ATTACK OR STROKE?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q45 YES	124 40%	2037 40%	7 16%~	12 25%~	9 25%~	29 43%	40 53%*	25 68%~	106 40%~	1 100%~	1 50%~	3 ~ 38%~	12 ~ 43%~	7 41%~	112 39%~	66 34%*	57 50%*	38 33%	84 43%	
NO	189 60%	3086 60%	38 84%~	36 75%~	27 75%~	39 57%	35 47%*	12 32%~	162 60%~	1 ~ 50%~	5 ~ 63%~	2 100%~	16 57%~	10 59%~	175 61%~	131 66%*	57 50%*	78 67%	110 57%	
NOT ANSWERED	28	431			1	1		1	2				1		3	1	1	1	2	
VALID CASES	313	5123	45	48	36	68	75	37	268	1	2	8	2	28	17	287	197	114	116	194
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q46.1 ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH CHOLESTEROL

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE			
Q46.1	UHAL	18	25	35	45	55	65															
	OHP																					
	TOT	1388	1388	1388	1388	1388	1388	1388	1388	1388	1388	1388	1388	1388	1388	1388	1388	1388	1388			
	ADLT	24	34	44	54	64	OVER	WHTE	AMER	IAN	LLND	NATV	OTHR	TI	HIS- IC	HIS- IC	GOOD	FAIR &	POOR			
YES		81	1388	1	7	22	34	16	67			2	2	10	5	72	40	39	24	55		
		24%	25%	~	2%	19%	32%	45%*	42%	25%	~	~	~	25%	100%	34%	29%	25%	20%	34%*	21%	28%*
NO		260	4166	45	47	30	47	41	22	203	1	2	6	19	12	218	158	76	93	141		
		76%	75%	100%	98%	81%	68%	55%*	58%	75%	100%	100%	~	75%	~	66%	71%	75%	80%	66%*	79%	72%*
VALID CASES		341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196	
NUMBER OF RESPONDENTS		341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q46.2 ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH BLOOD PRESSURE

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE			
Q46.2 YES	115 34%	1754 32%	3 7%	9 19%	8 22%	29 42%	40 53%*	25 66%	100 37%*	~	~	~	2 25%	1 50%	12 41%	6 35%	104 36%*	57 29%*	57 50%*	38 32%	75 38%*
NO	226 66%	3800 68%	42 93%	39 81%	29 78%	40 58%	13 47%*	34% 63%*	1 100%	2 100%	~	6 75%	1 50%	17 59%	11 65%	186 64%*	141 71%*	58 50%*	79 68%	121 62%*	
VALID CASES	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196	
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%	

Q46.3 ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: PARENT OR SIBLING WITH HEART ATTACK BEFORE THE AGE OF 60

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE			
Q46.3 YES	68 20%	899 16%	6 13%	10 21%	6 16%	16 23%	14 19%	13 34%	55 20%	~	~	~	~	10 34%	4 24%	59 20%	28 14%*	38 33%*	14 12%*	51 26%*	
NO	273 80%	4655 84%	39 87%	38 79%	31 84%	53 77%	61 81%	25 66%	215 80%	1 100%	2 100%	~	8 ~100%	2 ~100%	19 66%	13 76%	231 80%	170 86%*	77 67%*	103 88%*	145 74%*
VALID CASES	341	5554	45	48	37	69	75	38	270	1	2	~	8	2	29	17	290	198	115	117	196
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	~	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q47.1 HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A HEART ATTACK

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q47.1	UHAL TOT ADLT	18	25	35	45	55	65														
	OHP TOT ADLT																				
YES	12 4%	300 5%	1 2%	~	~	2 3%	4 5%	5 13%	8 3%	~	~	~	~	4 14%	~	11 4%	1 0.5%*	11 10%*	5 4%	7 4%	
NO	329 96%	5254 95%	44 98%	48 100%	37 100%	67 97%	71 95%	33 87%	262 97%	1 100%	2 100%	8 100%	2 100%	25 86%	17 100%	279 96%	197 99%*	104 90%*	112 96%	189 96%	
VALID CASES	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%	
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%	

Q47.2 HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANGINA OR CORONARY HEART DISEASE

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLACK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q47.2	UHAL TOT ADLT	18	25	35	45	55	65														
YES	OHP TOT ADLT	18	335		1	6	7	4	16					2		18	3	15	7	11	
		5%	6%	~	3%	9%	11%	6%	~	~	~	~	7%	~	6%	2%*	13%*	6%	6%		
NO	OHP TOT ADLT	323	5219	45	48	36	63	68	34	254	1	2	8	2	27	17	272	195	100	110	185
		95%	94%	100%	100%	97%	91%	91%	89%	94%	100%	100%	~	100%	93%	100%	94%*	98%*	87%*	94%	94%
VALID CASES	OHP TOT ADLT	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
NUMBER OF RESPONDENTS	OHP TOT ADLT	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q47.3 HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A STROKE

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q47.3	UHAL TOT ADLT	18	25	35	45	55	65														
	OHP TOT ADLT	24	34	44	54	64	OVER	WHTE	AMER	IAN	LLND	NATV	OTHR	TI	HIS- IC	HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE		
YES	15 4%	295 5%	~	~	1 3%	1 1%	3 4%	10 26%	13 5%	~	~	2 25%	~	~	1 6%	11 4%	6 3%	9 8%	4 3%	11 6%	
NO	326 96%	5259 95%	45 100%	48 100%	36 97%	68 99%	72 96%	28 74%	257 95%	1 100%	2 100%	6 75%	2 100%	29 100%	16 94%	279 96%	192 97%	106 92%	113 97%	185 94%	
VALID CASES	341	5554	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%	
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%	

Q47.4 HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANY KIND OF DIABETES OR HIGH BLOOD SUGAR

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q47.4 YES	63 18%	1125 20%	5 ~ 10%	3 ~ 8%	14 20%	26 35%*	14 37%~	54 20%	~	~	~	2 ~100%	7 24%~	5 29%	56 19%	30 15%	32 28%*	25 21%	36 18%	
NO	278 82%	4429 80%	45 100%~	43 90%~	34 92%~	55 80%	49 65%*	24 63%~	216 80%	1 100%	2 100%	8 ~100%	22 ~ 76%~	12 71%	234 81%	168 85%	83 72%*	92 79%	160 82%	
VALID CASES	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%	8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q48 IN THE LAST 6 MONTHS, DID YOU GET HEALTH CARE 3 OR MORE TIMES FOR THE SAME CONDITION OR PROBLEM?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q48 YES	103 33%	1783 35%	8 18%~	18 37%~	12 35%~	26 39%	21 28%	14 38%~	92 35%~	~	~	~	1 12%~	1 50%~	8 29%~	8 53%~	91 32%~	47 24%*	54 47%*	26 22%*	74 39%*
NO	206 67%	3302 65%	36 82%~	30 63%~	22 65%~	41 61%	54 72%	23 62%~	174 65%~	1 100%~	1 100%~	~	7 88%~	1 50%~	20 71%~	7 47%~	195 68%~	145 76%*	60 53%*	90 78%*	116 61%*
NOT ANSWERED	32	469	1		3	2		1	4		1				1	2	4	6	1	1	6
VALID CASES	309	5085	44	48	34	67	75	37	266	1	1		8	2	28	15	286	192	114	116	190
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%		8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q49 IS THIS A CONDITION OR PROBLEM THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE.

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q49 YES	85 89%	1476 87%	5 63%	18 100%	12 100%	23 96%	14 74%	11 92%	77 91%	~	~	~	1 100%	1 100%	6 75%	7 88%	76 89%	39 83%	45 96%	21 88%	62 90%
NO	10 11%	228 13%	3 38%	~	~	1 4%	5 26%	1 8%	8 9%	~	~	~	~	~	2 25%	1 12%	9 11%	8 17%	2 4%	3 12%	7 10%
NOT ANSWERED	8	88				2	2	2	7								6		7	2	5
VALID CASES	95	1703	8	18	12	24	19	12	85				1	1	8	8	85	47	47	24	69
NUMBER OF RESPONDENTS	103 100%	1791 100%	8 100%	18 100%	12 100%	24 100%	21 100%	14 100%	92 100%				1 100%	1 100%	8 100%	8 100%	91 100%	47 100%	54 100%	26 100%	74 100%

[ASKED IF Q48 = YES]

Q50 DO YOU NOW NEED OR TAKE MEDICINE PRESCRIBED BY A DOCTOR? DO NOT INCLUDE BIRTH CONTROL.

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q50																					
YES	UHAL TOT ADLT	3492	9	29	26	57	61	36	191	1	2	5	2	18	11	203	118	100	69	149	
	OHP TOT ADLT	70%	20%~	60%~	70%~	83%*	82%*	95%~	71%~	100%~	100%~	~	63%~	100%~	62%~	65%~	70%~	60%*	88%*	59%*	76%*
NO	UHAL TOT ADLT	1617	36	19	11	12	13	2	78			3		11	6	86	80	14	48	46	
	OHP TOT ADLT	30%	80%~	40%~	30%~	17%*	18%*	5%~	29%~	~	~	~	38%~	~	38%~	35%~	30%~	40%*	12%*	41%*	24%*
NOT ANSWERED	UHAL TOT ADLT	446					1		1							1				1	
VALID CASES	UHAL TOT ADLT	5108	45	48	37	69	74	38	269	1	2	8	2	29	17	289	198	114	117	195	
NUMBER OF RESPONDENTS	OHP TOT ADLT	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q51 IS THIS MEDICINE TO TREAT A CONDITION THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE.

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q51 YES	197 94%	3137 94%	6 67%~	27 93%~	25 96%~	51 96%	54 92%	31 100%~	170 94%~	1 100%~	2 100%~	3 ~	2 60%~	17 100%~	11 94%~	182 100%~	104 91%~	90 97%	63 97%	131 92%	
NO	13 6%	193 6%	3 33%~	2 7%~	1 4%~	2 4%	5 8%	~	10 6%~	~	~	~	2 40%~	1 6%~	~	13 7%~	10 9%	3 3%	2 3%	11 8%	
NOT ANSWERED	11	173				4	2	5	11						8	4	7	4	7		
VALID CASES	210	3330	9	29	26	53	59	31	180	1	2		5	2	18	11	195	114	93	65	142
NUMBER OF RESPONDENTS	221 100%	3503 100%	9 100%	29 100%	26 100%	57 100%	61 100%	36 100%	191 100%	1 100%	2 100%		5 100%	2 100%	18 100%	11 100%	203 100%	118 100%	100 100%	69 100%	149 100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
NQ52																				
18 TO 24	50 15%	872 16%	45 100%	~	~	~	~	34 13%	~	~	~	2 25%	~	7 24%	5 29%	38 13%	42 21%*	3 3%*	22 19%	23 12%
25 TO 34	57 17%	867 16%	~	48 ~100%	~	~	~	42 16%	~	~	~	1 12%	~	6 21%	2 12%	47 16%	36 18%	13 11%*	19 16%	30 15%
35 TO 44	45 13%	843 15%	~	~	37 ~100%	~	~	30 11%	~	1 50%	~	1 12%	~	5 17%	4 24%	34 12%	24 12%	13 11%	13 11%	24 12%
45 TO 54	75 22%	1055 19%	~	~	69 ~100%	~	~	63 23%	1 100%	1 50%	~	1 12%	~	4 14%	3 18%	66 23%	42 21%	28 24%	25 21%	45 23%
55 TO 64	76 22%	1061 19%	~	~	~	75 ~100%	~	65 24%	~	~	~	2 25%	2 100%	6 21%	1 6%	73 25%*	38 19%	37 32%*	30 26%	45 23%
65 TO 74	23 7%	478 9%	~	~	~	~	23 61%	22 8%*	~	~	~	1 12%	~	~	2 12%	18 6%	9 5%	13 11%*	6 5%	16 8%
75 OR OLDER	15 4%	377 7%*	~	~	~	~	15 39%	14 5%	~	~	~	~	~	1 3%	~	14 5%	7 4%	8 7%	2 2%*	13 7%*
VALID CASES	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

NQ53 ARE YOU MALE OR FEMALE?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
UHAL	OHP	18	25	35	45	55	65		BLCK	NATV	AMER					EX &	VERY			
TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AFR-	AS-	HAW/	IND/	MUL-	HIS-	NOT	GOOD	FAIR	MALE	FE-	
ADLT	ADLT	24	34	44	54	64	OVER	WHTE	AMER	IAN	LLND	NATV	OTHR	TI	IC	IC	GOOD	POOR	MALE	MALE
NQ53																				
MALE	123	2022	22	19	13	25	30	8	98	1	1	2	14	7	107	75	42	117		
	36%	36%	49%~	40%~	35%~	36%	40%	21%~	36%	100%~	50%~	~ 25%~	~ 48%~	41%~	37%	38%	37%	100%~	~	~
FEMALE	218	3532	23	29	24	44	45	30	172		1	6	2	15	10	183	123	73	196	
	64%	64%	51%~	60%~	65%~	64%	60%	79%~	64%	~ 50%~	~ 75%~	100%~	52%~	59%~	63%	62%	63%	~100%~		
VALID CASES	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

Q54 WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?

	UHAL TOT ADLT	OHP TOT ADLT	AGE							RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
Q54 8TH GRADE OR LESS	18 6%	280 5%	~	2 4%	1 3%	3 4%	5 7%	7 18%	15 6%	~	~	~	1 13%	2 7%	1 6%	15 5%	9 5%	9 8%	10 9%	8 4%		
SOME HIGH SCHOOL BUT DID NOT GRADUATE	54 17%	804 16%	14 32%	9 19%	3 8%	10 14%	14 19%	4 11%	43 16%	~	~	~	1 13%	10 36%	2 12%	50 17%	31 16%	23 20%	21 18%	33 17%		
HIGH SCHOOL GRADUATE OR GED	134 43%	1985 39%	25 57%	20 42%	14 38%	27 39%	32 43%	14 37%	120 45%	1 100%	1 50%	~	3 38%	6 21%	7 41%	126 44%	80 41%	52 46%	51 44%	82 42%		
SOME COLLEGE OR 2-YEAR DEGREE	99 32%	1653 32%	5 11%	16 33%	18 49%	25 36%	21 28%	13 34%	83 31%	~	1 50%	~	3 38%	2 100%	10 36%	7 41%	90 31%	70 36%*	29 25%	30 26%	68 35%	
4-YEAR COLLEGE GRADUATE	5 2%	237 5%*	~	1 2%	~	3 4%	1 1%	~	5 2%	~	~	~	~	~	~	5 2%	4 2%	1 0.9%	2 2%	3 2%		
MORE THAN 4-YEAR COLLEGE DEGREE	3 1%	145 3%*	~	~	1 3%	1 1%	1 1%	~	3 1%	~	~	~	~	~	~	3 1%	3 2%	~	1 0.9%	2 1%		
NOT ANSWERED	28	450	1				1		1					1		1	1	1	2			
VALID CASES	313	5104	44	48	37	69	74	38	269	1	2		8	2	28	17	289	197	114	115	196	
NUMBER OF RESPONDENTS	341	5554	45	48	37	69	75	38	270	1	2		8	2	29	17	290	198	115	117	196	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q55																					
YES HISPANIC OR LATINO	17 6%	549 11%*	5 12%~	2 4%~	4 11%~	3 4%	1 1%*	2 6%~	10 4%~	~	~	~	1 12%~	1 50%~	2 7%~	17 100%~	~	12 6%	5 4%	7 6%	9 5%
NO NOT HISPANIC OR LATINO	290 94%	4520 89%*	38 88%~	46 96%~	33 89%~	65 96%	73 99%*	32 94%~	254 96%~	1 100%~	2 100%~	~	7 88%~	1 50%~	25 93%~	290 ~100%~	~	181 94%	107 96%	107 94%	182 95%
NOT ANSWERED	34	485	2			1	1	4	6						2			5	3	3	5
VALID CASES	307	5069	43	48	37	68	74	34	264	1	2		8	2	27	17	290	193	112	114	191
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%		8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q56.1																						
YES	UHAL TOT ADLT	299	4288	41	47	34	66	71	37	270				29	12	279	185	112	112	185		
	OHP TOT ADLT	88%	77%*	91%~	98%~	92%~	96%*	95%*	97%~	100%~	~	~	~	~	100%~	71%~	96%*	93%*	97%*	96%*	94%*	
NO	UHAL TOT ADLT	42	1266	4	1	3	3	4	1		1	2		8	2	5	11	13	3	5	11	
	OHP TOT ADLT	12%	23%*	9%~	2%~	8%~	4%*	5%*	3%~	~100%~	~100%~	~	~100%~	~100%~	~	29%~	4%*	7%*	3%*	4%*	6%*	
VALID CASES	UHAL TOT ADLT	341	5554	45	48	37	69	75	38	270	1	2		8	2	29	17	290	198	115	117	196
NUMBER OF RESPONDENTS	OHP TOT ADLT	341	5554	45	48	37	69	75	38	270	1	2		8	2	29	17	290	198	115	117	196
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q56.2 WHAT IS YOUR RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.2	UHAL	5	207	2	1	1	1	1				4		5	2	3	3	2			
YES	OHP	1%	4%*	4%~	~ 3%~	1%	1%	~100%~	~	~	~	~ 14%~	~	~ 2%~	1%	3%	3%	1%			
	TOT	336	5347	43	48	36	68	74	38	270	2	8	2	25	17	285	196	112	114	194	
NO	ADLT	99%	96%*	96%~100%~	97%~ 99%	99%	100%	100%~	~100%~	~100%~	~100%~	86%~	100%~	98%*	99%	97%	97%	99%	97%		
	TOT	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
VALID CASES	ADLT	341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
NUMBER OF RESPONDENTS	ADLT	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q56.3																					
YES	4 1%	238 4%*	1 2%~	2 ~	1 5%~	1 1%	~	~	2 ~100%~	~	~	~	2 7%~	~	3 ~1%	4 2%~	~	2 2%	2 1%		
NO	337 99%	5316 96%*	44 98%~	48 100%~	35 95%~	68 99%	75 100%~	38 100%~	270 100%~	1 100%~	~	~	8 ~100%~	2 ~100%~	27 93%~	17 100%~	287 99%	194 98%*	115 100%~	115 98%	194 99%
VALID CASES	341	5554	45	48	37	69	75	38	270	1	2		8	2	29	17	290	198	115	117	196
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%		8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q56.4 WHAT IS YOUR RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q56.4	UHAL TOT ADLT	18	25	35	45	55	65													
	OHP TOT ADLT	24	34	44	54	64	OVER	WHTE	AMER	IAN	ILND	NATV	OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	
YES	2			1		1								2	1		1	1	2	
	0.6%			3%		1%								7%	~0.3%		0.5%	0.9%	~ 1%	
NO	339	45	48	36	69	74	38	270	1	2		8	2	27	17	289	197	114	117	194
	99%	100%	100%	97%	100%	99%	100%	100%	100%	100%	100%	~100%	~100%	93%	100%	100%	99%	99%	100%	99%
VALID CASES	341	45	48	37	69	75	38	270	1	2		8	2	29	17	290	198	115	117	196
NUMBER OF RESPONDENTS	341	45	48	37	69	75	38	270	1	2		8	2	29	17	290	198	115	117	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q56.5 WHAT IS YOUR RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.5	UHAL TOT ADLT	18	25	35	45	55	65														
	OHP TOT ADLT	24	34	44	54	64	OVER	WHTE	AMER	ILND	NATV	OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
YES	30 9%	410 7%	6 13%	6 12%	5 14%	5 7%	6 8%	2 5%				8	22	1 6%	28 10%	20 10%	10 9%	13 11%	17 9%		
NO	311 91%	5144 93%	39 87%	42 88%	32 86%	64 93%	69 92%	36 95%	270 100%	1 100%	2 100%		2 24%	7 94%	16 90%	262 91%	178 90%	105 91%	104 89%	179 91%	
VALID CASES	341	5554	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%		8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%
NUMBER OF RESPONDENTS	341 100%	5554 100%	45 100%	48 100%	37 100%	69 100%	75 100%	38 100%	270 100%	1 100%	2 100%		8 100%	2 100%	29 100%	17 100%	290 100%	198 100%	115 100%	117 100%	196 100%

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.6	UHAL TOT ADLT	18	25	35	45	55	65														
	OHP TOT ADLT	8	323	1	2	1	4					2	6	3	5	5	3	2	6		
YES		2%	6%*	2%~	4%~	3%~	~ 5%	~	~	~	~	~100%~	21%~	18%~	2%	3%	3%	2%	3%		
NO		333	5231	44	46	36	69	71	38	270	1	2	8	23	14	285	193	112	115	190	
		98%	94%*	98%~	96%~	97%~	100%~	95%	100%	100%~	100%~	100%~	~ 100%~	~ 79%~	82%~	98%	97%	97%	98%	97%	
VALID CASES		341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
NUMBER OF RESPONDENTS		341	5554	45	48	37	69	75	38	270	1	2	8	2	29	17	290	198	115	117	196
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q57																				
YES	UHAL TOT ADLT	33	3	3	4	7	8	28	1	1			2	2	28	20	13	22	11	
	OHP TOT ADLT	778	9%	9%	13%	11%	12%	12%	100%	50%	~	~	~	11%	14%	12%	12%	13%	23%*	7%*
NO	UHAL TOT ADLT	232	31	30	26	54	60	203	1	7	2	16	12	214	143	86	73	156		
	OHP TOT ADLT	3221	91%	91%	87%	89%	88%	88%	~	50%	~	100%	100%	89%	86%	88%	87%	77%*	93%*	
NOT ANSWERED	UHAL TOT ADLT	2					1	1						1	1			1		
VALID CASES	UHAL TOT ADLT	265	34	33	30	61	68	231	1	2	7	2	18	14	242	163	99	95	167	
NUMBER OF RESPONDENTS	OHP TOT ADLT	4097	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF SURVEY COMPLETED BY MAIL]

Q58.1 HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME.

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE			
Q58.1	UHAL																				
	TOT																				
	ADLT																				
YES	20	312	3	2	3	4	4	4	16	1	1		1	2	17	15	5	14	6		
	61%	49%	100%	67%	75%	57%	50%	50%	57%	100%	100%	~	~	~	50%	100%	61%	75%	38%	64%	55%
NO	13	325		1	1	3	4	4	12				1		11	5	8	8	5		
	39%	51%	~	33%	25%	43%	50%	50%	43%	~	~	~	~	~	50%	~	39%	25%	62%	36%	45%
VALID CASES	33	637	3	3	4	7	8	8	28	1	1		2	2	28	20	13	22	11		
NUMBER OF RESPONDENTS	33	637	3	3	4	7	8	8	28	1	1		2	2	28	20	13	22	11		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%		

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

Q58.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE.

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.2																				
YES	UHAL TOT ADULT	17	2	2	4	4	5	14	1	1			1	1	14	11	6	11	6	
	OHP TOT ADULT	277	67%	~	50%	57%	63%	50%	100%	100%	~	~	~	50%	50%	50%	55%	46%	50%	55%
NO	UHAL TOT ADULT	16	1	3	2	3	4	3	14				1	1	14	9	7	11	5	
	OHP TOT ADULT	360	33%	100%	50%	43%	50%	38%	50%	~	~	~	~	50%	50%	50%	45%	54%	50%	45%
VALID CASES	UHAL TOT ADULT	33	3	3	4	7	8	8	28	1	1		2	2	28	20	13	22	11	
NUMBER OF RESPONDENTS	OHP TOT ADULT	637	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

Q58.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME.

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q58.3	YES	12 36%	225 35%	2 ~ 67%	2 ~ 29%	3 38%	5 63%	12 43%	~	~	~	~	~	1 50%	11 39%	6 30%	6 46%	9 41%	3 27%		
	NO	21 64%	412 65%	3 100%	1 33%	4 100%	5 71%	5 63%	3 38%	16 57%	1 100%	1 100%	~	~	2 100%	1 50%	17 61%	14 70%	7 54%	13 59%	8 73%
VALID CASES		33	637	3	3	4	7	8	8	28	1	1		2	2	28	20	13	22	11	
NUMBER OF RESPONDENTS		33 100%	637 100%	3 100%	3 100%	4 100%	7 100%	8 100%	8 100%	28 100%	1 100%	1 100%		2 100%	2 100%	28 100%	20 100%	13 100%	22 100%	11 100%	

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

Q58.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE.

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
Q58.4 YES	1 3%	83 13%	~	~	~	~	~	12%	4%	~	~	~	~	~	~	1 50%	1 5%	1 5%	~		
NO	32 97%	554 87%	3 100%	3 100%	4 100%	7 100%	8 100%	7 88%	27 96%	1 100%	1 100%	~	~	~	2 100%	1 50%	28 100%	19 95%	13 100%	21 95%	11 100%
VALID CASES	33	637	3	3	4	7	8	8	28	1	1			2	2	28	20	13	22	11	
NUMBER OF RESPONDENTS	33 100%	637 100%	3 100%	3 100%	4 100%	7 100%	8 100%	8 100%	28 100%	1 100%	1 100%			2 100%	2 100%	28 100%	20 100%	13 100%	22 100%	11 100%	

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

Q58.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY.

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLACK OR AFR-	ASIAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
Q58.5	YES	1	~	~	~	~	12%	1	~	~	~	~	~	~	1	~	1	8%	~	1
		3%	9%	~	~	~	~	4%	~	~	~	~	~	~	4%	~	~	~	~	9%
	NO	32	3	3	4	7	8	7	27	1	1	~	~	2	2	27	20	12	22	10
		97%	91%	100%	100%	100%	100%	88%	96%	100%	100%	~	~	100%	100%	96%	100%	92%	100%	91%
	VALID CASES	33	3	3	4	7	8	8	28	1	1	~	~	2	2	28	20	13	22	11
	NUMBER OF RESPONDENTS	33	3	3	4	7	8	8	28	1	1	~	~	2	2	28	20	13	22	11
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	~	~	100%	100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

NQ13 RATING OF ALL HEALTH CARE

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ13 0-6	63 27%	821 21%*	5 19%~	8 24%~	8 31%~	16 29%	17 30%	5 19%~	55 27%~	1 ~ 50%~	1 ~ 25%~	1 100%~	3 19%~	2 20%~	59 28%~	23 18%*	37 38%*	18 24%	42 28%	
7-8	84 36%	1319 34%	12 44%~	15 45%~	12 46%~	13 23%*	19 34%	9 33%~	70 35%~	1 ~ 50%~	2 ~ 50%~	6 ~ 38%~	3 30%~	77 36%~	52 40%	29 30%	26 34%	55 36%		
9-10	88 37%	1746 45%*	10 37%~	10 30%~	6 23%~	27 48%	20 36%	13 48%~	77 38%~	1 100%~	1 ~ 25%~	7 ~ 44%~	5 50%~	78 36%~	54 42%	31 32%	32 42%	54 36%		
VALID CASES	235	3886	27	33	26	56	56	27	202	1	2	4	1	16	10	214	129	97	76	151
NUMBER OF RESPONDENTS	235 100%	3886 100%	27 100%	33 100%	26 100%	56 100%	56 100%	27 100%	202 100%	1 100%	2 100%	4 100%	1 100%	16 100%	10 100%	214 100%	129 100%	97 100%	76 100%	151 100%
MEAN	2.11	2.24	2.19	2.06	1.92	2.20	2.05	2.30	2.11	3.00	1.50	2.00	1.00	2.25	2.30	2.09	2.24	1.94	2.18	2.08
p stat_(*=Sig @ p<=.05)		.010*	~	~	~.334	.571	~	~	~	~	~	~	~	~	~	~.004*	.008*	.302	.489	

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER		
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE
NQ23 0-6	44 19%	644 16%	6 19%~	14 39%~	4 14%~	8 16%	7 16%~	2 6%~	37 19%~	~	~	1 20%~	4 21%~	1 8%~	41 20%~	23 16%	18 22%	15 19%	25 17%
7-8	71 30%	927 23%*	9 28%~	9 25%~	14 48%~	12 24%	16 36%~	9 27%~	59 30%~	1 100%~	~	~	8 42%~	4 33%~	63 30%~	41 29%	28 34%	23 29%	46 32%
9-10	120 51%	2413 61%*	17 53%~	13 36%~	11 38%~	30 60%	22 49%~	22 67%~	102 52%~	1 100%~	~	4 80%~	7 37%~	7 58%~	104 50%~	78 55%	37 45%	42 53%	74 51%
VALID CASES	235	3984	32	36	29	50	45	33	198	1	1	5	19	12	208	142	83	80	145
NUMBER OF RESPONDENTS	235 100%	3984 100%	32 100%	36 100%	29 100%	50 100%	45 100%	33 100%	198 100%	1 100%	1 100%	5 100%	19 100%	12 100%	208 100%	142 100%	83 100%	80 100%	145 100%
MEAN	2.32	2.44	2.34	1.97	2.24	2.44	2.33	2.61	2.33	3.00	2.00	2.60	2.16	2.50	2.30	2.39	2.23	2.34	2.34
p stat_(*=Sig @ p<=.05)		.015*	~	~	~.227	~	~	~	~	~	~	~	~	~	~	~.123	.171	.841	.716

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
NQ27 0-6	13 12%	230 13%		3 ~ 27%		2 ~ 8%	3 11%	2 11%	12 13%							12 ~ 12%	3 5%*	8 17%	2 6%	9 13%
7-8	19 18%	475 27%*	1 20%	2 18%	6 50%	2 8%	5 18%	3 16%	16 17%	1 ~100%		1 ~ 50%		1 ~ 20%	1 25%	18 18%	11 20%	7 15%	6 19%	13 19%
9-10	73 70%	1078 60%*	4 80%	6 55%	6 50%	22 85%	20 71%	14 74%	67 71%			1 ~ 50%		4 ~ 80%	3 75%	68 69%	41 75%	31 67%	23 74%	48 69%
VALID CASES	105	1782	5	11	12	26	28	19	95	1		2		5	4	98	55	46	31	70
NUMBER OF RESPONDENTS	105 100%	1782 100%	5 100%	11 100%	12 100%	26 100%	28 100%	19 100%	95 100%	1 100%		2 100%		5 100%	4 100%	98 100%	55 100%	46 100%	31 100%	70 100%
MEAN	2.57	2.48	2.80	2.27	2.50	2.77	2.61	2.63	2.58	2.00		2.50		2.80	2.75	2.57	2.69	2.50	2.68	2.56
p stat_(*=Sig @ p<=.05)		.170	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.075	~	~	~

[ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]

NQ35 RATING OF HEALTH PLAN

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ35																				
0-6	100 34%	1152 23%*	13 30%~	17 39%~	16 43%~	24 37%	24 36%	2 6%~	82 33%~	1 ~ 50%~	1 ~ 13%~	1 100%~	10 38%~	5 33%~	91 34%~	60 33%	36 34%	28 26%*	68 38%	
7-8	81 27%	1595 32%	15 35%~	16 36%~	7 19%~	13 20%	18 27%	12 36%~	69 28%~	1 100%~	~	4 ~ 50%~	7 ~ 27%~	1 7%~	79 29%~	52 28%	29 27%	36 33%	45 25%	
9-10	114 39%	2187 44%*	15 35%~	11 25%~	14 38%~	28 43%	25 37%	19 58%~	99 40%~	1 ~ 50%~	3 ~ 38%~	9 ~ 35%~	9 60%~	99 37%~	71 39%	41 39%	45 41%	67 37%		
VALID CASES	295	4933	43	44	37	65	67	33	250	1	2	8	1	26	15	269	183	106	109	180
NUMBER OF RESPONDENTS	295 100%	4933 100%	43 100%	44 100%	37 100%	65 100%	67 100%	33 100%	250 100%	1 100%	2 100%	8 100%	1 100%	26 100%	15 100%	269 100%	183 100%	106 100%	109 100%	180 100%
MEAN	2.05	2.21	2.05	1.86	1.95	2.06	2.01	2.52	2.07	2.00	2.00	2.25	1.00	1.96	2.27	2.03	2.06	2.05	2.16	1.99
p stat_(*=Sig @ p<=.05)		.000*	~	~	~.885	.725	~	~	~	~	~	~	~	~	~.745	1.00	.095	.182		

NQ35Z RATING OF INTERPRETER

			AGE					RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
NQ35Z 0-6	1 100%	6 8%	~	~	~	~	~100%	1 100%	~	~	~	~	~	~	1 100%	1 100%	1 100%	~	
7-8		26 31%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
9-10		52 62%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
VALID CASES	1	85					1	1							1	1	1		
NUMBER OF RESPONDENTS	1 100%	85 100%					1 100%	1 100%							1 100%	1 100%	1 100%		
MEAN	1.00	2.54					1.00	1.00							1.00	1.00	1.00		
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES AND 35W = SOMETIMES OR USUALLY OR ALWAYS]

GETTING NEEDED CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
NPRBSEE4 NQ25	2.32	2.27	3.00	2.08	2.08	2.36	2.33	2.48	2.33	1.00	2.50	2.50	2.50	2.31	2.51	2.17	2.50	2.27		
p stat_(*=Sig @ p<=.05)	.483		~	~	~	~	~	~	~	~	~	~	~	~	~	.017*	.064	~	~	
NCARNES4 NQ14	2.20	2.31	2.19	2.09	2.08	2.21	2.23	2.47	2.20	3.00	1.00	2.50	2.00	2.25	2.20	2.20	2.32	2.08	2.39	2.12
p stat_(*=Sig @ p<=.05)	.024*		~	~	~	.923	.742	~	~	~	~	~	~	~	~	~	.018*	.051	.011*	.043*
COMPOSITE	2.26	2.29	2.59	2.09	2.08	2.28	2.28	2.47	2.27	3.00	1.00	x 2.50	2.00	2.38	2.35	2.26	2.41	2.12	2.45	2.20
p stat_(*=Sig @ p<=.05)	.731		~	~	~	.882	.889	~	~	~	~	~	~	~	~	~	.044*	.172	.126	.301

GETTING CARE QUICKLY

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE
NCARSN4 NQ4	2.33	2.38	2.00	2.35	2.36	2.33	2.41	2.47	2.37	3.00	1.00	3.00	2.00	2.15	2.25	2.33	2.37	2.33	2.45	2.32
p stat_(*=Sig @ p<=.05)	.485		~	~	~	~	~	~	~	~	~	~	~	~	~	~	.606	.946	~	~
NAPGET4 NQ6	2.28	2.29	2.00	2.31	2.30	2.19	2.27	2.64	2.30	3.00		2.25	1.50	2.14	2.36	2.27	2.30	2.26	2.50	2.20
p stat_(*=Sig @ p<=.05)	.815		~	~	~	~	.905	~	~	~	~	~	~	~	~	~	.699	.808	.006*	.042*
COMPOSITE	2.30	2.33	2.00	2.33	2.33	2.26	2.34	2.56	2.34	3.00	1.00	x 2.63	1.75	2.15	2.31	2.30	2.33	2.30	2.47	2.26
p stat_(*=Sig @ p<=.05)	.734		~	~	~	.800	.819	~	~	~	~	~	~	~	~	~	.717	.958	.189	.484

HOW WELL DOCTORS COMMUNICATE

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE
NDREXPL4 NQ17	2.53	2.60	2.59	2.63	2.50	2.51	2.49	2.55	2.51	3.00	2.00	3.00	2.80	2.80	2.52	2.64	2.40	2.59	2.52	
p stat_(*=Sig @ p<=.05)		.156	~	~	~	~	~	~	~	~	~	~	~	~	~	~.014*	.027*	.385	.659	
NDRLSTN4 NQ18	2.42	2.57	2.41	2.40	2.36	2.40	2.56	2.45	2.43	3.00	3.00	3.00	2.33	2.60	2.43	2.58	2.26	2.50	2.42	
p stat_(*=Sig @ p<=.05)		.007*	~	~	~	~	~	~	~	~	~	~	~	~	~	~.002*	.010*	.304	.824	
NDRESPU4 NQ19	2.53	2.65	2.73	2.50	2.50	2.47	2.60	2.52	2.51	3.00	2.00	3.00	2.73	2.70	2.52	2.71	2.30	2.62	2.50	
p stat_(*=Sig @ p<=.05)		.006*	~	~	~	~	~	~	~	~	~	~	~	~	~	~.000*	.000*	.179	.418	
NDRTMEN4 NQ20	2.41	2.46	2.43	2.21	2.36	2.48	2.46	2.58	2.45	2.00	2.00	3.00	2.14	2.30	2.44	2.59	2.21	2.48	2.41	
p stat_(*=Sig @ p<=.05)		.416	~	~	~	~	~	~	~	~	~	~	~	~	~	~.001*	.005*	.362	.947	
COMPOSITE	2.47	2.57	2.54	2.44	2.43	2.47	2.53	2.52	2.47	2.75	2.25	x 3.00	x 2.50	2.60	2.48	2.63	2.29	2.55	2.46	
p stat_(*=Sig @ p<=.05)		.489	~	~	~	~	~	~	~	~	~	~	~	~	~	~.209	.272	.702	.885	

CUSTOMER SERVICE

	UHAL TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE
NPBCLCS4 NQ31	2.28	2.14	1.86	2.20	2.60	2.20	2.58	2.50	2.34			3.00		2.00	2.40	2.31	2.32	2.33	2.35	2.29
p stat_(*=Sig @ p<=.05)		.179	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ32	2.51	2.59	2.57	2.20	2.80	2.33	2.75	2.90	2.57			3.00		2.40	2.40	2.57	2.55	2.56	2.65	2.51
p stat_(*=Sig @ p<=.05)		.379	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.39	2.37	2.21	2.20	2.70	2.27	2.67	2.70	2.45	x	x	x	3.00	x	2.20	2.40	2.44	2.44	2.50	2.40
p stat_(*=Sig @ p<=.05)		.896	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NRXWHY NQ10	2.29	2.23	2.25	2.58	2.27	2.41	2.12	2.50	2.34	3.00	3.00	2.50	1.00	2.13	2.14	2.34	2.43	2.22	2.34	2.33	
p stat_(*=Sig @ p<=.05)		.359	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.055	.323	~	~	
NRXWYNT NQ11	1.84	1.87	1.75	1.63	2.00	1.87	1.78	2.17	1.84	3.00	3.00	2.00	1.00	1.50	1.29	1.84	1.96	1.70	1.80	1.86	
p stat_(*=Sig @ p<=.05)		.646	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.105	.091	~	~	
NRXBST NQ12	2.41	2.44	3.00	2.58	2.45	2.37	2.20	2.67	2.42	1.00	3.00	3.00	1.00	2.25	2.43	2.37	2.67	2.13	2.53	2.36	
p stat_(*=Sig @ p<=.05)		.726	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.003*	.003*	~	~	
COMPOSITE	2.18	2.18	2.33	2.26	2.24	2.22	2.04	2.44	2.20	2.33	3.00	x	2.50	1.00	1.96	1.95	2.18	2.36	2.02	2.22	2.18
p stat_(*=Sig @ p<=.05)		1.00	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.319	.364	~	~	

GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHER	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE
PRBSEE4 Q25	78%	78%	100%	58%	75%	75%	83%	86%	78%		0%		100%		83%	100%	77%	87%	70%	82%	77%
CARNES4 Q14	75%	82%	81%	73%	77%	70%	77%	83%	75%	100%	0%		100%	100%	81%	90%	75%	82%	69%	82%	74%
AVERAGE	76.5	79.8	90.7	65.5	76.0	72.6	80.1	84.5	76.7	x	x	x	100	x	82.3	95.0	75.8	84.4	69.4	82.0	75.3

GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
CARSN4 Q4	81%	82%	64%	80%	86%	80%	86%	84%	83%	100%	0%	100%	100%	69%	75%	81%	81%	82%	83%	82%	
APGET4 Q6	77%	79%	53%	83%	87%	72%	75%	86%	76%	100%		75%	50%	79%	82%	76%	77%	75%	86%	73%	
AVERAGE	78.7	80.1	58.1	81.4	86.3	76.2	80.6	85.0	79.8	x	x	x	75.0	x	73.9	78.4	78.5	79.2	78.3	84.4	77.1

HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
DREXPL4 Q17	89%	92%	91%	97%	91%	81%	95%	91%	90%	100%	100%	100%	93%	100%	89%	94%	85%	91%	90%		
DRLSTN4 Q18	83%	89%	86%	83%	77%	79%	90%	91%	84%	100%	100%	100%	87%	90%	84%	89%	78%	89%	82%		
DRESPU4 Q19	88%	91%	95%	87%	86%	85%	90%	91%	88%	100%	100%	100%	93%	100%	88%	95%	80%	89%	88%		
DRTMEN4 Q20	82%	86%	90%	75%	82%	80%	86%	88%	83%	100%	100%	100%	71%	90%	83%	90%	74%	88%	81%		
AVERAGE	85.6	89.3	90.8	85.4	84.1	81.3	90.5	90.2	86.2	x	x	x	100	x	86.2	95.0	85.9	92.0	79.4	89.3	85.5

CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

	UHAL TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
PBCLCS4 Q31	79%	73%	57%	80%	100%	80%	83%	90%	83%					100%	60%	80%	81%	74%	89%	82%	80%
CSRESP Q32	85%	91%	86%	70%	100%	80%	100%	100%	89%					100%	80%	80%	89%	84%	93%	82%	90%
AVERAGE	82.0	82.1	71.4	75.0	100	80.0	91.7	95.0	85.8	x	x	x	x	x	70.0	80.0	85.2	79.0	90.7	82.4	85.4

SHARED DECISION MAKING (A LOT/YES + SOME) -- GLOBAL PROPORTION COMPOSITE

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	UHAL TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
RXWHY Q10	85%	80%	100%	95%	82%	94%	81%	83%	88%	100%	100%	100%	0%	88%	86%	88%	89%	85%	89%	87%	
RXWYNT Q11	59%	61%	75%	42%	64%	66%	59%	67%	59%	100%	100%	100%	0%	50%	29%	60%	68%	50%	49%	64%	
FRXBST Q12	71%	72%	100%	79%	73%	69%	60%	83%	71%	0%	100%	100%	0%	63%	71%	69%	84%	57%	76%	68%	
AVERAGE	71.6	70.8	91.7	71.9	72.7	76.0	66.9	77.8	72.5	x	x	x	x	x	66.7	61.9	72.4	80.3	63.9	71.2	73.1

Q1 OUR RECORDS SHOW THAT YOUR CHILD IS NOW IN <HEALTH PLAN>. IS THAT RIGHT?

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q1	UHAL TOT CHLD	340	72	93	94	79	270	3	2	1	6	40	33	290	311	10	262	78	
YES	OHP TOT CHLD	5863	2	72	93	94	270	3	2	1	6	40	33	290	311	10	262	78	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
NOT ANSWERED		3		2	1		3								3	3	3		
VALID CASES		340	72	93	94	79	270	3	2	1	6	40	33	290	311	10	262	78	
NUMBER OF RESPONDENTS		343	72	95	95	79	273	3	2	1	6	40	33	293	314	10	265	78	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q3 IN THE LAST 6 MONTHS, DID YOUR CHILD HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC			
Q3 YES	131 39%	1775 30%*		33 ~ 48%	31 33%	38 41%	29 38%	107 40%		1 ~ 50%			4 ~ 67%	13 32%	11 34%	114 39%	117 38%	7 70%	87 34%*	44 58%*	
NO	203 61%	4117 70%*	2 100%	36 ~ 52%	63 67%	55 59%	47 62%	162 60%	3 100%	1 ~ 50%			1 ~ 100%	2 33%	27 68%	21 66%	176 61%	193 62%	3 30%	171 66%*	32 42%*
NOT ANSWERED	9	126		3	1	2	3	4							1	3	4		7	2	
VALID CASES	334	5892	2	69	94	93	76	269	3	2			1	6	40	32	290	310	10	258	76
NUMBER OF RESPONDENTS	343	6018	2	72	95	95	79	273	3	2			1	6	40	33	293	314	10	265	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

Q4 IN THE LAST 6 MONTHS, WHEN YOUR CHILD NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOUR CHILD GET CARE AS SOON AS HE OR SHE NEEDED?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q4 NEVER	2 2%	28 2%	~	~	1 3%	~	1 4%	1 1%	~	1 100%	~	~	~	~	2 2%	2 2%	~	2 2%	~
SOMETIMES	12 9%	167 10%	~	4 13%	1 3%	6 16%	1 4%	6 6%	~	~	~	2 50%	3 23%	3 27%	8 7%	9 8%	1 14%	5 6%	7 16%
USUALLY	21 17%	270 16%	~	2 6%	7 23%	9 24%	3 11%	17 17%	~	~	~	2 50%	1 8%	3 27%	17 15%	19 17%	1 14%	13 16%	8 18%
ALWAYS	92 72%	1252 73%	~	25 81%	22 71%	22 59%	23 82%	79 77%	~	~	~	~	9 69%	5 45%	83 75%	83 73%	5 71%	63 76%	29 66%
#ALWAYS + USUALLY (NET)	113 89%	1522 89%	~	27 87%	29 94%	31 84%	26 93%	96 93%	~	~	~	2 50%	10 77%	8 73%	100 91%	102 90%	6 86%	76 92%	37 84%
TOP BOX SCORE	92 72%	1252 73%	~	25 81%	22 71%	22 59%	23 82%	79 77%	~	~	~	~	9 69%	5 45%	83 75%	83 73%	5 71%	63 76%	29 66%
NOT ANSWERED	4	136	~	2	~	1	1	4	~	~	~	~	~	4	4	4	4	~	~
VALID CASES	127	1718	~	31	31	37	28	103	~	1	~	4	13	11	110	113	7	83	44
NUMBER OF RESPONDENTS	131	1854	~	33	31	38	29	107	~	1	~	4	13	11	114	117	7	87	44
	100%	100%	~	100%	100%	100%	100%	100%	~	100%	~	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

Q5 IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER					
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC			
Q5																						
YES	200 60%	3764 65%	2 100%~	49 73%*	50 53%	49 52%	50 66%	159 59%	1 33%	2 100%~		5 ~	25 ~	83%~	63%~	22 69%~	172 59%~	185 59%~	6 60%~	142 55%*	58 75%*	
NO	133 40%	2063 35%		18 ~ 27%*	44 47%	45 48%	26 34%	111 41%	2 67%~			1 ~	1 ~	15 100%~	17%~	37%~	31%~	41%~	41%~	40%~	114 45%*	19 25%*
NOT ANSWERED	10	192		5	1	1	3	3								1	2	3		9	1	
VALID CASES	333	5826	2	67	94	94	76	270	3	2		1	6	40		32	291	311	10	256	77	
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%		1 100%	6 100%	40 100%		33 100%	293 100%	314 100%	10 100%	265 100%	78 100%	

Q6 IN THE LAST 6 MONTHS, WHEN YOU MADE AN APPOINTMENT FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOUR CHILD NEEDED?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q6 NEVER	11 6%	57 2%*	~	~	6 12%	2 5%	3 7%	9 6%	~	~	~	~	~	11 7%	9 5%	2 33%	6 5%	5 10%		
SOMETIMES	23 13%	442 13%	~	6 13%	3 6%	8 19%	6 13%	17 12%	~	1 50%	~	~	2 40%	3 13%	2 11%	21 13%	23 14%	18 14%	5 10%	
USUALLY	54 29%	870 25%	~	14 30%	10 21%	16 38%	14 31%	46 32%	1 100%	~	~	~	1 20%	3 13%	4 22%	48 30%	51 30%	35 27%	19 37%	
ALWAYS	96 52%	2092 60%*	100%	2 57%	27 60%	29 68%	16 38%	22 49%	73 50%	1 50%	~	~	2 40%	15 65%	12 67%	80 50%	87 51%	4 67%	73 55%	23 44%
#ALWAYS + USUALLY (NET)	150 82%	2961 86%	100%	2 87%	41 81%	39 76%	32 80%	36 82%	1 100%	1 50%	~	~	3 60%	18 78%	16 89%	128 80%	138 81%	4 67%	108 82%	42 81%
TOP BOX SCORE	96 52%	2092 60%*	100%	2 57%	27 60%	29 68%	16 38%	22 49%	73 50%	1 50%	~	~	2 40%	15 65%	12 67%	80 50%	87 51%	4 67%	73 55%	23 44%
NOT ANSWERED	16	259		2	2	7	5	14					2	4	12	15		10	6	
VALID CASES	184	3460	2	47	48	42	45	145	1	2			5	23	18	160	170	6	132	52
NUMBER OF RESPONDENTS	200	3719	2	49	50	49	50	159	1	2			5	25	22	172	185	6	142	58
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

Q7 IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOUR CHILD WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID HE OR SHE GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q7 NONE	121 37%	1770 31%*		16 ~ 25%*	40 43%	42 45%	23 30%	99 37%	1 33%~	1 50%~		1 ~ 100%~	1 17%~	14 36%~	10 30%~	108 38%~	115 38%~	2 22%~	107 43%*	14 18%*
1 TIME	73 22%	1587 28%*	1 50%~	18 29%~	18 19%	19 20%	17 22%	61 23%	1 33%~	1 50%~			1 ~ 17%~	6 15%~	1 3%~	69 24%~	68 22%~	2 22%~	58 23%	15 19%
2	61 19%	1212 21%		13 ~ 21%	20 21%	13 14%	15 20%	50 19%	1 33%~				1 ~ 17%~	7 18%~	7 21%~	52 18%~	2 19%~	2 22%~	40 16%*	21 27%*
3	47 14%	601 10%*	1 50%~	11 17%	10 11%	12 13%	13 17%	36 14%					3 ~ 50%~	7 18%~	11 33%~	35 12%~	44 14%~	2 22%~	29 12%*	18 23%*
4	12 4%	266 5%		3 ~ 5%	2 2%	6 6%	1 1%	8 3%						3 ~ 8%~	2 6%~	9 3%~			9 4%	3 4%
5 TO 9	11 3%	243 4%		1 ~ 2%	3 3%	1 1%	6 8%	8 3%						2 ~ 5%~	2 6%~	8 3%~	9 3%~	1 11%~	7 3%	4 5%
10 OR MORE TIMES	3 0.9%	84 1%		1 ~ 2%	1 1%		1 ~ 1%	3 1%~								3 ~ 1%~	3 1%~		1 ~ 0.4%	2 3%
NOT ANSWERED	15	255		9	1	2	3	8					1		9	8	1	14	1	
VALID CASES	328	5763	2	63	94	93	76	265	3	2		1	6	39	33	284	306	9	251	77
NUMBER OF RESPONDENTS	343	6018	2	72	95	95	79	273	3	2		1	6	40	33	293	314	10	265	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q8 A HEALTH PROVIDER IS THE PERSON YOU WOULD SEE IF YOUR CHILD NEEDED A CHECK-UP, WANTED ADVICE ABOUT A HEALTH PROBLEM, OR GOT SICK OR HURT. IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS IN YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR AFR-	AMER AS-	NATV HAW/ IAN	AMER IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q8 #YES	128 63%	2722 69%	2 100%~	32 68%~	26 49%*	35 70%	33 63%	100 61%~	1 100%~	~	~	5 ~100%~	16 64%~	11 48%~	111 64%~	118 63%~	4 57%~	89 63%	39 63%
NO	76 37%	1206 31%	~	15 32%~	27 51%*	15 30%	19 37%	64 39%~	1 ~100%~	~	~	9 ~36%~	~	12 52%~	62 36%~	70 37%~	3 43%~	53 37%	23 37%
NOT ANSWERED	3	97			1	1	1	2	1						3	3		2	1
VALID CASES	204	3927	2	47	53	50	52	164	1	1		5	25	23	173	188	7	142	62
NUMBER OF RESPONDENTS	207	4024	2	47	54	51	53	166	2	1		5	25	23	176	191	7	144	63
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q9 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q9 NEVER	8 4%	99 3%	~	~	2 4%	1 2%	5 10%	6 4%	~	1 100%	~	~	~	1 4%	2 9%	6 3%	6 3%	1 14%	5 4%	3 5%
SOMETIMES	26 13%	362 9%	~	9 20%	8 15%	2 4%*	7 14%	18 11%	~	~	~	~	~	6 24%	2 9%	22 13%	22 12%	2 29%	19 13%	7 11%
USUALLY	57 28%	854 22%*	1 50%	10 22%	18 33%	17 34%	11 22%	51 31%	1 50%	~	~	~	~	5 20%	7 30%	50 29%	56 30%	1 14%	41 29%	16 26%
ALWAYS	112 55%	2627 67%*	1 50%	27 59%	26 48%	30 60%	28 55%	88 54%	1 50%	~	~	~	5 100%	13 52%	12 52%	95 55%	104 55%	3 43%	77 54%	35 57%
#ALWAYS + USUALLY (NET)	169 83%	3480 88%	2 100%	37 80%	44 81%	47 94%*	39 76%	139 85%	2 100%	~	~	~	5 100%	18 72%	19 83%	145 84%	160 85%	4 57%	118 83%	51 84%
TOP BOX SCORE	112 55%	2627 67%*	1 50%	27 59%	26 48%	30 60%	28 55%	88 54%	1 50%	~	~	~	5 100%	13 52%	12 52%	95 55%	104 55%	3 43%	77 54%	35 57%
NOT ANSWERED	4	83		1		1	2	3								3	3		2	2
VALID CASES	203	3941	2	46	54	50	51	163	2	1			5	25	23	173	188	7	142	61
NUMBER OF RESPONDENTS	207 100%	4024 100%	2 100%	47 100%	54 100%	51 100%	53 100%	166 100%	2 100%	1 100%			5 100%	25 100%	23 100%	176 100%	191 100%	7 100%	144 100%	63 100%

[ASKED IF Q7 >= 1 TIME]

Q10 IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE FOR YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	NO CCC	CCC	
Q10 YES	72 35%	1194 30%	2 100%	14 30%	21 40%	14 27%	21 40%	55 33%	~	~	~	1 20%	12 48%	8 35%	60 34%	66 35%	2 29%	47 33%	25 40%
NO	132 65%	2727 70%	~	32 70%	32 60%	37 73%	31 60%	110 67%	1 100%	1 100%	~	4 80%	13 52%	15 65%	114 66%	123 65%	5 71%	95 67%	37 60%
NOT ANSWERED	3	102		1	1		1	1						2	2		2	1	
VALID CASES	204	3922	2	46	53	51	52	165	1	1		5	25	23	174	189	7	142	62
NUMBER OF RESPONDENTS	207 100%	4024 100%	2 100%	47 100%	54 100%	51 100%	53 100%	166 100%	2 100%	1 100%		5 100%	25 100%	23 100%	176 100%	191 100%	7 100%	144 100%	63 100%

[ASKED IF Q7 >= 1 TIME]

Q11 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT YOUR CHILD TO TAKE A MEDICINE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q11 NOT AT ALL	2 3%	40 4%	~	1 8%~	1 5%~	~	~	2 4%~	~	~	~	~	~	~	2 4%~	2 3%~	~	2 5%~	~	
A LITTLE	11 16%	110 10%	50%~	1 17%~	2 15%~	3 8%~	1 20%~	4 13%~	7 ~	~	~	~	~	1 ~	1 17%~	7 12%~	7 11%~	1 50%~	9 20%~	2 9%~
SOME	14 21%	287 26%	~	4 33%~	7 35%~	3 23%~	~	11 21%~	~	~	~	~	1 ~100%~	2 22%~	2 33%~	12 21%~	14 23%~	~	11 25%~	3 13%~
#A LOT	40 60%	660 60%	50%~	1 42%~	5 45%~	9 69%~	9 80%~	16 62%~	33 ~	~	~	~	~	6 67%~	3 50%~	36 63%~	38 62%~	1 50%~	22 50%~	18 78%~
NOT ANSWERED	5	40		2	1	1	1	2					3	2	3	5		3	2	
VALID CASES	67	1098	2	12	20	13	20	53				1	9	6	57	61	2	44	23	
NUMBER OF RESPONDENTS	72	1138	2	14	21	14	21	55				1	12	8	60	66	2	47	25	
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q7 >= 1 TIME AND Q10 = YES]

Q12 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT YOUR CHILD TO TAKE A MEDICINE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q12 NOT AT ALL	13 19%	204 19%	1 50%~	2 17%~	7 33%~	2 15%~	1 5%~	9 17%~	~	~	~	~	1 10%~	10 18%~	10 16%~	10 16%~	1 25%~	2 8%~	
A LITTLE	11 16%	171 16%	1 50%~	4 33%~	2 10%~	2 15%~	2 10%~	10 19%~	~	~	~	~	1 10%~	11 19%~	10 16%~	1 50%~	8 18%~	3 12%~	
SOME	25 37%	343 31%	~	4 33%~	7 33%~	6 46%~	8 40%~	20 38%~	~	~	~	1 100%~	4 40%~	5 71%~	20 35%~	24 39%~	1 50%~	11 25%~	14 58%~
#A LOT	19 28%	374 34%	~	2 17%~	5 24%~	3 23%~	9 45%~	14 26%~	~	~	~	~	4 40%~	2 29%~	16 28%~	18 29%~	~	14 32%~	5 21%~
NOT ANSWERED	4	47		2		1	1	2					2	1	3	4		3	1
VALID CASES	68	1091	2	12	21	13	20	53				1	10	7	57	62	2	44	24
NUMBER OF RESPONDENTS	72	1138	2	14	21	14	21	55				1	12	8	60	66	2	47	25
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME AND Q10 = YES]

Q13 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q13 #YES	49 74%	872 80%	1 50%~	6 55%~	17 81%~	9 69%~	16 84%~	37 71%~	~	~	~	~	1 ~100%~	9 90%~	6 86%~	41 73%~	46 75%~	1 50%~	31 72%~	18 78%~
NO	17 26%	225 20%	1 50%~	5 45%~	4 19%~	4 31%~	3 16%~	15 29%~	~	~	~	~	1 ~10%~	1 14%~	15 27%~	15 25%~	1 50%~	12 28%~	5 22%~	
NOT ANSWERED	6	42		3		1	2	3						2	1	4	5		4	2
VALID CASES	66	1096	2	11	21	13	19	52					1	10	7	56	61	2	43	23
NUMBER OF RESPONDENTS	72	1138	2	14	21	14	21	55					1	12	8	60	66	2	47	25
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME AND Q10 = YES]

Q14 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?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q14 WORST HEALTH CARE POSSIBLE	21%	40.1%	~	~	~	~	4%	1%	~	~	~	~	~	1%	0.5%	14%	0.7%	2%	
01	21%	50.1%	~	~	~	2%	2%	1%	~	~	~	~	9%	~	0.5%	~	~	3%	
02	21%	150.4%	~	~	1%	2%	2%	1%	~	~	~	~	~	2%	0.5%	14%	0.7%	2%	
03	21%	330.8%	~	2%	~	~	2%	0.6%	~	~	~	4%	1%	0.6%	~	~	1%	~	
04	63%	531%	~	2%	4%	2%	4%	3%	~	~	~	4%	~	3%	3%	14%	4%	~	
05	199%	1414%	~	4%	13%	8%	12%	8%	~	100%	~	20%	8%	9%	9%	8%	14%	10%	8%
06	115%	1243%	~	7%	7%	2%	6%	5%	~	~	~	12%	3%	4%	6%	6%	~	6%	5%
07	189%	3168%	~	7%	11%	12%	6%	15%	~	~	~	8%	2%	4%	13%	15%	29%	8%	10%
08	4824%	88623%	~	33%	19%	32%	13%	24%	1%	~	~	40%	20%	22%	25%	25%	~	23%	15%
09	3015%	84922%	50%	20%	13%	8%	17%	15%	~	~	~	16%	13%	15%	15%	~	16%	11%	
BEST HEALTH CARE POSSIBLE	6431%	147638%	50%	26%	31%	34%	33%	31%	50%	~	~	40%	28%	22%	32%	32%	14%	30%	35%
#8-10 (NET)	14270%	321182%	100%	78%	63%	74%	63%	71%	100%	~	~	80%	64%	57%	72%	72%	14%	69%	71%

Continued

Q14 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?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	NO CCC	CCC	
9-10 (NET)	94 46%	2325 60%	2 100%	21 46%	24 44%	21 42%	26 50%	76 46%	1 50%	~	~	~	2 40%	11 44%	8 35%	82 47%	89 47%	1 14%	65 46%	29 47%
NOT ANSWERED	3	122		1		1	1	2							2	2		2	1	
VALID CASES	204	3902	2	46	54	50	52	164	2	1			5	25	23	174	189	7	142	62
NUMBER OF RESPONDENTS	207 100%	4024 100%	2 100%	47 100%	54 100%	51 100%	53 100%	166 100%	2 100%	1 100%			5 100%	25 100%	23 100%	176 100%	191 100%	7 100%	144 100%	63 100%
MEAN	7.93	8.59	9.50	8.20	7.85	8.14	7.50	7.94	9.00	5.00			8.20	7.80	7.22	8.02	8.07	5.00	7.92	7.94
p stat_(*=Sig @ p<=.05)		.000*	~	~	.763	.391	.177	~	~	~	~	~	~	~	~	~	~	~	.971	.971

[ASKED IF Q7 >= 1]

Q15 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS, OR TREATMENT YOUR CHILD NEEDED?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q15 NEVER	7 3%	70 2%	~	~	2%	~	12%*	5 3%	~	100%~	~	~	~	4%~	9%~	5 3%	5 3%	2 29%~	4 3%	3 5%
SOMETIMES	32 16%	378 10%*	50%~	13%~	15%	20%	14%	26 16%~	~	~	~	~	40%~	12%~	17%~	16%~	28 15%~	2 29%~	23 16%	9 15%
USUALLY	73 36%	1179 30%	50%~	22 48%~	20 37%	16 31%	14 27%	59 36%~	1 50%~	~	~	~	20%~	40%~	35%~	36%~	69 37%~	2 29%~	48 34%	25 40%
ALWAYS	92 45%	2256 58%*	~	18 39%~	25 46%	25 49%	24 47%	74 45%~	1 50%~	~	~	~	40%~	44%~	39%~	45%~	87 46%~	1 14%~	67 47%	25 40%
#ALWAYS + USUALLY (NET)	165 81%	3435 88%*	50%~	1 87%~	40 83%	45 80%	38 75%	133 81%~	2 100%~	~	~	~	60%~	84%~	74%~	82%~	156 83%~	3 43%~	115 81%	50 81%
TOP BOX SCORE	92 45%	2256 58%*	~	18 39%~	25 46%	25 49%	24 47%	74 45%~	1 50%~	~	~	~	40%~	44%~	39%~	45%~	87 46%~	1 14%~	67 47%	25 40%
NOT ANSWERED	3	141		1			2	2								2	2	2	1	
VALID CASES	204	3883	2	46	54	51	51	164	2	1			5	25	23	174	189	7	142	62
NUMBER OF RESPONDENTS	207 100%	4024 100%	2 100%	47 100%	54 100%	51 100%	53 100%	166 100%	2 100%	1 100%			5 100%	25 100%	23 100%	176 100%	191 100%	7 100%	144 100%	63 100%

[ASKED IF Q7 >= 1 TIME]

Q16 IS YOUR CHILD NOW ENROLLED IN ANY KIND OF SCHOOL OR DAYCARE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q16 YES	240 72%	4005 69%		11 ~ 16%*	73 78%	84 90%*	72 94%*	196 72%	1 33%~			1 ~100%~	5 83%~	29 73%~	25 78%~	208 71%~	224 72%~	8 80%~	169 66%*	71 92%*
NO	94 28%	1827 31%	2 100%~	57 84%*	21 22%	9 10%*	5 6%*	75 28%	2 67%~	2 100%~			1 ~ 17%~	11 27%~	7 22%~	84 29%~	88 28%~	2 20%~	88 34%*	6 8%*
NOT ANSWERED	9	187		4	1	2	2	2							1	1	2		8	1
VALID CASES	334	5831	2	68	94	93	77	271	3	2		1	6	40	32	292	312	10	257	77
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%		1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%

Q17 IN THE LAST 6 MONTHS, DID YOU NEED YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TO CONTACT A SCHOOL OR DAYCARE CENTER ABOUT YOUR CHILD'S HEALTH OR HEALTH CARE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q17 YES	178	460	~	30%~	10%~	1%*~	9%	12%~	~	~	~	~	25%~	12%~	13%~	7%~	14%~	25%~	6%~	10%
NO	205	3425	~	70%~	90%~	99%*~	91%	172	~	~	~	100%~	75%~	88%~	87%~	93%~	192	6	144	61
NOT ANSWERED	18	235	1	6	6	5	12	1				1	4	2	16	18		15	3	
VALID CASES	222	3885	10	67	78	67	184				1	4	25	23	192	206	8	154	68	
NUMBER OF RESPONDENTS	240	4120	11	73	84	72	196	1			1	5	29	25	208	224	8	169	71	
	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q16 = YES]

Q18 IN THE LAST 6 MONTHS, DID YOU GET THE HELP YOU NEEDED FROM YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER IN CONTACTING YOUR CHILD'S SCHOOL OR DAYCARE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
Q18 #YES	15 94%	368 88%	3 ~100%	6 ~100%	1 ~100%	5 83%	12 100%	~	~	~	~	1 ~100%	2 100%	2 100%	13 100%	13 100%	2 100%	9 90%	6 100%
NO	1 6%	51 12%	~	~	~	1 17%	~	~	~	~	~	~	~	~	~	~	1 10%	~	
NOT ANSWERED	1	1		1								1	1	1	1		1		
VALID CASES	16	419	3	6	1	6	12					1	2	2	13	13	2	10	6
NUMBER OF RESPONDENTS	17	420	3	7	1	6	12					1	3	3	13	14	2	10	7
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES AND Q17 = YES]

Q19 SPECIAL MEDICAL EQUIPMENT OR DEVICES INCLUDE A WALKER, WHEELCHAIR, NEBULIZER, FEEDING TUBES, OR OXYGEN EQUIPMENT. IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET ANY SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q19 YES	15 5%	202 3%	~	6 9%	4 4%	2 2%	3 4%	10 4%	~	~	~	~	~	10%~	3%~	4%~	13 4%~	1 11%~	7 3%*	8 10%*	
NO	318 95%	5625 97%	100%~	2 91%	61 96%	89 98%	91 96%	75 96%	260 96%	3 100%	2 100%	~	1 ~100%	6 ~100%	36 ~90%	32 97%	277 96%	299 96%~	8 89%~	248 97%*	70 90%*
NOT ANSWERED	10	191		5	2	2	1	3							3	2	1	10			
VALID CASES	333	5827	2	67	93	93	78	270	3	2		1	6	40	33	290	312	9	255	78	
NUMBER OF RESPONDENTS	343	6018	2	72	95	95	79	273	3	2		1	6	40	33	293	314	10	265	78	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q20 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD?

			AGE					RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER				
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q20 NEVER	1 7%	22 11%	~	~	~	50%	1 10%	~	~	~	~	~	~	~	1 8%	1 8%	~	~	1 13%	~
SOMETIMES	5 33%	27 13%	~	2 33%	2 50%	1 33%	3 30%	~	~	~	~	~	1 25%	1 100%	3 23%	4 31%	~	1 14%	4 50%	~
USUALLY	2 13%	51 24%	~	1 17%	1 50%	~	1 10%	~	~	~	~	~	1 25%	~	2 15%	2 15%	~	1 14%	1 13%	~
ALWAYS	7 47%	109 52%	~	3 50%	2 50%	2 67%	5 50%	~	~	~	~	~	2 50%	~	7 54%	6 46%	1 100%	5 71%	2 25%	~
#ALWAYS + USUALLY (NET)	9 60%	160 76%	~	4 67%	2 50%	1 50%	2 67%	6 60%	~	~	~	~	3 75%	~	9 69%	8 62%	1 100%	6 86%	3 38%	~
TOP BOX SCORE	7 47%	109 52%	~	3 50%	2 50%	2 67%	5 50%	~	~	~	~	~	2 50%	~	7 54%	6 46%	1 100%	5 71%	2 25%	~
NOT ANSWERED		12																		
VALID CASES	15	210		6	4	2	3	10					4	1	13	13	1	7	8	
NUMBER OF RESPONDENTS	15	222		6	4	2	3	10					4	1	13	13	1	7	8	
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q19 = YES]

Q21 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q21 #YES	12 86%	178 86%		6	3	1	2	7					4	1	10	10	1	7	5
			~100%	~100%	~50%	~67%	78%	~	~	~	~	~100%	~100%	~83%	83%	~100%	~100%	~71%	~
NO	2 14%	30 14%	~	~	~50%	~33%	22%	~	~	~	~	~	~	~17%	17%	~	~	2	29%
NOT ANSWERED	1	14		1				1						1	1			1	
VALID CASES	14	208		6	3	2	3	9				4	1	12	12	1	7	7	
NUMBER OF RESPONDENTS	15	222		6	4	2	3	10				4	1	13	13	1	7	8	
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

Q22 IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET SPECIAL THERAPY SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY FOR YOUR CHILD?

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER					
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	NO CCC	CCC				
Q22 YES	13 4%	474 8%*	~	4 6%	4 4%	3 3%	2 3%	9 3%	~	~	~	~	~	~	10%~	9%~	3%~	12 4%~	1 10%~	6 2%	7 9%	
NO	322 96%	5319 92%*	100%~	2 94%	64 96%	89 97%	91 97%	76 97%	264 97%	3 100%	2 100%	~	1 ~100%	6 ~100%	35 ~100%	90%~	91%~	97%~	301 96%~	9 90%~	251 98%	71 91%
NOT ANSWERED	8	225		4	2	1	1					1		1		1					8	
VALID CASES	335	5793	2	68	93	94	78	273	3	2	1	6	39	33	292	313	10	257	78			
NUMBER OF RESPONDENTS	343	6018	2	72	95	95	79	273	3	2	1	6	40	33	293	314	10	265	78			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q23 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS THERAPY FOR YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q23 NEVER	60	14%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
SOMETIMES	2	71	~	1	1	~	1	~	~	~	~	~	1	2	2	2	~	~	2	2	
	15%	17%	~	25%	25%	~	11%	~	~	~	~	~	25%	67%	~	17%	~	~	29%	~	
USUALLY	5	110	~	2	2	1	4	~	~	~	~	~	1	5	5	5	~	4	1	1	
	38%	26%	~	50%	50%	33%	44%	~	~	~	~	~	25%	50%	~	42%	~	67%	14%	~	
ALWAYS	6	179	~	1	1	2	2	4	~	~	~	~	2	1	5	5	1	2	4	4	
	46%	43%	~	25%	25%	67%	100%	44%	~	~	~	~	50%	33%	50%	42%	100%	33%	57%	~	
#ALWAYS + USUALLY (NET)	11	289	~	3	3	3	2	8	~	~	~	~	3	1	10	10	1	6	5	5	
	85%	69%	~	75%	75%	100%	100%	89%	~	~	~	~	75%	33%	100%	83%	100%	100%	71%	~	
TOP BOX SCORE	6	179	~	1	1	2	2	4	~	~	~	~	2	1	5	5	1	2	4	4	
	46%	43%	~	25%	25%	67%	100%	44%	~	~	~	~	50%	33%	50%	42%	100%	33%	57%	~	
NOT ANSWERED	24																				
VALID CASES	13	420	4	4	3	2	9						4	3	10	12	1	6	7		
NUMBER OF RESPONDENTS	13	444	4	4	3	2	9						4	3	10	12	1	6	7		
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

Q24 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS THERAPY FOR YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q24 #YES	7 58%	291 69%		3 ~ 75%	2 50%	1 33%	1 100%	6 75%	~	~	~	~	1 25%	2 67%	5 56%	7 58%	~	2 33%	5 83%
NO	5 42%	132 31%		1 ~ 25%	2 50%	2 67%	2 25%	~	~	~	~	~	3 75%	1 33%	4 44%	5 42%	~	4 67%	1 17%
NOT ANSWERED	1	21				1	1								1		1		1
VALID CASES	12	423		4	4	3	1	8					4	3	9	12		6	6
NUMBER OF RESPONDENTS	13	444		4	4	3	2	9					4	3	10	12	1	6	7
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%		100%	100%

[ASKED IF Q22 = YES]

Q25 IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET TREATMENT OR COUNSELING FOR YOUR CHILD FOR AN EMOTIONAL, DEVELOPMENTAL, OR BEHAVIORAL PROBLEM?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q25 YES	30 9%	682 12%	~	3 4%	6 6%	9 10%	12 15%	25 9%	1 ~ 50%		1 ~100%	3 ~ 8%	5 15%	25 9%	28 9%	1 10%	9 4%*	21 27%*	
NO	305 91%	5109 88%	100%	2 ~ 96%	65 94%	87 90%	85 85%	248 91%	3 100%	1 ~ 50%		6 ~ 100%	36 92%	28 85%	267 91%	285 91%	9 90%	248 96%*	57 73%*
NOT ANSWERED	8	227		4	2	1	1					1		1	1		8		
VALID CASES	335	5791	2	68	93	94	78	273	3	2	1	6	39	33	292	313	10	257	78
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%	1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%

Q26 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q26 NEVER	4 14%	90 14%	~	~	~	11%	27%	4 17%	~	~	~	~	~	1 20%	3 13%	3 12%	1 100%	2 25%	2 10%	
SOMETIMES	8 29%	121 19%	~	1 33%	1 20%	4 44%	2 18%	6 26%	~	1 100%	~	~	~	1 33%	4 80%	4 17%	7 27%	~	2 25%	6 30%
USUALLY	9 32%	156 24%	~	2 67%	1 20%	1 11%	5 45%	7 30%	~	~	~	~	2 67%	~	9 39%	9 35%	~	1 13%	8 40%	
ALWAYS	7 25%	284 44%	~	~	3 60%	3 33%	1 9%	6 26%	~	~	~	1 100%	~	~	7 30%	7 27%	~	3 38%	4 20%	
#ALWAYS + USUALLY (NET)	16 57%	440 68%	~	2 67%	4 80%	4 44%	6 55%	13 57%	~	~	~	1 100%	2 67%	16 70%	16 62%	~	~	4 50%	12 60%	
TOP BOX SCORE	7 25%	284 44%	~	~	3 60%	3 33%	1 9%	6 26%	~	~	~	1 100%	~	~	7 30%	7 27%	~	3 38%	4 20%	
NOT ANSWERED	2	25			1		1	2							2	2		1	1	
VALID CASES	28	651		3	5	9	11	23	1		1		3	5	23	26	1	8	20	
NUMBER OF RESPONDENTS	30	676		3	6	9	12	25	1		1		3	5	25	28	1	9	21	
	100%	100%		100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q25 = YES]

Q27 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q27 #YES	10 34%	347 53%	~	2 67%	4 67%	2 22%	2 18%	7 29%	1 ~100%				2 ~ 67%	2 40%	8 33%	10 37%	1	3 38%	7 33%
NO	19 66%	304 47%	~	1 33%	2 33%	7 78%	9 82%	17 71%	~	~	1 ~100%		1 ~ 33%	3 60%	16 67%	17 63%	1 100%	5 63%	14 67%
NOT ANSWERED	1	25					1	1						1		1		1	
VALID CASES	29	651		3	6	9	11	24	1		1		3	5	24	27	1	8	21
NUMBER OF RESPONDENTS	30	676		3	6	9	12	25	1		1		3	5	25	28	1	9	21
	100%	100%		100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

Q28 IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM MORE THAN ONE KIND OF HEALTH CARE PROVIDER OR USE MORE THAN ONE KIND OF HEALTH CARE SERVICE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q28 YES	79 24%	1072 19%*		17 ~ 26%	22 24%	20 21%	20 26%	66 24%		1 ~ 50%			1 ~ 17%	11 29%	9 28%	69 24%	76 25%	3 30%	44 17%*	35 45%*
NO	252 76%	4688 81%*	2 100%~	48 74%	70 76%	74 79%	58 74%	204 76%	3 100%~	1 50%~		1 ~100%~	5 83%~	27 71%~	23 72%~	220 76%~	233 75%~	7 70%~	209 83%*	43 55%*
NOT ANSWERED	12	257		7	3	1	1	3						2	1	4	5		12	
VALID CASES	331	5761	2	65	92	94	78	270	3	2		1	6	38	32	289	309	10	253	78
NUMBER OF RESPONDENTS	343	6018	2	72	95	95	79	273	3	2		1	6	40	33	293	314	10	265	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q29 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?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q29 #YES	47 64%	609 56%	14 ~ 88%	12 ~ 60%	10 ~ 53%	11 ~ 58%	39 64%	~	~	~	~	1 ~100%	7 64%	5 56%	42 66%	46 65%	1 33%	27 68%	20 59%
NO	27 36%	471 44%	2 ~ 12%	8 ~ 40%	9 ~ 47%	8 ~ 42%	22 36%	~100%	1 ~	~	~	~	4 ~ 36%	4 44%	22 34%	25 35%	2 67%	13 32%	14 41%
NOT ANSWERED	5	35	1	2	1	1	5							5	5			4	1
VALID CASES	74	1080	16	20	19	19	61	1				1	11	9	64	71	3	40	34
NUMBER OF RESPONDENTS	79	1115	17	22	20	20	66	1				1	11	9	69	76	3	44	35
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

Q30 A PERSONAL DOCTOR IS THE ONE YOUR CHILD WOULD SEE IF HE OR SHE NEEDS A CHECKUP, HAS A HEALTH PROBLEM, OR GETS SICK OR HURT. DOES YOUR CHILD HAVE A PERSONAL DOCTOR?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q30 YES	299 91%	4998 86%*	2 100%~	64 97%*	83 90%	82 88%	68 88%	246 91%	2 67%	2 100%~	1 ~100%~	5 83%~	34 89%~	31 94%~	261 90%~	281 91%~	8 80%~	224 89%*	75 96%*	
Q30 NO	31 9%	790 14%*		2 ~ 3%*	9 10%	11 12%	9 12%	24 9%	1 33%~				1 ~ 17%~	4 11%~	2 6%~	28 10%~	28 9%~	2 20%~	3 11%*	4 4%*
NOT ANSWERED	13	230		6	3	2	2	3					2		4	5		13		
VALID CASES	330	5788	2	66	92	93	77	270	3	2		1	6	38	33	289	309	10	252	78
NUMBER OF RESPONDENTS	343	6018	2	72	95	95	79	273	3	2		1	6	40	33	293	314	10	265	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q31 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOUR CHILD VISIT HIS OR HER PERSONAL DOCTOR FOR CARE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q31 NONE	103 36%	1324 27%*		15 ~ 24%*	38 47%*	29 37%	21 32%	86 36%	1 50%~	1 50%~		1 ~100%~	10 ~ 31%~	7 24%~	94 37%~	98 36%~	1 13%~	92 42%*	11 15%*	
1 TIME	74 26%	1651 34%*	1 50%~	20 32%	17 21%	25 32%	11 17%*	65 27%		1 ~ 50%~			1 ~ 20%~	7 22%~	5 17%~	69 27%~	72 26%~	2 25%~	49 23%	25 34%
2	66 23%	1029 21%	1 50%~	12 19%	15 19%	17 22%	21 32%	52 22%	1 50%~				3 ~ 60%~	8 25%~	11 38%~	53 21%~	61 22%~	3 38%~	44 20%	22 30%
3	21 7%	462 9%		8 ~ 13%	4 5%	3 4%	6 9%	16 7%					1 ~ 20%~	1 3%~	2 7%~	16 6%~	18 7%~		14 6%	7 10%
4	14 5%	201 4%		4 ~ 6%	3 4%	3 4%	4 6%	10 4%						4 ~ 13%~	2 7%~	12 5%~	13 5%~		10 5%	4 5%
5 TO 9	9 3%	173 4%		2 ~ 3%	3 4%	1 1%	3 5%	7 3%						2 ~ 6%~	2 7%~	7 3%~	8 3%~	1 13%~	7 3%	2 3%
10 OR MORE TIMES	3 1%	32 0.6%		2 ~ 3%	1 1%			3 1%								3 ~ 1%~	2 0.7%~	1 13%~	1 0.5%~	2 3%
NOT ANSWERED	9	181		1	2	4	2	7					2	2	7	9		7	2	
VALID CASES	290	4872	2	63	81	78	66	239	2	2		1	5	32	29	254	272	8	217	73
NUMBER OF RESPONDENTS	299	5053	2	64	83	82	68	246	2	2		1	5	34	31	261	281	8	224	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

Q31A IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE A HARD TIME SPEAKING WITH OR UNDERSTANDING YOUR CHILD'S PERSONAL DOCTOR BECAUSE YOU SPOKE DIFFERENT LANGUAGES?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q31A ALWAYS	3 2%	68 2%	~	2%	~	~	4%	1 0.7%	~	~	~	~	~	5%	1 5%	1 0.6%	1 0.6%	1 14%	3 2%	~
USUALLY	1 0.5%	51 1%	~	~	~	~	2%	1 0.7%	~	~	~	~	~	~	1 0.6%	1 0.6%	~	~	1 0.8%	~
SOMETIMES	7 4%	288 8%*	~	4%	2%	2%	7%	4 3%	~	1 100%	~	~	1 20%	1 5%	1 5%	6 4%	7 4%	~	4 3%	3 5%
NEVER	175 94%	3102 88%*	2 100%	45 94%	42 98%	47 98%	39 87%	146 96%	1 100%	~	~	~	4 80%	20 91%	19 90%	152 95%	165 95%	6 86%	117 94%	58 95%
#NEVER + SOMETIMES (NET)	182 98%	3390 97%	2 100%	47 98%	43 100%	48 100%	42 93%	150 99%	1 100%	1 100%	~	~	5 100%	21 95%	20 95%	158 99%	172 99%	6 86%	121 97%	61 100%
TOP BOX SCORE	175 94%	3102 88%*	2 100%	45 94%	42 98%	47 98%	39 87%	146 96%	1 100%	~	~	~	4 80%	20 91%	19 90%	152 95%	165 95%	6 86%	117 94%	58 95%
NOT ANSWERED	1	31				1		1						1						1
VALID CASES	186	3509	2	48	43	48	45	152	1	1			5	22	21	160	174	7	125	61
NUMBER OF RESPONDENTS	187	3540	2	48	43	49	45	153	1	1			5	22	22	160	174	7	125	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS ABOUT YOUR CHILD'S HEALTH IN A WAY THAT WAS EASY TO UNDERSTAND?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q32 NEVER	5 3%	74 2%	~	~	5%~	4%~	2%~	4%~	~	~	~	~	~	1%~	3%~	2%~	1%~	3%~	2%~	
SOMETIMES	8 4%	183 5%	~	10%~	~	~	7%~	6%~	~100%~	~	~	~	~	5%~	7%~	6%~	2%~	6%~	2%~	
USUALLY	29 16%	573 16%	50%~	15%~	12%~	12%~	23%~	26%~	~	~	~	~	~	14%~	3%~	29%~	17%~	20%~	9%~	
ALWAYS	143 77%	2676 76%	50%~	75%~	84%~	83%~	68%~	116%~	1%~	~	~	~	4%~	18%~	19%~	120%~	135%~	4%~	95%~	48%~
#ALWAYS + USUALLY (NET)	172 93%	3249 93%	100%~	90%~	95%~	96%~	91%~	142%~	1%~	~	~	~	4%~	21%~	19%~	149%~	164%~	4%~	115%~	57%~
TOP BOX SCORE	143 77%	2676 76%	50%~	75%~	84%~	83%~	68%~	116%~	1%~	~	~	~	4%~	18%~	19%~	120%~	135%~	4%~	95%~	48%~
NOT ANSWERED	2	33				1	1	1					1	1	2			1	1	
VALID CASES	185	3507	2	48	43	48	44	152	1	1			4	22	21	159	172	7	124	61
NUMBER OF RESPONDENTS	187	3540	2	48	43	49	45	153	1	1			5	22	22	160	174	7	125	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q33 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR LISTEN CAREFULLY TO YOU?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q33 NEVER	4 2%	29 0.8%	~	2%~	~	2%~	4%~	2%~	~	~	~	~	~	5%~	9%~	1%~	2	1	1	3
SOMETIMES	12 6%	199 6%	~	10%~	7%~	~	9%~	5%~	~100%~	~	~	~	~	14%~	5%~	7%~	10	2	9	3
USUALLY	35 19%	611 17%	50%~	23%~	14%~	20%~	16%~	21%~	~	~	~	~	~	14%~	9%~	21%~	35	~	25	10
ALWAYS	135 73%	2666 76%	50%~	65%~	79%~	78%~	71%~	72%~	100%~	~	~	~	~	100%~	68%~	77%~	126	4	89	46
#ALWAYS + USUALLY (NET)	170 91%	3277 93%	100%~	88%~	93%~	98%~	87%~	93%~	100%~	~	~	~	~	100%~	82%~	86%~	161	4	114	56
TOP BOX SCORE	135 73%	2666 76%	50%~	65%~	79%~	78%~	71%~	72%~	100%~	~	~	~	~	100%~	68%~	77%~	126	4	89	46
NOT ANSWERED	1	34			1			1								1	1		1	
VALID CASES	186	3506	2	48	42	49	45	152	1	1			5	22	22	159	173	7	124	62
NUMBER OF RESPONDENTS	187 100%	3540 100%	2	48	43	49	45	153	1	1			5	22	22	160	174	7	125	62
			100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q34 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q34 NEVER	4 2%	22 0.6%	~	2%~	~	2%~	4%~	2%~	~	~	~	~	~	5%~	9%~	1%~	1%~	14%~	0.8%	5%
SOMETIMES	12 6%	152 4%	~	6%~	3 12%~	5 ~	4 9%~	10 7%~	~	~	~	~	~	9%~	~	8%~	6%~	14%~	7%	5%
USUALLY	27 14%	469 13%	1 50%~	9 19%~	5 12%~	9 18%~	3 7%~	20 13%~	1 ~100%~	~	~	~	~	23%~	5%~	16%~	14%~	14%~	15%	13%
ALWAYS	144 77%	2859 82%	1 50%~	35 73%~	33 77%~	39 80%~	36 80%~	120 78%~	1 100%~	~	~	~	5 ~100%~	14 64%~	19 86%~	121 76%~	136 78%~	4 57%~	96 77%	48 77%
#ALWAYS + USUALLY (NET)	171 91%	3328 95%	2 100%~	44 92%~	38 88%~	48 98%~	39 87%~	140 92%~	1 100%~	1 100%~	~	~	5 ~100%~	19 86%~	20 91%~	146 91%~	161 93%~	5 71%~	115 92%	56 90%
TOP BOX SCORE	144 77%	2859 82%	1 50%~	35 73%~	33 77%~	39 80%~	36 80%~	120 78%~	1 100%~	~	~	~	5 ~100%~	14 64%~	19 86%~	121 76%~	136 78%~	4 57%~	96 77%	48 77%
NOT ANSWERED		38																		
VALID CASES	187	3502	2	48	43	49	45	153	1	1			5	22	22	160	174	7	125	62
NUMBER OF RESPONDENTS	187 100%	3540 100%	2 100%	48 100%	43 100%	49 100%	45 100%	153 100%	1 100%	1 100%			5 100%	22 100%	22 100%	160 100%	174 100%	7 100%	125 100%	62 100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q35 IS YOUR CHILD ABLE TO TALK WITH DOCTORS ABOUT HIS OR HER HEALTH CARE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q35 YES	123 66%	2353 68%		7 ~ 15%	28 68%	44 90%	44 98%	100 66%	1 100%	1 100%		4 80%	13 62%	14 67%	105 66%	112 65%	6 86%	74 60%*	49 80%*
NO	62 34%	1128 32%	2 100%	41 85%	13 32%	5 10%	1 2%	52 34%				1 20%	8 38%	7 33%	54 34%	60 35%	1 14%	50 40%*	12 20%*
NOT ANSWERED	2	60			2		1					1	1	1	2		1	1	
VALID CASES	185	3480	2	48	41	49	45	152	1	1		5	21	21	159	172	7	124	61
NUMBER OF RESPONDENTS	187 100%	3540 100%	2 100%	48 100%	43 100%	49 100%	45 100%	153 100%	1 100%	1 100%		5 100%	22 100%	22 100%	160 100%	174 100%	7 100%	125 100%	62 100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q35A IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD HAVE A HARD TIME SPEAKING WITH OR UNDERSTANDING HIS OR HER PERSONAL DOCTOR BECAUSE THEY SPOKE DIFFERENT LANGUAGES?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q35A ALWAYS	3	43		1		1	1	3							3	3		2	1
	3%	2%	~ 14%	~ 2%	~ 2%	~ 3%	~ 3%	~ 100%	~ 75%	~ 77%	~ 85%	~ 91%	~ 91%	~ 100%	~ 3%	~ 3%	~ 3%	~ 3%	~ 2%
USUALLY		47	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
		2%																	
SOMETIMES	8	152			3	5	3	1			1	3	2	6	7		4	4	
	7%	7%	~ 86%	~ 100%	~ 91%	~ 86%	~ 94%	~ 100%	~ 100%	~ 75%	~ 77%	~ 85%	~ 91%	~ 91%	~ 6%	~ 6%	~ 6%	~ 8%	
NEVER	109	2045	6	26	40	37	91	1			3	10	11	94	100	5	65	44	
	91%	89%	~ 86%	~ 100%	~ 91%	~ 86%	~ 94%	~ 100%	~ 100%	~ 75%	~ 77%	~ 85%	~ 91%	~ 91%	~ 91%	~ 100%	~ 92%	~ 90%	
#NEVER + SOMETIMES (NET)	117	2197	6	26	43	42	94	1	1		4	13	13	100	107	5	69	48	
	98%	96%	~ 86%	~ 100%	~ 98%	~ 98%	~ 97%	~ 100%	~ 100%	~ 100%	~ 100%	~ 100%	~ 100%	~ 97%	~ 97%	~ 100%	~ 97%	~ 98%	
TOP BOX SCORE	109	2045	6	26	40	37	91	1			3	10	11	94	100	5	65	44	
	91%	89%	~ 86%	~ 100%	~ 91%	~ 86%	~ 94%	~ 100%	~ 100%	~ 75%	~ 77%	~ 85%	~ 91%	~ 91%	~ 91%	~ 100%	~ 92%	~ 90%	
NOT ANSWERED	3	49			2	1	3						1	2	2	1	3		
VALID CASES	120	2287	7	26	44	43	97	1	1		4	13	13	103	110	5	71	49	
NUMBER OF RESPONDENTS	123	2336	7	28	44	44	100	1	1		4	13	14	105	112	6	74	49	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q35 = YES]

Q36 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?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q36 NEVER	5 4%	72 3%	~	~	1 4%	2 5%	2 5%	4 4%	~	~	~	~	~	1 8%	2 15%	3 3%	2 2%	2 40%	2 3%	3 6%
SOMETIMES	12 10%	148 6%	~	1 14%	1 4%	4 9%	6 14%	7 7%	~	1 100%	~	~	1 25%	3 23%	2 15%	10 10%	11 10%	1 20%	7 10%	5 10%
USUALLY	17 14%	454 20%	~	1 14%	3 12%	6 14%	7 16%	16 17%	~	~	~	~	~	1 8%	3 23%	14 14%	17 16%	~	8 11%	9 18%
ALWAYS	85 71%	1606 70%	~	5 71%	20 80%	32 73%	28 65%	69 72%	1 100%	~	~	~	3 75%	8 62%	6 46%	75 74%	79 72%	2 40%	53 76%	32 65%
#ALWAYS + USUALLY (NET)	102 86%	2060 90%	~	6 86%	23 92%	38 86%	35 81%	85 89%	1 100%	~	~	~	3 75%	9 69%	9 69%	89 87%	96 88%	2 40%	61 87%	41 84%
TOP BOX SCORE	85 71%	1606 70%	~	5 71%	20 80%	32 73%	28 65%	69 72%	1 100%	~	~	~	3 75%	8 62%	6 46%	75 74%	79 72%	2 40%	53 76%	32 65%
NOT ANSWERED	4	56			3		1	4						1	3		3	1		4
VALID CASES	119	2280		7	25	44	43	96	1	1			4	13	13	102	109	5	70	49
NUMBER OF RESPONDENTS	123	2336		7	28	44	44	100	1	1			4	13	14	105	112	6	74	49
	100%	100%		100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q35 = YES]

Q37 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/PAC	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q37 NEVER	8 4%	98 3%		3 ~ 6%	1 2%	1 2%	3 7%	5 3%						3 ~ 14%	2 9%	6 4%	5 3%	2 29%	3 2%	5 8%
SOMETIMES	21 11%	385 11%	1 50%	4 9%	6 14%	5 10%	5 11%	17 11%	1 ~100%				1 ~ 20%	1 5%	2 9%	18 11%	19 11%	1 14%	14 11%	7 11%
USUALLY	42 23%	856 25%	1 50%	9 19%	8 19%	11 22%	13 30%	35 23%					2 ~ 40%	5 23%	4 18%	38 24%	40 23%	2 29%	27 22%	15 24%
ALWAYS	114 62%	2135 61%		31 ~ 66%	28 65%	32 65%	23 52%	94 62%	1 100%				2 ~ 40%	13 59%	14 64%	96 61%	108 63%	2 29%	79 64%	35 56%
#ALWAYS + USUALLY (NET)	156 84%	2991 86%	1 50%	40 85%	36 84%	43 88%	36 82%	129 85%	1 100%				4 ~ 80%	18 82%	18 82%	134 85%	148 86%	4 57%	106 86%	50 81%
TOP BOX SCORE	114 62%	2135 61%		31 ~ 66%	28 65%	32 65%	23 52%	94 62%	1 100%				2 ~ 40%	13 59%	14 64%	96 61%	108 63%	2 29%	79 64%	35 56%
NOT ANSWERED	2	67		1			1	2							2	2		2		
VALID CASES	185	3473	2	47	43	49	44	151	1	1			5	22	22	158	172	7	123	62
NUMBER OF RESPONDENTS	187	3540	2	48	43	49	45	153	1	1			5	22	22	160	174	7	125	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q38 IN THE LAST 6 MONTHS, DID YOUR CHILD'S PERSONAL DOCTOR TALK WITH YOU ABOUT HOW YOUR CHILD IS FEELING, GROWING, OR BEHAVING?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q38 #YES	155 84%	2956 85%	2 100%	43 90%	31 72%	44 92%	35 80%	126 83%	1 100%	1 100%	~	5 ~100%	17 77%	18 82%	132 84%	146 85%	4 57%	100 81%	55 89%
NO	30 16%	518 15%	~	5 10%	12 28%	4 8%	9 20%	25 17%	~	~	~	~	5 23%	4 18%	26 16%	26 15%	3 43%	23 19%	7 11%
NOT ANSWERED	2	66				1	1	2						2	2	2		2	
VALID CASES	185	3474	2	48	43	48	44	151	1	1		5	22	22	158	172	7	123	62
NUMBER OF RESPONDENTS	187	3540	2	48	43	49	45	153	1	1		5	22	22	160	174	7	125	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q39 IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES HIS OR HER PERSONAL DOCTOR?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q39 YES	84 45%	1340 39%	~	24 50%	20 48%	23 47%	17 39%	67 44%	~	~	~	~	3 60%	13 59%	8 36%	75 47%	78 45%	5 71%	46 37%*	38 61%*
Q39 NO	101 55%	2127 61%	100%	2 50%	24 52%	22 53%	26 61%	27 56%	1 100%	1 100%	~	~	2 40%	9 41%	14 64%	83 53%	94 55%	2 29%	77 63%*	24 39%*
NOT ANSWERED	2	73			1		1	2							2	2		2		
VALID CASES	185	3467	2	48	42	49	44	151	1	1			5	22	22	158	172	7	123	62
NUMBER OF RESPONDENTS	187	3540	2	48	43	49	45	153	1	1			5	22	22	160	174	7	125	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME]

Q40 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOUR CHILD GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q40 NEVER	6 7%	102 8%	3 ~ 13%~	1 ~ 4%~	2 12%~	6 9%~	6 9%~	~	~	~	~	~	1 13%~	5 7%~	5 6%~	1 20%~	2 4%~	4 11%~	
SOMETIMES	11 13%	189 15%	4 ~ 17%~	4 20%~	3 13%~	6 9%~	~	~	~	1 33%~	4 31%~	1 13%~	10 13%~	11 14%~	6 13%~	5 13%~			
USUALLY	28 33%	353 28%	10 ~ 42%~	7 35%~	4 17%~	7 41%~	23 34%~	~	~	~	~	5 38%~	2 25%~	26 35%~	26 33%~	2 40%~	17 37%~	11 29%~	
ALWAYS	39 46%	630 49%	7 ~ 29%~	9 45%~	15 65%~	8 47%~	32 48%~	~	~	~	2 67%~	4 31%~	4 50%~	34 45%~	36 46%~	2 40%~	21 46%~	18 47%~	
#ALWAYS + USUALLY (NET)	67 80%	983 77%	17 ~ 71%~	16 80%~	19 83%~	15 88%~	55 82%~	~	~	~	2 67%~	9 69%~	6 75%~	60 80%~	62 79%~	4 80%~	38 83%~	29 76%~	
TOP BOX SCORE	39 46%	630 49%	7 ~ 29%~	9 45%~	15 65%~	8 47%~	32 48%~	~	~	~	2 67%~	4 31%~	4 50%~	34 45%~	36 46%~	2 40%~	21 46%~	18 47%~	
NOT ANSWERED		48																	
VALID CASES	84	1274	24	20	23	17	67				3	13	8	75	78	5	46	38	
NUMBER OF RESPONDENTS	84	1322	24	20	23	17	67				3	13	8	75	78	5	46	38	
	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q39 = YES]

Q41 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?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC		
Q41 WORST PERSONAL DOCTOR POSSIBLE	2 0.7%	7 0.1%	~	~	~	1% 2%	1 2%	2 0.9%	~	~	~	~	~	1 3%	1 0.4%	~	1 13%	~	2 3%		
01	2 0.7%	17 0.4%	~	2%	1%	~	~	2 0.9%	~	~	~	~	~	2 0.8%	2 0.7%	~	~	2 3%	~		
02	5 2%	17 0.3%	~	5%	1%	~	2 0.9%	~	~	~	~	3 9%	1 3%	4 2%	5 2%	~	4 2%	1 1%	~		
03	1 0.4%	21 0.4%	~	~	~	1% ~	1 0.4%	~	~	~	~	~	~	1 0.4%	1 0.4%	~	~	1 0.5%	~		
04	4 1%	41 0.9%	~	2%	1%	~	3% 1%	~	~	~	~	1 3%	~	4 2%	3 1%	1 13%	2 0.9%	2 3%	~		
05	19 7%	139 3%*	~	~	7% 9%	5% 7%	7% 11%	14 6%	1 50%	~	~	~	4 13%	2 7%	17 7%	18 7%	1 13%	15 7%	4 5%		
06	7 2%	111 2%	~	5%	3% 2%	2% 1%	1% 2%	7 3%	~	~	~	~	~	1 3%	6 2%	7 3%	~	7 3%	~		
07	14 5%	320 7%	1 50%	4 7%	1 1%*	4 5%	4 6%	12 5%	~	~	~	~	2 6%	2 7%	12 5%	12 4%	2 25%	13 6%*	1 1%*		
08	56 20%	785 16%	~	11%*	7% 21%	17% 24%	18% 21%	14 20%	47 20%	~	~	~	2 40%	6 19%	7 23%	49 20%	54 20%	1 13%	41 19%	15 20%	
09	59 21%	988 21%	1 50%	22% 36%*	20% 25%	10% 13%*	6% 9%*	46 20%	1 50%	~	~	~	1 20%	9 28%	9 30%	48 19%	57 21%	~	48 23%	11 15%	
BEST PERSONAL DOCTOR POSSIBLE	116 41%	2358 49%*	~	33%	20% 31% 38%	35% 47%	30% 45%	99 42%	1 50%	1 50%	~	~	1 100%	2 40%	7 22%	7 23%	105 42%	109 41%	2 25%	80 38%	36 49%
#8-10 (NET)	231 81%	4130 86%*	1 50%	49% 80%	68% 84%	63% 84%	50% 76%	192 82%	2 100%	1 50%	~	~	1 100%	5 100%	22 69%	23 77%	202 81%	220 82%	3 38%	169 80%	62 84%

Continued

Q41 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?

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	NO CCC	CCC	
9-10 (NET)	175 61%	3346 70%*	1 50%~	42 69%	51 63%	45 60%	36 55%	145 62%	2 100%~	1 50%~	1 ~100%~	3 60%~	16 50%~	16 53%~	153 61%~	166 62%~	2 25%~	128 61%	47 64%
NOT ANSWERED	14	249	3	2	7	2	11					2	1	12	13		13	1	
VALID CASES	285	4804	2	61	81	75	66	235	2	2	1	5	32	30	249	268	8	211	74
NUMBER OF RESPONDENTS	299 100%	5053 100%	2 100%	64 100%	83 100%	82 100%	68 100%	246 100%	2 100%	2 100%	1 100%	5 100%	34 100%	31 100%	261 100%	281 100%	8 100%	224 100%	75 100%
MEAN	8.44	8.87	8.00	8.38	8.48	8.61	8.26	8.50	9.50	7.50	10.0	9.00	7.59	7.97	8.47	8.50	6.38	8.47	8.35
p stat_(*=Sig @ p<=.05)		.000*	~.800	.823	.388	.412	.289	~	~	~	~	~	~	~	~	~	~	.670	.670

[ASKED IF Q30 = YES]

Q42 DOES YOUR CHILD HAVE ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS THAT HAVE LASTED FOR MORE THAN 3 MONTHS?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q42 YES	78 27%	1181 24%		13 ~ 21%	13 16%*	25 32%	27 41%*	67 28%	~	~	~	~	9 ~ 28%	8 27%	68 27%	70 26%	5 63%	25 12%*	53 72%*
NO	211 73%	3655 76%	2 100%~	50 79%	68 84%*	52 68%	39 59%*	172 72%	2 100%~	2 100%~	1 ~ 100%	5 ~ 100%	23 72%~	22 73%~	185 73%~	202 74%~	3 38%~	190 88%*	21 28%*
NOT ANSWERED	10	217		1	2	5	2	7					2	1	8	9		9	1
VALID CASES	289	4836	2	63	81	77	66	239	2	2	1	5	32	30	253	272	8	215	74
NUMBER OF RESPONDENTS	299 100%	5053 100%	2 100%	64 100%	83 100%	82 100%	68 100%	246 100%	2 100%	2 100%	1 100%	5 100%	34 100%	31 100%	261 100%	281 100%	8 100%	224 100%	75 100%

[ASKED IF Q30 = YES]

Q43 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW THESE MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR CHILD'S DAY-TO-DAY LIFE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q43 #YES	61 81%	1018 86%	6 ~ 50%	11 ~ 85%	21 ~ 88%	23 ~ 88%	52 81%	~	~	~	~	~	7 ~ 78%	4 50%	55 85%	57 84%	2 50%	17 77%	44 83%
NO	14 19%	160 14%	6 ~ 50%	2 ~ 15%	3 ~ 12%	3 ~ 12%	12 19%	~	~	~	~	~	2 ~ 22%	4 50%	10 15%	11 16%	2 50%	5 23%	9 17%
NOT ANSWERED	3	36	1		1	1	3							3		2	1	3	
VALID CASES	75	1178	12	13	24	26	64						9	8	65	68	4	22	53
NUMBER OF RESPONDENTS	78	1214	13	13	25	27	67						9	8	68	70	5	25	53
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

Q44 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?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q44 #YES	59 79%	992 85%	6 ~ 46%	11 ~ 85%	21 ~ 91%	21 ~ 81%	51 80%						6 ~ 67%	4 50%	53 82%	56 84%	1 20%	18 78%	41 79%
NO	16 21%	179 15%	7 ~ 54%	2 ~ 15%	2 9%	5 19%	13 20%						3 ~ 33%	4 50%	12 18%	11 16%	4 80%	5 22%	11 21%
NOT ANSWERED	3	43				2	1	3							3	3		2	1
VALID CASES	75	1171	13	13	23	26	64						9	8	65	67	5	23	52
NUMBER OF RESPONDENTS	78	1214	13	13	25	27	67						9	8	68	70	5	25	53
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

Q45 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR YOUR CHILD TO SEE A SPECIALIST?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q45 YES	50 15%	817 14%	~	18%	12%	14%	18%	41 15%	~	~	~	~	~	22%	27%	14%	15%	20%	16	34
NO	281 85%	4882 86%	100%	82%	88%	86%	82%	232 85%	3 100%	2 100%	1 ~100%	6 100%	31 78%	24 73%	252 86%	267 85%	8 80%	237 94%*	44 56%*	
NOT ANSWERED	12	319		5	1	3	3												12	
VALID CASES	331	5699	2	67	94	92	76	273	3	2	1	6	40	33	293	314	10	253	78	
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%	1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%	

Q46 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR YOUR CHILD TO SEE A SPECIALIST AS SOON AS YOU NEEDED?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q46 NEVER	7 14%	42 5%	~	33%~	9%~	8%~	8%~	12%~	~	~	~	~	~	22%~	22%~	13%~	9%~	100%~	20%~	12%~
SOMETIMES	11 22%	149 19%	~	17%~	2	2	4	3	10	~	~	~	~	11%~	~	27%~	24%~	~	40%~	15%~
USUALLY	12 24%	195 25%	~	17%~	2	4	6	9	~	~	~	~	~	33%~	11%~	27%~	26%~	~	20%~	26%~
ALWAYS	19 39%	401 51%	~	33%~	4	8	4	3	16	~	~	~	~	33%~	67%~	33%~	41%~	~	20%~	47%~
#ALWAYS + USUALLY (NET)	31 63%	596 76%	~	50%~	6	8	8	9	25	~	~	~	~	67%~	78%~	60%~	67%~	~	40%~	74%~
TOP BOX SCORE	19 39%	401 51%	~	33%~	4	8	4	3	16	~	~	~	~	33%~	67%~	33%~	41%~	~	20%~	47%~
NOT ANSWERED	1	26					1	1								1	1		1	
VALID CASES	49	787		12	11	13	13	40					9	9	40	46	2	15	34	
NUMBER OF RESPONDENTS	50	813		12	11	13	14	41					9	9	41	47	2	16	34	
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

Q47 HOW MANY SPECIALISTS HAS YOUR CHILD SEEN IN THE LAST 6 MONTHS?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	HIS-PAN-IC	NOT GOOD & POOR	VERY FAIR & POOR	NO CCC	CCC
Q47 NONE	6 12%	60 8%	3 ~ 25%~	2 ~ 15%~	1 7%	5 12%~	5	~	~	~	~	~	1 ~ 11%~	2 22%~	4 10%~	5 11%~	4 ~ 25%~	2 6%~		
1 SPECIALIST	35 70%	510 64%	7 ~ 58%~	9 82%~	8 62%~	11 79%~	31 76%~	~	~	~	~	~	4 ~ 44%~	6 67%~	29 71%~	34 72%~	1 50%~	9 56%~	26 76%~	
2	5 10%	153 19%*	1 ~ 8%~	1 9%~	2 15%~	1 7%~	4 10%~	~	~	~	~	~	1 ~ 11%~	5 ~ 12%~	5 11%~	5 11%~	2 ~ 13%~	3 9%~		
3	3 6%	36 5%	1 ~ 8%~	1 ~ 8%~	1 7%~	1 2%~	1	~	~	~	~	~	2 ~ 22%~	3 ~ 7%~	2 4%~	1 50%~	1 6%~	2 6%~		
4	1 2%	16 2%	~	1 9%~	~	~	~	~	~	~	~	~	1 ~ 11%~	1 11%~	~	1 2%~	~	1 ~ 3%~		
5 OR MORE SPECIALISTS		17 2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		21																		
VALID CASES	50	792	12	11	13	14	41						9	9	41	47	2	16	34	
NUMBER OF RESPONDENTS	50 100%	813 100%	12 100%	11 100%	13 100%	14 100%	41 100%						9 100%	9 100%	41 100%	47 100%	2 100%	16 100%	34 100%	

[ASKED IF Q45 = YES]

Q48 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST?

	UHAL TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q48 WORST SPECIALIST POSSIBLE		3 0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02		1 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
04	1 2%	5 0.6%	~	~	1 9%	~	1 3%	~	~	~	~	~	1 3%	1 2%	~	~	~	1 3%	
05	2 5%	22 3%	~	1 11%	1 9%	~	2 6%	~	~	~	~	~	2 5%	1 2%	1 50%	2 17%	~	~	
06	2 5%	34 5%	~	1 11%	~	~	1 3%	~	~	~	~	1 13%	2 5%	2 5%	~	~	~	2 6%	
07	4 9%	53 8%	~	1 11%	2 18%	~	1 3%	3 8%	~	~	~	~	1 13%	1 14%	3 8%	4 10%	~	3 25%	1 3%
08	7 16%	121 17%	~	2 22%	1 9%	2 18%	2 15%	6 17%	~	~	~	~	1 13%	1 14%	6 16%	7 17%	~	3 25%	4 12%
09	7 16%	144 20%	~	~	1 9%	3 27%	3 23%	5 14%	~	~	~	~	2 25%	1 14%	6 16%	6 14%	1 50%	1 8%	6 19%
BEST SPECIALIST POSSIBLE	21 48%	324 45%	~	4 44%	5 45%	6 55%	6 46%	18 50%	~	~	~	~	3 38%	4 57%	17 46%	21 50%	~	3 25%	18 56%

Continued

Q48 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
#8-10 (NET)	35 80%	589 83%	6 ~ 67%	7 ~ 64%	11 ~ 100%	11 ~ 85%	29 81%	~	~	~	~	6 ~ 75%	6 86%	29 78%	34 81%	1 50%	7 58%	28 87%
9-10 (NET)	28 64%	468 66%	4 ~ 44%	6 ~ 55%	9 ~ 82%	9 ~ 69%	23 64%	~	~	~	~	5 ~ 63%	5 71%	23 62%	27 64%	1 50%	4 33%	24 75%
NOT ANSWERED		9																
VALID CASES	44	712	9	11	11	13	36					8	7	37	42	2	12	32
NUMBER OF RESPONDENTS	44 100%	721 100%	9 100%	11 100%	11 100%	13 100%	36 100%					8 100%	7 100%	37 100%	42 100%	2 100%	12 100%	32 100%
MEAN	8.70	8.75	8.22	8.18	9.36	8.92	8.72					8.63	9.14	8.62	8.79	7.00	7.83	9.03
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

[ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

Q49 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q49 YES	60 18%	1474 26%*	1 50%~	18 27%	14 15%	12 13%	15 20%	43 16%*	1 33%~	1 50%~		2 ~	13 32%~	10 30%~	50 17%~	57 18%~	3 30%~	42 17%	18 23%	
NO	269 82%	4149 74%*	1 50%~	48 73%	80 85%	80 87%	60 80%	229 84%*	2 67%~	1 50%~		1 ~100%~	4 67%~	27 68%~	23 70%~	242 83%~	256 82%~	7 70%~	209 83%	60 77%
NOT ANSWERED	14	395		6	1	3	4	1							1	1		14		
VALID CASES	329	5623	2	66	94	92	75	272	3	2		1	6	40	33	292	313	10	251	78
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%		1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%

Q50 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN GIVE YOU THE INFORMATION OR HELP YOU NEEDED?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q50 NEVER	3	37			1		2	3							3	2	1		3	
	5%	3%	~	~	7%~		~ 13%~	7%~	~	~	~	~	~	~	6%~	4%~	33%~	~	17%~	
SOMETIMES	12	224		4	5	3		8				1	3	2	10	12		9	3	
	21%	17%	~	24%~	36%~	27%~	~	19%~	~	~	~	~100%~	23%~	22%~	20%~	22%~	~	22%~	17%~	
USUALLY	20	391	1	6	2	4	7	15	1					4	3	17	19	1	15	5
	34%	30%	100%~	35%~	14%~	36%~	47%~	36%~	100%~	~	~	~	~	31%~	33%~	35%~	35%~	33%~	38%~	28%~
ALWAYS	23	645		7	6	4	6	16		1				6	4	19	22	1	16	7
	40%	50%	~	41%~	43%~	36%~	40%~	38%~	~	100%~	~	~	~	46%~	44%~	39%~	40%~	33%~	40%~	39%~
#ALWAYS + USUALLY (NET)	43	1037	1	13	8	8	13	31	1	1			10	7	36	41	2	31	12	
	74%	80%	100%~	76%~	57%~	73%~	87%~	74%~	100%~	100%~	~	~	~	77%~	78%~	73%~	75%~	67%~	78%~	67%~
TOP BOX SCORE	23	645		7	6	4	6	16		1				6	4	19	22	1	16	7
	40%	50%	~	41%~	43%~	36%~	40%~	38%~	~	100%~	~	~	~	46%~	44%~	39%~	40%~	33%~	40%~	39%~
NOT ANSWERED	2	44		1		1		1					1	1		2			2	
VALID CASES	58	1297	1	17	14	11	15	42	1	1		1	13	9	49	55	3	40	18	
NUMBER OF RESPONDENTS	60	1341	1	18	14	12	15	43	1	1		2	13	10	50	57	3	42	18	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

Q51 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE STAFF AT YOUR CHILD'S HEALTH PLAN TREAT YOU WITH COURTESY AND RESPECT?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q51 NEVER	2 3%	31 2%	~	~	~	~	2 13%	2 5%	~	~	~	~	~	2 4%	1 2%	1 33%	~	2 11%		
SOMETIMES	5 9%	120 9%	~	2 12%	2 14%	1 9%	4 10%	~	~	~	~	1 8%	1 10%	4 8%	5 9%	~	3 7%	2 11%		
USUALLY	14 24%	278 21%	~	5 29%	3 21%	3 27%	3 20%	12 29%	~	~	~	~	2 17%	14 29%	13 24%	1 33%	9 22%	5 28%		
ALWAYS	37 64%	871 67%	100%	10 59%	9 64%	7 64%	10 67%	24 57%	1 100%	1 100%	~	~	2 100%	9 75%	28 90%	1 58%	28 65%	9 50%		
#ALWAYS + USUALLY (NET)	51 88%	1149 88%	100%	15 88%	12 86%	10 91%	13 87%	36 86%	1 100%	1 100%	~	~	2 100%	11 92%	9 90%	42 88%	49 89%	2 67%	37 93%	14 78%
TOP BOX SCORE	37 64%	871 67%	100%	10 59%	9 64%	7 64%	10 67%	24 57%	1 100%	1 100%	~	~	2 100%	9 75%	28 90%	1 58%	28 65%	9 33%	9 50%	
NOT ANSWERED	2	41		1		1		1				1		2	2		2			
VALID CASES	58	1300	1	17	14	11	15	42	1	1		2	12	10	48	55	3	40	18	
NUMBER OF RESPONDENTS	60	1341	1	18	14	12	15	43	1	1		2	13	10	50	57	3	42	18	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q49 = YES]

Q52 IN THE LAST 6 MONTHS, DID YOUR CHILD'S HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC	
Q52 YES	90 28%	1596 29%	1 50%	23 35%	22 23%	24 27%	20 27%	70 26%	1 33%	1 50%	2 40%	14 36%	15 47%	73 25%	86 28%	1 10%	69 28%	21 27%	
NO	234 72%	3983 71%	1 50%	43 65%	72 77%	64 73%	54 73%	199 74%	2 67%	1 50%	1 100%	3 60%	25 64%	17 53%	216 75%	222 72%	9 90%	177 72%	57 73%
NOT ANSWERED	19	439		6	1	7	5	4			1	1	1	4	6		19		
VALID CASES	324	5579	2	66	94	88	74	269	3	2	1	5	39	32	289	308	10	246	78
NUMBER OF RESPONDENTS	343	6018	2	72	95	95	79	273	3	2	1	6	40	33	293	314	10	265	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

PQ53 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
PQ53 NEVER	1 0.3%	65 1%*	~	~	~	~	1 0.4%	~	~	~	~	~	~	~	1 ~0.3%	~	1 ~10%	~	1 ~1%	
SOMETIMES	19 6%	282 5%	1 50%	4 6%	6 7%	4 5%	4 5%	16 6%	~	~	~	~	~	2 5%	3 9%	15 5%	17 6%	~	16 7%	3 4%
USUALLY	29 9%	520 9%	~	9 14%	5 5%	9 10%	6 8%	21 8%	1 33%	~	~	~	~	7 19%	2 6%	27 9%	29 10%	~	21 9%	8 10%
ALWAYS	272 85%	4656 84%	1 50%	53 80%	81 88%	74 85%	63 85%	230 86%	2 67%	2 100%	~	1 ~100%	5 ~100%	28 76%	27 84%	243 85%	259 85%	9 90%	206 85%	66 85%
#ALWAYS + USUALLY (NET)	301 94%	5175 94%	1 50%	62 94%	86 93%	83 95%	69 93%	251 94%	3 100%	2 100%	~	1 ~100%	5 ~100%	35 95%	29 91%	270 94%	288 94%	9 90%	227 93%	74 95%
TOP BOX SCORE	272 85%	4656 84%	1 50%	53 80%	81 88%	74 85%	63 85%	230 86%	2 67%	2 100%	~	1 ~100%	5 ~100%	28 76%	27 84%	243 85%	259 85%	9 90%	206 85%	66 85%
NOT ANSWERED	3	67			2	1		1						2		3	3		3	
VALID CASES	321	5523	2	66	92	87	74	268	3	2		1	5	37	32	286	305	10	243	78
NUMBER OF RESPONDENTS	324 100%	5590 100%	2 100%	66 100%	94 100%	88 100%	74 100%	269 100%	3 100%	2 100%		1 100%	5 100%	39 100%	32 100%	289 100%	308 100%	10 100%	246 100%	78 100%

[ASKED IF Q52 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q52 = NO]

Q54 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?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC			
Q54 WORST HEALTH PLAN POSSIBLE	1	18					1							1		1		1			
	0.3%	0.3%	~	~	~	~	0.4%	~	~	~	~	~	~	~0.4%	~	10%	~	1%			
01		11																			
		0.2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
02	5	27			2	1	2	5						2	3	4		2	3		
	2%	0.5%	~	~	2%	1%	3%	2%*	~	~	~	~	~	6%	1%	1%	~	0.8%	4%		
03	7	40	1		3	1	2	7						1	6	7		5	2		
	2%	0.7%	50%	~	3%	1%	3%	3%	~	~	~	~	~	3%	2%	2%	~	2%	3%		
04	2	53			1		1							1	1	2		2			
	0.6%	0.9%	~	~	1%	~	1%	~	~	~	~	5%	~	3%	0.4%	0.7%	~	0.8%	~		
05	29	288		2	9	11	7	21			1	6		4	24	27	1	23	6		
	9%	5%*	~	3%*	10%	12%	9%	8%	~	~	~	17%	15%	12%	8%	9%	10%	9%	8%		
06	22	265		5	6	4	7	20		1		1		1	21	21	1	17	5		
	7%	5%	~	8%	7%	4%	9%	8%	~	~	~100%	~	3%	3%	7%	7%	10%	7%	7%		
07	50	565		12	15	14	9	39			1	9		6	43	48	2	37	13		
	16%	10%*	~	19%	16%	16%	12%	15%	~	~	~	17%	23%	18%	15%	16%	20%	15%	17%		
08	69	980	1	16	14	20	18	59	1					1	68	64	4	56	13		
	22%	18%	50%	~	25%	15%	22%	22%	50%	~	~	~	~	23%	3%	24%	21%	40%	23%	17%	
09	43	1008		9	14	10	10	37		1				5	37	42		32	11		
	13%	18%*	~	14%	15%	11%	14%	14%	~	50%	~	~	~	17%	8%	15%	13%	14%	~	13%	14%
BEST HEALTH PLAN POSSIBLE	92	2334		20	27	28	17	75	1	1		3	10	12	79	89	1	70	22		
	29%	42%*	~	31%	30%	31%	23%	28%	50%	50%	~	~	50%	25%	36%	28%	29%	10%	29%	29%	
#8-10 (NET)	204	4322	1	45	55	58	45	171	2	2		4	22	18	184	195	5	158	46		
	64%	77%*	50%	~	70%	60%	65%	65%	100%	~100%	~	~	67%	55%	55%	65%	64%	50%	65%	61%	

Continued

Q54 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?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	NO CCC	CCC
9-10 (NET)	135 42%	3342 60%*	29 ~ 45%	41 45%	38 43%	27 36%	112 42%	1 50%	2 ~100%	~	~	4 67%	13 33%	17 52%	116 41%	131 43%	1 10%	102 42%	33 43%
NOT ANSWERED	23	430	8	4	6	5	9	1						10	10		21	2	
VALID CASES	320	5588	2	64	91	89	264	2	2		1	6	40	33	283	304	10	244	76
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	273 100%	3 100%	2 100%		1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%
MEAN	7.89	8.52	5.50	8.33	7.81	8.00	7.54	7.89	9.00	9.50	6.00	8.50	7.65	7.64	7.92	7.94	6.70	7.95	7.71
p stat_(*=Sig @ p<=.05)		.000*	~.016*	.673	.529	.115	.947	~	~	~	~	~	~	~	~	~	~	.422	.419

Q55 IN THE LAST 6 MONTHS, DID YOU GET OR REFILL ANY PRESCRIPTION MEDICINES FOR YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q55 YES	151 46%	2224 39%*	2 100%~	38 58%*	39 42%	35 39%	37 49%	126 47%	1 33%	2 100%~		4 ~	15 37%	17 52%	132 46%	141 45%~	7 70%~	97 39%*	54 69%*
NO	175 54%	3434 61%*		27 ~ 42%*	54 58%	55 61%	39 51%	143 53%	2 67%~		1 ~ 100%~	2 33%~	25 63%~	16 48%~	157 54%~	169 55%~	3 30%~	151 61%*	24 31%*
NOT ANSWERED	17	359		7	2	5	3	4						4	4		17		
VALID CASES	326	5659	2	65	93	90	76	269	3	2	1	6	40	33	289	310	10	248	78
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%	1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%

Q56 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET PRESCRIPTION MEDICINES FOR YOUR CHILD THROUGH HIS OR HER HEALTH PLAN?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q56 NEVER	3 2%	36 2%		1 ~ 3%			2 ~ 5%	3 2%						3 ~ 2%	2 1%	1 14%	1 1%	2 4%		
SOMETIMES	25 17%	208 9%*	1 50%	4 11%	8 21%	7 20%	5 14%	20 16%	1 ~ 50%				1 ~ 25%	2 13%	5 29%	20 15%	24 17%	17 18%	8 15%	
USUALLY	38 26%	522 24%	1 50%	11 30%	8 21%	6 17%	12 32%	30 24%					1 ~ 25%	7 47%	5 29%	33 25%	38 27%	21 ~ 22%	17 31%	
ALWAYS	83 56%	1443 65%*		21 ~ 57%	22 58%	22 63%	18 49%	71 57%	1 100%	1 50%			2 ~ 50%	6 40%	7 41%	74 57%	75 54%	6 86%	56 59%	27 50%
#ALWAYS + USUALLY (NET)	121 81%	1964 89%*	1 50%	32 86%	30 79%	28 80%	30 81%	101 81%	1 100%	1 50%			3 ~ 75%	13 87%	12 71%	107 82%	113 81%	6 86%	77 81%	44 81%
TOP BOX SCORE	83 56%	1443 65%*		21 ~ 57%	22 58%	22 63%	18 49%	71 57%	1 100%	1 50%			2 ~ 50%	6 40%	7 41%	74 57%	75 54%	6 86%	56 59%	27 50%
NOT ANSWERED	2	47		1	1			2						2	2			2		
VALID CASES	149	2208	2	37	38	35	37	124	1	2			4	15	17	130	139	7	95	54
NUMBER OF RESPONDENTS	151	2255	2	38	39	35	37	126	1	2			4	15	17	132	141	7	97	54
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

Q57 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET YOUR CHILD'S PRESCRIPTION MEDICINES?

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q57 #YES	71 49%	1308 61%*	1 50%~	23 64%~	16 43%~	18 53%~	13 35%~	59 48%~	1 ~ 50%~	2 ~ 50%~	9 60%~	4 24%~	67 52%~	68 49%~	3 43%~	47 51%	24 44%	
NO	75 51%	853 39%*	1 50%~	13 36%~	21 57%~	16 47%~	24 65%~	64 52%~	1 100%~	1 50%~	2 ~ 50%~	6 40%~	13 76%~	62 48%~	70 51%~	4 57%~	45 49%	30 56%
NOT ANSWERED	5	94		2	2	1		3					3	3		5		
VALID CASES	146	2161	2	36	37	34	37	123	1	2	4	15	17	129	138	7	92	54
NUMBER OF RESPONDENTS	151	2255	2	38	39	35	37	126	1	2	4	15	17	132	141	7	97	54
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

Q58 IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL HEALTH?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q58																				
EXCELLENT	131 40%	2291 40%	1 50%	30 46%	43 47%	35 39%	22 29%*	106 39%	2 67%	2 100%		1 ~100%	2 33%	17 43%	12 38%	119 41%	131 42%		122 49%*	9 12%*
VERY GOOD	126 39%	2006 35%	1 50%	25 38%	30 33%	40 44%	30 40%	105 39%	1 33%				1 ~17%	18 45%	10 31%	115 40%	126 40%		94 38%	32 42%
GOOD	57 18%	1106 20%		9 ~14%	18 20%	13 14%	17 23%	51 19%					1 ~17%	5 12%	8 25%	49 17%	57 18%		26 11%*	31 40%*
FAIR	9 3%	239 4%		1 ~2%	1 1%	2 2%	5 7%	7 3%					2 ~33%		2 6%	7 2%		9 ~90%	4 2%	5 6%
POOR	1 0.3%	17 0.3%					1 1%	1 0.4%								1 ~0.3%		1 ~10%	1 0.4%	
#EXCELLENT + VERY GOOD + GOOD (NET)	314 97%	5403 95%	2 100%	64 98%	91 99%	88 98%	69 92%*	262 97%	3 100%	2 100%		1 ~100%	4 67%	40 100%	30 94%	283 97%	314 100%		242 98%	72 94%
NOT ANSWERED	19	359		7	3	5	4	3							1	2			18	1
VALID CASES	324	5659	2	65	92	90	75	270	3	2		1	6	40	32	291	314	10	247	77
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%		1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%

Q59 IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL MENTAL OR EMOTIONAL HEALTH?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q59 EXCELLENT	153 47%	2506 44%	1 50%~	41 63%*	56 60%*	34 37%*	21 28%*	126 46%	~	1 50%~	~	~	4 67%~	20 50%~	18 55%~	135 46%~	148 47%~	4 40%~	140 56%*	13 17%*
VERY GOOD	102 31%	1630 29%	1 50%~	20 31%	20 22%*	35 38%	26 35%	85 31%	2 67%~	1 50%~	~	~	2 33%~	12 30%~	9 27%~	92 31%~	100 32%~	1 10%~	79 32%	23 29%
GOOD	47 14%	1044 18%*	~	4 6%*	12 13%	17 18%	14 19%	39 14%	~	~	~	1 100%~	7 17%~	4 12%~	43 15%~	45 14%~	2 20%~	23 9%*	24 31%*	
FAIR	18 6%	420 7%	~	~	4 4%	4 4%	10 13%*	16 6%	1 33%~	~	~	~	1 2%~	1 3%~	17 6%~	16 5%~	1 10%~	6 2%*	12 15%*	
POOR	7 2%	74 1%	~	~	1 1%	2 2%	4 5%	7 3%*	~	~	~	~	~	~	1 3%~	6 2%~	5 2%~	2 20%~	1 0.4%*	6 8%*
#EXCELLENT + VERY GOOD + GOOD (NET)	302 92%	5181 91%	2 100%~	65 100%~	88 95%~	86 93%	61 81%*	250 92%	2 67%~	2 100%~	~	1 100%~	6 100%~	39 98%~	31 94%~	270 92%~	293 93%~	7 70%~	242 97%*	60 77%*
NOT ANSWERED	16	344		7	2	3	4											16		
VALID CASES	327	5674	2	65	93	92	75	273	3	2		1	6	40	33	293	314	10	249	78
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%		1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%

Q60 DOES YOUR CHILD CURRENTLY NEED OR USE MEDICINE PRESCRIBED BY A DOCTOR (OTHER THAN VITAMINS)?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q60 YES	76 23%	1197 21%		11 ~ 17%	16 17%	21 23%	28 37%*	65 24%	~	~	~	1 ~ 17%	10 25%	9 27%	67 23%	69 22%	6 60%	28 11%*	48 62%*
NO	250 77%	4478 79%	2 100%~	54 83%	76 83%	71 77%	47 63%*	207 76%	3 100%~	2 100%~	1 ~ 100%	5 83%~	30 75%~	24 73%~	225 77%~	244 78%~	4 40%~	220 89%*	30 38%*
NOT ANSWERED	17	343		7	3	3	4	1						1	1			17	
VALID CASES	326	5675	2	65	92	92	75	272	3	2	1	6	40	33	292	313	10	248	78
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%	1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%

Q61 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC
Q61 YES	53 71%	945 79%	8 ~ 73%	9 ~ 60%	17 ~ 81%	19 ~ 68%	47 72%	~	~	~	~	6 ~ 67%	7 78%	46 70%	49 72%	3 50%	6 22%	47 98%
NO	22 29%	248 21%	3 ~ 27%	6 ~ 40%	4 19%	9 32%	18 28%	~	~	~	1 ~ 100%	3 33%	2 22%	20 30%	19 28%	3 50%	21 78%	1 2%
NOT ANSWERED	1	41		1								1		1	1		1	
VALID CASES	75	1192	11	15	21	28	65				1	9	9	66	68	6	27	48
NUMBER OF RESPONDENTS	76	1233	11	16	21	28	65				1	10	9	67	69	6	28	48
	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES]

Q62 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q62 YES	47 92%	867 92%	6 ~ 86%	8 ~ 89%	16 ~ 94%	17 ~ 94%	42 93%	~	~	~	~	~	5 ~ 83%	7 100%	40 91%	44 92%	2 ~ 100%	47 ~ 100%	
NO	4 8%	75 8%	1 ~ 14%	1 ~ 11%	1 6%	1 6%	3 7%	~	~	~	~	~	1 ~ 17%	4 ~ 9%	4 8%	4 ~ 100%	4 ~		
NOT ANSWERED	2	13	1			1	2							2	1	1	2		
VALID CASES	51	942	7	9	17	18	45						6	7	44	48	2	4	47
NUMBER OF RESPONDENTS	53	955	8	9	17	19	47						6	7	46	49	3	6	47
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES AND Q61 = YES]

Q63 DOES YOUR CHILD NEED OR USE MORE MEDICAL CARE, MORE MENTAL HEALTH SERVICES, OR MORE EDUCATIONAL SERVICES THAN IS USUAL FOR MOST CHILDREN OF THE SAME AGE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q63 YES	53 16%	872 15%	~	6 9%*	11 12%	17 19%	19 26%*	48 18%	~	~	~	~	~	5 12%~	6 18%~	47 16%~	48 16%~	5 50%~	9 4%*	44 58%*	
NO	269 84%	4772 85%	100%~	2 91%*	59 88%	81 81%	74 74%*	53 82%	220 100%	3 100%	2 100%	~	1 100%	6 100%	35 88%~	27 82%~	241 84%~	261 84%~	5 50%~	237 96%*	32 42%*
NOT ANSWERED	21	374		7	3	4	7	5							5	5			19	2	
VALID CASES	322	5644	2	65	92	91	72	268	3	2	1	6	40	33	288	309	10	246	76		
NUMBER OF RESPONDENTS	343	6018	2	72	95	95	79	273	3	2	1	6	40	33	293	314	10	265	78		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q64 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q64 YES	42 79%	716 83%	3 ~ 50%	8 73%	14 82%	17 89%	37 77%	~	~	~	~	~	5 ~100%	4 67%	38 81%	39 81%	3 60%	2 22%	40 91%
NO	11 21%	150 17%	3 ~ 50%	3 27%	3 18%	2 11%	11 23%	~	~	~	~	~	~	2 33%	9 19%	9 19%	2 40%	7 78%	4 9%
NOT ANSWERED		15																	
VALID CASES	53	866	6	11	17	19	48						5	6	47	48	5	9	44
NUMBER OF RESPONDENTS	53	881	6	11	17	19	48						5	6	47	48	5	9	44
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES]

Q65 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q65 YES	40 98%	679 96%	2 ~100%	8 ~100%	14 ~100%	16 94%	36 100%	~	~	~	~	~	4 80%	4 100%	36 97%	38 97%	2 100%	40 100%	~
NO	1 2%	29 4%	~	~	~	1 6%	~	~	~	~	~	1 20%	~	1 3%	1 3%	~	1 100%	~	
NOT ANSWERED	1	17	1				1							1		1	1		
VALID CASES	41	708	2	8	14	17	36						5	4	37	39	2	1	40
NUMBER OF RESPONDENTS	42	725	3	8	14	17	37						5	4	38	39	3	2	40
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES AND Q64 = YES]

Q66 IS YOUR CHILD LIMITED OR PREVENTED IN ANY WAY IN HIS OR HER ABILITY TO DO THE THINGS MOST CHILDREN OF THE SAME AGE CAN DO?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q66 YES	35 11%	674 12%	~	5 8%	6 6%	13 14%	11 15%	27 10%	~	~	~	1 ~ 17%	7 ~ 17%	5 15%	30 10%	29 9%	5 50%	6 2%*	29 38%*	
NO	291 89%	4980 88%	100%~	2 92%	60 94%	87 86%	79 85%	63 90%	3 100%	2 ~100%	~	1 ~100%	5 83%	33 83%	28 85%	262 90%	284 91%	5 50%	243 98%*	48 62%*
NOT ANSWERED	17	364		7	2	3	5	1						1	1	1		16	1	
VALID CASES	326	5654	2	65	93	92	74	272	3	2	1	6	40	33	292	313	10	249	77	
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%	1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%	

Q67 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER								
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC							
Q67 YES	30	505		3	6	11	10	23				1	6	5	25	25	4	1	29						
	86%	79%	~	60%	~100%	~	85%	~	~	~	~	100%	~	86%	~100%	~	83%	~	86%	~	80%	~	17%	~100%	~
NO	5	133		2		2	1	4					1		5	4	1	5							
	14%	21%	~	40%	~	15%	~	9%	~	15%	~	~	~	~	14%	~	17%	~	14%	~	20%	~	83%	~	~
NOT ANSWERED		30																							
VALID CASES	35	638		5	6	13	11	27				1	7	5	30	29	5	6	29						
NUMBER OF RESPONDENTS	35	668		5	6	13	11	27				1	7	5	30	29	5	6	29						
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%						

[ASKED IF Q66 = YES]

Q68 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q68 YES	29	510	2	6	11	10	22	~	~	~	~	1	6	5	24	25	3	29	
	100%	96%	~100%	~100%	~100%	~100%	~100%	~	~	~	~	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~
NO		19	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
		4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	1	5	1				1							1		1		1	
VALID CASES	29	529	2	6	11	10	22					1	6	5	24	25	3	29	
NUMBER OF RESPONDENTS	30	534	3	6	11	10	23					1	6	5	25	25	4	1	29
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES AND Q67 = YES]

Q69 DOES YOUR CHILD NEED OR GET SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q69 YES	26 8%	583 10%		3 ~ 5%	11 12%	8 9%	4 5%	18 7%					7 ~ 17%	4 12%	22 8%	24 8%	2 20%	10 4%*	16 21%*	
NO	301 92%	5081 90%	2 100%~	62 95%	82 88%	84 91%	71 95%	255 93%	3 100%	2 ~100%		1 ~100%	6 ~100%	33 83%	29 88%	271 92%	290 92%	8 80%	239 96%*	62 79%*
NOT ANSWERED	16	354		7	2	3	4												16	
VALID CASES	327	5664	2	65	93	92	75	273	3	2		1	6	40	33	293	314	10	249	78
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%		1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%

Q70 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q70 YES	14 56%	317 61%	~	1 33%	5 45%	5 71%	3 75%	9 53%	~	~	~	~	~	5 71%	2 50%	12 57%	12 52%	2 100%	14 88%	
NO	11 44%	205 39%	~	2 67%	6 55%	2 29%	1 25%	8 47%	~	~	~	~	~	2 29%	2 50%	9 43%	11 48%	9 100%	2 12%	
NOT ANSWERED	1	42				1	1								1	1		1		
VALID CASES	25	522		3	11	7	4	17						7	4	21	23	2	9	16
NUMBER OF RESPONDENTS	26	564		3	11	8	4	18						7	4	22	24	2	10	16
	100%	100%		100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES]

Q71 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC
Q71 YES	14	315	1	5	5	3	9					5	2	12	12	2		14
	100%	96%	~100%	~100%	~100%	~100%	~100%	~	~	~	~	~100%	~100%	~100%	~100%	~100%	~	~100%
NO		14																
		4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		6																
VALID CASES	14	330	1	5	5	3	9					5	2	12	12	2		14
NUMBER OF RESPONDENTS	14	336	1	5	5	3	9					5	2	12	12	2		14
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%		100%

[ASKED IF Q69 = YES AND Q70 = YES]

Q72 DOES YOUR CHILD HAVE ANY KIND OF EMOTIONAL, DEVELOPMENTAL, OR BEHAVIORAL PROBLEMS FOR WHICH HE OR SHE NEEDS OR GETS TREATMENT OR COUNSELING?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q72 YES	37 11%	799 14%	~	3 5%*	8 9%	11 12%	15 20%*	33 12%	~	~	~	~	~	10%~	6 19%~	31 11%~	32 10%~	4 40%~	2 0.8%*	35 45%*	
NO	288 89%	4843 86%	100%~	2 95%*	62 91%	85 88%	79 80%*	60 88%*	239 100%~	3 100%~	2 100%~	~	1 100%~	5 100%~	36 90%~	26 81%~	261 89%~	280 90%~	6 60%~	245 99%*	43 55%*
NOT ANSWERED	18	376		7	2	5	4	1				1			1	1	2		18		
VALID CASES	325	5642	2	65	93	90	75	272	3	2	1	5	40	32	292	312	10	247	78		
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%	1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%		

Q73 HAS THIS PROBLEM LASTED OR IS IT EXPECTED TO LAST FOR AT LEAST 12 MONTHS?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER				
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q73 YES	35 97%	744 94%	~100%	3	6	11	15	31 97%	~	~	~	~	~100%	4	6	29	97%	30	4	35 ~100%
NO	1 3%	48 6%	~	~	14%	~	~	1 3%	~	~	~	~	~	~	3%	3%	~	1 ~100%	~	
NOT ANSWERED	1	31			1		1								1	1		1		
VALID CASES	36	793		3	7	11	15	32					4	6	30	31	4	1	35	
NUMBER OF RESPONDENTS	37	824		3	8	11	15	33					4	6	31	32	4	2	35	
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
NQ74																					
LESS THAN 1 YEAR OLD	2 0.6%	27 0.4%	2 100%	~	~	~	~	2 0.7%	~	~	~	~	~	~	2 0.7%	2 0.6%	2 0.6%	2 0.6%	2 0.8%	~	
1 TO 3 YEARS OLD	72 21%	1125 19%	~	72 ~100%	~	~	~	55 20%	1 ~50%	~	~	1 ~17%	8 20%	6 18%	59 20%	64 20%	1 10%	63 24%*	9 12%*		
4 TO 7 YEARS OLD	95 28%	1651 27%	~	~	95 ~100%	~	~	74 27%	2 67%	~	~	1 ~100%	1 17%	14 35%	9 27%	84 29%	91 29%	1 10%	80 30%*	15 19%*	
8 TO 12 YEARS OLD	95 28%	1813 30%	~	~	~	95 ~100%	~	76 28%	~	~	~	~	4 ~67%	11 27%	8 24%	83 28%	88 28%	2 20%	66 25%*	29 37%*	
13 OR OLDER	79 23%	1402 23%	~	~	~	79 ~100%	~	66 24%	1 33%	1 50%	~	~	~	7 ~18%	10 30%	65 22%	69 22%	6 60%	54 20%*	25 32%*	
VALID CASES	343	6018	2	72	95	95	79	273	3	2			1	6	40	33	293	314	10	265	78
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%			1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%

[BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

NQ75 IS YOUR CHILD MALE OR FEMALE?

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC					
NQ75	UHAL TOT CHLD																				
MALE	OHP TOT CHLD	175	3120	2	36	47	52	38	142	2	1	4	18	18	149	157	8	130	45		
		51%	52%	100%~	50%	49%	55%	48%	52%	67%~	50%~	~	~	67%~	45%~	55%~	51%	50%~	80%~	49%	58%
FEMALE		168	2898	36	48	43	41	131	1	1	1	2	22	15	144	157	2	135	33		
		49%	48%	~	50%	51%	45%	52%	48%	33%~	50%~	~	100%~	33%~	55%~	45%~	49%	50%~	20%~	51%	42%
VALID CASES		343	6018	2	72	95	95	79	273	3	2	1	6	40	33	293	314	10	265	78	
NUMBER OF RESPONDENTS		343	6018	2	72	95	95	79	273	3	2	1	6	40	33	293	314	10	265	78	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

Q76 IS YOUR CHILD OF HISPANIC OR LATINO ORIGIN OR DESCENT?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q76																				
HISPANIC OR LATINO	33 10%	2443 43%*	~	6 9%	9 10%	8 9%	10 13%	16 6%*	~	~	~	~	5 83%~	11 27%~	33 100%~	~	30 10%~	2 20%~	23 9%	10 13%
NOT HISPANIC OR LATINO	293 90%	3183 57%*	100%~	2 91%~	59 90%	84 91%	83 87%	65 94%*	3 100%~	2 100%~	~	1 17%~	1 73%~	29 73%~	293 100%~	283 90%~	8 80%~	225 91%	68 87%	
NOT ANSWERED	17	391		7	2	4	4	1								1		17		
VALID CASES	326	5627	2	65	93	91	75	272	3	2		1	6	40	33	293	313	10	248	78
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%		1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%

Q77.1 WHAT IS YOUR CHILD'S RACE? RESPONSE: WHITE

		AGE						RACE						ETHNIC- ITY	HEALTH STATUS	CCC SCREENER				
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q77.1	UHAL TOT CHLD																			
YES	313 91%	3921 65%*	2 100%~	63 88%	88 93%	87 92%	73 92%	273 100%~				40 ~100%~	27 82%~	285 97%*	302 96%~	8 80%~	236 89%*	77 99%*		
NO	30 9%	2097 35%*		9 ~12%	7 7%	8 8%	6 8%		3 ~100%~	2 ~100%~		1 ~100%~	6 ~100%~		6 4%~	8 20%~	29 11%*	1 1%*		
VALID CASES	343	6018	2	72	95	95	79	273	3	2		1	6	40	33	293	314	10	265	78
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%		1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%

Q77.2 WHAT IS YOUR CHILD'S RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q77.2	UHAL TOT CHLD																		
YES	8 2%	320 5%*	2 ~	3 3%	2 2%	1 1%	3 ~100%~	~	~	~	5 ~ 12%~	8 ~	3 3%~	8 3%~	6 2%	2 3%			
NO	335 98%	5698 95%*	2 100%~	70 97%	92 97%	78 99%	273 100%~	2 ~100%~	1 ~100%~	6 100%~	35 88%~	33 100%~	285 97%*	306 97%~	10 100%~	259 98%	76 97%		
VALID CASES	343	6018	2	72	95	95	79	273	3	2	1	6	40	33	293	314	10	265	78
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%	1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%

Q77.3 WHAT IS YOUR CHILD'S RACE? RESPONSE: ASIAN

		AGE						RACE						ETHNICITY	HEALTH STATUS	CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND PAC	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.3	UHAL TOT CHLD																		
	OHP TOT CHLD																		
YES	7 2%	238 4%*	2 ~	2 3%	2 2%	1 1%			2 ~100%			5 ~ 12%	1 3%	6 2%	7 2%		6 2%	1 1%	
NO	336 98%	5780 96%*	2 100%	70 97%	93 98%	93 98%	78 99%	273 100%	3 100%		1 ~100%	6 100%	35 88%	32 97%	287 98%	307 98%	10 100%	259 98%	77 99%
VALID CASES	343	6018	2	72	95	95	79	273	3	2	1	6	40	33	293	314	10	265	78
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	79 100%	273 100%	3 100%	2 100%	1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%	265 100%	78 100%

Q77.4 WHAT IS YOUR CHILD'S RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q77.4	UHAL TOT CHLD	2										2	1	1	2		1	1	
YES	OHP TOT CHLD	104	1	1								5	3	0.3	0.6		0.4	1	
		0.6%	~ 1%	1%	~	~	~	~	~	~	~	5%	3%	0.3%	0.6%	~	0.4%	1%	
NO	UHAL TOT CHLD	341	2	71	94	95	273	3	2		1	6	38	32	292	312	10	264	77
	OHP TOT CHLD	5914	100%	99%	99%	100%	100%	100%	100%	~	100%	100%	95%	97%	100%	99%	100%	100%	99%
		99%	100%	99%	99%	100%	100%	100%	100%	~	100%	100%	95%	97%	100%	99%	100%	100%	99%
VALID CASES	UHAL TOT CHLD	343	2	72	95	95	273	3	2		1	6	40	33	293	314	10	265	78
NUMBER OF RESPONDENTS	OHP TOT CHLD	343	2	72	95	95	273	3	2		1	6	40	33	293	314	10	265	78
		100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q77.5 WHAT IS YOUR CHILD'S RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
Q77.5	UHAL TOT CHLD																			
YES	24 7%	339 6%	4 ~	10 6%	6 11%	4 5%				1 ~100%		23 ~ 58%	3 9%	21 7%	24 8%				21 8%	3 4%
NO	319 93%	5679 94%	2 100%	68 94%	85 89%	75 95%	273 100%	3 100%	2 100%			6 ~100%	17 42%	30 91%	272 93%	290 92%	10 100%		244 92%	75 96%
VALID CASES	343	6018	2	72	95	95	273	3	2		1	6	40	33	293	314	10		265	78
NUMBER OF RESPONDENTS	343 100%	6018 100%	2 100%	72 100%	95 100%	95 100%	273 100%	3 100%	2 100%		1 100%	6 100%	40 100%	33 100%	293 100%	314 100%	10 100%		265 100%	78 100%

Q77.6 WHAT IS YOUR CHILD'S RACE? RESPONSE: OTHER

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	HIS- PAN- IC	NOT GOOD & POOR	VERY FAIR & POOR	NO CCC	CCC		
Q77.6	UHAL TOT CHLD																			
YES	OHP TOT CHLD	15	629	1	5	6	3			6	9	14	1	13	2	12	3			
		4%	10%*	~ 1%	5%	6%	4%	~	~	~100%	22%	42%	0.3%*	4%	20%	5%	4%			
NO	UHAL TOT CHLD	328	5389	2	71	90	89	76	273	3	2	1	31	19	292	301	8	253	75	
		96%	90%*	100%~	99%	95%	94%	96%	100%	~100%	~100%	~	78%	58%	~100%*	96%	80%	95%	96%	
VALID CASES	UHAL TOT CHLD	343	6018	2	72	95	95	79	273	3	2	1	6	40	33	293	314	10	265	78
NUMBER OF RESPONDENTS	OHP TOT CHLD	343	6018	2	72	95	95	79	273	3	2	1	6	40	33	293	314	10	265	78
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q78 WHAT IS YOUR AGE?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/PAC	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q78 UNDER 18	186%	2094%	~	9%	5%	7%	1%*	156%	~	~	~	~	33%~	3%~	9%~	5%~	186%~	~	156%	34%	
18 TO 24	175%	3075%	50%~	14%*	8%	~	~	124%	~	~	~	~	17%~	10%~	3%~	6%~	175%~	~	156%	23%	
25 TO 34	12238%	208737%	~	54%*	52%*	32%	14%*	10137%	133%~	150%~	~	100%~	~	46%~	36%~	38%~	11738%~	220%~	9438%	2836%	
35 TO 44	8627%	204236%*	50%~	15%*	16%*	40%*	32%	7327%	33%~	50%~	~	~	33%~	21%~	33%~	26%~	8226%~	440%~	6125%	2532%	
45 TO 54	4815%	70813%	~	5%*	12%	12%	31%*	4015%	~	~	~	~	17%~	18%~	18%~	14%~	4715%~	110%~	3916%	912%	
55 TO 64	206%	2334%	~	~	5%	4%	15%*	187%	133%~	~	~	~	~	~	~	3%~	186%~	220%~	146%	68%	
65 TO 74	103%	390.7%*	~	3%	1%	2%	7%	104%*	~	~	~	~	~	~	~	~	103%~	93%~	110%~	62%	45%
75 OR OLDER	20.6%	120.2%	~	~	~	2%	~	20.7%	~	~	~	~	~	~	~	~	20.7%~	20.6%~	~	20.8%	~
NOT ANSWERED	20	382		7	3	5	5	2						1		4	4		19	1	
VALID CASES	323	5636	2	65	92	90	74	271	3	2		1	6	39	33	289	310	10	246	77	
NUMBER OF RESPONDENTS	343	6018	2	72	95	95	79	273	3	2		1	6	40	33	293	314	10	265	78	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q79 ARE YOU MALE OR FEMALE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q79																				
MALE	45 14%	691 12%		9 ~ 14%	13 14%	11 12%	12 16%	35 13%	2 67%~	1 50%~			7 ~ 18%	3 9%~	41 14%~	45 15%~		41 17%*	4 5%*	
FEMALE	277 86%	4976 88%	2 100%~	56 86%	78 86%	78 88%	63 84%	236 87%	1 33%~	1 50%~		1 ~100%~	6 100%~	31 82%~	29 91%~	248 86%~	264 85%~	10 100%~	203 83%*	74 95%*
NOT ANSWERED	21	352		7	4	6	4	2					2	1	4	5		21		
VALID CASES	322	5666	2	65	91	89	75	271	3	2		1	6	38	32	289	309	10	244	78
NUMBER OF RESPONDENTS	343	6018	2	72	95	95	79	273	3	2		1	6	40	33	293	314	10	265	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q80 WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q80																				
8TH GRADE OR LESS	3 0.9%	729 13%*	~	2 3%	1 1%	~	2 0.7%	~	1 50%	~	~	~	~	~	2 6%	1 0.3%	3 1%	~	3 1%	~
SOME HIGH SCHOOL BUT DID NOT GRADUATE	32 10%	659 12%	~	4 6%	6 6%	11 12%	11 15%	25 9%	1 33%	~	~	~	1 20%	5 13%	4 12%	28 10%	28 9%	3 30%	24 10%	8 10%
HIGH SCHOOL GRADUATE OR GED	112 35%	1741 31%	50%~	1 40%	25 32%	30 36%	32 32%	24 35%	96 ~	1 50%	~	~	4 80%	11 29%	10 31%	102 35%	109 35%	3 30%	87 36%	25 32%
SOME COLLEGE OR 2-YEAR DEGREE	150 47%	1785 32%*	50%~	1 42%	26 51%	47 47%	42 45%	34 46%	126 46%	2 67%	~	1 100%	~	20 53%	15 47%	134 47%	145 47%	3 30%	110 45%	40 51%
4-YEAR COLLEGE GRADUATE	18 6%	395 7%	~	5 8%	7 8%	3 3%	3 4%	17 6%	~	~	~	~	~	1 3%	1 3%	17 6%	18 6%	~	15 6%	3 4%
MORE THAN 4-YEAR COLLEGE DEGREE	6 2%	239 4%*	~	~	2 2%	1 1%	3 4%	5 2%	~	~	~	~	~	1 3%	~	6 2%	5 2%	1 10%	4 2%	2 3%
NOT ANSWERED	22	471		10	2	6	4	2					1	2	1	5	6		22	
VALID CASES	321	5547		2	62	93	89	75	271	3	2		1	5	32	288	308	10	243	78
NUMBER OF RESPONDENTS	343	6018	100%	2	72	95	95	79	273	3	2		1	6	33	293	314	10	265	78
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV ILND	AMER IND/PAC ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q81																				
MOTHER OR FATHER	288	5300	2	59	82	81	64	239	2	2	1	6	37	30	257	277	8	221	67	
	90%	95%*	100%~	91%	88%	93%	89%	90%	67%~	100%~	~100%	~100%	95%~	91%~	90%~	90%~	89%~	91%	88%	
GRANDPARENT	19	137		1	9	5	4	17						2	2	17	18	1	13	6
	6%	2%*	~	2%*	10%	6%	6%	6%	~	~	~	~	~	5%~	6%~	6%~	6%~	11%~	5%	8%
AUNT OR UNCLE	2	36		1			1	1	1							2	2		2	
	0.6%	0.6%	~	2%	~	~	1%	0.4%	33%~	~	~	~	~	~	~	~0.7%	~0.7%	~	~0.8%	~
OLDER BROTHER OR SISTER		4																		
		0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
OTHER RELATIVE	2	6		1	1			2								2	2		2	
	0.6%	0.1%	~	2%	1%	~	~	~0.7%	~	~	~	~	~	~	~	~0.7%	~0.7%	~	~0.8%	~
LEGAL GUARDIAN	3	77		1			2	3								3	3		2	1
	0.9%	1%	~	2%	~	~	3%	1%~	~	~	~	~	~	~	~	1%~	1%~	~	~0.8%	1%
SOMEONE ELSE	5	44		2	1	1	1	5								1	4		3	2
	2%	0.8%	~	3%	1%	1%	1%	2%~	~	~	~	~	~	~	3%~	1%~	2%~	~	1%	3%
NOT ANSWERED	24	415		7	2	8	7	6						1		8	7	1	22	2
VALID CASES	319	5603	2	65	93	87	72	267	3	2	1	6	39	33	285	307	9	243	76	
NUMBER OF RESPONDENTS	343	6018	2	72	95	95	79	273	3	2	1	6	40	33	293	314	10	265	78	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
Q82 YES	4 2%	157 5%*	~	~	3 5%	~	1 2%	2 1%~	~	~	~	~	2 12%~	1 5%~	3 2%~	4 2%~	~	3 2%	1 2%		
NO	213 98%	3319 95%*	1 100%	38 100%	57 95%	64 100%	53 98%	186 99%	2 100%	1 100%	~	~	1 100%	6 100%	14 88%	18 95%	193 98%	200 98%	8 100%	159 98%	54 98%
NOT ANSWERED		40																			
VALID CASES	217	3476	1	38	60	64	54	188	2	1	~	~	1	6	16	19	196	204	8	162	55
NUMBER OF RESPONDENTS	217 100%	3516 100%	1 100%	38 100%	60 100%	64 100%	54 100%	188 100%	2 100%	1 100%	~	~	1 100%	6 100%	16 100%	19 100%	196 100%	204 100%	8 100%	162 100%	55 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

Q83.1 HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME.

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.1 YES	4 100%	68 57%	~	~	3 ~100%	~	1 ~100%	2 100%	~	~	~	~	~	2 ~100%	1 100%	3 100%	4 100%	3 100%	1 100%
NO		51 43%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
VALID CASES	4	119			3		1	2					2	1	3	4		3	1
NUMBER OF RESPONDENTS	4	119			3		1	2					2	1	3	4		3	1
	100%	100%			100%		100%	100%					100%	100%	100%	100%		100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

Q83.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE.

		AGE					RACE					ETHNICITY	HEALTH STATUS	CCC SCREENER				
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	HIS- PAN- IC	NOT GOOD & FAIR & POOR	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q83.2	UHAL TOT CHLD																	
YES	3 75%	52 44%	~	~	2 67%	1 ~100%	1 50%	~	~	~	~	2 ~100%	3 ~100%	3 75%	3 75%	2 67%	1 100%	~
NO	1 25%	67 56%	~	~	1 33%	~	1 50%	~	~	~	~	1 100%	1 25%	1 25%	1 33%	1 33%	~	~
VALID CASES	4	119			3	1	2					2	1	3	4	3	1	
NUMBER OF RESPONDENTS	4 100%	119 100%			3 100%	1 100%	2 100%					2 100%	1 100%	3 100%	4 100%	3 100%	1 100%	

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

Q83.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME.

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC/ALSK NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q83.3	UHAL TOT CHLD																		
YES	OHP TOT CHLD	9																	
		7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	UHAL TOT CHLD	4		3		1	2						2	1	3	4		3	1
		100%	~	~100%	~	~100%	~100%	~	~	~	~	~	~100%	~100%	~100%	~100%	~	~100%	~100%
VALID CASES	OHP TOT CHLD	4		3		1	2						2	1	3	4		3	1
NUMBER OF RESPONDENTS	UHAL TOT CHLD	4		3		1	2						2	1	3	4		3	1
		100%		100%		100%	100%						100%	100%	100%	100%		100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

Q83.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE.

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q83.4 YES		31 26%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	4 100%	88 74%	~	~100%	~	~100%	~100%	~	~	~	~	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%
VALID CASES	4	119		3		1	2					2	1	3	4			3	1
NUMBER OF RESPONDENTS	4 100%	119 100%		3 100%		1 100%	2 100%					2 100%	1 100%	3 100%	4 100%			3 100%	1 100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

Q83.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY.

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC ALSK NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q83.5	UHAL TOT CHLD																		
YES	OHP TOT CHLD	11																	
		9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	UHAL TOT CHLD	4		3		1	2						2	1	3	4		3	1
	OHP TOT CHLD	108		100%		100%	100%	~	~	~	~	~	100%	100%	100%	100%	~	100%	100%
		91%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
VALID CASES	UHAL TOT CHLD	4		3		1	2						2	1	3	4		3	1
NUMBER OF RESPONDENTS	OHP TOT CHLD	119		100%		100%	100%	~	~	~	~	~	100%	100%	100%	100%	~	100%	100%
		100%		100%		100%	100%	~	~	~	~	~	100%	100%	100%	100%	~	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

NQ14 RATING OF ALL CHILD'S HEALTH CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
NQ14 0-6	44 22%	375 10%*	~	15%~	26%	14%	31%	33 20%~	1 ~100%~	~	~	1 20%~	7 28%~	6 26%~	36 21%~	37 20%~	4 57%~	32 23%	12 19%
7-8	66 32%	1202 31%	~	39%~	30%	44%	19%*	55 34%~	1 50%~	~	~	2 40%~	7 28%~	9 39%~	56 32%~	63 33%~	2 29%~	45 32%	21 34%
9-10	94 46%	2325 60%*	100%~	46%~	44%	42%	50%	76 46%~	1 50%~	~	~	2 40%~	11 44%~	8 35%~	82 47%~	89 47%~	1 14%~	65 46%	29 47%
VALID CASES	204	3902	2	46	54	50	52	164	2	1		5	25	23	174	189	7	142	62
NUMBER OF RESPONDENTS	204 100%	3902 100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.25	2.50	3.00	2.30	2.19	2.28	2.19	2.26	2.50	1.00		2.20	2.16	2.09	2.26	2.28	1.57	2.23	2.27
p stat_(*=Sig @ p<=.05)		.000*	~	~	.517	.699	.578	~	~	~	~	~	~	~	~	~	~	.727	.726

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
NQ41 0-6	40 14%	353 7%*	~	13%	15%	11%	18%	31 13%	1 ~	50%~	~	~	~	8 25%~	5 17%~	35 14%~	36 13%~	3 38%~	29 14%	11 15%
7-8	70 25%	1106 23%	1 50%~	11 18%	18 22%	22 29%	18 27%	59 25%	~	~	~	~	2 40%~	8 25%~	9 30%~	61 24%~	66 25%~	3 38%~	54 26%	16 22%
9-10	175 61%	3349 70%*	1 50%~	42 69%	51 63%	45 60%	36 55%	145 62%	2 100%~	1 50%~	~	1 ~100%~	3 60%~	16 50%~	16 53%~	153 61%~	166 62%~	2 25%~	128 61%	47 64%
VALID CASES	285	4809	2	61	81	75	66	235	2	2	1	5	32	30	249	268	8	211	74	
NUMBER OF RESPONDENTS	285 100%	4809 100%	2 100%	61 100%	81 100%	75 100%	66 100%	235 100%	2 100%	2 100%	1 100%	5 100%	32 100%	30 100%	249 100%	268 100%	8 100%	211 100%	74 100%	
MEAN	2.47	2.62	2.50	2.56	2.48	2.49	2.36	2.49	3.00	2.00	3.00	2.60	2.25	2.37	2.47	2.49	1.88	2.47	2.49	
p stat_(*=Sig @ p<=.05)		.001*	~	.314	.911	.787	.163	.569	~	~	~	~	~	~	~	~	~	.861	.861	

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
NQ48 0-6	5 11%	69 10%	~	22%~	2 18%~	~	1 8%~	4 11%~	~	~	~	~	1 13%~	5 14%~	4 10%~	1 50%~	2 17%~	3 9%~	
7-8	11 25%	173 25%	~	33%~	3 27%~	3 18%~	2 23%~	3 25%~	9	~	~	~	2 25%~	2 29%~	9 24%~	11 26%~	~	6 50%~	5 16%~
9-10	28 64%	464 66%	~	44%~	4 55%~	6 82%~	9 69%~	9 64%~	23	~	~	~	5 63%~	5 71%~	23 62%~	27 64%~	1 50%~	4 33%~	24 75%~
VALID CASES	44	706		9	11	11	13	36					8	7	37	42	2	12	32
NUMBER OF RESPONDENTS	44	706		9	11	11	13	36					8	7	37	42	2	12	32
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%
MEAN	2.52	2.56		2.22	2.36	2.82	2.62	2.53					2.50	2.71	2.49	2.55	2.00	2.17	2.66
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

[ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

NQ54 RATING OF CHILD'S HEALTH PLAN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
NQ54 0-6	66 21%	702 13%*	1 50%~	7 11%*	21 23%	17 19%	20 27%	54 20%	~	~	1 ~100%~	1 17%~	9 22%~	9 27%~	56 20%~	61 20%~	3 30%~	49 20%	17 22%
7-8	119 37%	1548 28%*	1 50%~	28 44%	29 32%	34 38%	27 36%	98 37%	1 50%~	~	~	1 ~17%~	18 45%~	7 21%~	111 39%~	112 37%~	6 60%~	93 38%	26 34%
9-10	135 42%	3348 60%*	~	29 45%	41 45%	38 43%	27 36%	112 42%	1 50%~	2 100%~	~	4 ~67%~	13 32%~	17 52%~	116 41%~	131 43%~	1 10%~	102 42%	33 43%
VALID CASES	320	5598	2	64	91	89	74	264	2	2	1	6	40	33	283	304	10	244	76
NUMBER OF RESPONDENTS	320 100%	5598 100%	2 100%	64 100%	91 100%	89 100%	74 100%	264 100%	2 100%	2 100%	1 100%	6 100%	40 100%	33 100%	283 100%	304 100%	10 100%	244 100%	76 100%
MEAN	2.22	2.47	1.50	2.34	2.22	2.24	2.09	2.22	2.50	3.00	1.00	2.50	2.10	2.24	2.21	2.23	1.80	2.22	2.21
p stat_(*=Sig @ p<=.05)		0.000*	~.102	.953	.766	.134	.837	~	~	~	~	~	~	~	~	~	~	~.949	.948

GETTING NEEDED CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC	
NPRBSEE4 NQ46	2.02	2.27	1.83	2.45	1.92	1.92	2.02				2.00	2.44	1.92	2.09	1.00	1.60	2.21			
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCARNES4 NQ15	2.26	2.47	1.50	2.26	2.30	2.29	2.22	2.26	2.50	1.00	2.00	2.28	2.13	2.27	2.29	1.57	2.28	2.21		
p stat_(*=Sig @ p<=.05)	.000*		~	~.678	.711	.634		~	~	~	~	~	~	~	~	~	~	.535	.532	
COMPOSITE	2.14	2.37	1.50	2.05	2.38	2.11	2.07	2.14	2.50	1.00	x	x	2.00	2.14	2.29	2.10	2.19	1.29	1.94	2.21
p stat_(*=Sig @ p<=.05)	.006*		~	~.113	.828	.625		~	~	~	~	~	~	~	~	~	~	~	.001*	.648

GETTING CARE QUICKLY

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NCARSN4 NQ4	2.61	2.61	2.68	2.65	2.43	2.75	2.70	1.00			1.50	2.46	2.18	2.66	2.64	2.57	2.67	2.50	
p stat_(*=Sig @ p<=.05)		.992	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NAPGET4 NQ6	2.34	2.46	3.00	2.45	2.42	2.14	2.29	2.32	2.00	2.00		2.00	2.43	2.56	2.30	2.32	2.33	2.37	2.25
p stat_(*=Sig @ p<=.05)		.023*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.341	.338
COMPOSITE	2.48	2.54	3.00	2.56	2.53	2.29	2.52	2.51	2.00	1.50	x	x	1.75	2.45	2.37	2.48	2.45	2.52	2.37
p stat_(*=Sig @ p<=.05)		.596	~	.691	.793	.399	.844	~	~	~	~	~	~	~	~	~	~	.558	.621

HOW WELL DOCTORS COMMUNICATE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
NDREXPL4 NQ32	2.70	2.69	2.50	2.65	2.79	2.79	2.59	2.70	3.00	1.00		3.00	2.77	2.81	2.69	2.74	2.14	2.69	2.72	
p stat_(*=Sig @ p<=.05)		.767	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.766	.766	
NDRLSTN4 NQ33	2.64	2.70	2.50	2.52	2.71	2.76	2.58	2.64	3.00	1.00		3.00	2.50	2.64	2.63	2.66	2.14	2.64	2.65	
p stat_(*=Sig @ p<=.05)		.200	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.936	.936	
NDRESPU4 NQ34	2.68	2.77	2.50	2.65	2.65	2.78	2.67	2.70	3.00	2.00		3.00	2.50	2.77	2.67	2.71	2.29	2.69	2.68	
p stat_(*=Sig @ p<=.05)		.073	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.914	.914	
NDRTMEN4 NQ37	2.46	2.48	1.50	2.51	2.49	2.53	2.34	2.48	3.00	1.00		2.20	2.41	2.45	2.46	2.49	1.86	2.50	2.37	
p stat_(*=Sig @ p<=.05)		.758	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.259	.258	
COMPOSITE	2.62	2.66	2.25	2.58	2.66	2.71	2.54	2.63	3.00	1.25	x	x	2.80	2.55	2.67	2.61	2.65	2.11	2.63	2.60
p stat_(*=Sig @ p<=.05)		.846	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.941	.942	

CUSTOMER SERVICE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
NPBCLCS4 NQ50	2.14	2.30	2.00	2.18	2.00	2.09	2.27	2.12	2.00	3.00		1.00	2.23	2.22	2.12	2.15	2.00	2.17	2.06	
p stat_(*=Sig @ p<=.05)		.139	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCSRESP NQ51	2.52	2.55	3.00	2.47	2.50	2.55	2.53	2.43	3.00	3.00		3.00	2.67	2.80	2.46	2.55	2.00	2.62	2.28	
p stat_(*=Sig @ p<=.05)		.700	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.33	2.43	2.50	2.32	2.25	2.32	2.40	2.27	2.50	3.00	x	x	2.00	2.45	2.51	2.29	2.35	2.00	2.40	2.17
p stat_(*=Sig @ p<=.05)		.668	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

SHARED DECISION MAKING

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
NRXWHY NQ11	2.40	2.46	2.00	2.17	2.25	2.62	2.60	2.45				2.00	2.56	2.33	2.47	2.48	2.00	2.25	2.70	
p stat_(*=Sig @ p<=.05)		.529	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NRXWYNT NQ12	1.93	2.00	1.00	1.67	1.81	1.92	2.30	1.91				2.00	2.20	2.29	1.91	1.97	1.50	1.89	2.00	
p stat_(*=Sig @ p<=.05)		.468	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NRXBST NQ13	2.48	2.59	2.00	2.09	2.62	2.38	2.68	2.42				3.00	2.80	2.71	2.46	2.51	2.00	2.44	2.57	
p stat_(*=Sig @ p<=.05)		.335	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.27	2.35	1.67	1.97	2.23	2.31	2.53	2.26	x	x	x	x	2.33	2.52	2.44	2.28	2.32	1.83	2.19	2.42
p stat_(*=Sig @ p<=.05)		.775	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

ACCESS TO SPECIALIZED SERVICES

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	NO CCC	CCC		
NEZMDEQ NQ20	2.07	2.28		2.17	2.00	1.50	2.33	2.10				2.25	1.00	2.23	2.08	3.00	2.57	1.63		
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
NEZTHP NQ23	2.31	2.11		2.00	2.00	2.67	3.00	2.33				2.25	1.67	2.50	2.25	3.00	2.33	2.29		
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
NEZTC NQ26	1.82	2.11		1.67	2.40	1.78	1.64	1.83	1.00	3.00	1.67	1.00	2.00	1.88	1.00	1.87	1.80			
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
COMPOSITE	2.07	2.17	x	1.94	2.13	1.98	2.32	2.09	x	1.00	x	3.00	x	2.06	1.22	2.24	2.07	2.33	2.26	1.90
p stat_(*=Sig @ p<=.05)		.454	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		

GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
PRBSEE4 Q46	63%	76%		50%	73%	62%	69%	63%					67%	78%	60%	67%	0%	40%	74%	
CARNES4 Q15	81%	88%	50%	87%	83%	80%	75%	81%	100%	0%		60%	84%	74%	82%	83%	43%	81%	81%	
AVERAGE	72.1	82.1	x	68.5	78.0	71.0	71.9	71.8	x	x	x	x	60.0	75.3	75.8	70.8	75.0	42.9	60.5	77.1

GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
CARSN4 Q4	89%	89%	87%	94%	84%	93%	93%		0%			50%	77%	73%	91%	90%	86%	92%	84%	
APGET4 Q6	82%	86%	100%	87%	81%	76%	80%	82%	100%	50%		60%	78%	89%	80%	81%	67%	82%	81%	
AVERAGE	85.2	87.1	x	87.2	87.4	80.0	86.4	87.6	x	x	x	x	55.0	77.6	80.8	85.5	85.7	76.2	86.7	82.4

HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
DREXPL4 Q32	93%	93%	100%	90%	95%	96%	91%	93%	100%	0%		100%	95%	90%	94%	95%	57%	93%	93%	
DRLSTN4 Q33	91%	93%	100%	88%	93%	98%	87%	93%	100%	0%		100%	82%	86%	92%	93%	57%	92%	90%	
DRESPU4 Q34	91%	95%	100%	92%	88%	98%	87%	92%	100%	100%		100%	86%	91%	91%	93%	71%	92%	90%	
DRTMEN4 Q37	84%	86%	50%	85%	84%	88%	82%	85%	100%	0%		80%	82%	82%	85%	86%	57%	86%	81%	
AVERAGE	90.0	91.8	x	88.5	90.1	94.9	86.5	90.8	x	x	x	x	95.0	86.4	87.4	90.4	91.7	60.7	90.7	88.7

CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
PBCLCS4 Q50	74%	80%	100%	76%	57%	73%	87%	74%	100%	100%		0%	77%	78%	73%	75%	67%	78%	67%	
CSRESP Q51	88%	88%	100%	88%	86%	91%	87%	86%	100%	100%		100%	92%	90%	88%	89%	67%	93%	78%	
AVERAGE	81.0	84.1	x	82.4	71.4	81.8	86.7	79.8	x	x	x	x	x	84.3	83.9	80.5	81.8	66.7	85.0	72.2

SHARED DECISION MAKING (A LOT/YES + SOME) -- GLOBAL PROPORTION COMPOSITE

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
RXWHY Q11	81%	86%	50%	75%	80%	92%	80%	83%				100%	89%	83%	84%	85%	50%	75%	91%	
RXWYNT Q12	65%	66%	0%	50%	57%	69%	85%	64%				100%	80%	100%	63%	68%	50%	57%	79%	
FRXBST Q13	74%	80%	50%	55%	81%	69%	84%	71%				100%	90%	86%	73%	75%	50%	72%	78%	
AVERAGE	73.2	77.2	x	59.8	72.7	76.9	83.1	72.8	x	x	x	x	x	86.3	89.7	73.5	76.1	x	68.0	82.9

ACCESS TO SPECIALIZED SERVICES (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
EZMDEQ Q20	60%	76%	67%	50%	50%	67%	60%					75%	0%	69%	62%	100%	86%	38%		
EZTHP Q23	85%	69%	75%	75%	100%	100%	89%					75%	33%	100%	83%	100%	100%	71%		
EZTC Q26	57%	68%	67%	80%	44%	55%	57%	0%		100%		67%	0%	70%	62%	0%	50%	60%		
AVERAGE	67.3	70.9	x	69.4	68.3	72.2	60.6	68.5	x	x	x	x	x	72.2	16.7	79.6	68.8	x	78.6	56.3

PERSONAL DOCTOR WHO KNOWS CHILD (YES) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
DRTLKU Q38	84%	85%	100%	90%	72%	92%	80%	83%	100%	100%		100%	77%	82%	84%	85%	57%	81%	89%	
DRUNCON Q43	81%	86%		50%	85%	88%	88%	81%					78%	50%	85%	84%	50%	77%	83%	
DRUNFAM Q44	79%	85%		46%	85%	91%	81%	80%					67%	50%	82%	84%	20%	78%	79%	
AVERAGE	81.3	85.4	x	61.9	80.4	90.2	82.9	81.5	x	x	x	x	100	73.9	60.6	83.2	84.1	42.4	78.9	83.5

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	UHAL TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
HELPCONT Q18	94%	88%	100%	100%	100%	83%	100%				100%	100%	100%	100%	100%	100%	90%	100%		
HLPCOORD Q29	64%	56%	88%	60%	53%	58%	64%	0%			100%	64%	56%	66%	65%	33%	68%	59%		
AVERAGE	78.6	72.1	x	93.8	80.0	52.6	70.6	82.0	x	x	x	x	x	63.6	55.6	82.8	82.4	33.3	78.8	79.4

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2. YOUR HEALTH CARE IN THE LAST 6 MONTHS		
2	Q3	IN THE LAST 6 MONTHS, DID YOU HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?
3	Q4	IN THE LAST 6 MONTHS, WHEN YOU NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOU GET CARE AS SOON AS YOU NEEDED? [ASKED IF Q3 = YES]
4	Q5	IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC?
5	Q6	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC AS SOON AS YOU NEEDED? [ASKED IF Q5 = YES]
6	Q7	IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOU WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID YOU GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE FOR YOURSELF?
7	Q8	A HEALTH PROVIDER IS THE PERSON YOU WOULD SEE IF YOU NEED A CHECK-UP, WANT ADVICE ABOUT A HEALTH PROBLEM, OR GET SICK OR HURT. IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS? [ASKED IF Q7 >= 1 TIME]
8	Q9	IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE? [ASKED IF Q7 >= 1 TIME]
9	Q10	WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]
10	Q11	WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]
11	Q12	WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOU? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]
12	Q13	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? [ASKED IF Q7 >= 1 TIME]
13	Q14	IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS OR TREATMENT YOU NEEDED? [ASKED IF Q7 >= 1 TIME]

PAGE QUESTION TITLE

3. YOUR PERSONAL DOCTOR

- 14 Q15 A PERSONAL DOCTOR IS THE ONE YOU WOULD SEE IF YOU NEED A CHECK-UP, WANT ADVICE ABOUT A HEALTH PROBLEM, OR GET SICK OR HURT. DO YOU HAVE A PERSONAL DOCTOR?
- 15 Q16 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOU VISIT YOUR PERSONAL DOCTOR TO GET CARE FOR YOURSELF? [ASKED IF Q15 = YES]
- 16 Q17 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY TO UNDERSTAND? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 17 Q18 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR LISTEN CAREFULLY TO YOU? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 18 Q19 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 19 Q20 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOU? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 20 Q21 IN THE LAST 6 MONTHS, DID YOU GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES YOUR PERSONAL DOCTOR? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 21 Q22 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOU GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS? [ASKED IF Q15 = YES AND Q16 >= 1 TIME AND Q21 = YES]
- 22 Q23 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? [ASKED IF Q15 = YES]

4. GETTING HEALTH CARE FROM SPECIALISTS

- 23 Q24 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS TO SEE A SPECIALIST?
- 24 Q25 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT TO SEE A SPECIALIST AS SOON AS YOU NEEDED? [ASKED IF Q24 = YES]
- 25 Q26 HOW MANY SPECIALISTS HAVE YOU SEEN IN THE LAST 6 MONTHS? [ASKED IF Q24 = YES]
- 26 Q27 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOU SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST? [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]

PAGE QUESTION TITLE

5. YOUR HEALTH PLAN

27 Q28 IN THE LAST 6 MONTHS, DID YOU LOOK FOR ANY INFORMATION IN WRITTEN MATERIALS OR ON THE INTERNET ABOUT HOW YOUR HEALTH PLAN WORKS?

28 Q29 IN THE LAST 6 MONTHS, HOW OFTEN DID THE WRITTEN MATERIALS OR THE INTERNET PROVIDE THE INFORMATION YOU NEEDED ABOUT HOW YOUR HEALTH PLAN WORKS? [ASKED IF Q28 = YES]

29 Q30 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM YOUR HEALTH PLAN'S CUSTOMER SERVICE?

30 Q31 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE GIVE YOU THE INFORMATION OR HELP YOU NEEDED? [ASKED IF Q30 = YES]

31 Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE STAFF TREAT YOU WITH COURTESY AND RESPECT? [ASKED IF Q30 = YES]

32 Q33 IN THE LAST 6 MONTHS, DID YOUR HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?

33 PQ34 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR HEALTH PLAN EASY TO FILL OUT? [ASKED IF Q33 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q33 = NO]

34 Q35 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?

35 Q35A IN THE LAST 6 MONTHS, DID YOU HAVE A HEALTH PROBLEM FOR WHICH YOU NEEDED SPECIAL MEDICAL EQUIPMENT, SUCH AS A CANE, A WHEELCHAIR, OR OXYGEN EQUIPMENT?

36 Q35B IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE MEDICAL EQUIPMENT YOU NEEDED THROUGH YOUR HEALTH PLAN? [ASKED IF Q35A = YES]

37 Q35C IN THE LAST 6 MONTHS, DID YOU HAVE ANY HEALTH PROBLEMS THAT NEEDED SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?

38 Q35D IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE SPECIAL THERAPY YOU NEEDED THROUGH YOUR HEALTH PLAN? [ASKED IF Q35C = YES]

39 Q35E A HEALTH PROVIDER COULD BE A GENERAL DOCTOR, A SPECIALIST DOCTOR, A NURSE PRACTITIONER, A PHYSICIAN ASSISTANT, A NURSE OR ANYONE ELSE YOU WOULD SEE FOR HEALTH CARE. IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?

40 Q35F IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?

41 Q35G IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER USE A CONDESCENDING, SARCASTIC OR RUDE TONE OR MANNER WITH YOU?

PAGE	QUESTION	TITLE
42	Q35H	IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TELL A DOCTOR OR OTHER HEALTH PROVIDER ANYTHING, EVEN THINGS THAT YOU MIGHT NOT TELL ANYONE ELSE?
43	Q35I	IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?
44	Q35J	IN THE LAST 6 MONTHS, DID YOU FEEL A DOCTOR OR OTHER HEALTH PROVIDER ALWAYS TOLD YOU THE TRUTH ABOUT YOUR HEALTH, EVEN IF THERE WAS BAD NEWS?
45	Q35K	IN THE LAST 6 MONTHS, DID YOU FEEL THIS PROVIDER CARED AS MUCH AS YOU DO ABOUT YOUR HEALTH?
46	Q35L	IN THE LAST 6 MONTHS, DID YOU FEEL THIS PROVIDER REALLY CARED ABOUT YOU AS A PERSON?
47	Q35M	IN THE LAST 6 MONTHS, HOW OFTEN HAVE YOU BEEN TREATED UNFAIRLY AT A DOCTOR OR OTHER HEALTH PROVIDER'S OFFICE BECAUSE OF YOUR RACE OR ETHNICITY?
48	Q35N	IN THE LAST 6 MONTHS, HOW OFTEN HAVE YOU BEEN TREATED UNFAIRLY AT A DOCTOR OR OTHER HEALTH PROVIDER'S OFFICE BECAUSE OF THE TYPE OF HEALTH INSURANCE YOU HAVE OR BECAUSE YOU DO NOT HAVE HEALTH INSURANCE?
49	Q35O	IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER GIVE YOU ALL THE INFORMATION YOU WANTED ABOUT YOUR HEALTH?
50	Q35P	IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER ENCOURAGE YOU TO TALK ABOUT ALL YOUR HEALTH QUESTIONS OR CONCERNS?
51	Q35Q	IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER USE MEDICAL WORDS YOU DID NOT UNDERSTAND?
52	Q35R	WHAT IS YOUR PREFERRED LANGUAGE?
53	Q35S	HOW WELL DO YOU SPEAK ENGLISH? [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]
54	Q35T	IN THE LAST 6 MONTHS, WHEN YOU CALLED OR SPOKE TO SOMEONE FROM YOUR HEALTH PLAN, HOW OFTEN DID THEY SPEAK TO YOU IN YOUR PREFERRED LANGUAGE? [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]
55	Q35U	AN INTERPRETER IS SOMEONE WHO HELPS YOU TALK WITH OTHERS WHO DO NOT SPEAK YOUR LANGUAGE. INTERPRETERS CAN INCLUDE STAFF FROM THE HEALTH PLAN OR TELEPHONE INTERPRETERS. IN THE LAST 6 MONTHS, WAS THERE ANY TIME WHEN YOU NEEDED AN INTERPRETER TO TALK WITH SOMEONE FROM YOUR HEALTH PLAN? [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]
56	Q35V	IN THE LAST 6 MONTHS, DID ANYONE FROM THE HEALTH PLAN LET YOU KNOW THAT AN INTERPRETER WAS AVAILABLE FREE OF CHARGE? [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES]
57	Q35W	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU USE AN INTERPRETER PROVIDED BY YOUR HEALTH PLAN TO HELP YOU TALK WITH SOMEONE FROM THE PLAN? ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES]
58	Q35X	IN THE LAST 6 MONTHS, WHEN YOU USED AN INTERPRETER PROVIDED BY YOUR HEALTH PLAN, WHO WAS THE INTERPRETER YOU USED MOST OFTEN? [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES AND 35W = SOMETIMES OR USUALLY OR ALWAYS]
59	Q35Y	IN THE LAST 6 MONTHS, HOW OFTEN DID THIS INTERPRETER TREAT YOU WITH COURTESY AND RESPECT? [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES AND Q35W = SOMETIMES OR USUALLY OR ALWAYS]
60	Q35Z	USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST INTERPRETER POSSIBLE AND 10 IS THE BEST INTERPRETER POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THIS INTERPRETER? [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES AND 35W = SOMETIMES OR USUALLY OR ALWAYS]

PAGE	QUESTION	TITLE
61	Q35AA	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU USE A FRIEND OR FAMILY MEMBER AS AN INTERPRETER WHEN YOU TALKED WITH SOMEONE FROM YOUR HEALTH PLAN? [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES]
62	Q35AB	IN THE LAST 6 MONTHS, DID YOU USE FRIENDS OR FAMILY MEMBERS AS INTERPRETERS BECAUSE THAT WAS WHAT YOU PREFERRED? [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES AND Q35AA = SOMETIMES OR USUALLY OR ALWAYS]
6. ABOUT YOU		
63	Q36	IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL HEALTH?
64	Q37	IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL MENTAL OR EMOTIONAL HEALTH?
65	Q38	HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2013?
66	Q39	DO YOU NOW SMOKE CIGARETTES OR USE TOBACCO EVERY DAY, SOME DAYS, OR NOT AT ALL?
67	Q40	IN THE LAST 6 MONTHS, HOW OFTEN WERE YOU ADVISED TO QUIT SMOKING OR USING TOBACCO BY A DOCTOR OR OTHER HEALTH PROVIDER IN YOUR PLAN? [ASKED IF Q39 = EVERY DAY OR SOME DAYS]
68	Q41	IN THE LAST 6 MONTHS, HOW OFTEN WAS MEDICATION RECOMMENDED OR DISCUSSED BY A DOCTOR OR HEALTH PROVIDER TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF MEDICATION ARE: NICOTINE GUM, PATCH, NASAL SPRAY, INHALER, OR PRESCRIPTION MEDICATION. [ASKED IF Q39 = EVERY DAY OR SOME DAYS]
69	Q42	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR DOCTOR OR HEALTH PROVIDER DISCUSS OR PROVIDE METHODS AND STRATEGIES OTHER THAN MEDICATION TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF METHODS AND STRATEGIES ARE: TELEPHONE HELPLINE, INDIVIDUAL OR GROUP COUNSELING, OR CESSATION PROGRAM. [ASKED IF Q39 = EVERY DAY OR SOME DAYS]
70	Q43	DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?
71	Q44	DO YOU HAVE A HEALTH PROBLEM OR TAKE MEDICATION THAT MAKES TAKING ASPIRIN UNSAFE FOR YOU?
72	Q45	HAS A DOCTOR OR HEALTH PROVIDER EVER DISCUSSED WITH YOU THE RISKS AND BENEFITS OF ASPIRIN TO PREVENT HEART ATTACK OR STROKE?
73	Q46.1	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH CHOLESTEROL
74	Q46.2	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH BLOOD PRESSURE
75	Q46.3	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: PARENT OR SIBLING WITH HEART ATTACK BEFORE THE AGE OF 60
76	Q47.1	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A HEART ATTACK
77	Q47.2	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANGINA OR CORONARY HEART DISEASE
78	Q47.3	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A STROKE
79	Q47.4	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANY KIND OF DIABETES OR HIGH BLOOD SUGAR

PAGE	QUESTION	TITLE
80	Q48	IN THE LAST 6 MONTHS, DID YOU GET HEALTH CARE 3 OR MORE TIMES FOR THE SAME CONDITION OR PROBLEM?
81	Q49	IS THIS A CONDITION OR PROBLEM THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE. [ASKED IF Q48 = YES]
82	Q50	DO YOU NOW NEED OR TAKE MEDICINE PRESCRIBED BY A DOCTOR? DO NOT INCLUDE BIRTH CONTROL.
83	Q51	IS THIS MEDICINE TO TREAT A CONDITION THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE. [ASKED IF Q50 = YES]
84	NQ52	WHAT IS YOUR AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
85	NQ53	ARE YOU MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
86	Q54	WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?
87	Q55	ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?
88	Q56.1	WHAT IS YOUR RACE? RESPONSE: WHITE
89	Q56.2	WHAT IS YOUR RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN
90	Q56.3	WHAT IS YOUR RACE? RESPONSE: ASIAN
91	Q56.4	WHAT IS YOUR RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
92	Q56.5	WHAT IS YOUR RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE
93	Q56.6	WHAT IS YOUR RACE? RESPONSE: OTHER
94	Q57	DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]
95	Q58.1	HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
96	Q58.2	HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
97	Q58.3	HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
98	Q58.4	HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
99	Q58.5	HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

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8. RATINGS

100 NQ13 RATING OF ALL HEALTH CARE [ASKED IF Q7 >= 1 TIME]
101 NQ23 RATING OF PERSONAL DOCTOR [ASKED IF Q15 = YES]
102 NQ27 RATING OF SPECIALIST SEEN MOST OFTEN [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]
103 NQ35 RATING OF HEALTH PLAN
104 NQ35Z RATING OF INTERPRETER [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES AND 35W = SOMETIMES OR USUALLY OR ALWAYS]

9. COMPOSITES

105 GETTING NEEDED CARE
106 GETTING CARE QUICKLY
107 HOW WELL DOCTORS COMMUNICATE
108 CUSTOMER SERVICE
109 SHARED DECISION MAKING

10. GLOBAL PROPORTION COMPOSITES

110 GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
111 GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
112 HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
113 CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
114 SHARED DECISION MAKING (A LOT/YES + SOME) -- GLOBAL PROPORTION COMPOSITE

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2. YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS		
2	Q3	IN THE LAST 6 MONTHS, DID YOUR CHILD HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?
3	Q4	IN THE LAST 6 MONTHS, WHEN YOUR CHILD NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOUR CHILD GET CARE AS SOON AS HE OR SHE NEEDED? [ASKED IF Q3 = YES]
4	Q5	IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC?
5	Q6	IN THE LAST 6 MONTHS, WHEN YOU MADE AN APPOINTMENT FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOUR CHILD NEEDED? [ASKED IF Q5 = YES]
6	Q7	IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOUR CHILD WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID HE OR SHE GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE?
7	Q8	A HEALTH PROVIDER IS THE PERSON YOU WOULD SEE IF YOUR CHILD NEEDED A CHECK-UP, WANTED ADVICE ABOUT A HEALTH PROBLEM, OR GOT SICK OR HURT. IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS IN YOUR CHILD? [ASKED IF Q7 >= 1 TIME]
8	Q9	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER? [ASKED IF Q7 >= 1 TIME]
9	Q10	IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME]
10	Q11	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
11	Q12	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
12	Q13	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
13	Q14	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? [ASKED IF Q7 >= 1]
14	Q15	IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS, OR TREATMENT YOUR CHILD NEEDED? [ASKED IF Q7 >= 1 TIME]

- 15 Q16 IS YOUR CHILD NOW ENROLLED IN ANY KIND OF SCHOOL OR DAYCARE?
- 16 Q17 IN THE LAST 6 MONTHS, DID YOU NEED YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TO CONTACT A SCHOOL OR DAYCARE CENTER ABOUT YOUR CHILD'S HEALTH OR HEALTH CARE? [ASKED IF Q16 = YES]
- 17 Q18 IN THE LAST 6 MONTHS, DID YOU GET THE HELP YOU NEEDED FROM YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER IN CONTACTING YOUR CHILD'S SCHOOL OR DAYCARE? [ASKED IF Q16 = YES AND Q17 = YES]

3. SPECIALIZED SERVICES

- 18 Q19 SPECIAL MEDICAL EQUIPMENT OR DEVICES INCLUDE A WALKER, WHEELCHAIR, NEBULIZER, FEEDING TUBES, OR OXYGEN EQUIPMENT. IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET ANY SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD?
- 19 Q20 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD? [ASKED IF Q19 = YES]
- 20 Q21 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD? [ASKED IF Q19 = YES]
- 21 Q22 IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET SPECIAL THERAPY SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY FOR YOUR CHILD?
- 22 Q23 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS THERAPY FOR YOUR CHILD? [ASKED IF Q22 = YES]
- 23 Q24 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS THERAPY FOR YOUR CHILD? [ASKED IF Q22 = YES]
- 24 Q25 IN THE LAST 6 MONTHS, DID YOU GET OR TRY TO GET TREATMENT OR COUNSELING FOR YOUR CHILD FOR AN EMOTIONAL, DEVELOPMENTAL, OR BEHAVIORAL PROBLEM?
- 25 Q26 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD? [ASKED IF Q25 = YES]
- 26 Q27 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD? [ASKED IF Q25 = YES]
- 27 Q28 IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM MORE THAN ONE KIND OF HEALTH CARE PROVIDER OR USE MORE THAN ONE KIND OF HEALTH CARE SERVICE?
- 28 Q29 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? [ASKED IF Q28 = YES]

PAGE	QUESTION	TITLE
4. YOUR CHILD'S PERSONAL DOCTOR		
29	Q30	A PERSONAL DOCTOR IS THE ONE YOUR CHILD WOULD SEE IF HE OR SHE NEEDS A CHECKUP, HAS A HEALTH PROBLEM, OR GETS SICK OR HURT. DOES YOUR CHILD HAVE A PERSONAL DOCTOR?
30	Q31	IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOUR CHILD VISIT HIS OR HER PERSONAL DOCTOR FOR CARE? [ASKED IF Q30 = YES]
31	Q31A	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE A HARD TIME SPEAKING WITH OR UNDERSTANDING YOUR CHILD'S PERSONAL DOCTOR BECAUSE YOU SPOKE DIFFERENT LANGUAGES? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
32	Q32	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS ABOUT YOUR CHILD'S HEALTH IN A WAY THAT WAS EASY TO UNDERSTAND? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
33	Q33	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR LISTEN CAREFULLY TO YOU? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
34	Q34	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
35	Q35	IS YOUR CHILD ABLE TO TALK WITH DOCTORS ABOUT HIS OR HER HEALTH CARE? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
36	Q35A	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD HAVE A HARD TIME SPEAKING WITH OR UNDERSTANDING HIS OR HER PERSONAL DOCTOR BECAUSE THEY SPOKE DIFFERENT LANGUAGES? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q35 = YES]
37	Q36	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? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q35 = YES]
38	Q37	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOUR CHILD? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
39	Q38	IN THE LAST 6 MONTHS, DID YOUR CHILD'S PERSONAL DOCTOR TALK WITH YOU ABOUT HOW YOUR CHILD IS FEELING, GROWING, OR BEHAVING? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
40	Q39	IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES HIS OR HER PERSONAL DOCTOR? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
41	Q40	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOUR CHILD GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q39 = YES]
42	Q41	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? [ASKED IF Q30 = YES]
43	Q42	DOES YOUR CHILD HAVE ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS THAT HAVE LASTED FOR MORE THAN 3 MONTHS? [ASKED IF Q30 = YES]
44	Q43	DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW THESE MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR CHILD'S DAY-TO-DAY LIFE? [ASKED IF Q30 = YES AND Q42 = YES]
45	Q44	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? [ASKED IF Q30 = YES AND Q42 = YES]

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

- 46 Q45 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR YOUR CHILD TO SEE A SPECIALIST?
- 47 Q46 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR YOUR CHILD TO SEE A SPECIALIST AS SOON AS YOU NEEDED? [ASKED IF Q45 = YES]
- 48 Q47 HOW MANY SPECIALISTS HAS YOUR CHILD SEEN IN THE LAST 6 MONTHS? [ASKED IF Q45 = YES]
- 49 Q48 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST? [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

6. YOUR CHILD'S HEALTH PLAN

- 50 Q49 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN?
- 51 Q50 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN GIVE YOU THE INFORMATION OR HELP YOU NEEDED? [ASKED IF Q49 = YES]
- 52 Q51 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE STAFF AT YOUR CHILD'S HEALTH PLAN TREAT YOU WITH COURTESY AND RESPECT? [ASKED IF Q49 = YES]
- 53 Q52 IN THE LAST 6 MONTHS, DID YOUR CHILD'S HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?
- 54 PQ53 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT? [ASKED IF Q52 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q52 = NO]
- 55 Q54 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?

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

- 56 Q55 IN THE LAST 6 MONTHS, DID YOU GET OR REFILL ANY PRESCRIPTION MEDICINES FOR YOUR CHILD?
- 57 Q56 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET PRESCRIPTION MEDICINES FOR YOUR CHILD THROUGH HIS OR HER HEALTH PLAN? [ASKED IF Q55 = YES]
- 58 Q57 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET YOUR CHILD'S PRESCRIPTION MEDICINES? [ASKED IF Q55 = YES]

8. ABOUT YOUR CHILD AND YOU

- 59 Q58 IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL HEALTH?
- 60 Q59 IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL MENTAL OR EMOTIONAL HEALTH?
- 61 Q60 DOES YOUR CHILD CURRENTLY NEED OR USE MEDICINE PRESCRIBED BY A DOCTOR (OTHER THAN VITAMINS)?
- 62 Q61 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q60 = YES]
- 63 Q62 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q60 = YES AND Q61 = YES]
- 64 Q63 DOES YOUR CHILD NEED OR USE MORE MEDICAL CARE, MORE MENTAL HEALTH SERVICES, OR MORE EDUCATIONAL SERVICES THAN IS USUAL FOR MOST CHILDREN OF THE SAME AGE?
- 65 Q64 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q63 = YES]
- 66 Q65 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q63 = YES AND Q64 = YES]
- 67 Q66 IS YOUR CHILD LIMITED OR PREVENTED IN ANY WAY IN HIS OR HER ABILITY TO DO THE THINGS MOST CHILDREN OF THE SAME AGE CAN DO?
- 68 Q67 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q66 = YES]
- 69 Q68 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q66 = YES AND Q67 = YES]
- 70 Q69 DOES YOUR CHILD NEED OR GET SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?
- 71 Q70 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q69 = YES]
- 72 Q71 IS THIS A CONDITION THAT HAS LASTED OR IS EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q69 = YES AND Q70 = YES]
- 73 Q72 DOES YOUR CHILD HAVE ANY KIND OF EMOTIONAL, DEVELOPMENTAL, OR BEHAVIORAL PROBLEMS FOR WHICH HE OR SHE NEEDS OR GETS TREATMENT OR COUNSELING?
- 74 Q73 HAS THIS PROBLEM LASTED OR IS IT EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q72 = YES]
- 75 NQ74 WHAT IS YOUR CHILD'S AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
- 76 NQ75 IS YOUR CHILD MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
- 77 Q76 IS YOUR CHILD OF HISPANIC OR LATINO ORIGIN OR DESCENT?
- 78 Q77.1 WHAT IS YOUR CHILD'S RACE? RESPONSE: WHITE
- 79 Q77.2 WHAT IS YOUR CHILD'S RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN
- 80 Q77.3 WHAT IS YOUR CHILD'S RACE? RESPONSE: ASIAN
- 81 Q77.4 WHAT IS YOUR CHILD'S RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
- 82 Q77.5 WHAT IS YOUR CHILD'S RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE
- 83 Q77.6 WHAT IS YOUR CHILD'S RACE? RESPONSE: OTHER
- 84 Q78 WHAT IS YOUR AGE?
- 85 Q79 ARE YOU MALE OR FEMALE?

86	Q80	WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?
87	Q81	HOW ARE YOU RELATED TO THE CHILD?
88	Q82	DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]
89	Q83.1	HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]
90	Q83.2	HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]
91	Q83.3	HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]
92	Q83.4	HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]
93	Q83.5	HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

PAGE	QUESTION	TITLE
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9. RATINGS

94	NQ14	RATING OF ALL CHILD'S HEALTH CARE [ASKED IF Q7 >= 1 TIME]
95	NQ41	RATING OF CHILD'S PERSONAL DOCTOR [ASKED IF Q30 = YES]
96	NQ48	RATING OF SPECIALIST CHILD SAW MOST OFTEN [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]
97	NQ54	RATING OF CHILD'S HEALTH PLAN

10. COMPOSITES

98	GETTING NEEDED CARE
99	GETTING CARE QUICKLY
100	HOW WELL DOCTORS COMMUNICATE
101	CUSTOMER SERVICE
102	SHARED DECISION MAKING
103	ACCESS TO SPECIALIZED SERVICES

11. GLOBAL PROPORTION COMPOSITES

104	GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
105	GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
106	HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
107	CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

108 SHARED DECISION MAKING (A LOT/YES + SOME) -- GLOBAL PROPORTION COMPOSITE
109 ACCESS TO SPECIALIZED SERVICES (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
110 PERSONAL DOCTOR WHO KNOWS CHILD (YES) -- GLOBAL PROPORTION COMPOSITE
111 CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

Your privacy is protected. All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned the survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-506-5136 (or, for the hearing-impaired, call 1-888-631-2097).

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct
Mark 

Incorrect
Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

1. Our records show that you are now in the Oregon Health Plan. Is that right?

- Yes → *Go to Question 3*
- No

2. What is the name of your health plan? (Please print)

YOUR HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

3. In the last 6 months, did you have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

- Yes
- No → *Go to Question 5*

4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?

- Never
- Sometimes
- Usually
- Always

5. In the last 6 months, did you make any appointments for a check-up or routine care at a doctor's office or clinic?

- Yes
- No → *Go to Question 7*

6. In the last 6 months, how often did you get an appointment for a check-up or routine care at a doctor's office or clinic as soon as you needed?

- Never
- Sometimes
- Usually
- Always

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

- None → *Go to Question 15*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

- Yes
- No

9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

- Yes
- No → *Go to Question 13*

10. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?

- Not at all
- A little
- Some
- A lot

11. When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?

- Not at all
- A little
- Some
- A lot

12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

- Yes
- No

13. 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?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst | | | | | | | | Best | | |
| Health Care | | | | | | | | Health Care | | |
| Possible | | | | | | | | Possible | | |

14. In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

15. A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- Yes
- No → *Go to Question 24*

16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

- None → *Go to Question 23*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

18. In the last 6 months, how often did your personal doctor listen carefully to you?

- Never
- Sometimes
- Usually
- Always

19. In the last 6 months, how often did your personal doctor show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always



20. In the last 6 months, how often did your personal doctor spend enough time with you?

- Never
- Sometimes
- Usually
- Always

21. In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- Yes
- No → *Go to Question 23*

22. In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers?

- Never
- Sometimes
- Usually
- Always

23. 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?

- 0 1 2 3 4 5 6 7 8 9 10
 Worst Personal Doctor Personal Doctor Best
 Possible Possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care you got when you stayed overnight in a hospital.

24. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments to see a specialist?

- Yes
- No → *Go to Question 28*

25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?

- Never
- Sometimes
- Usually
- Always

26. How many specialists have you seen in the last 6 months?

- None → *Go to Question 28*
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

27. We want to know your rating of the specialist you saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

- 0 1 2 3 4 5 6 7 8 9 10
 Worst Specialist Personal Doctor Best Specialist
 Possible Possible



YOUR HEALTH PLAN

The next questions ask about your experience with your health plan.

28. In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- Yes
- No → *Go to Question 30*

29. In the last 6 months, how often did the written materials or the Internet provide the information you needed about how your health plan works?

- Never
- Sometimes
- Usually
- Always

30. In the last 6 months, did you get information or help from your health plan's customer service?

- Yes
- No → *Go to Question 33*

31. In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

- Never
- Sometimes
- Usually
- Always

32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

33. In the last 6 months, did your health plan give you any forms to fill out?

- Yes
- No → *Go to Question 35*

34. In the last 6 months, how often were the forms from your health plan easy to fill out?

- Never
- Sometimes
- Usually
- Always

35. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst | | | | | Best | | | | | |
| Health Plan | | | | | Health Plan | | | | | |
| Possible | | | | | Possible | | | | | |

35a. In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

- Yes
- No → *Go to Question 35c*

35b. In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

35c. In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

- Yes
- No → *Go to Question 35e*

35d. In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

- Never
- Sometimes
- Usually
- Always

CULTURAL COMPETENCY

The following questions ask about how much you think your doctor or other health provider respects your beliefs, attitudes, language and behavior.

A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse or anyone else you would see for health care.

35e. In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

- Never
- Sometimes
- Usually
- Always

35f. In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking?

- Never
- Sometimes
- Usually
- Always

35g. In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you?

- Never
- Sometimes
- Usually
- Always

35h. In the last 6 months, did you feel you could tell a doctor or other health provider anything, even things that you might not tell anyone else?

- Yes, definitely
- Yes, somewhat
- No

35i. In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

- Yes, definitely
- Yes, somewhat
- No

35j. In the last 6 months, did you feel a doctor or other health provider always told you the truth about your health, even if there was bad news?

- Yes, definitely
- Yes, somewhat
- No

35k. In the last 6 months, did you feel this provider cared as much as you do about your health?

- Yes, definitely
- Yes, somewhat
- No

35l. In the last 6 months, did you feel this provider really cared about you as a person?

- Never
- Sometimes
- Usually
- Always

35m. In the last 6 months, how often have you been treated unfairly at a doctor or other health provider's office because of your race or ethnicity?

- Never
- Sometimes
- Usually
- Always

35n. In the last 6 months, how often have you been treated unfairly at a doctor or other health provider's office because of the type of health insurance you have or because you do not have health insurance?

- Never
- Sometimes
- Usually
- Always

HEALTH LITERACY

The following questions ask about how much you think your doctor or other health provider helps you understand the information and services you need to make decisions about your health.

35o. In the last 6 months, how often did a doctor or other health provider give you all the information you wanted about your health?

- Never
- Sometimes
- Usually
- Always

35p. In the last 6 months, how often did a doctor or other health provider encourage you to talk about all your health questions or concerns?

- Never
- Sometimes
- Usually
- Always

35q. In the last 6 months, how often did a doctor or other health provider use medical words you did not understand?

- Never
- Sometimes
- Usually
- Always

INTERPRETER SERVICES

35r. What is your preferred language?

- English → *Go to Question 36*
- Spanish
- Some other language

35s. How well do you speak English?

- Very well
- Well
- Not well
- Not at all

35t. In the last 6 months, when you called or spoke to someone from your health plan, how often did they speak to you in your preferred language?

- Never
- Sometimes
- Usually
- Always



35u. An interpreter is someone who helps you talk with others who do not speak your language. Interpreters can include staff from the health plan or telephone interpreters.

In the last 6 months, was there any time when you needed an interpreter to talk with someone from your health plan?

- Yes
- No → **Go to Question 36**

35v. In the last 6 months, did anyone from the health plan let you know that an interpreter was available free of charge?

- Never
- Sometimes
- Usually
- Always

35w. In the last 6 months, how often did you use an interpreter provided by your health plan to help you talk with someone from the plan?

- Never → **Go to Question 35aa**
- Sometimes
- Usually
- Always

35x. In the last 6 months, when you used an interpreter provided by your health plan, who was the interpreter you used most often?

- A staff member from the health plan
- An interpreter provided in-person by the health plan
- A telephone interpreter provided by the health plan
- Someone else provided by the health plan
- Don't know or unsure

35y. In the last 6 months, how often did this interpreter treat you with courtesy and respect?

- Never
- Sometimes
- Usually
- Always

35z. Using any number from 0 to 10, where 0 is the worst interpreter possible and 10 is the best interpreter possible, what number would you use to rate this interpreter?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Worst | | | | | | | | Best | | |
| Interpreter | | | | | | | | Interpreter | | |
| Possible | | | | | | | | Possible | | |

35aa. In the last 6 months, how often did you use a friend or family member as an interpreter when you talked with someone from your health plan?

- Never → **Go to Question 36**
- Sometimes
- Usually
- Always

35ab. In the last 6 months, did you use friends or family members as interpreters because that was what you preferred?

- Never
- Sometimes
- Usually
- Always

ABOUT YOU

36. In general, how would you rate your overall health?

- Excellent
- Very Good
- Good
- Fair
- Poor

37. In general, how would you rate your overall mental or emotional health?

- Excellent
- Very Good
- Good
- Fair
- Poor

38. Have you had either a flu shot or flu spray in the nose since July 1, 2013?

- Yes
- No
- Don't know

39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- Every day
- Some days
- Not at all → **Go to Question 43**
- Don't know → **Go to Question 43**

40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?

- Never
- Sometimes
- Usually
- Always

41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.

- Never
- Sometimes
- Usually
- Always

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.

- Never
- Sometimes
- Usually
- Always

43. Do you take aspirin daily or every other day?

- Yes
- No
- Don't know

44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?

- Yes
- No
- Don't know

45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

- Yes
- No

◆

46. Are you aware that you have any of the following conditions? Mark all that apply.

- High cholesterol
- High blood pressure
- Parent or sibling with heart attack before the age of 60

47. Has a doctor ever told you that you have any of the following conditions? Mark all that apply.

- A heart attack
- Angina or coronary heart disease
- A stroke
- Any kind of diabetes or high blood sugar

48. In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- Yes
- No → *Go to Question 50*

49. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

50. Do you now need or take medicine prescribed by a doctor? Do not include birth control.

- Yes
- No → *Go to Question 52*

51. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.

- Yes
- No

52. What is your age?

- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

53. Are you male or female?

- Male
- Female

54. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

55. Are you of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

56. What is your race? Mark one or more.

- White
- Black or African-American
- Asian
- Native Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Other (Please print)

57. Did someone help you complete this survey?

- Yes → *Go to Question 58*
- No → *Thank you. Please return the completed survey in the postage-paid envelope.*

◆ **58. How did that person help you? Mark one or more.**

- Read the questions to me
 - Wrote down the answers I gave
 - Answered the questions for me
 - Translated the questions into my language
 - Helped in some other way
(Please print)
-

THANK YOU

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108





448-12



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CTYAD

Your privacy is protected. All information that would let someone identify you or your family will be kept private. The research staff will not share your personal information with anyone without your OK.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned the survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-888-506-5136 (or, for the hearing-impaired, call 1-888-631-2097).

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct
Mark 

Incorrect
Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child is now in the Oregon Health Plan. Is that right?
 - Yes → *Go to Question 3*
 - No
2. What is the name of your child's health plan? (Please print)

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care. Do **not** include care your child got when he or she stayed overnight in a hospital. Do **not** include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that **needed care right away** in a clinic, emergency room, or doctor's office?
- Yes
 No → *Go to Question 5*
4. In the last 6 months, when your child **needed care right away**, how often did your child get care as soon as he or she needed?
- Never
 Sometimes
 Usually
 Always
5. In the last 6 months, did you make any appointments for a **check-up or routine care** for your child at a doctor's office or clinic?
- Yes
 No → *Go to Question 7*
6. In the last 6 months, when you made an appointment for a **check-up or routine care** for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
- Never
 Sometimes
 Usually
 Always

7. In the last 6 months, **not** counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
- None → *Go to Question 16*
 1 time
 2
 3
 4
 5 to 9
 10 or more times
8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
- Yes
 No
9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health provider?
- Never
 Sometimes
 Usually
 Always
10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
- Yes
 No → *Go to Question 14*
11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?
- Not at all
 A little
 Some
 A lot

12. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might **not** want your child to take a medicine?
- Not at all
 - A little
 - Some
 - A lot
13. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?
- Yes
 - No
14. 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?
-
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Care Possible Best Health Care Possible
15. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?
- Never
 - Sometimes
 - Usually
 - Always
16. Is your child now enrolled in any kind of school or daycare?
- Yes
 - No → **Go to Question 19**

17. In the last 6 months, did you need your child's doctor or other health provider to contact a school or daycare center about your child's health or health care?
- Yes
 - No → **Go to Question 19**
18. In the last 6 months, did you get the help you needed from your child's doctor or other health provider in contacting your child's school or daycare?
- Yes
 - No

SPECIALIZED SERVICES

19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.
- In the last 6 months, did you get or try to get any special medical equipment or devices for your child?
- Yes
 - No → **Go to Question 22**
20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?
- Never
 - Sometimes
 - Usually
 - Always
21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?
- Yes
 - No



22. In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- Yes
- No → *Go to Question 25*

23. In the last 6 months, how often was it easy to get this therapy for your child?

- Never
- Sometimes
- Usually
- Always

24. Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- Yes
- No

25. In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- Yes
- No → *Go to Question 28*

26. In the last 6 months, how often was it easy to get this treatment or counseling for your child?

- Never
- Sometimes
- Usually
- Always

27. Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- Yes
- No

28. In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- Yes
- No → *Go to Question 30*

29. In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

30. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

- Yes
- No → *Go to Question 45*

31. In the last 6 months, how many times did your child visit his or her personal doctor for care?

- None → *Go to Question 41*
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

31a. In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages?

- Never
- Sometimes
- Usually
- Always

32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

- Never
- Sometimes
- Usually
- Always

33. In the last 6 months, how often did your child's personal doctor listen carefully to you?

- Never
- Sometimes
- Usually
- Always

34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

- Never
- Sometimes
- Usually
- Always

35. Is your child able to talk with doctors about his or her health care?

- Yes
- No → **Go to Question 37**

35a. In the last 6 months, how often did your child have a hard time speaking with or understanding his or her personal doctor because they spoke different languages?

- Never
- Sometimes
- Usually
- Always

36. 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?

- Never
- Sometimes
- Usually
- Always

37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

- Never
- Sometimes
- Usually
- Always

38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

- Yes
- No

39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

- Yes
- No → **Go to Question 41**

40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

- Never
- Sometimes
- Usually
- Always



41. 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?

0 1 2 3 4 5 6 7 8 9 10

Worst Personal Doctor Possible Best Personal Doctor Possible

42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?

- Yes
- No → **Go to Question 45**

43. Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- Yes
- No

44. Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your family's day-to-day life?

- Yes
- No

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

45. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

- Yes
- No → **Go to Question 49**

46. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

- Never
- Sometimes
- Usually
- Always

47. How many specialists has your child seen in the last 6 months?

- None → **Go to Question 49**
- 1 specialist
- 2
- 3
- 4
- 5 or more specialists

48. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

0 1 2 3 4 5 6 7 8 9 10

Worst Specialist Possible Best Specialist Possible

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

49. In the last 6 months, did you get information or help from customer service at your child's health plan?

Yes
 No → *Go to Question 52*

50. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

Never
 Sometimes
 Usually
 Always

51. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

Never
 Sometimes
 Usually
 Always

52. In the last 6 months, did your child's health plan give you any forms to fill out?

Yes
 No → *Go to Question 54*

53. In the last 6 months, how often were the forms from your child's health plan easy to fill out?

Never
 Sometimes
 Usually
 Always

54. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

0 1 2 3 4 5 6 7 8 9 10

Worst Health Plan Possible Best Health Plan Possible

PRESCRIPTION MEDICINES

55. In the last 6 months, did you get or refill any prescription medicines for your child?

Yes
 No → *Go to Question 58*

56. In the last 6 months, how often was it easy to get prescription medicines for your child through his or her health plan?

Never
 Sometimes
 Usually
 Always



57. Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

- Yes
- No

ABOUT YOUR CHILD AND YOU

58. In general, how would you rate your child's overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

59. In general, how would you rate your child's overall mental or emotional health?

- Excellent
- Very good
- Good
- Fair
- Poor

60. Does your child currently need or use medicine prescribed by a doctor (other than vitamins)?

- Yes
- No → *Go to Question 63*

61. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 63*

62. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- Yes
- No → *Go to Question 66*

64. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 66*

65. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?

- Yes
- No → *Go to Question 69*

67. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 69*

68. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

69. Does your child need or get special therapy such as physical, occupational, or speech therapy?

- Yes
- No → *Go to Question 72*



70. Is this because of any medical, behavioral, or other health condition?

- Yes
- No → *Go to Question 72*

71. Is this a condition that has lasted or is expected to last for at least 12 months?

- Yes
- No

72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?

- Yes
- No → *Go to Question 74*

73. Has this problem lasted or is it expected to last for at least 12 months?

- Yes
- No

74. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

75. Is your child male or female?

- Male
- Female

76. Is your child of Hispanic or Latino origin or descent?

- Yes, Hispanic or Latino
- No, Not Hispanic or Latino

77. What is your child's race? Mark one or more.

- White
 - Black or African-American
 - Asian
 - Native Hawaiian or other Pacific Islander
 - American Indian or Alaska Native
 - Other (Please print)
-

78. What is your age?

- Under 18
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

79. Are you male or female?

- Male
- Female

80. What is the highest grade or level of school that you have completed?

- 8th grade or less
- Some high school, but did not graduate
- High school graduate or GED
- Some college or 2-year degree
- 4-year college graduate
- More than 4-year college degree

81. How are you related to the child?

- Mother or father
- Grandparent
- Aunt or uncle
- Older brother or sister
- Other relative
- Legal guardian
- Someone else

82. Did someone help you complete this survey?

- Yes → **Go to Question 83**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

83. How did that person help you? Mark one or more.

- Read the questions to me
 - Wrote down the answers I gave
 - Answered the questions for me
 - Translated the questions into my language
 - Helped in some other way
(Please print)
-

THANK YOU

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108







Sus respuestas a esta encuesta son completamente confidenciales. Toda información que pueda identificarle a usted o a su familia se mantendrá privada. El personal de investigación no divulgará su información personal sin su permiso.

Usted puede elegir si quiere contestar este cuestionario o no. Si decide no participar, esto no afectará los beneficios que usted recibe. El número en la cubierta de este cuestionario sirve para saber que ya envió su respuesta y que no hay que enviarle recordatorios.

Si quiere recibir más información acerca de este estudio, llame al 1-888-506-5136 (o, para personas con problemas de audición, llame al 1-888-631-2097).

INSTRUCCIONES PARA EL CUESTIONARIO

- ▶ Por favor llene el círculo de su respuesta completamente. Use solamente tinta NEGRA o AZUL para completar la encuesta.

Marca
Correcta

Marca
Incorrecta

- ▶ A veces hay que saltarse alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

Sí → *Pase a la Pregunta 1*
 No

↓ **COMIENCE AQUI** ↓

1. Nuestros registros muestran que usted está ahora con Oregon Health Plan. ¿Es correcta esta información?

Sí → *Pase a la pregunta 3*
 No

2. ¿Cómo se llama su plan de salud? (Por favor escriba en letra de molde)

LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

Estas preguntas son acerca de la atención médica que usted ha recibido. **No** incluya la atención que recibió cuando pasó la noche hospitalizado. **No** incluya las consultas al dentista.

3. En los últimos 6 meses, ¿tuvo usted una enfermedad, lesión, o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?
- Sí
 No → *Pase a la pregunta 5*
4. En los últimos 6 meses, cuando usted necesitó atención inmediata, ¿con qué frecuencia lo atendieron tan pronto como lo necesitaba?
- Nunca
 A veces
 La mayoría de las veces
 Siempre
5. En los últimos 6 meses, ¿hizo alguna cita para un chequeo o una consulta regular en un consultorio médico o en una clínica?
- Sí
 No → *Pase a la pregunta 7*
6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un chequeo o una consulta regular en un consultorio médico o en una clínica tan pronto como la necesitaba?
- Nunca
 A veces
 La mayoría de las veces
 Siempre

7. En los últimos 6 meses, sin contar las veces en que fue a una sala de emergencia, ¿cuántas veces fue a un consultorio médico o a una clínica para recibir atención médica para usted mismo?
- Ninguna vez → *Pase a la pregunta 15*
 1 vez
 2
 3
 4
 5 a 9
 10 veces o más
8. En los últimos 6 meses, ¿hablaron usted y un doctor u otro profesional médico sobre cosas específicas que usted podría hacer para prevenir enfermedades?
- Sí
 No
9. En los últimos 6 meses, ¿hablaron usted y un doctor u otro profesional médico sobre comenzar o suspender una medicina recetada?
- Sí
 No → *Pase a la pregunta 13*
10. Cuando hablaron de comenzar o suspender una medicina recetada, ¿qué tanto habló un doctor u otro profesional médico sobre las razones por las que tal vez quiera tomar una medicina?
- Para nada
 Un poco
 Algo
 Mucho

19. En los últimos 6 meses, ¿con qué frecuencia su doctor personal demostró respeto por lo que usted tenía que decir?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

20. En los últimos 6 meses, ¿con qué frecuencia su doctor personal pasó suficiente tiempo con usted?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

21. En los últimos 6 meses, ¿lo atendió algún doctor u otro profesional médico además de su doctor personal?

- Sí
- No → *Pase a la pregunta 23*

22. En los últimos 6 meses, ¿con qué frecuencia parecía su doctor personal estar informado y al día acerca de la atención que usted había recibido de estos doctores u otros profesionales médicos?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

23. Usando un número del 0 al 10, el 0 siendo el peor doctor personal posible y el 10 el mejor doctor personal posible, ¿qué número usaría para calificar a su doctor personal?

-
- 0 1 2 3 4 5 6 7 8 9 10
- El peor doctor personal posible El mejor doctor personal posible

LA ATENCIÓN MÉDICA QUE RECIBÍÓ DE ESPECIALISTAS

Al contestar las siguientes preguntas no incluya las veces que fue a ver al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

24. Los especialistas son doctores que se especializan en un área de la medicina. Pueden ser cirujanos, doctores especialistas en el corazón, las alergias, la piel y otras áreas. En los últimos 6 meses, ¿hizo alguna cita con un especialista?

- Sí
- No → *Pase a la pregunta 28*

25. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista tan pronto como usted la necesitaba?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

26. ¿Cuántos especialistas ha visto en los últimos 6 meses?

- Ninguno → *Pase a la pregunta 28*
- 1 especialista
- 2
- 3
- 4
- 5 especialistas o más

CAPACIDAD CULTURAL

Las siguientes preguntas son sobre cuánto usted piensa que su doctor u otro proveedor de salud respeta sus creencias, actitudes, lenguaje y comportamiento.

Un proveedor de salud puede ser un doctor generalista, un doctor especialista, una enfermera practicante, un asistente médico, una enfermera o cualquiera que usted vería para cuidado de salud.

35e. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud habló muy rápido cuando le habló a usted?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35f. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud le interrumpió cuando usted estaba hablando?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35g. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud uso un tono condesendiente, sarcástico o grosero con usted?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35a. En los últimos 6 meses, ¿tuvo usted un problema de salud para el cuál necesitó equipo especial, tal como un bastón, silla de rueda, o equipo de oxígeno?

- Sí
- No → *Pase a la pregunta 35c*

35b. En los últimos 6 meses, ¿con qué frecuencia fue facil para usted conseguir el equipo médico que usted necesitaba a través de su plan de salud?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35c. En los últimos 6 meses, ¿tuvo usted un problema de salud para el cuál necesitó terapia especial, tal como terapia física, ocupacional o terapia del habla?

- Sí
- No → *Pase a la pregunta 35e*

35d. En los últimos 6 meses, ¿con qué frecuencia fue facil para usted conseguir la terapia especial que usted necesitaba a través de su plan de salud?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35h. En los últimos 6 meses, ¿sintió usted que le podía decir a su doctor u otro proveedor de salud cualquier cosa, hasta cosas que tal vez no le diría a otra persona?

- Sí, definitivamente
- Sí, algo
- No

35i. En los últimos 6 meses, ¿sintió usted que podría confiar en el doctor u otro proveedor de salud con su cuidado médico?

- Sí, definitivamente
- Sí, algo
- No

35j. En los últimos 6 meses, ¿sintió usted que un doctor u otro proveedor de salud siempre le decía la verdad sobre su salud, aun si fueran malas noticias?

- Sí, definitivamente
- Sí, algo
- No

35k. En los últimos 6 meses, ¿sintió usted que este proveedor se preocupó tanto por usted como se preocupa usted de su propia salud?

- Sí, definitivamente
- Sí, algo
- No

35l. En los últimos 6 meses, ¿sintió usted que a este proveedor realmente le preocupaba usted como persona?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35m. En los últimos 6 meses, ¿con qué frecuencia le trataron injustamente en el consultorio de un doctor u otro proveedor de salud por su raza o etnicidad?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35n. En los últimos 6 meses, ¿con qué frecuencia le trataron injustamente en el consultorio de un doctor u otro proveedor de salud por el tipo de seguro de salud que tiene o porque no tiene seguro de salud?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

COMPRESIÓN DE INFORMACIÓN DE SALUD

Las siguientes preguntas son sobre cuanto piensa usted que su doctor u otro proveedores de salud le ayudan a entender la información y servicios que usted necesita para tomar decisiones sobre su salud.

35o. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud le dieron toda la información que usted quería sobre su salud?

- Nunca
- A veces
- La mayoría de las veces
- Siempre



35p. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud le animó a usted a hablar sobre todas sus preguntas o inquietudes de su salud?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35q. En los últimos 6 meses, ¿con qué frecuencia un doctor u otro proveedor de salud uso palabras médicas que usted no entendió?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

SERVICIOS DE INTÉRPRETE

35r. ¿Qué idioma prefiere hablar usted?

- Inglés → *Pase a la Pregunta 36*
- Español
- Otro idioma

35s. ¿Qué tan bien habla inglés?

- Muy bien
- Bien
- No muy bien
- Para nada

35t. En los últimos 6 meses, cuando llamó o habló con alguien de su plan de salud, ¿con qué frecuencia hablaban con usted en su idioma de preferencia?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35u. Un intérprete es una persona que le ayuda a hablar con otras personas que no hablan su idioma. Los intérpretes pueden ser empleados del plan de salud o intérpretes por teléfono.

Durante los últimos 6 meses, ¿necesitó alguna vez a un intérprete para hablar con alguien de su plan de salud?

- Sí
- No → *Pase a la Pregunta 36*

35v. En los últimos 6 meses, ¿le dijo alguna persona de su plan de salud que un intérprete estaba disponible de forma gratuita?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35w. En los últimos 6 meses, ¿con qué frecuencia usó un intérprete del plan de salud para que le ayudara a hablar con alguien del plan?

- Nunca → *Pase a la Pregunta 35aa*
- A veces
- La mayoría de las veces
- Siempre

35x. En los últimos 6 meses, cuando usó un intérprete que le ofreció su plan de salud, ¿quién fue el intérprete que usó con más frecuencia?

- Un empleado o personal del plan de salud
- Un intérprete que me ofreció el plan de salud que me ayudó en persona
- Un intérprete que me ofreció el plan de salud que me ayudó por teléfono
- Otra persona que me ofreció el plan de salud
- No sé o no estoy seguro

35y. En los últimos 6 meses, ¿con qué frecuencia le trataba con cortesía y respeto este intérprete?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35z. Usando cualquier número del 0 al 10, donde 0 siendo el peor intérprete posible y el 10 el mejor intérprete posible, ¿qué número usaría para calificar a este intérprete?

- | | | | | | | | | | | |
|----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| El peor intérprete posible | | | | | El mejor intérprete posible | | | | | |

35aa. En los últimos 6 meses, ¿con qué frecuencia usó a un amigo o familiar como intérprete cuando habló con alguien de su plan de salud?

- Nunca → *Pase a la Pregunta 36*
- A veces
- La mayoría de las veces
- Siempre

35ab. En los últimos 6 meses, ¿usó a amigos o familiares como intérpretes porque usted lo prefería así?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

ACERCA DE USTED

36. En general, ¿cómo calificaría toda su salud?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

37. En general, ¿cómo calificaría toda su salud mental o emocional?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

38. Desde el 1 de julio del 2013, ¿le han puesto la vacuna para la influenza o gripe ya sea en inyección o con un rociador o spray nasal?

- Sí
- No
- No sé

39. Actualmente, ¿fuma cigarrillos o usa tabaco todos los días, algunos días o nunca?

- Todos los días
- Algunos días
- No fumo en absoluto → *Pase a la pregunta 43*
- No sé → *Pase a la pregunta 43*

40. En los últimos 6 meses, ¿qué tan seguido le aconsejó un médico u otro proveedor de cuidado médico de su seguro que dejara de fumar o usar tabaco?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

41. En los últimos 6 meses, ¿qué tan seguido le recomendó, o habló con, un médico o proveedor de cuidado médico sobre medicamentos para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de medicamentos son: chicle o goma de mascar con nicotina, parche, rociador o aerosol nasal, inhalador o medicamentos con receta.

- Nunca
- A veces
- La mayoría de las veces
- Siempre

42. En los últimos 6 meses, ¿qué tan seguido le ofreció o habló con su médico o proveedor de cuidado médico sobre métodos y estrategias, aparte de medicamentos, para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de métodos y estrategias son: una línea telefónica de ayuda, consejería individual o terapia de grupo o un programa para dejar de fumar.

- Nunca
- A veces
- La mayoría de las veces
- Siempre

43. ¿Toma aspirina todos los días o un día sí y otro día no?

- Sí
- No
- No sé

44. ¿Tiene algún problema de salud o toma algún medicamento que hace que sea peligroso para usted tomar aspirina?

- Sí
- No
- No sé

45. ¿Ha hablado alguna vez un médico o proveedor de cuidado médico con usted acerca de los riesgos y beneficios de la aspirina para prevenir un infarto o un derrame cerebral?

- Sí
- No

46. Que usted sepa, ¿tiene alguna de las siguientes enfermedades? Marque todas las que aplican.

- Colesterol alto
- Presión sanguínea alta (hipertensión arterial)
- Padres o hermanos que hayan tenido un infarto antes de los 60 años

47. ¿Alguna vez le ha dicho un médico que usted tiene alguna de las siguientes enfermedades? Marque todas las que aplican.

- Un infarto
- Angina de pecho o cardiopatía coronaria
- Un derrame cerebral
- Algún tipo de diabetes o niveles altos de azúcar en la sangre

48. En los últimos 6 meses, ¿ha ido a ver a un doctor o a otro profesional médico 3 veces o más por la misma enfermedad o problema?

- Sí
- No → *Pase a la pregunta 50*

49. ¿Se trata de una enfermedad o problema que ha durado al menos 3 meses? No incluya el embarazo ni la menopausia.

- Sí
- No

50. ¿Necesita o toma ahora alguna medicina recetada por un doctor? **No** incluya anticonceptivos.

- Sí
- No → **Pase a la pregunta 52**

51. ¿Esta medicina es para tratar una enfermedad o problema que ha durado al menos 3 meses? **No** incluya el embarazo ni la menopausia.

- Sí
- No

52. ¿Qué edad tiene?

- 18 a 24 años
- 25 a 34
- 35 a 44
- 45 a 54
- 55 a 64
- 65 a 74
- 75 años o más

53. ¿Es usted hombre o mujer?

- Hombre
- Mujer

54. ¿Cuál es el grado o nivel escolar más alto que usted ha completado?

- 8 años de escuela o menos
- 9 a 12 años de escuela, pero sin graduarse
- Graduado de la escuela secundaria (high school), Diploma de escuela secundaria, preparatoria, o su equivalente (o GED)
- Algunos cursos universitarios o un título universitario de un programa de 2 años
- Título universitario de 4 años
- Título universitario de más de 4 años

55. ¿Es usted de origen o ascendencia hispana o latina?

- Sí, hispano o latino
- No, ni hispano ni latino

56. ¿A qué raza pertenece? Marque una o más.

- Blanca
- Negra o afroamericana
- Asiática
- Nativo de Hawái o de otras islas del Pacífico
- Indígena americano o nativo de Alaska
- Otra (Por favor use letra de molde)

57. ¿Le ayudó alguien a completar esta encuesta?

- Sí → **Pase a la pregunta 58**
- No → **Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.**

58. ¿Cómo le ayudó a usted esta persona? Marque una o más.

- Me leyó las preguntas
- Anotó las respuestas que le di
- Contestó las preguntas por mí
- Tradujo las preguntas a mi idioma
- Me ayudó de otra forma (Por favor use letra de molde)

¡Gracias nuevamente por tomar el tiempo de completar el cuestionario! Sus respuestas son sumamente apreciadas.

Cuando haya terminado, por favor envíe la encuesta en el sobre con el porte pagado a:

DataStat, 3975 Research Park Dr, Ann Arbor, MI 48108



Sus respuestas a esta encuesta son completamente confidenciales. Toda información que pueda identificarle a usted o a su familia se mantendrá privada. El personal de investigación no divulgará su información personal sin su permiso.

Usted puede elegir si quiere contestar este cuestionario o no. Si decide no participar, esto no afectará los beneficios que usted recibe. El número en la cubierta de este cuestionario sirve para saber que ya envió su respuesta y que no hay que enviarle recordatorios.

Si quiere recibir más información acerca de este estudio, llame al 1-888-506-5136 (o, para personas con problemas de audición, llame al 1-888-631-2097).

INSTRUCCIONES PARA EL CUESTIONARIO

- Por favor llene el círculo de su respuesta completamente. Use solamente tinta NEGRA o AZUL para completar la encuesta.

Marca
Correcta ●

Marca
Incorrecta   

- A veces hay que saltarse alguna pregunta del cuestionario. Cuando esto ocurra, verá una flecha con una nota que le indicará cuál es la siguiente pregunta a la que tiene que pasar. Por ejemplo:

● Sí → *Pase a la Pregunta 1*
○ No

↓ **COMIENCE AQUI** ↓

Por favor conteste las preguntas para el niño cuyo nombre está anotado en el sobre. No las conteste para ningún otro niño.

1. Nuestros registros muestran que su niño está ahora con Oregon Health Plan. ¿Es correcta esta información?

○ Sí → *Pase a la pregunta 3*
○ No

2. ¿Cómo se llama el plan de salud de su niño? (Por favor escriba en letra de molde)

**LA ATENCIÓN MÉDICA QUE
RECIBIÓ
SU NIÑO EN LOS ÚLTIMOS 6 MESES**

Estas preguntas son acerca de la atención médica que ha recibido su niño. **No** incluya la atención que recibió su niño cuando pasó la noche hospitalizado. **No** incluya las consultas de su niño con el dentista.

3. En los últimos 6 meses, ¿tuvo su niño una enfermedad, lesión, o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?
- Sí
 No → *Pase a la pregunta 5*
4. En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como él o ella lo necesitaba?
- Nunca
 A veces
 La mayoría de las veces
 Siempre
5. En los últimos 6 meses, ¿hizo alguna cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica?
- Sí
 No → *Pase a la pregunta 7*
6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica tan pronto como su niño la necesitaba?
- Nunca
 A veces
 La mayoría de las veces
 Siempre

7. En los últimos 6 meses, sin contar las veces en que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?
- Ninguna vez → *Pase a la pregunta 16*
 1 vez
 2
 3
 4
 5 a 9
 10 veces o más
8. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?
- Sí
 No
9. En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?
- Nunca
 A veces
 La mayoría de las veces
 Siempre
10. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre comenzar o suspender una medicina recetada?
- Sí
 No → *Pase a la pregunta 14*

11. Cuando hablaron de comenzar o suspender una medicina recetada para su niño, ¿qué tanto habló un doctor u otro profesional médico sobre las razones por las que tal vez usted quiera que su niño tome una medicina?

- Para nada
- Un poco
- Algo
- Mucho

12. Cuando hablaron de comenzar o suspender una medicina recetada para su niño, ¿qué tanto habló un doctor u otro profesional médico sobre las razones por las que tal vez usted no quiera que su niño tome una medicina?

- Para nada
- Un poco
- Algo
- Mucho

13. Cuando hablaron de comenzar o suspender una medicina recetada para su niño, ¿le preguntó un doctor u otro profesional médico sobre lo que usted creía que sería lo mejor para su niño?

- Sí
- No

14. Usando un número del 0 al 10, el 0 siendo la peor atención médica posible y el 10 la mejor atención médica posible, ¿qué número usaría para calificar toda la atención médica que su niño ha recibido en los últimos 6 meses?

- | | | | | | | | | | | |
|---------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| La peor atención médica posible | | | | | La mejor atención médica posible | | | | | |

15. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención, las pruebas o el tratamiento que su niño necesitaba?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

16. ¿Está matriculado actualmente su niño en algún tipo de escuela o guardería/cuidado infantil?

- Sí
- No → *Pase a la pregunta 19*

17. En los últimos 6 meses, ¿necesitó que los doctores o los otros profesionales médicos de su niño se pusieran en contacto con una escuela o guardería acerca de la salud o la atención médica de su niño?

- Sí
- No → *Pase a la pregunta 19*

18. En los últimos 6 meses, ¿consiguió la ayuda de los doctores o los otros profesionales médicos de su niño que necesitaba para ponerse en contacto con la escuela o guardería de su niño?

- Sí
- No

SERVICIOS ESPECIALIZADOS

19. En el equipo o dispositivo médico especial se incluye un andador, silla de ruedas, nebulizador, tubos de alimentación o equipo de oxígeno.

En los últimos 6 meses, ¿consiguió o intentó conseguir algún equipo o dispositivo médico especial para su niño?

- Sí
- No → *Pase a la pregunta 22*



20. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir equipo o dispositivos médicos especiales para su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

21. ¿Alguien del plan de salud, del consultorio médico o clínica de su niño le ayudó a conseguir el equipo o dispositivos médicos especiales para su niño?

- Sí
- No

22. En los últimos 6 meses, ¿consiguió o intentó conseguir terapia especial para su niño tal como terapia física, ocupacional o del habla?

- Sí
- No → *Pase a la pregunta 25*

23. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir esta terapia para su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

24. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir esta terapia para su niño?

- Sí
- No

25. En los últimos 6 meses, ¿consiguió o intentó conseguir tratamiento o consejería para su niño, para un problema emocional, de desarrollo o de comportamiento?

- Sí
- No → *Pase a la pregunta 28*

26. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir este tratamiento o consejería para su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

27. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir este tratamiento o consejería para su niño?

- Sí
- No

28. En los últimos 6 meses, ¿recibió su niño atención de más de un tipo de profesional médico, o usó más de un tipo de servicio de salud?

- Sí
- No → *Pase a la pregunta 30*

29. En los últimos 6 meses, ¿alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a coordinar la atención médica de su niño entre estos profesionales o servicios diferentes?

- Sí
- No

EL DOCTOR PERSONAL DE SU NIÑO

30. El doctor personal es aquel a quien su niño va si necesita un chequeo, quiere pedir consejo sobre un problema de salud, está enfermo o lastimado. ¿Tiene su niño un doctor personal?

- Sí
- No → *Pase a la pregunta 45*

31. En los últimos 6 meses, ¿cuántas veces fue su niño a ver a su doctor personal para recibir atención médica?

- Ninguna vez → **Pase a la pregunta 41**
- 1 vez
- 2
- 3
- 4
- 5 a 9
- 10 veces o más

31a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil hablar o entender al doctor personal de su niño porque hablaban idiomas diferentes?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

32. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas sobre la salud de su niño de una manera fácil de entender?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

33. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

34. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño demostró respeto por lo que usted tenía que decir?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

35. ¿Su niño puede hablar con los doctores sobre su atención médica?

- Sí
- No → **Pase a la pregunta 37**

35a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil a su niño hablar o entender a su doctor personal porque ellos hablaban idiomas diferentes?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

36. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas a su niño de una manera fácil de entender?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

37. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con su niño?

- Nunca
- A veces
- La mayoría de las veces
- Siempre



38. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- Sí
- No

39. En los últimos 6 meses, ¿atendió a su niño algún doctor o un otro profesional médico además de su doctor personal?

- Sí
- No → *Pase a la pregunta 41*

40. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño parecía estar informado y al día acerca de la atención que su niño había recibido de estos doctores o de otros profesionales médicos?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

41. Usando un número del 0 al 10, el 0 siendo el peor doctor personal posible y el 10 el mejor doctor personal posible, ¿qué número usaría para calificar al doctor personal de su niño?

-
- 0 1 2 3 4 5 6 7 8 9 10
- El peor doctor personal posible El mejor doctor personal posible

42. ¿Tiene su niño alguna condición médica, de comportamiento u otra condición de salud que ha durado por más de 3 meses?

- Sí
- No → *Pase a la pregunta 45*

43. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su niño?

- Sí
- No

44. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su familia?

- Sí
- No

LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

Al contestar las siguientes preguntas no incluya las veces que su niño fue a ver al dentista ni la atención que recibió cuando pasó la noche hospitalizado.

45. Los especialistas son doctores que se especializan en un área de la medicina. Pueden ser cirujanos, doctores especialistas en el corazón, las alergias, la piel y otras áreas. En los últimos 6 meses, ¿hizo alguna cita para su niño con un especialista?

- Sí
- No → *Pase a la pregunta 49*

46. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista para su niño tan pronto como él o ella la necesitaba?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

56. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?

- Nunca
- A veces
- La mayoría de las veces
- Siempre

57. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir las medicinas recetadas para su niño?

- Sí
- No

ACERCA DE USTED Y DE SU NIÑO

58. En general, ¿cómo calificaría toda la salud de su niño?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

59. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

60. ¿Actualmente necesita o usa su niño una medicina recetada por un doctor (aparte de vitaminas)?

- Sí
- No → *Pase a la pregunta 63*

61. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 63*

62. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

63. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 66*

64. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 66*

65. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

66. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 69*

67. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 69*

68. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

69. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?

- Sí
- No → *Pase a la pregunta 72*

70. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 72*

71. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

- Sí
- No → *Pase a la pregunta 74*

73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

- Sí
- No

74. ¿Qué edad tiene su niño?

- Menos de un año

AÑOS (escriba la respuesta)

75. ¿Es su niño de sexo masculino o femenino?

- Masculino
- Femenino

76. ¿Es su niño de origen o ascendencia hispana o latina?

- Sí, hispano o latino
- No, ni hispano ni latino

77. ¿A qué raza pertenece su niño? Marque una o más.

- Blanca
- Negra o afroamericana
- Asiática
- Nativo de Hawái o de otras islas del Pacífico
- Indígena americano o nativo de Alaska
- Otra (Por favor use letra de molde)

78. ¿Qué edad tiene usted?

- Menos de 18 años
- 18 a 24
- 25 a 34
- 35 a 44
- 45 a 54
- 55 a 64
- 65 a 74
- 75 años o más

79. ¿Es usted hombre o mujer?

- Hombre
- Mujer

80. ¿Cuál es el grado o nivel escolar más alto que usted ha completado?

- 8 años de escuela o menos
- 9 a 12 años de escuela, pero sin graduarse
- Graduado de la escuela secundaria (high school), Diploma de escuela secundaria, preparatoria, o su equivalente (o GED)
- Algunos cursos universitarios o un título universitario de un programa de 2 años
- Título universitario de 4 años
- Título universitario de más de 4 años

◆

81. ¿Qué relación tiene con el niño?

- Madre o padre
- Abuelo o abuela
- Tía o tío
- Hermano o hermana mayor
- Otro familiar
- Tutor legal del niño
- Otra persona

82. ¿Le ayudó alguien a completar esta encuesta?

- Sí → ***Pase a la pregunta 83***
- No → ***Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.***

83. ¿Cómo le ayudó a usted esta persona? Marque una o más.

- Me leyó las preguntas
 - Anotó las respuestas que le di
 - Contestó las preguntas por mí
 - Tradujo las preguntas a mi idioma
 - Me ayudó de otra forma (Por favor use letra de molde)
-

¡Gracias nuevamente por tomar el tiempo de completar el cuestionario! Sus respuestas son sumamente apreciadas.

Cuando haya terminado, por favor envíe la encuesta en el sobre con el porte pagado a:

DataStat, 3975 Research Park Drive, Ann Arbor, MI 48108

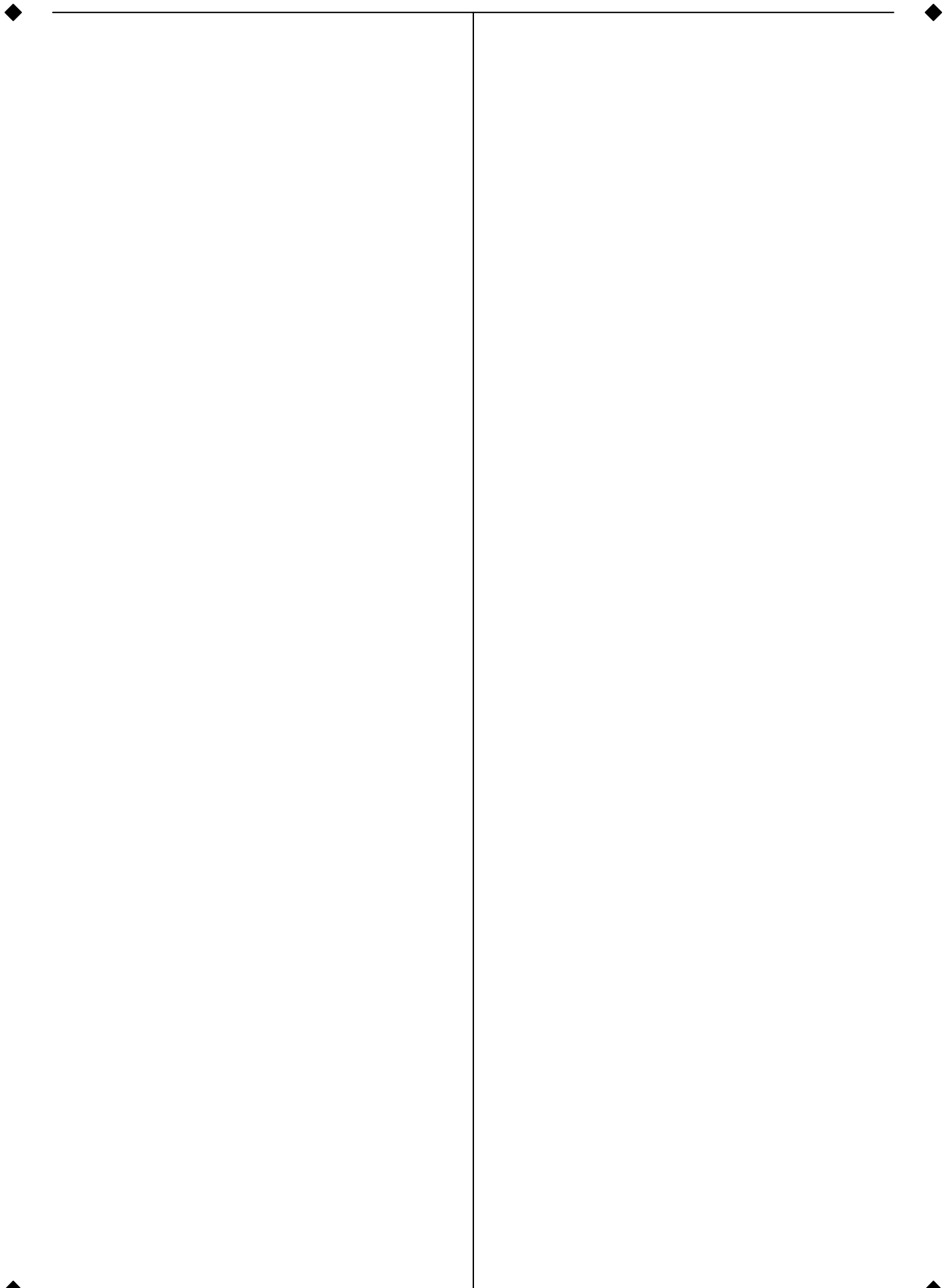


451-11



11

CTYSCCCC



DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE [NAMED
RESPONDENT

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS NOT A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with [MEMBER FIRST NAME] [MEMBER LAST NAME]?

(IF NEEDED: "We are conducting an important study to find out how satisfied people are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.")

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your health care or benefits in any way.")

(IF NEEDED: "This is purely a research study -- we are polling people about their health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people about their health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO
RETURN TO COVERSHEET

RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED
PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied people are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will not affect your health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people about their health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX

SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

- 1. MALE
- 2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

- 1. Spanish
- 2. English

MEMBER

1. / MEMBER

Our records show that you are now in Oregon Health Plan. Is that right?

("DK" NOT ALLOWED)

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF Oregon Health Plan, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

NPLNAME

2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

(IF R SAYS SOMETHING CLOSE TO Oregon Health Plan, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. [RESPONDENT] NO LONGER INSURED -----> NO.INSUR
- 5. [RESPONDENT] INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR
KNOW PLAN NAME
- 6. [RESPONDENT] INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your own health care. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

INCARE

3. / INCARE

In the last 6 months, did you have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

4. / CARSN4

In the last 6 months, when you NEEDED CARE RIGHT AWAY, how often did you get care as soon as you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic?

- 1. YES
- 2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic, how often did you get an appointment as soon as you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

7. / OFCTIM4

In the last 6 months, NOT counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care you received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE,
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5

8. / PRVENT5

A health provider is the person you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXSTP

9. / RXSTP

In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY

10. / RXWHY

When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine? Would you say...

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT

11. / RXWYNT

When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might NOT want to take a medicine? Would you say...

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST

12. / RXBST

When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

13. / RTALLCR

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?

(IF NEEDED: "Please do not include any dental care you may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH CARE										HEALTH CARE
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4

14. / CARNES4

In the last 6 months, how often was it easy to get the care, tests, or treatment you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PRSNLD4

15. / PRSNLD4

A personal doctor is the one you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

Do you have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

16. / DRTMS

In the last 6 months, how many times did you visit your personal doctor to get care for yourself?

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE, -----> RATEDR4
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DREXPL4

17. / DREXPL4

In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

18. / DRLSTN4

In the last 6 months, how often did your personal doctor listen carefully to you? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

19. / DRESPU4

In the last 6 months, how often did your personal doctor show respect for what you had to say? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

20. / DRTMEN4

In the last 6 months, how often did your personal doctor spend enough time with you? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR

21. / DIFFDR

In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO

22. / DRINFO

In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from these doctors or other health providers? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

23. / RATEDR4

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?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

NDSPDR4

24. / NDSPDR4

SPECIALISTS are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments to see a specialist?

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does my (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

25. / PRBSEE4

In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

26. / SPDRS

How many specialists have you seen in the last 6 months?

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say you've seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

27. / RTSPDR4

We want to know your rating of the specialist you saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- | | | | | | | | | | | |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 |
| WORST | | | | | | | | | | BEST |
| SPECIALIST | | | | | | | | | | SPECIALIST |
| POSSIBLE | | | | | | | | | | POSSIBLE |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN

INTRO.PLAN

Now I'm going to ask you some questions about your experience with your health plan.

LOOMAT4

28. / LOOMAT4

In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- 1. YES
- 2. NO -----> CLCSR4

DK/REFUSAL/NOT ASCERTAINED --> CLCSR4

UNDINF4

29. / UNDINF4

In the last 6 months, how often did the written materials OR the Internet provide the information you needed about how your health plan works? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSR4

30. / CLCSR4

In the last 6 months, did you get information or help from [your health plan's customer service/customer service at 's health plan] ?

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4

31. / PBCLCS4

In the last 6 months, how often did your health plan's customer service give you the information or help you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

32. / CSRESP

In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

33. / PLPRWK4

In the last 6 months, did your health plan give you any forms to fill out?

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

34. / PBPLPW4

In the last 6 months, how often were the forms from your health plan easy to fill out? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

35. / RTPLEXP

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?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH PLAN										HEALTH PLAN
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HPMDEQ

35a. / HPMDEQ

In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

(READ LIST)

- 1. YES
- 2. NO -----> POSTHP

DK/REFUSAL/NOT ASCERTAINED

EZMDHP

35b. / EZMDHP

In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

(READ LIST)

- 1. NEVER
- 2. SOMETIMES
- 3. USUALLY
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

POSTHP

35c. / POSTHP

In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

(READ LIST)

- 1. YES
- 2. NO -----> INTRO.DTLKTF

DK/REFUSAL/NOT ASCERTAINED

EZPOST

35d. / EZPOST

In the last 6 months, how often was it easy to get the special therapy you needed through your health plan? Would you say...

- 1. NEVER
- 2. SOMETIMES
- 3. USUALLY
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

INTRO.DTLKTF

INTRO.DTLKTF

The following questions ask about how much you think your doctor or other health provider respects your beliefs, attitudes, language and behavior.

DTLKTF

35e. / DTLKTF

A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse or anyone else you would see for health care.

In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you? Would you say..

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY,
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DINTER

35f. / DINTER

In the last 6 months, how often did a doctor or other health provider interrupt you when you were speaking?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DRRUDE

35g. / DRRUDE

In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic, or rude tone or manner with you?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DRTELL

35h. / DRTELL

In the last 6 months, did you feel you could tell a doctor or other health provider anything, even things that you might not tell anyone else? Would you say...

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DTRUST

35i. / DTRUST

In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care? Would you say...

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DTRUTH

35j. / DTRUTH

In the last 6 months, did you feel a doctor or other health provider always told you the truth about your health, even if there was bad news? Would you say...

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DCAREH

35k. / DCAREH

In the last 6 months, did you feel this provider cared as much as you do about your health? Would you say...

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DCAREP

35l. / DCAREP

In the last 6 months, did you feel this provider cared about you as a person? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

UNFETH

35m. / UNFETH

In the last 6 months, how often have you been treated unfairly at a doctor or other health provider's office because of your race or ethnicity? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

UNFINS

35n. / UNFINS

In the last 6 months, how often have you been treated unfairly at a doctor or other health provider's office because of the type of health insurance you have or because you do not have health insurance? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

INTRO.ALLINF

INTRO.ALLINF

The following questions ask about how much you think your doctor or other health provider helps you understand the information and services you need to make decisions about your health.

ALLINF

35o. / ALLINF

In the last 6 months, how often did a doctor or other health provider give you all the information you wanted about your health? Would you say..

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

TLKQS

35p. / TLKQS

In the last 6 months, how often did a doctor or other health provider encourage you to talk about all your health questions or concerns? Would you say..

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DMEDW

35q. / DMEDW

In the last 6 months, how often did a doctor or other health provider use medical words you did not understand? Would you say..

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

PRFLANG

35r. / PRFLANG

What is your preferred language? Would you say..

(READ LIST)

1. ENGLISH, -----> HLTSTA4
2. SPANISH, or
3. SOME OTHER LANGUAGE

DK/REFUSAL/NOT ASCERTAINED

SPKENG

35s. / SPKENG

How well do you speak English? Would you say...

(READ LIST)

- 1. VERY WELL,
- 2. WELL,
- 3. NOT WELL, or
- 4. NOT AT ALL

DK/REFUSAL/NOT ASCERTAINED

DSPKPRF

35t. / DSPKPRF

In the last 6 months, when you called or spoke to someone from your health plan, how often did they speak your preferred language? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

NDINTRP

35u. / NDIRTRP

An interpreter is someone who helps you talk with others who do not speak your language. Interpreters can include staff from the health plan or telephone interpreters.

In the last 6 months, was there any time when you needed an interpreter to talk with someone from your health plan?

- 1. YES
- 2. NO -----> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED

FRTRAN

35v. / FRTRAN

In the last 6 months, did anyone from the health plan let you know that an interpreter was available free of charge? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

INTROFC

35w. / INTROFC

In the last 6 months, how often did you use an interpreter provided by your health plan to help you talk with someone from the plan? Would you say..

(READ LIST)

- 1. NEVER, -----> INTRFRD
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

MOTRAN

35x. / MOTRAN

In the last 6 months, when you used an interpreter provided by your health plan, who was it? Was it..

(READ LIST)

- 1. A STAFF MEMBER FROM THE HEALTH PLAN
- 2. AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN
- 3. A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN
- 4. SOMEONE ELSE PROVIDED BY THE HEALTH PLAN
- 5. DON'T KNOW OR UNSURE

REFUSAL/NOT ASCERTAINED

CRTRAN

35y. / CRTRAN

In the last 6 months, how often did this interpreter treat you with courtesy and respect? Would you say..

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

RATEINT

35z. / RATEINT

Using any number from 0 to 10, where 0 is the worst interpreter possible and 10 is the best interpreter possible, what number would you use to rate this interpreter?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
INTERPRETER										INTERPRETER
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

INTRFRD

35aa. / INTRFRD

In the last 6 months, how often did you use a friend or family member as an interpreter when you talked with someone from your health plan? Would you say...

(READ LIST)

1. NEVER, -----> HLTSTA4
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

FRDPREF

35ab. / FRDPREF

In the last 6 months, did you use friends or family members as interpreters because that was what you preferred? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

36. / HLTSTA4

In general, how would you rate your overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

37. / MNTLSTAT

In general, how would you rate your overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

FLUSHOTQ

38. / FLUSHOTQ

Have you had either a flu shot or flu spray in the nose since July 1, 2013?

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

NOWSMOK

39. / NOWSMOK

Do you now smoke cigarettes or use tobacco...

(READ LIST)

- 1. EVERY DAY,
- 2. SOME DAYS, OR
- 3. NOT AT ALL? -----> ASPDAY
- 4. DON'T KNOW (DO NOT READ) -----> ASPDAY
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ) --> ASPDAY

ADVQUIT9

40. / ADVQUIT9

In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PATCH9

41. / PATCH9

In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication. Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

WILLPWR9

42. / WILLPWR9

In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program. Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPDAY

43. / ASPDAY

Do you take aspirin daily or every other day?

(IF NEEDED: "Would you say YES or NO?")

(IWER: If the R asks about whether a particular medication or Brand name is considered aspirin, you may provide the following clarification:

Aspirin: Bayer and Bufferin

Not Aspirin: Tylenol, Motrin, Aleve, Advil, ibuprofen and acetaminophen)

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPUSF

44. / ASPUSF

Do you have a health problem or take medication that makes taking aspirin unsafe for you?

(IF NEEDED: "Would you say YES or NO?")

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPPRV

45. / ASPPRV

Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.AWCOND

INTRO.AWCOND

When I read the following list, please tell me if you are aware that you have any of these conditions.

PHAWCD.(1-3)

46.(1-3) / PHAWCD.(1-3)

[First,/(Next/How About...)]

1. "High cholesterol"
2. "High blood pressure"
3. "Parent or sibling who had a heart attack before the age of 60"?

(IWER IF NECESSARY: "Are you aware that you have this condition?")

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.DRCOND

INTRO.DRCOND

When I read the following list, please tell me if a doctor has ever told you that you have any of these conditions.

PHDRCD.(1-4)

47.(1-4) / PHDRCD.(1-4)

[First,/(Next/How About...)]

1. "A heart attack"
2. "Angina or coronary heart disease"
3. "A stroke"
4. "Any kind of diabetes or high blood sugar"?

(IWER IF NECESSARY: "Has a doctor ever told you that you have this condition?")

[FOR PHDRCD.2: (IWER IF NEEDED, CLARIFY: Angina pectoris (an-JYE-nuh or AN-jin-uh PECK-ter-iss) is severe pain in the chest associated with insufficient blood supply to the heart.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SMPROB

48. / SMPROB

[I have just a few more questions.]

In the last 6 months, did you get health care 3 or more times for the same condition or problem?

1. YES
2. NO -----> TKMED

DK/REFUSAL/NOT ASCERTAINED

PRBLST

49. / PRBLST

Is this a condition or problem that has lasted for at least 3 months?
[Please do NOT include pregnancy or menopause.]

[IWER IF NEEDED, CLARIFY: Menopause (men-ne-paws) is the time in a woman's life when she stops having menstrual periods. It is sometimes called 'the change of life' or 'the change'.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

TKMED

50. / TKMED

Do you now need or take medicine prescribed by a doctor? [Please do NOT include birth control.]

1. YES
2. NO -----> QAGE4

DK/REFUSAL\NOT ASCERTAINED

TRTCOND

51. / TRTCOND

Is this medicine to treat a condition that has lasted for at least three months? Please do NOT include pregnancy or menopause.

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

52. / QAGE4

What is your age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ LIST IF NEEDED, "Are you...")

1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

QGENDER

53. / QGENDER

(IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

(ASK IF NECESSARY, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

54. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

LATINO

55. / LATINO

Are you of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

56.(1-6) / PQRACE3.(1-6)

[(Are you)]

1. "White"
2. "Black or African-American"
3. "Asian"
4. "Native Hawaiian or other Pacific Islander"
5. "American Indian or Alaska Native"
6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY RACE?" SAY
"We ask about your race for demographic purposes only.
We want to be sure that the people we survey accurately represent the
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH
(What is your race?)

ALL.DONE
THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG
(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH
EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

- 1) QUESTION NUMBER(S)
 - 2) WHAT WAS ENTERED
 - 3) WHAT NEEDS TO BE CHANGED
-

CK.END.EDIT
LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

(RC = [RC%])

RETURN TO COVERSHEET

TRANS.SCRN

INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT ENTER "1"
2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG

INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

DK

GOOD.BYE

INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS A LANGUAGE PROBLEM]

[(RC = 80)/(RC = 63)]

DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE PARENT OR GUARDIAN WHO KNOWS MOST ABOUT [MEMBER NAME]'S HEALTH CARE]

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with the person who knows the most about [NAME OF CHILD]'s health care]?

(IF NEEDED: "We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.")

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO
RETURN TO COVERSHEET

RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED
PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX

SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

- 1. MALE
- 2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

- 1. Spanish
- 2. English

MEMBER

1. / MEMBER

[I will be asking you about [NAME OF CHILD]'s health care. Please answer these questions based on the experiences you have had in getting health care for [NAME OF CHILD], and NOT on any experiences you may have had getting care for yourself or other members of your family.]

Our records show that your child is now in Oregon Health Plan. Is that right?

("DK" NOT ALLOWED)

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF OREGON HEALTH PLAN, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

NPLNAME

2. / NPLNAME

What is the name of your child's health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS OREGON HEALTH PLAN]

(IF R SAYS SOMETHING CLOSE TO OREGON HEALTH PLAN, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. CHILD NO LONGER INSURED -----> NO.INSUR
- 5. CHILD INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR
KNOW PLAN NAME
- 6. CHILD INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your child's health care. When you answer these questions, please do NOT include dental visits or care your child got when [he/she] stayed overnight in a hospital.

INCARE

3. / INCARE

In the last 6 months, did your child have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

4. / CARSN4

In the last 6 months, when your child NEEDED CARE RIGHT AWAY, how often did your child get care as soon as [he/she] needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic?

1. YES
2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

7. / OFCTIM4

In the last 6 months, NOT counting the times your child went to an emergency room, how many times did [he/she] go to a doctor's office or clinic to get health care?

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care your child received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5

8. / PRVENT5

In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

OFTQUES

9. / OFTQUES

In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXSTP

10. / RXSTP

In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY

11. / RXWHY

When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine? Would you say...

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT

12. / RXWYNT

When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might NOT want your child to take a medicine? Would you say...

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST

13. / RXBST

When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

14. / RTALLCR

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?

(IF NEEDED: "Please do not include any dental care your child may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH CARE										HEALTH CARE
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4

15. / CARNES4

In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHSCHL

16. / CHSCHL

Is your child now enrolled in any kind of school or daycare?

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

CONTSCHL

17. / CONTSCHL

In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

HELPCONT

18. / HELPCONT

In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MEDEQUIP

19. / MEDEQUIP

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- 1. YES
- 2. NO -----> SPCTHY

DK/REFUSAL/NOT ASCERTAINED --> SPCTHY

EZMDEQ

20. / EZMDEQ

In the last 6 months, how often was it easy to get special medical equipment or devices for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPMDEQ

21. / HELPMDEQ

Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPCTHY

22. / SPCTHY

In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- 1. YES
- 2. NO -----> TCPBLM

DK/REFUSAL/NOT ASCERTAINED --> TCPBLM

EZTHP

23. / EZTHP

In the last 6 months, how often was it easy to get this therapy for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTH

24. / HELPTH

Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

TCPBLM

25. / TCPBLM

In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- 1. YES
- 2. NO -----> PLUSCARE

DK/REFUSAL/NOT ASCERTAINED --> PLUSCARE

EZTC

26. / EZTC

In the last 6 months, how often was it easy to get this treatment or counseling for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTC

27. / HELPTC

Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLUSCARE

28. / PLUSCARE

In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- 1. YES
- 2. NO -----> PRSNLD4

DK/REFUSAL/NOT ASCERTAINED --> PRSNLD4

HLPCOORD

29. / HLPCOORD

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. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

PRSNLD4

30. / PRSNLD4

A personal doctor is the one your child would see if [he/she] needs a check-up, has a health problem, or gets sick or hurt.

Does your child have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

31. / DRTMS

In the last 6 months, how many times did your child visit [his/her] personal doctor for care ?

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> RATEDR4
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

PBDRNG

31a. /PBDRNG

In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY,
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DREXPL4

32. / DREXPL4

In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRLSTN4

33. / DRLSTN4

In the last 6 months, how often did your child's personal doctor listen carefully to you?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRESPU4

34. / DRESPU4

In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CABLTLK

35. / CABLTLK

Is your child able to talk with doctors about [his/her] health care?

- 1. YES
- 2. NO -----> DRTMEN4

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

CPBDRLN

35a. / CPBDRLN

In the last 6 months, how often did your child have a hard time speaking with or understanding his or her personal doctor because they spoke different languages? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

CDREXPL

36. / CDREXPL

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? Would you say...

(READ LIST)

1. NEVER
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

37. / DRTMEN4

In the last 6 months, how often did your child's personal doctor spend enough time with your child ? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTLKU

38. / DRTLKU

In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR

39. / DIFFDR

In the last 6 months, did your child get care from a doctor or other health provider besides [his/her] personal doctor?

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO

40. / DRINFO

In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

41. / RATEDR4

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?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

COND3MO

42. / COND3MO

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 MONTHS?

(IWER: "We are looking for a condition that the child CURRENTLY HAS that has lasted for more than 3 months.")

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRUNCON

43. / DRUNCON

Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRUNFAM

44. / DRUNFAM

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. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care your child got when (he/she) stayed overnight in a hospital.

NDSPDR4

45. / NDSPDR4

SPECIALISTS are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does a (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

46. / PRBSEE4

In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

47. / SPDRS

How many specialists has your child seen in the last 6 months?

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say your child has seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

48. / RTSPDR4

We want to know your rating of the specialist your child saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- | | | | | | | | | | | |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 |
| WORST | | | | | | | | | | BEST |
| SPECIALIST | | | | | | | | | | SPECIALIST |
| POSSIBLE | | | | | | | | | | POSSIBLE |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN
INTRO.PLAN

Now I'm going to ask you some questions about your experience with your child's health plan.

CLCSR4
49. / CLCSR4

In the last 6 months, did you get information or help from customer service at your child's health plan?

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4
50. / PBCLCS4

In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP
51. / CSRESP

In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4
52. / PLPRWK4

In the last 6 months, did your child's health plan give you any forms to fill out?

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

53. / PBPLPW4

In the last 6 months, how often were the forms from your child's health plan easy to fill out? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

54. / RTPLEXP

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?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH PLAN										HEALTH PLAN
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHPRES

55. / CHPRES

In the last 6 months, did you get or refill any prescription medicines for your child?

- 1. YES
- 2. NO -----> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED --> HLTSTA4

EZPRES

56. / EZPRES

In the last 6 months, how often was it easy to get prescription medicines for your child through [his/her] health plan? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPPRES

57. / HELPPRES

Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

58. / HLTSTA4

In general, how would you rate your child's overall health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

59. / MNTLSTAT

In general, how would you rate your child's overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CUSEMED

60. / CUSEMED

Other than vitamins, does your child currently need or use medicine prescribed by a doctor?

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDA

61. / WHYMEDA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDB

62. / WHYMEDB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MOREMED

63. / MOREMED

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREA

64. / WHYMOREA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREB

65. / WHYMOREB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

LIMITED

66. / LIMITED

Is your child limited or prevented in any way in [his/her] ability to do the things most children of the same age can do?

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMA

67. / WHYLIMA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMB

68. / WHYLIMB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPECTHP

69. / SPECTHP

Does your child need or get special therapy such as physical, occupational, or speech therapy?

- 1. YES
- 2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTA

70. / WHYSTA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTB

71. / WHYSTB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CHCOUNS

72. / CHCOUNS

Does your child have any kind of emotional, developmental, or behavioral problem for which [he/she] needs or gets treatment or counseling?

- 1. YES
- 2. NO -----> CAGE

DK/REFUSAL/NOT ASCERTAINED --> CAGE

TIMCOUNA

73. / TIMCOUNA

Has this problem lasted or is it expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CAGE

74. / CAGE

I have just a few more questions.

What is YOUR CHILD'S age?

(IWER: ENTER 00 IF LESS THAN 1 YEAR OLD)

(IWER: IF NEEDED CLARIFY, "Please answer based on your child's age as of their last birthday.")

___ ENTER CHILD'S AGE

DK/REFUSAL/NOT ASCERTAINED

IF CAGE<19 THEN GO TO CGENDER

CAGE.CK

74a. / CAGE.CK

I have entered that [NAME OF CHILD] is [CAGE]. Is that correct?

("DK" NOT ALLOWED)

- 1. YES-AGE ENTERED CORRECTLY
- 2. NO-CORRECT AGE -----> CAGE

CGENDER

75. / CGENDER

(IF NEEDED: "Is your child male or female?")

- 1. MALE
- 2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO

76. / LATINO

Is your child of Hispanic or Latino origin or descent?

- 1. YES / HISPANIC OR LATINO
- 2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your child's race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

77.(1-6) / PQRACE3.(1-6)

[Is your child)]

- 1. "White"
- 2. "Black or African-American"
- 3. "Asian"
- 4. "Native Hawaiian or other Pacific Islander"
- 5. "American Indian or Alaska Native"
- 6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY CHILD'S RACE?" SAY
"We ask about your child's race for demographic purposes only.
We want to be sure that the people we survey accurately represent the
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH
(What is your child's race?)

PAGE
78. / PAGE

Now I have a few questions about you. What is YOUR age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your
last birthday.")

(READ IF NEEDED, "Are you...")

0. UNDER 18,
1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PGENDER
79. / PGENDER

(IWER: ENTER RESPONDENT'S SEX. "DK" NOT ALLOWED.)

(IWER: IF NECESSARY ASK, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

80. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE
SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT
LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS
SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH
SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHRELT

81. / CHRELT

How are you related to the child?

(READ IF NEEDED: "Are you the ...")

1. MOTHER OR FATHER,
2. GRANDPARENT,
3. AUNT OR UNCLE,
4. OLDER BROTHER OR SISTER,
5. OTHER RELATIVE,
6. LEGAL GUARDIAN, OR
7. SOMEONE ELSE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ALL.DONE

THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG

(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH

EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

- 1) QUESTION NUMBER(S)
 - 2) WHAT WAS ENTERED
 - 3) WHAT NEEDS TO BE CHANGED
-

CK.END.EDIT

LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

(RC = [RC%])

RETURN TO COVERSHEET

TRANS.SCRN

INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR
A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT
ENTER "1"
2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG

INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

DK

GOOD.BYE

INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS
NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS
A LANGUAGE PROBLEM]

[(RC = 80)/(RC = 63)]

