



Williamette Valley Community Health
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2016



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METHODOLOGY

Introduction

This banner book report summarizes the results of the 2016 CAHPS® Medicaid survey of Willamette Valley Community Health members. Willamette Valley Community Health is one of 17 CCOs that participated in the survey. It was administered over a twelve-week period using a mixed-mode (mail and telephone) six-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: | January 14, 2016 |
| 1st mailing of survey packets: | January 21, 2016 |
| 1st mailing of reminder postcards: | January 28, 2016 |
| 2nd mailing of survey packets: | February 18, 2016 |
| 2nd mailing of reminder postcards: | February 26, 2016 |
| Phone follow-up start: | March 14, 2016 |
| Mail and phone field terminated: | April 10, 2016 |

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. There was one plan, HealthShare, that sampled 2700 members - 900 members from each of the three counties that make up HealthShare. Adults were defined as members aged 18 years or older and children as 17 years old or younger, both as of December 31, 2015. To be eligible, members had to have been enrolled in Oregon Health Plan for at least six months as of December 31, 2015. The final selected sample consisted of 17,100 adult OHP enrollees and 17,100 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. Five 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 three *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

- Q14/15. Got care, tests or treatment you thought you needed
- Q25/46. 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

- Q17/32. Personal doctor explained things in a way that was easy to understand
- Q18/33. Personal doctor listened carefully to you
- Q19/34. Personal doctor showed respect for what you had to say
- Q20/37. Personal doctor spent enough time with you/your child

Composite: Customer Service

- Q31/50. Health plan's customer service gave needed information or help
- Q32/51. Treated with courtesy and respect by health plan's customer service staff

Composite: Shared Decision Making

- Q10/11. Doctor talked about reasons you might want to take a medicine
- Q11/12. Doctor talked about reasons you might not want to take a medicine
- Q12/13. Doctor talked about what you thought was best for you when discussing a medication

Rating Questions

- Q13/14. Rating of all health care
- Q23/41. Rating of personal doctor
- Q27/47. Rating of specialist doctor
- Q35/54. 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 OHP overall, age category, race/ethnicity, health status, and gender. If any demographic subgroup has fewer than 11 respondents then the data in that demographic subgroup are suppressed, no cases will be presented in the column. Suppressed banner points are marked with a '###' on the banner point label. Some banner points have zero respondents, these banner points are marked with a '#' on the banner point label.

Significance testing was conducted between the CCO results and the overall OHP results, and the plan 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. The symbol '~' is used to indicate the test was not valid. 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 | |
|--|-------------------------------------|--------------|-------------------------------------|--------------|
| | Williamette Valley Community Health | Overall | Williamette Valley Community Health | Overall |
| **First mailing - sent | 900 | 17100 | 900 | 17100 |
| *First mailing - usable survey returned | 146 | 3058 | 114 | 2302 |
| Second mailing - sent | 733 | 13527 | 763 | 14026 |
| *Second mailing - usable survey returned | 41 | 1118 | 61 | 1027 |
| *Phone - usable surveys | 103 | 1495 | 142 | 2309 |
| Total - usable surveys | 290 | 5671 | 317 | 5638 |
| †Ineligible: According to population criteria‡ | 21 | 431 | 17 | 323 |
| †Ineligible: Deceased | 1 | 38 | 0 | 2 |
| †Ineligible: Mentally or physically unable to complete survey | 15 | 166 | 0 | 0 |
| †Ineligible: Language barrier | 8 | 78 | 3 | 81 |
| Incorrect address AND incorrect phone number | 49 | 915 | 40 | 878 |
| Refusal/Returned survey blank | 42 | 871 | 40 | 905 |
| Nonresponse - Unavailable by mail or phone | 474 | 8930 | 483 | 9273 |
| Adjusted Response Rate | 33.9% | 34.6% | 36.0% | 33.8% |

*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© 2016 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 | 217 44.4% | 112 38.6% | -5.76% |
| Female | 272 55.6% | 178 61.4% | 5.76% |
| 18-24 | 116 23.7% | 38 13.1% | -10.62% |
| 25-34 | 144 29.4% | 50 17.2% | -12.21% |
| 35-44 | 98 20.0% | 46 15.9% | -4.18% |
| 45-54 | 75 15.3% | 66 22.8% | 7.42% |
| 55-64 | 38 7.8% | 73 25.2% | 17.40% |
| 65-74 | 12 2.5% | 11 3.8% | 1.34% |
| 75 or Older | 6 1.2% | 6 2.1% | 0.84% |

Child

| Gender / Age | Non-Respondents | Respondents | Difference |
|--------------|-----------------|--------------|------------|
| Male | 240 48.8% | 166 52.4% | 3.59% |
| Female | 252 51.2% | 151 47.6% | -3.59% |
| <3 | 87 17.7% | 64 20.2% | 2.51% |
| 4-7 | 132 26.8% | 76 24.0% | -2.85% |
| 8-12 | 143 29.1% | 100 31.5% | 2.48% |
| 13 or older | 130 26.4% | 77 24.3% | -2.13% |

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

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE | |
| Q1 YES | 285 | 5577 | 31 | 46 | 43 | 62 | 66 | 16 | 120 | | | | | | 10 | 62 | 195 | 177 | 87 | 104 | 161 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | ~ | ~ | ~ | ~ | ~ | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| NOT ANSWERED | 5 | 94 | 1 | | | 1 | 1 | 1 | 3 | | | | | | 1 | 1 | 4 | 3 | 2 | 2 | 3 |
| VALID CASES | 285 | 5577 | 31 | 46 | 43 | 62 | 66 | 16 | 120 | | | | | | 10 | 62 | 195 | 177 | 87 | 104 | 161 |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 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 | |
|-----------------------|-------------|--------------|------------|------------|------------|------------|-------------|--------------------|-------------|------------------|-----------------|--------|------------|------------|----------------|------------------|-------------|---------------|-------------|-----------|-----------|
| | | 18 TO | 25 TO | 35 TO | 45 TO | 55 TO | 65 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILLND # | AMER IND/ALSK # | OTHR # | MUL-TI # | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | | |
| Q3 | | | | | | | | | | | | | | | | | | | | | |
| YES | 114 40% | 2267 41% | 12 38%~ | 15 33%~ | 16 37%~ | 25 42% | 31 46% | 7 41%~ | 54 44% | ~ | ~ | ~ | ~ | ~ | 27%~ | 32% | 43% | 63 35%* | 45 51%* | 40 38% | 68 42% |
| NO | 168 60% | 3221 59% | 20 62%~ | 31 67%~ | 27 63%~ | 35 58% | 36 54% | 10 59%~ | 69 56% | ~ | ~ | ~ | ~ | ~ | 73%~ | 68% | 57% | 115 65%* | 43 49%* | 64 62% | 95 58% |
| NOT ANSWERED | 8 | 183 | | | | 3 | | | | | | | | | 3 | | | 2 | 1 | 2 | 1 |
| VALID CASES | 282 | 5488 | 32 | 46 | 43 | 60 | 67 | 17 | 123 | | | | 11 | 60 | 199 | 178 | 88 | 104 | 163 | | |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 60 100% | 67 100% | 17 100% | 123 100% | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% | | |

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 | |
|-------------------------|---------------------|--------------------|----------------|----------------|----------------|----------------|----------------|-------------------|---------------------------------|------------------|-----------------------------|-------------------------------------|------------|-------------|---------------------------|--|--------------------------------|------------|-------------|------------|
| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK NATV ### | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | MALE | FE- MALE | |
| | | | | | | | | | | | | | | | | | | | | 5 |
| Q4 NEVER | 5 5% | 61 3% | 1 8%~ | 1 7%~ | 1 ~ | 1 4%~ | 1 4%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 4 5%~ | 1 2%~ | 4 9%~ | 1 3%~ | 3 5%~ | |
| SOMETIMES | 10 9% | 267 13% | 1 8%~ | 2 13%~ | 2 13%~ | 2 8%~ | 1 4%~ | 3 6%~ | ~ | ~ | ~ | ~ | ~ | 3 17%~ | 5 6%~ | 4 7%~ | 5 11%~ | 4 11%~ | 5 8%~ | |
| USUALLY | 30 28% | 526 26% | 3 25%~ | 5 33%~ | 7 47%~ | 5 21%~ | 6 21%~ | 3 33%~ | ~ | ~ | ~ | ~ | ~ | 5 28%~ | 24 30%~ | 19 33%~ | 10 23%~ | 10 29%~ | 19 29%~ | |
| ALWAYS | 62 58% | 1196 58% | 7 58%~ | 7 47%~ | 6 40%~ | 16 67%~ | 20 71%~ | 3 50%~ | 30 61%~ | ~ | ~ | ~ | ~ | 3 ~100%~ | 10 56%~ | 47 59%~ | 34 59%~ | 25 57%~ | 20 57%~ | 39 59%~ |
| #ALWAYS + USUALLY (NET) | 92 86% | 1723 84% | 10 83%~ | 12 80%~ | 13 87%~ | 21 87%~ | 26 93%~ | 6 100%~ | 46 94%~ | ~ | ~ | ~ | ~ | 3 ~100%~ | 15 83%~ | 71 89%~ | 53 91%~ | 35 80%~ | 30 86%~ | 58 88%~ |
| TOP BOX SCORE | 62 58% | 1196 58% | 7 58%~ | 7 47%~ | 6 40%~ | 16 67%~ | 20 71%~ | 3 50%~ | 30 61%~ | ~ | ~ | ~ | ~ | 3 ~100%~ | 10 56%~ | 47 59%~ | 34 59%~ | 25 57%~ | 20 57%~ | 39 59%~ |
| NOT ANSWERED | 7 | 187 | | | 1 | 1 | 3 | 1 | 5 | | | | | 1 | 6 | 5 | 1 | 5 | 2 | |
| VALID CASES | 107 | 2050 | 12 | 15 | 15 | 24 | 28 | 6 | 49 | | | | | 3 | 18 | 80 | 58 | 44 | 35 | 66 |
| NUMBER OF RESPONDENTS | 114 | 2237 | 12 | 15 | 16 | 25 | 31 | 7 | 54 | | | | | 3 | 19 | 86 | 63 | 45 | 40 | 68 |
| | 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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q5 YES | 185 67% | 3682 67% | 13 43%~ | 27 59%~ | 26 60%~ | 45 74% | 49 77%* | 12 71%~ | 89 75%* | ~ | ~ | ~ | ~ | ~ | 6 55%~ | 38 62% | 132 68% | 104 60%* | 71 80%* | 59 57%* | 115 72%* |
| NO | 92 33% | 1794 33% | 17 57%~ | 19 41%~ | 17 40%~ | 16 26% | 15 23%* | 5 29%~ | 30 25%* | ~ | ~ | ~ | ~ | ~ | 5 45%~ | 23 38% | 63 32% | 70 40%* | 18 20%* | 44 43%* | 45 28%* |
| NOT ANSWERED | 13 | 196 | 2 | | | 2 | 3 | | 4 | | | | | | | 2 | 4 | 6 | | 3 | 4 |
| VALID CASES | 277 | 5475 | 30 | 46 | 43 | 61 | 64 | 17 | 119 | | | | | | 11 | 61 | 195 | 174 | 89 | 103 | 160 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

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 | |
|-------------------------|----------------|---------------|----------|-----------|-----------|-----------|-----------|-------------|-------------------|-----------|-------------------|-------------------|---------|----------|-----------|----------------|------------------------------|--------------------|-----------|-----------|
| | WVCH 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 # | AS-IAN ## | NATV HAW/ ILND ## | AMER IND/ ALSK ## | OTHR ## | MUL-TI | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE-MALE | MALE |
| Q6 NEVER | 3 2% | 120 4% | 1 8% | 1 4% | 1 ~ | 1 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 3% | 2 2% | 1 1% | 2 3% | ~ | 3 3% | |
| SOMETIMES | 39 23% | 637 19% | 5 38% | 9 33% | 5 20% | 10 23% | 6 14% | 2 20% | 17 20% | ~ | ~ | ~ | ~ | 1 20% | 9 26% | 29 23% | 26 26% | 12 18% | 10 18% | 28 26% |
| USUALLY | 46 27% | 905 27% | 2 15% | 7 26% | 11 44% | 12 28% | 9 20% | 3 30% | 20 24% | ~ | ~ | ~ | ~ | 2 40% | 12 35% | 31 25% | 24 24% | 20 31% | 19 35% | 25 23% |
| ALWAYS | 85 49% | 1691 50% | 5 38% | 10 37% | 9 36% | 20 47% | 29 66% | 5 50% | 47 56% | ~ | ~ | ~ | ~ | 2 40% | 12 35% | 63 50% | 48 48% | 31 48% | 26 47% | 52 48% |
| #ALWAYS + USUALLY (NET) | 131 76% | 2596 77% | 7 54% | 17 63% | 20 80% | 32 74% | 38 86% | 8 80% | 67 80% | ~ | ~ | ~ | ~ | 4 80% | 24 71% | 94 75% | 72 73% | 51 78% | 45 82% | 77 71% |
| TOP BOX SCORE | 85 49% | 1691 50% | 5 38% | 10 37% | 9 36% | 20 47% | 29 66% | 5 50% | 47 56% | ~ | ~ | ~ | ~ | 2 40% | 12 35% | 63 50% | 48 48% | 31 48% | 26 47% | 52 48% |
| NOT ANSWERED | 12 | 330 | | | 1 | 2 | 5 | 2 | 5 | | | | | 1 | 4 | 7 | 5 | 6 | 4 | 7 |
| VALID CASES | 173 | 3353 | 13 | 27 | 25 | 43 | 44 | 10 | 84 | | | | | 5 | 34 | 125 | 99 | 65 | 55 | 108 |
| NUMBER OF RESPONDENTS | 185 | 3683 | 13 | 27 | 26 | 45 | 49 | 12 | 89 | | | | | 6 | 38 | 132 | 104 | 71 | 59 | 115 |
| | 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?

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ PAC ILLND ### | AMER IND/ ALSK ### | OTHR ### | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | FE- MALE | | |
| Q7 NONE | 69 25% | 1469 27% | 12 38%~ | 16 36%~ | 15 36%~ | 11 19% | 10 15%* | 4 24%~ | 25 21% | ~ | ~ | ~ | ~ | ~ | 10%~ | 20 33% | 47 24% | 59 34%* | 8 9%* | 36 35%* | 32 20%* | |
| 1 TIME | 40 15% | 947 17% | 6 19%~ | 8 18%~ | 4 10%~ | 9 15% | 8 12% | 2 12%~ | 19 16% | ~ | ~ | ~ | ~ | ~ | 20%~ | 2 13% | 8 14% | 27 15% | 10 12% | 14 14% | 23 14% | |
| 2 | 44 16% | 900 17% | 7 22%~ | 8 18%~ | 4 10%~ | 12 20% | 10 15% | 2 12%~ | 15 12% | ~ | ~ | ~ | ~ | ~ | 30%~ | 3 20% | 12 15% | 30 17% | 13 15% | 14 14% | 29 18% | |
| 3 | 37 14% | 659 12% | 4 13%~ | 4 9%~ | 3 7%~ | 12 20% | 11 17% | 3 18%~ | 19 16% | ~ | ~ | ~ | ~ | ~ | 10%~ | 1 15% | 9 13% | 26 12% | 15 18% | 16 16% | 21 13% | |
| 4 | 22 8% | 465 9% | ~ | 3 7%~ | 6 14%~ | 5 8% | 6 9% | ~ | 13 11% | ~ | ~ | ~ | ~ | ~ | 20%~ | 2 3%* | 2 10% | 19 8% | 7 8% | 5 5% | 16 10% | |
| 5 TO 9 | 38 14% | 673 12% | 1 3%~ | 4 9%~ | 8 19%~ | 8 14% | 10 15% | 5 29%~ | 19 16% | ~ | ~ | ~ | ~ | ~ | ~ | 8 13% | 29 15% | 18 10%* | 19 22%* | 13 13% | 24 15% | |
| 10 OR MORE TIMES | 21 8% | 305 6% | 2 6%~ | 2 4%~ | 2 5%~ | 2 3% | 10 15%* | 1 6%~ | 11 9% | ~ | ~ | ~ | ~ | ~ | 10%~ | 1 3% | 2 9% | 17 3%* | 6 3%* | 13 15%* | 5 5% | 14 9% |
| NOT ANSWERED | 19 | 254 | | 1 | 1 | 4 | 2 | | 2 | | | | | | 1 | 2 | 4 | 4 | 4 | 3 | 5 | |
| VALID CASES | 271 | 5417 | 32 | 45 | 42 | 59 | 65 | 17 | 121 | | | | | | 10 | 61 | 195 | 176 | 85 | 103 | 159 | |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

Q8 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILLND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | |
| Q8 #YES | 141 71% | 2759 72% | 10 50%~ | 14 48%~ | 18 67%~ | 39 83%~ | 42 81% | 9 69%~ | 76 79%* | ~ | ~ | ~ | ~ | ~ | 44%~ | 27 71%~ | 104 71% | 77 66% | 57 77% | 50 76% | 84 68% |
| NO | 57 29% | 1087 28% | 10 50%~ | 15 52%~ | 9 33%~ | 8 17%~ | 10 19% | 4 31%~ | 20 21%* | ~ | ~ | ~ | ~ | ~ | 56%~ | 11 29%~ | 43 29% | 39 34% | 17 23% | 16 24% | 40 32% |
| NOT ANSWERED | 4 | 93 | | | | 1 | 3 | | | | | | | | | 3 | 1 | 1 | 3 | 1 | 3 |
| VALID CASES | 198 | 3846 | 20 | 29 | 27 | 47 | 52 | 13 | 96 | | | | | | 9 | 38 | 147 | 116 | 74 | 66 | 124 |
| NUMBER OF RESPONDENTS | 202 100% | 3939 100% | 20 100% | 29 100% | 27 100% | 47 100% | 52 100% | 13 100% | 96 100% | | | | | | 9 100% | 38 100% | 147 100% | 116 100% | 74 100% | 66 100% | 124 100% |

[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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q9 YES | 113 57% | 2168 56% | 9 47%~ | 12 41%~ | 17 63%~ | 26 54%~ | 35 66% | 7 54%~ | 59 62% | ~ | ~ | ~ | ~ | ~ | 3 33%~ | 20 51%~ | 85 58% | 61 53% | 46 61% | 37 57% | 70 56% |
| NO | 86 43% | 1687 44% | 10 53%~ | 17 59%~ | 10 37%~ | 22 46%~ | 18 34% | 6 46%~ | 36 38% | ~ | ~ | ~ | ~ | ~ | 6 67%~ | 19 49%~ | 62 42% | 54 47% | 30 39% | 28 43% | 56 44% |
| NOT ANSWERED | 3 | 84 | 1 | | | | 2 | | 1 | | | | | | | 2 | 1 | 2 | 1 | 2 | 1 |
| VALID CASES | 199 | 3855 | 19 | 29 | 27 | 48 | 53 | 13 | 95 | | | | | | 9 | 39 | 147 | 115 | 76 | 65 | 126 |
| NUMBER OF RESPONDENTS | 202 100% | 3939 100% | 20 100% | 29 100% | 27 100% | 48 100% | 55 100% | 13 100% | 96 100% | | | | | | 9 100% | 41 100% | 148 100% | 117 100% | 77 100% | 67 100% | 127 100% |

[ASKED IF Q7 >= 1 TIME]

Q10 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q10 #YES | 105 93% | 1919 93% | 6 67% | 12 100% | 17 100% | 24 92% | 32 91% | 7 100% | 57 97% | ~ | ~ | ~ | ~ | ~ | 3 100% | 18 90% | 79 93% | 56 92% | 43 93% | 34 92% | 65 93% |
| NO | 8 7% | 152 7% | 3 33% | ~ | ~ | 2 8% | 3 9% | ~ | 2 3% | ~ | ~ | ~ | ~ | ~ | ~ | 2 10% | 6 7% | 5 8% | 3 7% | 3 8% | 5 7% |
| NOT ANSWERED | 22 | 379 | 1 | 1 | 1 | 4 | 4 | | 3 | | | | | 1 | 4 | 5 | 6 | 5 | 5 | 6 | |
| VALID CASES | 113 | 2072 | 9 | 12 | 17 | 26 | 35 | 7 | 59 | | | | | 3 | 20 | 85 | 61 | 46 | 37 | 70 | |
| NUMBER OF RESPONDENTS | 135 100% | 2451 100% | 10 100% | 13 100% | 18 100% | 30 100% | 39 100% | 7 100% | 62 100% | | | | | 4 100% | 24 100% | 90 100% | 67 100% | 51 100% | 42 100% | 76 100% | |

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

Q11 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT TO TAKE A MEDICINE?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q11 #YES | 80 71% | 1506 73% | 7 78%~ | 8 67%~ | 13 76%~ | 18 69%~ | 27 77%~ | 5 71%~ | 45 76% | ~ | ~ | ~ | ~ | ~ | 2 67%~ | 13 65%~ | 64 75%~ | 42 69% | 37 80%~ | 26 70%~ | 53 76%~ |
| NO | 32 29% | 555 27% | 2 22%~ | 4 33%~ | 4 24%~ | 8 31%~ | 8 23%~ | 2 29%~ | 14 24% | ~ | ~ | ~ | ~ | ~ | 1 33%~ | 7 35%~ | 21 25%~ | 19 31% | 9 20%~ | 11 30%~ | 17 24%~ |
| NOT ANSWERED | 1 | 53 | | | | | | | | | | | | | | | | | | | |
| VALID CASES | 112 | 2061 | 9 | 12 | 17 | 26 | 35 | 7 | 59 | | | | | | 3 | 20 | 85 | 61 | 46 | 37 | 70 |
| NUMBER OF RESPONDENTS | 113 | 2114 | 9 | 12 | 17 | 26 | 35 | 7 | 59 | | | | | | 3 | 20 | 85 | 61 | 46 | 37 | 70 |
| | 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?

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ PAC ILND ### | AMER IND/ ALSK NATV ### | OTHR ### | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | FE- MALE | |
| Q12 #YES | 85 76% | 1561 76% | 9 100%~ | 10 83%~ | 10 59%~ | 24 92%~ | 24 69%~ | 6 86%~ | 47 80% | ~ | ~ | ~ | ~ | ~ | 3 ~100%~ | 14 70%~ | 68 80%~ | 52 85%* | 30 65%~ | 30 81%~ | 53 76%~ |
| NO | 27 24% | 492 24% | ~ | 2 17%~ | 7 41%~ | 2 8%~ | 11 31%~ | 1 14%~ | 12 20% | ~ | ~ | ~ | ~ | ~ | ~ | 6 30%~ | 17 20%~ | 9 15%* | 16 35%~ | 7 19%~ | 17 24%~ |
| NOT ANSWERED | 1 | 61 | | | | | | | | | | | | | | | | | | | |
| VALID CASES | 112 | 2053 | 9 | 12 | 17 | 26 | 35 | 7 | 59 | | | | | | 3 | 20 | 85 | 61 | 46 | 37 | 70 |
| NUMBER OF RESPONDENTS | 113 | 2114 | 9 | 12 | 17 | 26 | 35 | 7 | 59 | | | | | | 3 | 20 | 85 | 61 | 46 | 37 | 70 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 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?

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ PAC ILND NATV ## | AMER IND/ ALSK ## | OTHR ## | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | FE- MALE MALE | | |
| Q13 WORST HEALTH CARE POSSIBLE | 1 | 27 | 1 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 | 1 | ~ | 1 | |
| | 0.5% | 0.7% | 5%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~0.7% | 0.9% | ~ | ~0.8% | |
| 01 | | 7 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| | | 0.2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| 02 | 2 | 49 | ~ | ~ | ~ | ~ | 2 | 1 | ~ | ~ | ~ | ~ | 11% | ~ | 2 | 2 | 3% | ~ | 2 | |
| | 1% | 1% | ~ | ~ | ~ | ~ | 4% | 1% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 2% | |
| 03 | 5 | 78 | ~ | 1 | ~ | 3 | ~ | 1 | ~ | ~ | ~ | ~ | ~ | ~ | 3 | 1 | 4 | 1 | 3 | |
| | 3% | 2% | ~ | 3%~ | ~ | 6%~ | ~ | 1% | ~ | ~ | ~ | ~ | ~ | ~ | 2% | 0.9% | 5% | 2% | 2% | |
| 04 | 3 | 87 | 1 | 2 | ~ | ~ | ~ | 1 | ~ | ~ | ~ | ~ | ~ | ~ | 1 | 2 | 3 | 2 | 1 | |
| | 2% | 2% | 5%~ | 7%~ | ~ | ~ | ~ | 1% | ~ | ~ | ~ | ~ | ~ | ~ | 3%~ | 1% | 3%~ | ~ | 3% 0.8% | |
| 05 | 14 | 281 | 1 | 1 | 3 | 5 | 1 | 1 | 10 | ~ | ~ | ~ | ~ | 11% | 2 | 11 | 5 | 8 | 5 | |
| | 7% | 7% | 5%~ | 3%~ | 11%~ | 11%~ | 2%* | 8%~ | 11% | ~ | ~ | ~ | ~ | ~ | 5%~ | 7% | 4% | 11% | 8% | |
| 06 | 13 | 233 | 4 | 3 | 2 | 2 | ~ | 1 | 4 | ~ | ~ | ~ | ~ | 11% | 4 | 6 | 9 | 3 | 5 | |
| | 7% | 6% | 20%~ | 10%~ | 7%~ | 4%~ | ~ | 8%~ | 4% | ~ | ~ | ~ | ~ | ~ | 10%~ | 4% | 8% | 4% | 8% | |
| 07 | 20 | 502 | ~ | 2 | 3 | 11 | 3 | 1 | 6 | ~ | ~ | ~ | ~ | 11% | 3 | 17 | 12 | 8 | 9 | |
| | 10% | 13% | ~ | 7%~ | 11%~ | 23%~ | 6% | 8%~ | 6% | ~ | ~ | ~ | ~ | ~ | 8%~ | 12% | 10% | 11% | 14% | |
| 08 | 55 | 866 | 3 | 12 | 10 | 6 | 18 | 5 | 29 | ~ | ~ | ~ | ~ | 11% | 12 | 41 | 34 | 20 | 17 | |
| | 28% | 23% | 15%~ | 41%~ | 37%~ | 13%~ | 35% | 38%~ | 31% | ~ | ~ | ~ | ~ | ~ | 31%~ | 28% | 30% | 27% | 26% | |
| 09 | 27 | 651 | 3 | 2 | 4 | 6 | 8 | 3 | 14 | ~ | ~ | ~ | ~ | ~ | 8 | 18 | 12 | 14 | 10 | |
| | 14% | 17% | 15%~ | 7%~ | 15%~ | 13%~ | 15% | 23%~ | 15% | ~ | ~ | ~ | ~ | ~ | 21%~ | 12% | 10% | 19% | 15% | |
| BEST HEALTH CARE POSSIBLE | 57 | 1054 | 7 | 6 | 5 | 14 | 20 | 2 | 29 | ~ | ~ | ~ | ~ | 44% | 9 | 46 | 38 | 16 | 16 | |
| | 29% | 27% | 35%~ | 21%~ | 19%~ | 30%~ | 38% | 15%~ | 31% | ~ | ~ | ~ | ~ | ~ | 23%~ | 31% | 33% | 21% | 25% | |
| #8-10 (NET) | 139 | 2571 | 13 | 20 | 19 | 26 | 46 | 10 | 72 | ~ | ~ | ~ | ~ | 56% | 29 | 105 | 84 | 50 | 43 | |
| | 71% | 67% | 65%~ | 69%~ | 70%~ | 55%~ | 88%* | 77%~ | 76% | ~ | ~ | ~ | ~ | ~ | 74%~ | 71% | 73% | 67% | 66% | |

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 | | |
|-------------------------|-------------|--------------|------------|------------|------------|------------|-------------|-------------------|------------|--------------------|----------------------|---------|-----------|------------|----------------|------------------|---------------|------------|-------------|-----------|-----------|
| | | 18 TO | 25 TO | 35 TO | 45 TO | 55 TO | 65 AND OVER | BLK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILLND ### | AMER IND/PAC/ALSK ## | OTHR ## | MUL-TI | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | FE-MALE | MALE | | |
| 9-10 (NET) | 84 43% | 1705 44% | 10 50%~ | 8 28%~ | 9 33%~ | 20 43%~ | 28 54% | 5 38%~ | 43 45% | ~ | ~ | ~ | ~ | ~ | 4 44%~ | 17 44%~ | 64 44% | 50 43% | 30 40% | 26 40% | 55 44% |
| NOT ANSWERED | 5 | 105 | | | | 1 | 3 | | 1 | | | | | | 2 | 1 | 2 | 2 | 2 | 2 | |
| VALID CASES | 197 | 3834 | 20 | 29 | 27 | 47 | 52 | 13 | 95 | | | | 9 | 39 | 147 | 115 | 75 | 65 | 125 | | |
| NUMBER OF RESPONDENTS | 202 100% | 3939 100% | 20 100% | 29 100% | 27 100% | 48 100% | 55 100% | 13 100% | 96 100% | | | | 9 100% | 41 100% | 148 100% | 117 100% | 77 100% | 67 100% | 127 100% | | |
| MEAN | 7.98 | 7.91 | 7.70 | 7.66 | 7.93 | 7.77 | 8.58 | 8.08 | 8.14 | | | | 7.56 | 8.13 | 8.03 | 8.16 | 7.68 | 7.92 | 8.05 | | |
| p stat_(*=Sig @ p<=.05) | .609 | | ~ | ~ | ~ | ~.007* | | ~.281 | ~ | ~ | ~ | ~ | ~ | ~.497 | | .136 | .106 | .778 | .514 | | |

[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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE |
| Q14 NEVER | 6 3% | 112 3% | 2 11%~ | 1 3%~ | 2 ~ | 4 4%~ | ~ | 1 1% | ~ | ~ | ~ | ~ | ~ | ~ | 1 3%~ | 3 2% | 3 3% | 3 4% | 2 3% | 3 2% |
| SOMETIMES | 34 18% | 652 17% | 4 21%~ | 7 24%~ | 6 22%~ | 10 22%~ | 5 9%* | ~ | 13 14% | ~ | ~ | ~ | ~ | ~ | 8 21%~ | 23 16% | 18 16% | 13 18% | 10 15% | 22 18% |
| USUALLY | 70 36% | 1292 34% | 4 21%~ | 12 41%~ | 13 48%~ | 12 26%~ | 21 40% | 6 50%~ | 40 43% | ~ | ~ | ~ | ~ | 4 50%~ | 14 36%~ | 53 37% | 42 37% | 27 36% | 27 42% | 42 34% |
| ALWAYS | 84 43% | 1764 46% | 9 47%~ | 9 31%~ | 8 30%~ | 22 48%~ | 27 51% | 6 50%~ | 40 43% | ~ | ~ | ~ | ~ | 4 50%~ | 16 41%~ | 65 45% | 51 45% | 31 42% | 26 40% | 56 46% |
| #ALWAYS + USUALLY (NET) | 154 79% | 3056 80% | 13 68%~ | 21 72%~ | 21 78%~ | 34 74%~ | 48 91%*100%~ | 12 100%~ | 80 85% | ~ | ~ | ~ | ~ | 8 100%~ | 30 77%~ | 118 82% | 93 82% | 58 78% | 53 82% | 98 80% |
| TOP BOX SCORE | 84 43% | 1764 46% | 9 47%~ | 9 31%~ | 8 30%~ | 22 48%~ | 27 51% | 6 50%~ | 40 43% | ~ | ~ | ~ | ~ | 4 50%~ | 16 41%~ | 65 45% | 51 45% | 31 42% | 26 40% | 56 46% |
| NOT ANSWERED | 8 | 119 | 1 | | | 2 | 2 | 1 | 2 | | | | | 1 | 2 | 4 | 3 | 3 | 2 | 4 |
| VALID CASES | 194 | 3820 | 19 | 29 | 27 | 46 | 53 | 12 | 94 | | | | | 8 | 39 | 144 | 114 | 74 | 65 | 123 |
| NUMBER OF RESPONDENTS | 202 100% | 3939 100% | 20 100% | 29 100% | 27 100% | 48 100% | 55 100% | 13 100% | 96 100% | | | | | 9 100% | 41 100% | 148 100% | 117 100% | 77 100% | 67 100% | 127 100% |

[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?

| | WVCH 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- AMER # | 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 & FAIR & POOR | FE- MALE | MALE | |
| Q15 YES | 231 84% | 4350 80% | 21 68%~ | 37 82%~ | 35 81%~ | 50 82% | 63 94%* | 15 94%~ | 109 89%* | ~ | ~ | ~ | ~ | ~ | 9 90%~ | 50 81% | 169 86% | 143 81% | 80 91%* | 78 74%* | 145 91%* |
| NO | 44 16% | 1094 20% | 10 32%~ | 8 18%~ | 8 19%~ | 11 18% | 4 6%* | 1 6%~ | 13 11%* | ~ | ~ | ~ | ~ | ~ | 1 10%~ | 12 19% | 28 14% | 33 19% | 8 9%* | 27 26%* | 15 9%* |
| NOT ANSWERED | 15 | 228 | 1 | 1 | | 2 | | 1 | 1 | | | | | | 1 | 1 | 2 | 4 | 1 | 1 | 4 |
| VALID CASES | 275 | 5443 | 31 | 45 | 43 | 61 | 67 | 16 | 122 | | | | | | 10 | 62 | 197 | 176 | 88 | 105 | 160 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

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

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ### | OTHR ### | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| | | | 24 | 34 | 44 | 54 | 64 | OVER | WHTE | # | ## | ### | ### | ### | TI | PAN- IC | PAN- IC | GOOD GOOD | FAIR & POOR | MALE | FE- MALE |
| Q16 NONE | 49 | 890 | 9 | 13 | 11 | 4 | 10 | 1 | 19 | | | | | | | 8 | 38 | 38 | 9 | 21 | 27 |
| | 22% | 22% | 43%~ | 35%~ | 31%~ | 8%~ | 17% | 7%~ | 18% | ~ | ~ | ~ | ~ | ~ | ~ | 17%~ | 23% | 27%* | 12%* | 28% | 19% |
| 1 TIME | 48 | 1017 | 5 | 8 | 5 | 12 | 12 | 3 | 26 | | | | | 2 | 8 | 36 | 37 | 8 | 18 | 27 | |
| | 21% | 25% | 24%~ | 22%~ | 14%~ | 24%~ | 20% | 21%~ | 24% | ~ | ~ | ~ | ~ | 22%~ | 17%~ | 22% | 26%* | 10%* | 24% | 19% | |
| 2 | 42 | 826 | 4 | 8 | 4 | 12 | 11 | 2 | 19 | | | | | 3 | 12 | 29 | 27 | 15 | 11 | 31 | |
| | 19% | 20% | 19%~ | 22%~ | 11%~ | 24%~ | 18% | 14%~ | 18% | ~ | ~ | ~ | ~ | 33%~ | 25%~ | 17% | 19% | 19% | 14% | 22% | |
| 3 | 32 | 578 | 1 | 3 | 3 | 9 | 11 | 4 | 16 | | | | | 2 | 11 | 20 | 14 | 17 | 8 | 23 | |
| | 14% | 14% | 5%~ | 8%~ | 9%~ | 18%~ | 18% | 29%~ | 15% | ~ | ~ | ~ | ~ | 22%~ | 23%~ | 12% | 10%* | 22%* | 11% | 16% | |
| 4 | 22 | 309 | | 3 | 5 | 7 | 4 | 2 | 14 | | | | | 1 | 2 | 20 | 12 | 10 | 9 | 13 | |
| | 10% | 7% | ~ | 8%~ | 14%~ | 14%~ | 7% | 14%~ | 13% | ~ | ~ | ~ | ~ | 11%~ | 4%~ | 12%* | 9% | 13% | 12% | 9% | |
| 5 TO 9 | 25 | 401 | 2 | 2 | 7 | 4 | 7 | 2 | 11 | | | | | | 7 | 17 | 11 | 14 | 8 | 16 | |
| | 11% | 10% | 10%~ | 5%~ | 20%~ | 8%~ | 12% | 14%~ | 10% | ~ | ~ | ~ | ~ | ~ | 15%~ | 10% | 8% | 18%* | 11% | 11% | |
| 10 OR MORE TIMES | 6 | 98 | | | | 1 | 5 | | 2 | | | | | 1 | | 6 | 2 | 4 | 1 | 5 | |
| | 3% | 2% | ~ | ~ | ~ | 2%~ | 8%* | ~ | 2% | ~ | ~ | ~ | ~ | 11%~ | ~ | 4%~ | 1% | 5% | 1% | 4% | |
| NOT ANSWERED | 7 | 232 | | | | 1 | 3 | 1 | 2 | | | | | | 2 | 3 | 2 | 3 | 2 | 3 | |
| VALID CASES | 224 | 4118 | 21 | 37 | 35 | 49 | 60 | 14 | 107 | | | | | 9 | 48 | 166 | 141 | 77 | 76 | 142 | |
| NUMBER OF RESPONDENTS | 231 | 4350 | 21 | 37 | 35 | 50 | 63 | 15 | 109 | | | | | 9 | 50 | 169 | 143 | 80 | 78 | 145 | |
| | 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 | | |
|-------------------------|----------------|---------------|-----------|-----------|-----------|-----------|------------|-------------|--------------------|-----------|--------------------|-------------------------|---------|-----------|-----------|---------------|-----------------------|-----------|------------|------------|
| | WVCH 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 # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK NATV ### | OTHR ## | MUL-TI | HIS-IC | NOT HIS-IC | EX & VERY GOOD & FAIR | POOR | MALE | FE-MALE |
| Q17 NEVER | 5 3% | 58 2% | 1 8% | 1 4% | ~ | ~ | 1 2% | 1 8% | ~ | ~ | ~ | ~ | ~ | 1 11% | 2 5% | 2 2% | 3 3% | 1 1% | ~ | 4 4% |
| SOMETIMES | 8 5% | 230 7% | ~ | ~ | 1 4% | 3 7% | 2 4% | ~ | 1 1%* | ~ | ~ | ~ | ~ | ~ | 3 8% | 3 2% | 3 3% | 4 6% | 2 4% | 4 4% |
| USUALLY | 39 23% | 675 21% | 2 17% | 7 29% | 7 29% | 14 32% | 7 14% | 2 15% | 24 28% | ~ | ~ | ~ | ~ | ~ | 8 20% | 30 24% | 24 24% | 15 22% | 18 33%* | 21 18% |
| ALWAYS | 121 70% | 2229 70% | 9 75% | 16 67% | 16 67% | 27 61% | 40 80%* | 10 77% | 62 71% | ~ | ~ | ~ | ~ | 8 89% | 27 67% | 92 72% | 72 71% | 48 71% | 35 64% | 85 75% |
| #ALWAYS + USUALLY (NET) | 160 92% | 2905 91% | 11 92% | 23 96% | 23 96% | 41 93% | 47 94% | 12 92% | 86 99%* | ~ | ~ | ~ | ~ | 8 89% | 35 88% | 122 96% | 96 94% | 63 93% | 53 96% | 106 93% |
| TOP BOX SCORE | 121 70% | 2229 70% | 9 75% | 16 67% | 16 67% | 27 61% | 40 80%* | 10 77% | 62 71% | ~ | ~ | ~ | ~ | 8 89% | 27 67% | 92 72% | 72 71% | 48 71% | 35 64% | 85 75% |
| NOT ANSWERED | 2 | 27 | | | | 1 | | 1 | | | | | | | | 1 | 1 | | | 1 |
| VALID CASES | 173 | 3193 | 12 | 24 | 24 | 44 | 50 | 13 | 87 | | | | | 9 | 40 | 127 | 102 | 68 | 55 | 114 |
| NUMBER OF RESPONDENTS | 175 | 3220 | 12 | 24 | 24 | 45 | 50 | 13 | 88 | | | | | 9 | 40 | 128 | 103 | 68 | 55 | 115 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 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 | | | | |
|-------------------------|------|------|------|------|------|------|------|-------|------|------|------|------|------|------|-----------|------|---------------|------|--------|------|------|------|------|
| | WVCH | OHP | 18 | 25 | 35 | 45 | 55 | 65 | BLCK | NATV | AMER | | | | | NOT | EX & | | | | | | |
| | TOT | TOT | TO | TO | TO | TO | TO | AND | OR | AS- | HAW/ | IND/ | ALS | MUL- | HIS- | HIS- | VERY | FAIR | | | | | |
| ADLT | ADLT | 24 | 34 | 44 | 54 | 64 | OVER | WHTE | AFR- | IAN | ILND | NATV | OTHR | TI | PAN- | PAN- | GOOD | GOOD | POOR | POOR | MALE | FE- | |
| | | | | | | | | | # | ## | ### | ### | ### | | IC | IC | | | | | | MALE | MALE |
| Q18 | | | | | | | | | | | | | | | | | | | | | | | |
| NEVER | 6 | 63 | 1 | | | 2 | 2 | | 1 | | | | | 1 | 1 | 4 | 3 | 2 | | | 1 | 4 | |
| | 3% | 2% | 8%~ | ~ | ~ | 5%~ | 4% | ~ | 1% | ~ | ~ | ~ | ~ | ~ | 11%~ | 3%~ | 3%~ | 3% | 3% | | 2% | 4% | |
| SOMETIMES | 14 | 266 | 1 | 5 | 1 | 3 | 3 | | 4 | | | | | | 5 | 8 | 10 | 3 | | | 4 | 9 | |
| | 8% | 8% | 8%~ | 21%~ | 4%~ | 7%~ | 6% | ~ | 5% | ~ | ~ | ~ | ~ | ~ | 13%~ | 6%~ | 10% | 4% | | | 7% | 8% | |
| USUALLY | 40 | 675 | 1 | 8 | 7 | 10 | 9 | 4 | 25 | | | | | 2 | 6 | 32 | 22 | 18 | | | 17 | 22 | |
| | 23% | 21% | 8%~ | 33%~ | 29%~ | 23%~ | 18% | 31%~ | 29% | ~ | ~ | ~ | ~ | ~ | 22%~ | 15%~ | 25%~ | 22% | 26% | | 31% | 19% | |
| ALWAYS | 113 | 2196 | 9 | 11 | 16 | 29 | 36 | 9 | 57 | | | | | 6 | 28 | 83 | 67 | 45 | | | 33 | 79 | |
| | 65% | 69% | 75%~ | 46%~ | 67%~ | 66%~ | 72% | 69%~ | 66% | ~ | ~ | ~ | ~ | ~ | 67%~ | 70%~ | 65%~ | 66% | 66% | | 60% | 69% | |
| #ALWAYS + USUALLY (NET) | 153 | 2872 | 10 | 19 | 23 | 39 | 45 | 13 | 82 | | | | | 8 | 34 | 115 | 89 | 63 | | | 50 | 101 | |
| | 88% | 90% | 83%~ | 79%~ | 96%~ | 89%~ | 90% | 100%~ | 94%* | ~ | ~ | ~ | ~ | ~ | 89%~ | 85%~ | 91%~ | 87% | 93% | | 91% | 89% | |
| TOP BOX SCORE | 113 | 2196 | 9 | 11 | 16 | 29 | 36 | 9 | 57 | | | | | 6 | 28 | 83 | 67 | 45 | | | 33 | 79 | |
| | 65% | 69% | 75%~ | 46%~ | 67%~ | 66%~ | 72% | 69%~ | 66% | ~ | ~ | ~ | ~ | ~ | 67%~ | 70%~ | 65%~ | 66% | 66% | | 60% | 69% | |
| NOT ANSWERED | 2 | 19 | | | | 1 | | | 1 | | | | | | | 1 | 1 | | | | | 1 | |
| VALID CASES | 173 | 3201 | 12 | 24 | 24 | 44 | 50 | 13 | 87 | | | | | 9 | 40 | 127 | 102 | 68 | | | 55 | 114 | |
| NUMBER OF RESPONDENTS | 175 | 3220 | 12 | 24 | 24 | 45 | 50 | 13 | 88 | | | | | 9 | 40 | 128 | 103 | 68 | | | 55 | 115 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | | | 100% | 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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD | FAIR & POOR | MALE | FE- MALE |
| Q19 NEVER | 3 2% | 78 2% | 1 8% | ~ | ~ | ~ | 1 2% | ~ | ~ | ~ | ~ | ~ | ~ | 1 11% | ~ | 2 2% | 1 1% | 1 1% | ~ | 2 2% |
| SOMETIMES | 8 5% | 205 6% | 1 8% | 1 4% | ~ | 4 9% | 2 4% | ~ | 2 2% | ~ | ~ | ~ | ~ | ~ | 3 8% | 5 4% | 3 3% | 5 7% | 1 2% | 7 6% |
| USUALLY | 32 19% | 539 17% | ~ | 6 25% | 4 17% | 8 18% | 9 18% | 4 31% | 21 24% | ~ | ~ | ~ | ~ | 2 22% | 6 15% | 25 20% | 17 17% | 15 22% | 12 22% | 19 17% |
| ALWAYS | 129 75% | 2374 74% | 10 83% | 17 71% | 20 83% | 32 73% | 37 76% | 9 69% | 64 74% | ~ | ~ | ~ | ~ | 6 67% | 31 77% | 94 75% | 80 79% | 47 69% | 41 76% | 86 75% |
| #ALWAYS + USUALLY (NET) | 161 94% | 2913 91% | 10 83% | 23 96% | 24 100% | 40 91% | 46 94% | 13 100% | 85 98%* | ~ | ~ | ~ | ~ | 8 89% | 37 92% | 119 94% | 97 96% | 62 91% | 53 98%* | 105 92% |
| TOP BOX SCORE | 129 75% | 2374 74% | 10 83% | 17 71% | 20 83% | 32 73% | 37 76% | 9 69% | 64 74% | ~ | ~ | ~ | ~ | 6 67% | 31 77% | 94 75% | 80 79% | 47 69% | 41 76% | 86 75% |
| NOT ANSWERED | 3 | 24 | | | | 1 | 1 | | 1 | | | | | | | 2 | 2 | | 1 | 1 |
| VALID CASES | 172 | 3196 | 12 | 24 | 24 | 44 | 49 | 13 | 87 | | | | | 9 | 40 | 126 | 101 | 68 | 54 | 114 |
| NUMBER OF RESPONDENTS | 175 | 3220 | 12 | 24 | 24 | 45 | 50 | 13 | 88 | | | | | 9 | 40 | 128 | 103 | 68 | 55 | 115 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 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?

| | | | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------|--------------|-----------|-----------|-----------|-----------|-----------|-------------|--------------------|-----------|--------------------|--------------------|----------|--------|-----------|------------|------------------|-------------|-----------|-----------|-----------|
| | WVCH 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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ### | OTHR ### | MUL-TI | HIS-IC | NOT HIS-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | |
| Q20 NEVER | 6 3% | 89 3% | 1 8% | ~ | 1 4% | 2 5% | 2 4% | ~ | 2 2% | ~ | ~ | ~ | ~ | ~ | 1 11% | 1 3% | 5 4% | 2 2% | 4 6% | 1 2% | 5 4% |
| SOMETIMES | 14 8% | 317 10% | 1 8% | 5 21% | 2 8% | 3 7% | 2 4% | ~ | 5 6% | ~ | ~ | ~ | ~ | ~ | ~ | 5 13% | 8 6% | 9 9% | 4 6% | 3 5% | 10 9% |
| USUALLY | 52 30% | 782 24% | 5 42% | 9 38% | 7 29% | 14 32% | 12 24% | 4 31% | 28 32% | ~ | ~ | ~ | ~ | ~ | 2 22% | 13 33% | 38 30% | 31 30% | 21 31% | 19 35% | 32 28% |
| ALWAYS | 100 58% | 2009 63% | 5 42% | 10 42% | 14 58% | 25 57% | 34 68% | 9 69% | 52 60% | ~ | ~ | ~ | ~ | ~ | 6 67% | 21 53% | 76 60% | 60 59% | 39 57% | 32 58% | 67 59% |
| #ALWAYS + USUALLY (NET) | 152 88% | 2790 87% | 10 83% | 19 79% | 21 88% | 39 89% | 46 92% | 13 100% | 80 92% | ~ | ~ | ~ | ~ | ~ | 8 89% | 34 85% | 114 90% | 91 89% | 60 88% | 51 93% | 99 87% |
| TOP BOX SCORE | 100 58% | 2009 63% | 5 42% | 10 42% | 14 58% | 25 57% | 34 68% | 9 69% | 52 60% | ~ | ~ | ~ | ~ | ~ | 6 67% | 21 53% | 76 60% | 60 59% | 39 57% | 32 58% | 67 59% |
| NOT ANSWERED | 3 | 24 | | | | 1 | | | 1 | | | | | | | | 1 | 1 | | | 1 |
| VALID CASES | 172 | 3196 | 12 | 24 | 24 | 44 | 50 | 13 | 87 | | | | | | 9 | 40 | 127 | 102 | 68 | 55 | 114 |
| NUMBER OF RESPONDENTS | 175 | 3220 | 12 | 24 | 24 | 45 | 50 | 13 | 88 | | | | | | 9 | 40 | 128 | 103 | 68 | 55 | 115 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q21 YES | 110 65% | 2002 63% | 6 50%~ | 17 71%~ | 16 67%~ | 24 59%~ | 34 69%~ | 8 62%~ | 52 60% | ~ | ~ | ~ | ~ | ~ | 7 88%~ | 24 60%~ | 82 67%~ | 63 63% | 45 68% | 35 65% | 72 65% |
| NO | 59 35% | 1173 37% | 6 50%~ | 7 29%~ | 8 33%~ | 17 41%~ | 15 31%~ | 5 38%~ | 34 40% | ~ | ~ | ~ | ~ | ~ | 1 12%~ | 16 40%~ | 41 33%~ | 37 37% | 21 32% | 19 35% | 39 35% |
| NOT ANSWERED | 6 | 45 | | | | 4 | 1 | | 2 | | | | | | 1 | | 5 | 3 | 2 | 1 | 4 |
| VALID CASES | 169 | 3175 | 12 | 24 | 24 | 41 | 49 | 13 | 86 | | | | | | 8 | 40 | 123 | 100 | 66 | 54 | 111 |
| NUMBER OF RESPONDENTS | 175 | 3220 | 12 | 24 | 24 | 45 | 50 | 13 | 88 | | | | | | 9 | 40 | 128 | 103 | 68 | 55 | 115 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILLND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | MALE | FE- MALE |
| Q22 NEVER | 4 4% | 115 6% | 1 17%~ | 1 ~ | 1 6%~ | 1 5%~ | 1 3%~ | 2 4% | ~ | ~ | ~ | ~ | ~ | ~ | 1 5%~ | 3 4%~ | 4 7%~ | 1 ~ | 3 4%~ | |
| SOMETIMES | 10 10% | 272 14% | ~ | 1 6%~ | 3 19%~ | 3 14%~ | 2 6%~ | 6 12% | ~ | ~ | ~ | ~ | 1 ~ | 9 11%~ | 3 5%~ | 6 14%~ | 2 6%~ | 7 10%~ | | |
| USUALLY | 32 31% | 568 30% | 3 50%~ | 6 38%~ | 3 19%~ | 8 38%~ | 7 21%~ | 20 39% | ~ | ~ | ~ | ~ | 1 ~ | 6 29%~ | 25 32%~ | 18 31%~ | 14 32%~ | 14 41%~ | 17 25%~ | |
| ALWAYS | 58 56% | 925 49% | 2 33%~ | 9 56%~ | 9 56%~ | 9 43%~ | 23 70%~ | 4 57%~ | 23 45%* | ~ | ~ | ~ | ~ | 5 71%~ | 14 67%~ | 42 53%~ | 33 57%~ | 24 55%~ | 17 50%~ | 40 60%~ |
| #ALWAYS + USUALLY (NET) | 90 87% | 1493 79%* | 5 83%~ | 15 94%~ | 12 75%~ | 17 81%~ | 30 91%~ | 7 100%~ | 43 84% | ~ | ~ | ~ | ~ | 6 86%~ | 20 95%~ | 67 85%~ | 51 88%~ | 38 86%~ | 31 91%~ | 57 85%~ |
| TOP BOX SCORE | 58 56% | 925 49% | 2 33%~ | 9 56%~ | 9 56%~ | 9 43%~ | 23 70%~ | 4 57%~ | 23 45%* | ~ | ~ | ~ | ~ | 5 71%~ | 14 67%~ | 42 53%~ | 33 57%~ | 24 55%~ | 17 50%~ | 40 60%~ |
| NOT ANSWERED | 6 | 69 | 1 | | 3 | 1 | 1 | 1 | | | | | | 3 | 3 | 5 | 1 | 1 | 5 | |
| VALID CASES | 104 | 1881 | 6 | 16 | 16 | 21 | 33 | 7 | 51 | | | | 7 | 21 | 79 | 58 | 44 | 34 | 67 | |
| NUMBER OF RESPONDENTS | 110 | 1950 | 6 | 17 | 16 | 24 | 34 | 8 | 52 | | | | 7 | 24 | 82 | 63 | 45 | 35 | 72 | |
| | 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?

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ PAC ILND ### | AMER IND/ ALSK ### | OTHR ### | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | POOR | MALE | FE- MALE | |
| Q23 WORST PERSONAL DOCTOR POSSIBLE | 3 1% | 21 0.5% | 1 5% | 1 3% | 1 3% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 3 2% | 2 1% | 1 1% | ~ | 3 2% | | |
| 01 | 3 1% | 38 0.9% | ~ | ~ | ~ | 2%~ | 3% | ~ | ~ | ~ | ~ | ~ | 11% | ~ | 3 2% | ~ | 2 3% | 1 1% | 2 1% | | |
| 02 | 1 0.4% | 42 1% | ~ | ~ | ~ | ~ | 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 0.6% | ~ | 1 1% | 1 1% | ~ | | |
| 03 | 2 0.9% | 61 2% | ~ | ~ | ~ | 2%~ | 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 2 1% | 1 0.7% | 1 1% | ~ | 2 1% | | |
| 04 | 3 1% | 88 2% | ~ | ~ | ~ | ~ | 3% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 2%~ | 1 0.6% | 1 0.7% | 1 1% | 1 0.7% | | |
| 05 | 10 4% | 212 5% | 2 10% | 4 11% | 1 3% | 2 4% | 1 2% | ~ | 5 5% | ~ | ~ | ~ | ~ | ~ | 1 2% | 9 5% | 8 6% | 2 3% | 5 6% | 5 4% | |
| 06 | 10 4% | 181 4% | 2 10% | 3 8% | 2 6% | 1 2% | ~ | 1 7% | 6 6% | ~ | ~ | ~ | ~ | ~ | 1 2% | 8 5% | 8 6% | 2 3% | 6 8% | 3 2% | |
| 07 | 14 6% | 352 9% | 1 5% | 7 19% | 2 6% | 3 6% | 1 2%* | ~ | 7 7% | ~ | ~ | ~ | ~ | ~ | 3 6% | 11 7% | 11 8% | 3 4% | 6 8% | 8 6% | |
| 08 | 50 22% | 703 17%* | 2 10% | 9 24% | 12 34% | 12 26% | 9 15% | 6 43% | 27 25% | ~ | ~ | ~ | ~ | ~ | 1 11% | 11 23% | 37 22% | 30 21% | 20 27% | 14 18% | 36 26% |
| 09 | 37 17% | 736 18% | 1 5% | 6 16% | 5 14% | 9 19% | 13 21% | 2 14% | 18 17% | ~ | ~ | ~ | ~ | ~ | 3 33% | 9 19% | 27 16% | 23 16% | 13 17% | 18 23% | 18 13% |
| BEST PERSONAL DOCTOR POSSIBLE | 90 40% | 1648 40% | 12 57% | 7 19% | 12 34% | 18 38% | 31 51% | 5 36% | 41 38% | ~ | ~ | ~ | ~ | ~ | 4 44% | 22 46% | 63 38% | 58 41% | 29 39% | 25 32% | 62 44% |
| #8-10 (NET) | 177 79% | 3087 76% | 15 71% | 22 59% | 29 83% | 39 83% | 53 87% | 13 93% | 86 80% | ~ | ~ | ~ | ~ | ~ | 8 89% | 42 87% | 127 77% | 111 78% | 62 83% | 57 74% | 116 83% |

Continued

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 | | |
|-------------------------|-------------|--------------|------------|------------|------------|------------|-------------|--------------------|-------------|----------------------|------------------|--------|----------|-----------|----------------|------------------------------|--------------------|------------|------------|-------------|-----------|
| | | 18 TO | 25 TO | 35 TO | 45 TO | 55 TO | 65 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND PAC # | AMER IND/ ALSK # | OTHR # | MUL-TI # | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE-MALE | MALE | | |
| 9-10 (NET) | 127 57% | 2384 58% | 13 62%~ | 13 35%~ | 17 49%~ | 27 57%~ | 44 72%* | 7 50%~ | 59 55% | ~ | ~ | ~ | ~ | ~ | 7 78%~ | 31 65%~ | 90 55% | 81 57% | 42 56% | 43 56% | 80 57% |
| NOT ANSWERED | 8 | 266 | | | | 3 | 2 | 1 | 2 | | | | | | | 2 | 4 | 1 | 5 | 1 | 5 |
| VALID CASES | 223 | 4084 | 21 | 37 | 35 | 47 | 61 | 14 | 107 | | | | | 9 | 48 | 165 | 142 | 75 | 77 | 140 | |
| NUMBER OF RESPONDENTS | 231 100% | 4350 100% | 21 100% | 37 100% | 35 100% | 50 100% | 63 100% | 15 100% | 109 100% | | | | | 9 100% | 50 100% | 169 100% | 143 100% | 80 100% | 78 100% | 145 100% | |
| MEAN | 8.36 | 8.33 | 8.29 | 7.65 | 8.34 | 8.47 | 8.62 | 8.71 | 8.47 | | | | | 8.44 | 8.85 | 8.21 | 8.44 | 8.28 | 8.23 | 8.44 | |
| p stat_(*=Sig @ p<=.05) | | .808 | ~ | ~ | ~ | ~.278 | ~.461 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.029* | .456 | .705 | .521 | .479 | | |

[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?

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ PAC ILLND ### | AMER IND/ ALSK NATV ### | OTHR ### | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | FE- MALE MALE | | | |
| Q24 YES | 113 41% | 2150 40% | 9 28%~ | 13 29%~ | 14 33%~ | 22 36% | 43 65%* | 8 47%~ | 59 48%* | ~ | ~ | ~ | ~ | ~ | 4 36%~ | 19 31% | 91 46%* | 58 33%* | 53 60%* | 36 35% | 75 46% |
| NO | 160 59% | 3272 60% | 23 72%~ | 32 71%~ | 29 67%~ | 39 64% | 23 35%* | 9 53%~ | 63 52%* | ~ | ~ | ~ | ~ | ~ | 7 64%~ | 42 69% | 107 54%* | 118 67%* | 36 40%* | 67 65% | 88 54% |
| NOT ANSWERED | 17 | 249 | | 1 | | 2 | 1 | | 1 | | | | | | | 2 | 1 | 4 | | 3 | 1 |
| VALID CASES | 273 | 5422 | 32 | 45 | 43 | 61 | 66 | 17 | 122 | | | | | | 11 | 61 | 198 | 176 | 89 | 103 | 163 |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD | & FAIR & POOR | MALE | FE- MALE |
| | | | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % |
| Q25 NEVER | 7 6% | 123 6% | 1 11% | 1 8% | 2 ~ | 1 10% | 2 2% | 2 4% | ~ | ~ | ~ | ~ | ~ | ~ | 1 6% | 5 6% | 2 4% | 5 10% | 1 3% | 5 7% |
| SOMETIMES | 12 11% | 379 19%* | 2 22% | 3 23% | 2 14% | 2 10% | 2 5% | 2 4%* | ~ | ~ | ~ | ~ | ~ | ~ | 3 18% | 8 9% | 8 14% | 3 6% | 5 15% | 6 8% |
| USUALLY | 36 33% | 576 29% | 4 ~ | 8 31% | 7 57% | 13 33% | 3 32% | 21 37% | ~ | ~ | ~ | ~ | 1 ~ | 5 25% | 30 29% | 16 34% | 20 29% | 38 38% | 10 29% | 26 36% |
| ALWAYS | 54 50% | 938 46% | 6 67% | 5 38% | 4 29% | 10 48% | 25 61% | 4 57% | 32 56% | ~ | ~ | ~ | ~ | 3 ~ | 8 47% | 46 52% | 30 54% | 24 46% | 18 53% | 36 49% |
| #ALWAYS + USUALLY (NET) | 90 83% | 1514 75%* | 6 67% | 9 69% | 12 86% | 17 81% | 38 93% | 7 100% | 53 93%* | ~ | ~ | ~ | ~ | 4 ~ | 13 76% | 76 85% | 46 82% | 44 85% | 28 82% | 62 85% |
| TOP BOX SCORE | 54 50% | 938 46% | 6 67% | 5 38% | 4 29% | 10 48% | 25 61% | 4 57% | 32 56% | ~ | ~ | ~ | ~ | 3 ~ | 8 47% | 46 52% | 30 54% | 24 46% | 18 53% | 36 49% |
| NOT ANSWERED | 4 | 70 | | | 1 | 2 | 1 | 2 | | | | | | | 2 | 2 | 2 | 1 | 2 | 2 |
| VALID CASES | 109 | 2016 | 9 | 13 | 14 | 21 | 41 | 7 | 57 | | | | | 4 | 17 | 89 | 56 | 52 | 34 | 73 |
| NUMBER OF RESPONDENTS | 113 | 2086 | 9 | 13 | 14 | 22 | 43 | 8 | 59 | | | | | 4 | 19 | 91 | 58 | 53 | 36 | 75 |
| | 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 | | |
|-----------------------|---------------|--------------|----------|----------|----------|-----------|-----------|-------------|--------------------|-----------|--------------------|--------------------|----------|----------|-----------|------------|------------------------------|--------------------|-----------|-----------|---------|
| | WVCH 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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ### | OTHR ### | MUL-TI | HIS-IC | NOT HIS-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | MALE | FE-MALE | |
| Q26 NONE | 8 7% | 110 5% | 1 11% | 3 23% | ~ | ~ | 2 5% | ~ | 3 5% | ~ | ~ | ~ | ~ | ~ | ~ | 1 6% | 5 6% | 4 7% | 3 6% | 2 6% | 4 5% |
| 1 SPECIALIST | 50 46% | 1016 50% | 6 67% | 9 69% | 8 57% | 10 48% | 14 34% | 2 29% | 30 53% | ~ | ~ | ~ | ~ | 1 25% | 7 41% | 42 47% | 32 57%* | 18 35%* | 17 50% | 33 45% | |
| 2 | 27 25% | 508 25% | 1 11% | ~ | 3 21% | 7 33% | 15 37% | 1 14% | 12 21% | ~ | ~ | ~ | ~ | 2 50% | 3 18% | 24 27% | 11 20% | 16 31% | 7 21% | 20 27% | |
| 3 | 16 15% | 258 13% | 1 11% | 1 8% | 2 14% | 3 14% | 5 12% | 3 43% | 9 16% | ~ | ~ | ~ | ~ | ~ | 5 29% | 11 12% | 7 13% | 9 17% | 6 18% | 10 14% | |
| 4 | 3 3% | 69 3% | ~ | ~ | ~ | 1 5% | 2 5% | ~ | 1 2% | ~ | ~ | ~ | ~ | ~ | ~ | 3 3% | 1 2% | 2 4% | 1 3% | 2 3% | |
| 5 OR MORE SPECIALISTS | 5 5% | 55 3% | ~ | ~ | 1 7% | ~ | 3 7% | 1 14% | 2 4% | ~ | ~ | ~ | ~ | 1 25% | 1 6% | 4 4% | 1 2% | 4 8% | 1 3% | 4 5% | |
| NOT ANSWERED | 4 | 71 | | | | 1 | 2 | 1 | 2 | | | | | | | 2 | 2 | 2 | 1 | 2 | 2 |
| VALID CASES | 109 | 2015 | 9 | 13 | 14 | 21 | 41 | 7 | 57 | | | | | 4 | 17 | 89 | 56 | 52 | 34 | 73 | |
| NUMBER OF RESPONDENTS | 113 | 2086 | 9 | 13 | 14 | 22 | 43 | 8 | 59 | | | | | 4 | 19 | 91 | 58 | 53 | 36 | 75 | |
| | 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?

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ PAC ILND NATV ### | AMER IND/ ALSK ### | OTHR ### | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | MALE | FE- MALE | | |
| Q27 WORST SPECIALIST POSSIBLE | 1 1% | 19 1% | ~ | ~ | ~ | ~ | 1 3% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 1% | ~ | 1 2% | 1 3% | ~ | | |
| 01 | | 7 0.4% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | | |
| 02 | | 19 1% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | | |
| 03 | 1 1% | 32 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 6% | ~ | ~ | 1 2% | 1 1% | ~ | | |
| 04 | 2 2% | 32 2% | 1 13% | ~ | 1 7% | ~ | ~ | 1 2% | ~ | ~ | ~ | ~ | ~ | ~ | 2 2% | 2 4% | ~ | 1 3% | 1 1% | | |
| 05 | 2 2% | 67 4% | ~ | ~ | ~ | 2 10% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 2 2% | 1 2% | 1 2% | 1 3% | 1 1% | | |
| 06 | 3 3% | 73 4% | ~ | ~ | ~ | ~ | 3 8% | ~ | 3 6% | ~ | ~ | ~ | ~ | ~ | 3 4% | 3 6% | ~ | 2 6% | 1 1% | | |
| 07 | 3 3% | 158 8%* | ~ | ~ | 2 14% | ~ | 1 3% | ~ | 2 4% | ~ | ~ | ~ | ~ | ~ | 1 6% | 2 2% | 1 2% | 2 4% | 1 3% | 2 3% | |
| 08 | 15 15% | 318 17% | 1 13% | 2 20% | 2 14% | 4 19% | 4 10% | 2 29% | 9 17% | ~ | ~ | ~ | ~ | 1 25% | 15 18% | 7 13% | 8 16% | 6 19% | 9 13% | | |
| 09 | 22 22% | 355 19% | 1 13% | 2 20% | 4 29% | 4 19% | 6 15% | 4 57% | 13 24% | ~ | ~ | ~ | ~ | ~ | 4 25% | 17 20% | 12 23% | 10 20% | 6 19% | 16 23% | |
| BEST SPECIALIST POSSIBLE | 52 51% | 797 42% | 5 63% | 6 60% | 5 36% | 11 52% | 24 62% | 1 14% | 26 48% | ~ | ~ | ~ | ~ | ~ | 3 75% | 10 63% | 42 50% | 26 50% | 26 53% | 14 44% | 38 55% |
| #8-10 (NET) | 89 88% | 1470 78%* | 7 88% | 10 100% | 11 79% | 19 90% | 34 87% | 7 100% | 48 89% | ~ | ~ | ~ | ~ | ~ | 4 100% | 14 88% | 74 88% | 45 87% | 44 90% | 26 81% | 63 91% |

Continued

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 | |
|-------------------------|-------------|---------------|---------------|------------|------------|------------|------------|-----------|-------------|-------------------|---------|------------------|------------------|--------|-----------|------------|----------------|------------------------------|--------------------|------------|------------|
| | | OHP 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 # | ASIAN # | NATV HAW/ ILND # | AMER IND/ ALSK # | OTHR # | MULTI TI | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE-MALE | MALE |
| 9-10 (NET) | 74 73% | 1152 61%* | 6 75%~ | 8 80%~ | 9 64%~ | 15 71%~ | 30 77%~ | 5 71%~ | 39 72%~ | ~ | ~ | ~ | ~ | ~ | 3 75%~ | 14 88%~ | 59 70%~ | 38 73%~ | 36 73%~ | 20 62%~ | 54 78%~ |
| NOT ANSWERED | | 16 | | | | | | | | | | | | | | | | | | | |
| VALID CASES | 101 | 1878 | 8 | 10 | 14 | 21 | 39 | 7 | 54 | | | | | | 4 | 16 | 84 | 52 | 49 | 32 | 69 |
| NUMBER OF RESPONDENTS | 101 100% | 1894 100% | 8 100% | 10 100% | 14 100% | 21 100% | 39 100% | 7 100% | 54 100% | | | | | | 4 100% | 16 100% | 84 100% | 52 100% | 49 100% | 32 100% | 69 100% |
| MEAN | 8.89 | 8.45 | 8.88 | 9.40 | 8.57 | 8.95 | 9.00 | 8.86 | 8.98 | | | | | | 9.50 | 9.13 | 8.85 | 8.88 | 8.90 | 8.44 | 9.10 |
| p stat_(*=Sig @ p<=.05) | | .008* | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |

[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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | |
| Q28 YES | 48 18% | 1069 20% | 5 16%~ | 10 22%~ | 9 21%~ | 13 21% | 6 9%* | 3 18%~ | 24 20% | ~ | ~ | ~ | ~ | ~ | 2 18%~ | 8 13% | 36 18% | 33 19% | 14 16% | 19 18% | 28 17% |
| NO | 226 82% | 4323 80% | 27 84%~ | 35 78%~ | 34 79%~ | 49 79% | 60 91%* | 14 82%~ | 98 80% | ~ | ~ | ~ | ~ | ~ | 9 82%~ | 54 87% | 162 82% | 144 81% | 75 84% | 85 82% | 135 83% |
| NOT ANSWERED | 16 | 279 | | 1 | | 1 | 1 | | 1 | | | | | | | 1 | 1 | 3 | | 2 | 1 |
| VALID CASES | 274 | 5392 | 32 | 45 | 43 | 62 | 66 | 17 | 122 | | | | | | 11 | 62 | 198 | 177 | 89 | 104 | 163 |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | FE- MALE | | |
| Q29 NEVER | 3 6% | 102 11% | | | 1 ~ | 2 ~ | | 3 12% | | | | | | | 3 8% | 2 6% | 1 7% | 1 5% | 2 7% | | | |
| SOMETIMES | 18 38% | 354 37% | 3 60% | 3 33% | 2 22% | 4 31% | 3 50% | 1 33% | 7 29% | | | | | | 3 43% | 12 33% | 12 38% | 5 36% | 9 47% | 8 30% | | |
| USUALLY | 16 34% | 333 35% | 1 20% | 3 33% | 4 44% | 5 38% | 2 33% | 1 33% | 10 42% | | | | | | 3 43% | 13 36% | 12 38% | 4 29% | 7 37% | 9 33% | | |
| ALWAYS | 10 21% | 171 18% | 1 20% | 3 33% | 2 22% | 2 15% | 1 17% | 1 33% | 4 17% | | | | | 2 ~100% | 1 14% | 8 22% | 6 19% | 4 29% | 2 11% | 8 30% | | |
| #ALWAYS + USUALLY (NET) | 26 55% | 504 52% | 2 40% | 6 67% | 6 67% | 7 54% | 3 50% | 2 67% | 14 58% | | | | | 2 ~100% | 4 57% | 21 58% | 18 56% | 8 57% | 9 47% | 17 63% | | |
| TOP BOX SCORE | 10 21% | 171 18% | 1 20% | 3 33% | 2 22% | 2 15% | 1 17% | 1 33% | 4 17% | | | | | 2 ~100% | 1 14% | 8 22% | 6 19% | 4 29% | 2 11% | 8 30% | | |
| NOT ANSWERED | 1 | 35 | 1 | | | | | | | | | | | | 1 | 1 | | 1 | | | | |
| VALID CASES | 47 | 961 | 5 | 9 | 9 | 13 | 6 | 3 | 24 | | | | | | | 2 | 7 | 36 | 32 | 14 | 19 | 27 |
| NUMBER OF RESPONDENTS | 48 | 996 | 5 | 10 | 9 | 13 | 6 | 3 | 24 | | | | | | | 2 | 8 | 36 | 33 | 14 | 19 | 28 |
| | 100% | 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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q30 YES | 83 31% | 1502 28% | 8 25%~ | 10 22%~ | 12 29%~ | 22 35% | 25 39% | 5 29%~ | 39 33% | ~ | ~ | ~ | ~ | ~ | 1 9%~ | 16 26% | 62 32% | 44 25%* | 39 44%* | 30 30% | 53 33% |
| NO | 186 69% | 3866 72% | 24 75%~ | 35 78%~ | 30 71%~ | 40 65% | 39 61% | 12 71%~ | 80 67% | ~ | ~ | ~ | ~ | ~ | 10 91%~ | 45 74% | 133 68% | 131 75%* | 49 56%* | 71 70% | 109 67% |
| NOT ANSWERED | 21 | 303 | | 1 | 1 | 1 | 3 | | 4 | | | | | | | 2 | 4 | 5 | 1 | 5 | 2 |
| VALID CASES | 269 | 5368 | 32 | 45 | 42 | 62 | 64 | 17 | 119 | | | | | | 11 | 61 | 195 | 175 | 88 | 101 | 162 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

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 | | | |
|-------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|--------|-----------|------|---------------|------|--------|------|-----|------|
| | WVCH | OHP | 18 | 25 | 35 | 45 | 55 | 65 | BLCK | NATV | AMER | | | | | NOT | EX & | | | | | |
| | TOT | TOT | TO | TO | TO | TO | TO | AND | OR | AS- | HAW/ | IND/ | ALSK | MUL- | HIS- | HIS- | VERY | GOOD | FAIR | | | |
| ADLT | ADLT | 24 | 34 | 44 | 54 | 64 | OVER | WHTE | # | ## | ## | ## | ## | ## | TI | IC | IC | GOOD | POOR | MALE | FE- | |
| | | | | | | | | | | | | | | | | | | | | | | MALE |
| Q31 NEVER | 1 | 56 | | | | 1 | | | | | | | | | | 1 | | 1 | | | | 1 |
| | 1% | 4%* | ~ | ~ | ~ | 5%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 2%~ | ~ | 3%~ | ~ | ~ | ~ | 2%~ |
| SOMETIMES | 15 | 267 | 4 | 2 | 3 | 2 | 3 | 1 | 6 | | | | | | 4 | 8 | 9 | 6 | 7 | 8 | | |
| | 19% | 20% | 57%~ | 20%~ | 27%~ | 10%~ | 13%~ | 20%~ | 16%~ | ~ | ~ | ~ | ~ | ~ | 27%~ | 13%~ | 23%~ | 15%~ | 25%~ | 16%~ | | |
| USUALLY | 27 | 405 | 2 | 5 | 4 | 7 | 7 | 1 | 14 | | | | | | 5 | 22 | 14 | 13 | 8 | 19 | | |
| | 34% | 30% | 29%~ | 50%~ | 36%~ | 33%~ | 29%~ | 20%~ | 38%~ | ~ | ~ | ~ | ~ | ~ | 33%~ | 37%~ | 35%~ | 33%~ | 29%~ | 37%~ | | |
| ALWAYS | 36 | 624 | 1 | 3 | 4 | 11 | 14 | 3 | 17 | | | | | 1 | 6 | 29 | 17 | 19 | 13 | 23 | | |
| | 46% | 46% | 14%~ | 30%~ | 36%~ | 52%~ | 58%~ | 60%~ | 46%~ | ~ | ~ | ~ | ~ | ~100%~ | 40%~ | 48%~ | 42%~ | 49%~ | 46%~ | 45%~ | | |
| #ALWAYS + USUALLY (NET) | 63 | 1029 | 3 | 8 | 8 | 18 | 21 | 4 | 31 | | | | | 1 | 11 | 51 | 31 | 32 | 21 | 42 | | |
| | 80% | 76% | 43%~ | 80%~ | 73%~ | 86%~ | 88%~ | 80%~ | 84%~ | ~ | ~ | ~ | ~ | ~100%~ | 73%~ | 85%~ | 78%~ | 82%~ | 75%~ | 82%~ | | |
| TOP BOX SCORE | 36 | 624 | 1 | 3 | 4 | 11 | 14 | 3 | 17 | | | | | 1 | 6 | 29 | 17 | 19 | 13 | 23 | | |
| | 46% | 46% | 14%~ | 30%~ | 36%~ | 52%~ | 58%~ | 60%~ | 46%~ | ~ | ~ | ~ | ~ | ~100%~ | 40%~ | 48%~ | 42%~ | 49%~ | 46%~ | 45%~ | | |
| NOT ANSWERED | 4 | 48 | 1 | | 1 | 1 | 1 | | 2 | | | | | | 1 | 2 | 4 | | 2 | 2 | | |
| VALID CASES | 79 | 1351 | 7 | 10 | 11 | 21 | 24 | 5 | 37 | | | | | 1 | 15 | 60 | 40 | 39 | 28 | 51 | | |
| NUMBER OF RESPONDENTS | 83 | 1399 | 8 | 10 | 12 | 22 | 25 | 5 | 39 | | | | | 1 | 16 | 62 | 44 | 39 | 30 | 53 | | |
| | 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 | | |
|-------------------------|------|------|------|------|------|------|------|------|------|------|------|------|-------|------|-----------|------|---------------|------|--------|------|------|
| | WVCH | OHP | 18 | 25 | 35 | 45 | 55 | 65 | BLCK | NATV | AMER | | | | | NOT | EX & | | | | |
| | TOT | TOT | TO | TO | TO | TO | TO | AND | OR | AS- | HAW/ | IND/ | ALSK | MUL- | HIS- | HIS- | VERY | GOOD | FAIR | | |
| ADLT | ADLT | 24 | 34 | 44 | 54 | 64 | OVER | WHTE | # | ## | ### | ### | ### | TI | IC | IC | GOOD | POOR | MALE | FE- | |
| | | | | | | | | | | | | | | | | | | | | | MALE |
| Q32 | | | | | | | | | | | | | | | | | | | | | |
| NEVER | 1 | 18 | | | | 1 | | | | | | | | | 1 | | 1 | | | | 1 |
| | 1% | 1% | ~ | ~ | ~ | 5% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 2% | ~ | 3% | ~ | ~ | 2% | ~ |
| SOMETIMES | 10 | 102 | 5 | 1 | 2 | 1 | 1 | 5 | | | | | | | 4 | 5 | 9 | 1 | 5 | 5 | |
| | 12% | 8% | 63% | 10% | 17% | 5% | 4% | 13% | ~ | ~ | ~ | ~ | ~ | ~ | 25% | 8% | 21% | 3% | 17% | 9% | |
| USUALLY | 16 | 291 | 1 | 2 | 4 | 3 | 5 | 10 | | | | | | | 3 | 13 | 10 | 6 | 6 | 10 | |
| | 20% | 21% | 13% | 20% | 33% | 14% | 20% | 26% | ~ | ~ | ~ | ~ | ~ | ~ | 19% | 21% | 23% | 15% | 21% | 19% | |
| ALWAYS | 55 | 946 | 2 | 7 | 6 | 16 | 19 | 23 | | | | | | 1 | 9 | 42 | 24 | 31 | 18 | 37 | |
| | 67% | 70% | 25% | 70% | 50% | 76% | 76% | 61% | ~ | ~ | ~ | ~ | ~100% | ~ | 56% | 69% | 56% | 79% | 62% | 70% | |
| #ALWAYS + USUALLY (NET) | 71 | 1237 | 3 | 9 | 10 | 19 | 24 | 33 | | | | | | 1 | 12 | 55 | 34 | 37 | 24 | 47 | |
| | 87% | 91% | 38% | 90% | 83% | 90% | 96% | 87% | ~ | ~ | ~ | ~ | ~100% | ~ | 75% | 90% | 79% | 95% | 83% | 89% | |
| TOP BOX SCORE | 55 | 946 | 2 | 7 | 6 | 16 | 19 | 23 | | | | | | 1 | 9 | 42 | 24 | 31 | 18 | 37 | |
| | 67% | 70% | 25% | 70% | 50% | 76% | 76% | 61% | ~ | ~ | ~ | ~ | ~100% | ~ | 56% | 69% | 56% | 79% | 62% | 70% | |
| NOT ANSWERED | 1 | 41 | | | | 1 | | 1 | | | | | | | 1 | 1 | | | 1 | | |
| VALID CASES | 82 | 1358 | 8 | 10 | 12 | 21 | 25 | 38 | | | | | | 1 | 16 | 61 | 43 | 39 | 29 | 53 | |
| NUMBER OF RESPONDENTS | 83 | 1399 | 8 | 10 | 12 | 22 | 25 | 39 | | | | | | 1 | 16 | 62 | 44 | 39 | 30 | 53 | |
| | 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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | MALE | FE- MALE | | |
| Q33 YES | 104 39% | 1713 32%* | 16 50%~ | 12 27%~ | 15 36%~ | 26 43% | 26 39% | 6 35%~ | 39 32%* | ~ | ~ | ~ | ~ | ~ | 70%~ | 7 | 25 41% | 73 37% | 64 37% | 38 43% | 33 32% | 70 43%* |
| NO | 165 61% | 3590 68%* | 16 50%~ | 33 73%~ | 27 64%~ | 34 57% | 40 61% | 11 65%~ | 83 68%* | ~ | ~ | ~ | ~ | ~ | 30%~ | 3 | 36 59% | 123 63% | 111 63% | 50 57% | 70 68% | 91 57%* |
| NOT ANSWERED | 21 | 368 | | 1 | 1 | 3 | 1 | | 1 | | | | | | 1 | | 2 | 3 | 5 | 1 | 3 | 3 |
| VALID CASES | 269 | 5303 | 32 | 45 | 42 | 60 | 66 | 17 | 122 | | | | | | 10 | | 61 | 196 | 175 | 88 | 103 | 161 |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | | 11 | | 63 | 199 | 180 | 89 | 106 | 164 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | | 100% | 100% | 100% | 100% | 100% | 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 | | |
|-------------------------|----------------|---------------|----------|----------|----------|----------|----------|-------------|--------------------|-----------|--------------------|-------------------------|-------------|------|-----------|------------|------------------|-------------|--------|---------|------|
| | WVCH 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 # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK NATV ### | MUL-OTHR ## | TI | HIS-IC | NOT HIS-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | |
| PQ34 NEVER | 4 | 82 | 1 | 1 | 1 | | | | | | | | | 2 | 1 | 2 | 2 | 1 | 3 | | |
| | 2% | 2% | 3%~ | ~ | 2%~ | ~ | 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 3% | 0.5% | 1% | 2% | 1% | 2% | |
| SOMETIMES | 24 | 286 | 1 | 2 | 2 | 8 | 8 | 2 | 10 | | | | | 7 | 14 | 10 | 13 | 10 | 13 | | |
| | 9% | 5%* | 3%~ | 5%~ | 5%~ | 13% | 13% | 12%~ | 8% | ~ | ~ | ~ | ~ | ~ | 12% | 7% | 6%* | 15%* | 10% | 8% | |
| USUALLY | 33 | 671 | 6 | 4 | 7 | 6 | 6 | 3 | 18 | | | | | 2 | 6 | 27 | 21 | 11 | 8 | 25 | |
| | 12% | 13% | 19%~ | 9%~ | 17%~ | 10% | 9% | 18%~ | 15% | ~ | ~ | ~ | ~ | ~ | 20%~ | 10% | 14% | 12% | 13% | 8% | 16%* |
| ALWAYS | 205 | 4198 | 24 | 38 | 32 | 46 | 49 | 12 | 94 | | | | | 8 | 45 | 153 | 139 | 62 | 83 | 118 | |
| | 77% | 80% | 75%~ | 86%~ | 76%~ | 77% | 77% | 71%~ | 77% | ~ | ~ | ~ | ~ | ~ | 80%~ | 75% | 78% | 81% | 70% | 81% | 74% |
| #ALWAYS + USUALLY (NET) | 238 | 4868 | 30 | 42 | 39 | 52 | 55 | 15 | 112 | | | | | 10 | 51 | 180 | 160 | 73 | 91 | 143 | |
| | 89% | 93%* | 94%~ | 95%~ | 93%~ | 87% | 86% | 88%~ | 92% | ~ | ~ | ~ | ~ | ~ | 100%~ | 85% | 92%* | 93%* | 83%* | 89% | 90% |
| TOP BOX SCORE | 205 | 4198 | 24 | 38 | 32 | 46 | 49 | 12 | 94 | | | | | 8 | 45 | 153 | 139 | 62 | 83 | 118 | |
| | 77% | 80% | 75%~ | 86%~ | 76%~ | 77% | 77% | 71%~ | 77% | ~ | ~ | ~ | ~ | ~ | 80%~ | 75% | 78% | 81% | 70% | 81% | 74% |
| NOT ANSWERED | 3 | 86 | | 1 | | | 2 | | | | | | | 1 | 1 | 3 | | | 1 | 2 | |
| VALID CASES | 266 | 5236 | 32 | 44 | 42 | 60 | 64 | 17 | 122 | | | | | 10 | 60 | 195 | 172 | 88 | 102 | 159 | |
| NUMBER OF RESPONDENTS | 269 | 5322 | 32 | 45 | 42 | 60 | 66 | 17 | 122 | | | | | 10 | 61 | 196 | 175 | 88 | 103 | 161 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 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?

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ PAC ILND ### | AMER IND/ ALSK ### | OTHR ### | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | FE- MALE MALE | | | |
| Q35 WORST HEALTH PLAN POSSIBLE | 1 0.4% | 41 0.8% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 1% | ~ | ~ | | |
| 01 | 1 0.4% | 47 0.9% | ~ | ~ | ~ | 2% | ~ | 0.9% | ~ | ~ | ~ | ~ | ~ | ~ | 1 0.5% | 1 1% | ~ | 1% | ~0.6% | | |
| 02 | 2 0.8% | 52 1% | ~ | 1 2% | ~ | 1 2% | ~ | 0.9% | ~ | ~ | ~ | ~ | ~ | ~ | 2 1% | 1 0.6% | 1 1% | ~ | 2 1% | | |
| 03 | 3 1% | 102 2% | 1 3% | ~ | 1 2% | 1 2% | ~ | 2% | ~ | ~ | ~ | ~ | ~ | ~ | 2 1% | 1 0.6% | 2 2% | 2 2% | 1 0.6% | | |
| 04 | 6 2% | 122 2% | 3 10% | 3 7% | ~ | ~ | ~ | 2% | ~ | ~ | ~ | ~ | ~ | ~ | 1 2% | 5 3% | 5 3% | 1 1% | 3 3% | 3 2% | |
| 05 | 28 11% | 466 9% | 2 6% | 8 18% | 5 12% | 4 7% | 6 9% | 2 12% | 13 11% | ~ | ~ | ~ | ~ | ~ | 2 20% | 5 8% | 21 11% | 22 13% | 4 5%* | 13 13% | 14 9% |
| 06 | 11 4% | 327 6%* | ~ | ~ | 2 5% | 4 7% | 5 8% | ~ | 7 6% | ~ | ~ | ~ | ~ | ~ | ~ | 1 2% | 10 5% | 6 3% | 5 6% | 6 6% | 5 3% |
| 07 | 39 15% | 646 13% | 4 13% | 4 9% | 8 20% | 10 17% | 9 14% | 2 12% | 16 14% | ~ | ~ | ~ | ~ | ~ | ~ | 11 18% | 27 14% | 26 15% | 12 14% | 13 13% | 25 16% |
| 08 | 61 23% | 1048 21% | 7 23% | 13 30% | 8 20% | 15 25% | 12 18% | 5 29% | 29 25% | ~ | ~ | ~ | ~ | ~ | 2 20% | 13 22% | 46 24% | 43 25% | 17 20% | 24 24% | 36 23% |
| 09 | 39 15% | 797 16% | 5 16% | 6 14% | 8 20% | 9 15% | 8 12% | 3 18% | 16 14% | ~ | ~ | ~ | ~ | ~ | 4 40% | 8 13% | 30 16% | 21 12% | 18 21% | 13 13% | 26 17% |
| BEST HEALTH PLAN POSSIBLE | 73 28% | 1383 27% | 9 29% | 9 20% | 9 22% | 14 24% | 25 38%* | 5 29% | 30 26% | ~ | ~ | ~ | ~ | ~ | 2 20% | 21 35% | 49 25% | 48 28% | 24 28% | 28 27% | 44 28% |
| #8-10 (NET) | 173 66% | 3229 64% | 21 68% | 28 64% | 25 61% | 38 64% | 45 69% | 13 76% | 75 64% | ~ | ~ | ~ | ~ | ~ | 8 80% | 42 70% | 125 65% | 112 65% | 59 69% | 65 64% | 106 68% |

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 | | | |
|-------------------------|-------------|--------------|------------|------------|------------|------------|-------------|------------|--------------------|-----------|-------------------|------------------|---------|------------|------------|----------------|------------------------------|--------------------|-------------|-------------|-----------|-----------|
| | | 18 TO | 25 TO | 35 TO | 45 TO | 55 TO | 65 AND OVER | WHTE | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILLND ## | AMER IND/ALSK ## | OTHR ## | MUL-TI | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE-MALE | MALE | | |
| 9-10 (NET) | 112 42% | 2180 43% | 14 45% | 15 34% | 17 41% | 23 39% | 33 51% | 8 47% | 46 39% | ~ | ~ | ~ | ~ | ~ | 60% | 6 48% | 29 41% | 79 41% | 69 40% | 42 49% | 41 40% | 70 45% |
| NOT ANSWERED | 26 | 640 | 1 | 2 | 2 | 4 | 2 | 6 | | | | | | 1 | 3 | 6 | 7 | 3 | 4 | 7 | | |
| VALID CASES | 264 | 5031 | 31 | 44 | 41 | 59 | 65 | 17 | 117 | | | | | 10 | 60 | 193 | 173 | 86 | 102 | 157 | | |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% | | |
| MEAN | 7.90 | 7.78 | 7.87 | 7.50 | 7.85 | 7.81 | 8.32 | 8.29 | 7.79 | | | | | 8.20 | 8.30 | 7.84 | 7.90 | 7.97 | 7.83 | 8.01 | | |
| p stat_(*=Sig @ p<=.05) | .296 | | ~ | ~ | ~.698 | .030* | ~.434 | ~ | ~ | ~ | ~ | ~ | ~ | ~.048* | .408 | .952 | .729 | .653 | .302 | | | |

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 | | |
|-----------------------|----------------|---------------|------------|------------|------------|------------|------------|-------------|--------------------|-----------|-----------------------|------------------------|---------|-------------|------------|----------------|------------------|-------------|-------------|-------------|-----------|
| | WVCH 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 # | AS-IAN ## | NATV HAW/ ILND PAC ## | AMER IND/ ALSK NATV ## | OTHR ## | MUL-TI | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | FE-MALE | MALE | |
| Q35A YES | 30 11% | 663 12% | 1 3% | 1 2% | 5 12% | 5 8% | 12 18% | 4 24% | 14 11% | ~ | ~ | ~ | ~ | ~ | ~ | 5 8% | 23 12% | 11 6%* | 18 21%* | 9 9% | 20 12% |
| NO | 241 89% | 4665 88% | 31 97% | 45 98% | 38 88% | 56 92% | 53 82% | 13 76% | 108 89% | ~ | ~ | ~ | ~ | 10 ~100% | 56 92% | 175 88% | 167 94%* | 69 79%* | 96 91% | 141 88% | |
| NOT ANSWERED | 19 | 342 | | | | 2 | 2 | | 1 | | | | | 1 | 2 | 1 | 2 | 2 | 1 | 3 | |
| VALID CASES | 271 | 5329 | 32 | 46 | 43 | 61 | 65 | 17 | 122 | | | | | 10 | 61 | 198 | 178 | 87 | 105 | 161 | |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% | |

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

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| Q35B NEVER | 4 13% | 127 21% | ~ | ~ | 20% | ~ | 17% | ~ | 7% | ~ | ~ | ~ | ~ | ~ | ~ | 20% | 13% | 18% | 11% | 11% | 15% |
| SOMETIMES | 5 17% | 93 16% | ~ | 100% | 20% | 20% | 8% | ~ | 14% | ~ | ~ | ~ | ~ | ~ | ~ | 13% | 27% | 6% | 22% | 10% | |
| USUALLY | 10 33% | 141 24% | ~ | ~ | 40% | 40% | 17% | 100% | 36% | ~ | ~ | ~ | ~ | ~ | ~ | 40% | 35% | 27% | 39% | 33% | 35% |
| ALWAYS | 11 37% | 234 39% | 100% | ~ | 20% | 40% | 58% | ~ | 43% | ~ | ~ | ~ | ~ | ~ | ~ | 40% | 39% | 27% | 44% | 33% | 40% |
| #ALWAYS + USUALLY (NET) | 21 70% | 375 63% | 100% | ~ | 60% | 80% | 75% | 100% | 79% | ~ | ~ | ~ | ~ | ~ | ~ | 80% | 74% | 55% | 83% | 67% | 75% |
| TOP BOX SCORE | 11 37% | 234 39% | 100% | ~ | 20% | 40% | 58% | ~ | 43% | ~ | ~ | ~ | ~ | ~ | ~ | 40% | 39% | 27% | 44% | 33% | 40% |
| NOT ANSWERED | | 32 | | | | | | | | | | | | | | | | | | | |
| VALID CASES | 30 | 595 | 1 | 1 | 5 | 5 | 12 | 4 | 14 | | | | | | 5 | 23 | 11 | 18 | 9 | 20 | |
| NUMBER OF RESPONDENTS | 30 100% | 627 100% | 1 100% | 1 100% | 5 100% | 5 100% | 12 100% | 4 100% | 14 100% | | | | | | 5 100% | 23 100% | 11 100% | 18 100% | 9 100% | 20 100% | |

[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?

| | WVCH 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- AMER # | 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 & FAIR & POOR | FE- MALE | MALE | |
| Q35C YES | 43 16% | 814 15% | 2 6% | 4 9% | 10 23% | 8 13% | 13 20% | 3 19% | 19 16% | ~ | ~ | ~ | ~ | ~ | 2 18% | 8 13% | 31 16% | 16 9%* | 26 30%* | 15 15% | 26 16% |
| NO | 226 84% | 4498 85% | 30 94% | 42 91% | 33 77% | 53 87% | 51 80% | 13 81% | 100 84% | ~ | ~ | ~ | ~ | ~ | 9 82% | 53 87% | 165 84% | 160 91%* | 62 70%* | 87 85% | 136 84% |
| NOT ANSWERED | 21 | 359 | | | | 2 | 3 | 1 | 4 | | | | | | | 2 | 3 | 4 | 1 | 4 | 2 |
| VALID CASES | 269 | 5312 | 32 | 46 | 43 | 61 | 64 | 16 | 119 | | | | | | 11 | 61 | 196 | 176 | 88 | 102 | 162 |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD | FAIR & POOR | MALE | FE- MALE | |
| | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| Q35D NEVER | 12 29% | 169 23% | 1 50% | 2 50% | 1 10% | 4 50% | 1 8% | 3 16% | ~ | ~ | ~ | ~ | ~ | ~ | 3 38% | 6 20% | 3 19% | 8 32% | 3 20% | 7 28% | |
| SOMETIMES | 10 24% | 128 17% | ~ | 1 25% | 7 70% | ~ | 2 17% | 6 32% | ~ | ~ | ~ | ~ | ~ | ~ | 2 25% | 7 23% | 7 44% | 3 12% | 4 27% | 6 24% | |
| USUALLY | 5 12% | 197 26% | ~ | ~ | 1 10% | 1 13% | 2 17% | 1 33% | 4 21% | ~ | ~ | ~ | ~ | ~ | 1 13% | 4 13% | 2 13% | 3 12% | 2 13% | 3 12% | |
| ALWAYS | 15 36% | 251 34% | 1 50% | 1 25% | 1 10% | 3 38% | 7 58% | 2 67% | 6 32% | ~ | ~ | ~ | ~ | ~ | 1 100% | 2 25% | 13 43% | 4 25% | 11 44% | 6 40% | 9 36% |
| #ALWAYS + USUALLY (NET) | 20 48% | 448 60% | 1 50% | 1 25% | 2 20% | 4 50% | 9 75% | 3 100% | 10 53% | ~ | ~ | ~ | ~ | ~ | 1 38% | 3 57% | 17 38% | 6 38% | 14 56% | 8 53% | 12 48% |
| TOP BOX SCORE | 15 36% | 251 34% | 1 50% | 1 25% | 1 10% | 3 38% | 7 58% | 2 67% | 6 32% | ~ | ~ | ~ | ~ | ~ | 1 100% | 2 25% | 13 43% | 4 25% | 11 44% | 6 40% | 9 36% |
| NOT ANSWERED | 1 | 29 | | | | | 1 | | | | | | | 1 | | 1 | | 1 | | 1 | |
| VALID CASES | 42 | 745 | 2 | 4 | 10 | 8 | 12 | 3 | 19 | | | | | 1 | 8 | 30 | 16 | 25 | 15 | 25 | |
| NUMBER OF RESPONDENTS | 43 | 774 | 2 | 4 | 10 | 8 | 13 | 3 | 19 | | | | | 2 | 8 | 31 | 16 | 26 | 15 | 26 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

[ASKED IF Q35C = YES]

Q35E IN THE LAST 6 MONTHS, DID YOU VISIT A PROVIDER FOR A SPECIFIC HEALTH ISSUE?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q35E YES | 148 55% | 2942 55% | 9 28%~ | 23 50%~ | 22 51%~ | 37 60% | 45 70%* | 9 53%~ | 75 62%* | ~ | ~ | ~ | ~ | ~ | 8 73%~ | 22 36%* | 123 62%* | 83 47%* | 63 72%* | 55 53% | 91 56% |
| NO | 123 45% | 2408 45% | 23 72%~ | 23 50%~ | 21 49%~ | 25 40% | 19 30%* | 8 47%~ | 46 38%* | ~ | ~ | ~ | ~ | ~ | 3 27%~ | 39 64%* | 75 38%* | 95 53%* | 24 28%* | 49 47% | 71 44% |
| NOT ANSWERED | 19 | 321 | | | | 1 | 3 | | 2 | | | | | | | 2 | 1 | 2 | 2 | 2 | 2 |
| VALID CASES | 271 | 5350 | 32 | 46 | 43 | 62 | 64 | 17 | 121 | | | | | | 11 | 61 | 198 | 178 | 87 | 104 | 162 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

Q35F HOW MUCH EFFORT WAS MADE TO HELP YOU UNDERSTAND YOUR HEALTH ISSUE?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE |
| | | | 24 | 34 | 44 | 54 | 64 | OVER | WHTE # | ## | ## | ## | ## | TI | IC | IC | GOOD & POOR | GOOD & POOR | MALE | MALE |
| Q35F | | | | | | | | | | | | | | | | | | | | |
| NO EFFORT AT ALL | 6 4% | 101 4% | 2 25%~ | 2 9%~ | 1 ~ | 1 3%~ | 2 ~ | 3% | ~ | ~ | ~ | ~ | ~ | 3 14%~ | 3 2%~ | 3 4% | 3 5% | 2 4% | 4 4% | |
| A LITTLE EFFORT WAS MADE | 9 6% | 195 7% | ~ | 2 9%~ | 2 9%~ | 2 5%~ | 3 7%~ | 2 3% | ~ | ~ | ~ | ~ | 1 13%~ | 2 9%~ | 7 6%~ | 5 6% | 4 6% | 5 9% | 4 4% | |
| SOME EFFORT WAS MADE | 36 24% | 696 25% | ~ | 6 26%~ | 8 36%~ | 10 27%~ | 9 20%~ | 2 22%~ | 21 28% | ~ | ~ | ~ | ~ | 1 13%~ | 3 14%~ | 31 25%~ | 23 28% | 13 21% | 15 27% | 20 22% |
| A LOT OF EFFORT WAS MADE | 96 65% | 1801 64% | 6 75%~ | 13 57%~ | 12 55%~ | 24 65%~ | 32 71%~ | 7 78%~ | 50 67% | ~ | ~ | ~ | ~ | 6 75%~ | 14 64%~ | 81 66%~ | 51 62% | 43 68% | 33 60% | 62 69% |
| #A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET) | 132 90% | 2497 89% | 6 75%~ | 19 83%~ | 20 91%~ | 34 92%~ | 41 91%~ | 9 100%~ | 71 95%* | ~ | ~ | ~ | ~ | 7 88%~ | 17 77%~ | 112 92%~ | 74 90% | 56 89% | 48 87% | 82 91% |
| TOP BOX SCORE | 96 65% | 1801 64% | 6 75%~ | 13 57%~ | 12 55%~ | 24 65%~ | 32 71%~ | 7 78%~ | 50 67% | ~ | ~ | ~ | ~ | 6 75%~ | 14 64%~ | 81 66%~ | 51 62% | 43 68% | 33 60% | 62 69% |
| NOT ANSWERED | 1 | 82 | 1 | | | | | | | | | | | | 1 | 1 | | | | 1 |
| VALID CASES | 147 | 2794 | 8 | 23 | 22 | 37 | 45 | 9 | 75 | | | | | 8 | 22 | 122 | 82 | 63 | 55 | 90 |
| NUMBER OF RESPONDENTS | 148 | 2876 | 9 | 23 | 22 | 37 | 45 | 9 | 75 | | | | | 8 | 22 | 123 | 83 | 63 | 55 | 91 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q35E = YES]

Q35G HOW MUCH EFFORT WAS MADE TO LISTEN TO THE THINGS THAT MATTER MOST TO YOU ABOUT YOUR HEALTH ISSUE?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | | |
| Q35G | | | | | | | | | | | | | | | | | | | | | | |
| NO EFFORT AT ALL | 5 3% | 101 4% | 1 11%~ | 1 4%~ | 1 ~ | 2 3%~ | 4 4%~ | 1 ~ | 1 1% | ~ | ~ | ~ | ~ | ~ | 1 ~ | 13%~ | 5%~ | 4 3%~ | 1 1% | 4 6% | 1 2% | 4 4% |
| A LITTLE EFFORT WAS MADE | 15 10% | 226 8% | 1 11%~ | 4 17%~ | 3 14%~ | 4 11%~ | 2 4%~ | 5 ~ | 7 7% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 18%~ | 10 8%~ | 9 11% | 6 10% | 6 11% | 8 9% |
| SOME EFFORT WAS MADE | 37 25% | 717 26% | 2 22%~ | 5 22%~ | 8 36%~ | 11 30%~ | 9 20%~ | 2 22%~ | 24 32%* | ~ | ~ | ~ | ~ | ~ | 1 ~ | 13%~ | 9 9%~ | 35 28%~ | 24 29% | 13 21% | 15 27% | 22 24% |
| A LOT OF EFFORT WAS MADE | 91 61% | 1741 63% | 5 56%~ | 13 57%~ | 11 50%~ | 21 57%~ | 32 71%~ | 7 78%~ | 45 60% | ~ | ~ | ~ | ~ | ~ | 6 ~ | 75%~ | 15 68%~ | 74 60%~ | 49 59% | 40 63% | 33 60% | 57 63% |
| #A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET) | 128 86% | 2458 88% | 7 78%~ | 18 78%~ | 19 86%~ | 32 86%~ | 41 91%~ | 9 100%~ | 69 92%* | ~ | ~ | ~ | ~ | ~ | 7 ~ | 88%~ | 17 77%~ | 109 89%~ | 73 88% | 53 84% | 48 87% | 79 87% |
| TOP BOX SCORE | 91 61% | 1741 63% | 5 56%~ | 13 57%~ | 11 50%~ | 21 57%~ | 32 71%~ | 7 78%~ | 45 60% | ~ | ~ | ~ | ~ | ~ | 6 ~ | 75%~ | 15 68%~ | 74 60%~ | 49 59% | 40 63% | 33 60% | 57 63% |
| NOT ANSWERED | | 91 | | | | | | | | | | | | | | | | | | | | |
| VALID CASES | 148 | 2785 | 9 | 23 | 22 | 37 | 45 | 9 | 75 | | | | | | 8 | 22 | 123 | 83 | 63 | 55 | 91 | |
| NUMBER OF RESPONDENTS | 148 | 2876 | 9 | 23 | 22 | 37 | 45 | 9 | 75 | | | | | | 8 | 22 | 123 | 83 | 63 | 55 | 91 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q35E = YES]

Q35H HOW MUCH EFFORT WAS MADE TO INCLUDE WHAT MATTERS MOST TO YOU IN CHOOSING WHAT TO DO NEXT?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE |
| Q35H | | | | | | | | | | | | | | | | | | | | |
| NO EFFORT AT ALL | 12 8% | 190 7% | 3 33%~ | 1 4%~ | 2 9%~ | 2 5%~ | 3 7%~ | 3 4% | ~ | ~ | ~ | ~ | ~ | 1 13%~ | 3 14%~ | 8 7%~ | 5 6% | 7 11% | 2 4% | 9 10% |
| A LITTLE EFFORT WAS MADE | 14 10% | 238 9% | ~ | 3 13%~ | 4 18%~ | 4 11%~ | 3 7%~ | 7 9% | ~ | ~ | ~ | ~ | ~ | 1 13%~ | 1 5%~ | 13 11%~ | 7 9% | 7 11% | 7 13% | 7 8% |
| SOME EFFORT WAS MADE | 38 26% | 749 27% | 1 11%~ | 6 26%~ | 8 36%~ | 12 32%~ | 6 14%~ | 5 56%~ | 20 27% | ~ | ~ | ~ | ~ | 1 13%~ | 4 18%~ | 33 27%~ | 21 26% | 17 27% | 18 33% | 20 22% |
| A LOT OF EFFORT WAS MADE | 83 56% | 1596 58% | 5 56%~ | 13 57%~ | 8 36%~ | 19 51%~ | 32 73%~ | 4 44%~ | 45 60% | ~ | ~ | ~ | ~ | 5 63%~ | 14 64%~ | 68 56%~ | 49 60% | 32 51% | 28 51% | 54 60% |
| #A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET) | 121 82% | 2345 85% | 6 67%~ | 19 83%~ | 16 73%~ | 31 84%~ | 38 86%~ | 9 100%~ | 65 87% | ~ | ~ | ~ | ~ | 6 75%~ | 18 82%~ | 101 83%~ | 70 85% | 49 78% | 46 84% | 74 82% |
| TOP BOX SCORE | 83 56% | 1596 58% | 5 56%~ | 13 57%~ | 8 36%~ | 19 51%~ | 32 73%~ | 4 44%~ | 45 60% | ~ | ~ | ~ | ~ | 5 63%~ | 14 64%~ | 68 56%~ | 49 60% | 32 51% | 28 51% | 54 60% |
| NOT ANSWERED | 1 | 103 | | | | | 1 | | | | | | | | | 1 | 1 | | | 1 |
| VALID CASES | 147 | 2773 | 9 | 23 | 22 | 37 | 44 | 9 | 75 | | | | | 8 | 22 | 122 | 82 | 63 | 55 | 90 |
| NUMBER OF RESPONDENTS | 148 | 2876 | 9 | 23 | 22 | 37 | 45 | 9 | 75 | | | | | 8 | 22 | 123 | 83 | 63 | 55 | 91 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q35E = YES]

Q35I CHOICES FOR YOUR TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID THIS PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE?

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ PAC ILLND ### | AMER IND/ ALSK ### | OTHR ### | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | MALE | |
| Q35I YES | 99 37% | 1870 35% | 14 45%~ | 15 33%~ | 14 33%~ | 27 44% | 21 32% | 6 35%~ | 46 38% | ~ | ~ | ~ | ~ | ~ | 5 45%~ | 22 37% | 75 38% | 58 33% | 39 44% | 35 34% | 63 39% |
| NO | 171 63% | 3406 65% | 17 55%~ | 31 67%~ | 28 67%~ | 35 56% | 44 68% | 11 65%~ | 76 62% | ~ | ~ | ~ | ~ | ~ | 6 55%~ | 38 63% | 123 62% | 118 67% | 49 56% | 67 66% | 100 61% |
| NOT ANSWERED | 20 | 394 | 1 | | 1 | 1 | 2 | | 1 | | | | | | | 3 | 1 | 4 | 1 | 4 | 1 |
| VALID CASES | 270 | 5277 | 31 | 46 | 42 | 62 | 65 | 17 | 122 | | | | | | 11 | 60 | 198 | 176 | 88 | 102 | 163 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

Q35J IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR TREATMENT OR HEALTH CARE?

| | | AGE | | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|-----------|-------------|-----------|-----------|-----------|-----------|-------------|--------------------|-----------|-------------------|-------------------|---------|--------|----------|----------------|------------------|---------------|-----------|-----------|-----------|-----------|
| | | 18 TO | 25 TO | 35 TO | 45 TO | 55 TO | 65 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND ## | AMER IND/ ALSK ## | OTHR ## | MUL-TI | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | FE-MALE | MALE | | |
| Q35J #YES | 83 88% | 1588 89% | 10 77% | 14 93% | 12 92% | 23 92% | 16 80% | 6 100% | 40 89% | ~ | ~ | ~ | ~ | ~ | 4 80% | 18 90% | 63 87% | 48 89% | 34 89% | 29 88% | 53 88% |
| NO | 11 12% | 204 11% | 3 23% | 1 7% | 1 8% | 2 8% | 4 20% | 5 11% | ~ | ~ | ~ | ~ | ~ | 1 20% | 2 10% | 9 13% | 6 11% | 4 11% | 4 12% | 7 12% | |
| NOT ANSWERED | 5 | 60 | 1 | | 1 | 2 | 1 | 1 | | | | | | | 2 | 3 | 4 | 1 | 2 | 3 | |
| VALID CASES | 94 | 1792 | 13 | 15 | 13 | 25 | 20 | 6 | 45 | | | | 5 | 20 | 72 | 54 | 38 | 33 | 60 | | |
| NUMBER OF RESPONDENTS | 99 | 1852 | 14 | 15 | 14 | 27 | 21 | 6 | 46 | | | | 5 | 22 | 75 | 58 | 39 | 35 | 63 | | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

[ASKED IF Q35I = YES]

Q35K IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOU?

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ PAC ILLND ### | AMER IND/ ALSK ### | OTHR ### | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | FE- MALE MALE | | | |
| Q35K #YES | 76 81% | 1484 84% | 9 64%~ | 13 87%~ | 11 85%~ | 21 88%~ | 15 75%~ | 6 100%~ | 38 84%~ | ~ | ~ | ~ | ~ | ~ | 3 75%~ | 15 71%~ | 60 85%~ | 43 80%~ | 32 84%~ | 27 82%~ | 48 80%~ |
| NO | 18 19% | 292 16% | 5 36%~ | 2 13%~ | 2 15%~ | 3 13%~ | 5 25%~ | 7 16%~ | ~ | ~ | ~ | ~ | ~ | 1 25%~ | 6 29%~ | 11 15%~ | 11 20%~ | 6 16%~ | 6 18%~ | 12 20%~ | |
| NOT ANSWERED | 5 | 76 | | | 1 | 3 | 1 | 1 | | | | | | 1 | 1 | 4 | 4 | 1 | 2 | 3 | |
| VALID CASES | 94 | 1776 | 14 | 15 | 13 | 24 | 20 | 6 | 45 | | | | | 4 | 21 | 71 | 54 | 38 | 33 | 60 | |
| NUMBER OF RESPONDENTS | 99 100% | 1852 100% | 14 100% | 15 100% | 14 100% | 27 100% | 21 100% | 6 100% | 46 100% | | | | | 5 100% | 22 100% | 75 100% | 58 100% | 39 100% | 35 100% | 63 100% | |

[ASKED IF Q35I = YES]

Q35L IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS OR RAISE CONCERNS?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTH R | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| | | | 24 | 34 | 44 | 54 | 64 | OVER | # | ## | ### | ### | ### | TI | IC | IC | GOOD | POOR | MALE | MALE | |
| Q35L NEVER | 32 12% | 692 13% | 7 23%~ | 3 7%~ | 3 7%~ | 8 13% | 6 9% | 3 18%~ | 12 10% | ~ | ~ | ~ | ~ | ~ | 1 10%~ | 7 11% | 21 11% | 23 13% | 8 9% | 17 16% | 13 8%* |
| SOMETIMES | 39 15% | 623 12% | 3 10%~ | 11 24%~ | 6 14%~ | 5 8% | 9 13% | 3 18%~ | 12 10% | ~ | ~ | ~ | ~ | ~ | 1 10%~ | 13 21% | 23 12% | 22 13% | 16 18% | 12 11% | 26 16% |
| USUALLY | 63 24% | 1195 23% | 4 13%~ | 10 22%~ | 16 38%~ | 17 28% | 10 15%* | 6 35%~ | 34 28% | ~ | ~ | ~ | ~ | ~ | 2 20%~ | 15 24% | 46 24% | 39 22% | 24 27% | 26 25% | 37 23% |
| ALWAYS | 134 50% | 2698 52% | 16 53%~ | 21 47%~ | 17 40%~ | 31 51% | 42 63%* | 5 29%~ | 62 52% | ~ | ~ | ~ | ~ | ~ | 6 60%~ | 27 44% | 104 54% | 91 52% | 41 46% | 50 48% | 83 52% |
| #ALWAYS + USUALLY (NET) | 197 74% | 3894 75% | 20 67%~ | 31 69%~ | 33 79%~ | 48 79% | 52 78% | 11 65%~ | 96 80%* | ~ | ~ | ~ | ~ | ~ | 8 80%~ | 42 68% | 150 77%* | 130 74% | 65 73% | 76 72% | 120 75% |
| TOP BOX SCORE | 134 50% | 2698 52% | 16 53%~ | 21 47%~ | 17 40%~ | 31 51% | 42 63%* | 5 29%~ | 62 52% | ~ | ~ | ~ | ~ | ~ | 6 60%~ | 27 44% | 104 54% | 91 52% | 41 46% | 50 48% | 83 52% |
| NOT ANSWERED | 22 | 462 | 2 | 1 | 1 | 2 | | | 3 | | | | | | 1 | 1 | 5 | 5 | | 1 | 5 |
| VALID CASES | 268 | 5209 | 30 | 45 | 42 | 61 | 67 | 17 | 120 | | | | | | 10 | 62 | 194 | 175 | 89 | 105 | 159 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

Q35M IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | | |
| | | | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | % | |
| Q35M ALWAYS | 14 5% | 310 6% | 1 3% | 3 7% | 1 2% | 5 8% | 3 5% | 1 6% | 3 2% | ~ | ~ | ~ | ~ | ~ | ~ | 6 10% | 8 4% | 8 5% | 6 7% | 2 2%* | 12 7%* | |
| USUALLY | 10 4% | 270 5% | 2 7% | 3 7% | ~ | 2 3% | 3 5% | ~ | 5 4% | ~ | ~ | ~ | ~ | ~ | ~ | 1 2% | 9 5% | 7 4% | 3 3% | 6 6% | 4 2% | |
| SOMETIMES | 48 18% | 952 18% | 2 7% | 7 15% | 8 19% | 12 19% | 12 18% | 5 31% | 22 18% | ~ | ~ | ~ | ~ | ~ | 2 18% | 13 21% | 35 18% | 25 14%* | 23 26%* | 18 18% | 30 18% | |
| NEVER | 196 73% | 3697 71% | 25 83% | 33 72% | 33 79% | 44 70% | 48 73% | 10 63% | 92 75% | ~ | ~ | ~ | ~ | ~ | 9 82% | 41 67% | 145 74% | 135 77%* | 57 64%* | 75 74% | 118 72% | |
| #NEVER + SOMETIMES (NET) | 244 91% | 4649 89% | 27 90% | 40 87% | 41 98% | 56 89% | 60 91% | 15 94% | 114 93% | ~ | ~ | ~ | ~ | ~ | 11 ~100% | 54 89% | 180 91% | 160 91% | 80 90% | 93 92% | 148 90% | |
| TOP BOX SCORE | 196 73% | 3697 71% | 25 83% | 33 72% | 33 79% | 44 70% | 48 73% | 10 63% | 92 75% | ~ | ~ | ~ | ~ | ~ | 9 82% | 41 67% | 145 74% | 135 77%* | 57 64%* | 75 74% | 118 72% | |
| NOT ANSWERED | 22 | 442 | 2 | | 1 | | 1 | 1 | 1 | | | | | | | 2 | 2 | 5 | | 5 | | |
| VALID CASES | 268 | 5229 | 30 | 46 | 42 | 63 | 66 | 16 | 122 | | | | | | 11 | 61 | 197 | 175 | 89 | 101 | 164 | |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

Q35N IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?

| | | | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | | | | | |
|--------------------------|----------------|---------------|-----------|------------|------------|-----------|-----------|-------------|--------------------|-----------|--------------------|--------------------|----------|--------|-----------|------------|------------------|-------------|--------|---------|-----|----|-----|-----|-----|
| | WVCH 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 # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ### | OTHR ### | MUL-TI | HIS-IC | NOT HIS-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | | | | | |
| Q35N ALWAYS | 2 0.7% | 79 2% | ~ | ~ | ~ | 2% | 2% | ~ | ~ | ~ | ~ | ~ | ~ | 9% | ~ | 2 | 1% | ~ | 2% | ~ | 1% | | | | |
| USUALLY | 4 1% | 129 2% | 3 9% | ~ | ~ | ~ | 2% | ~ | 0.8% | ~ | ~ | ~ | ~ | ~ | ~ | 2 | 3% | 1% | 2 | 4 | 2%* | ~ | 2% | 2 | 1% |
| SOMETIMES | 39 15% | 739 14% | 2 6% | 9 20% | 5 12% | 12 19% | 9 14% | 1 6% | 22 18% | ~ | ~ | ~ | ~ | ~ | 9% | 6 | 10% | 33 | 17%* | 22 | 12% | 17 | 19% | 15 | 15% |
| NEVER | 222 83% | 4276 82% | 27 84% | 37 80% | 37 88% | 49 79% | 54 83% | 15 94% | 97 81% | ~ | ~ | ~ | ~ | ~ | 82% | 9 | 87% | 158 | 81% | 152 | 85% | 69 | 78% | 86 | 83% |
| #NEVER + SOMETIMES (NET) | 261 98% | 5015 96%* | 29 91% | 46 100% | 42 100% | 61 98% | 63 97% | 16 100% | 119 99% | ~ | ~ | ~ | ~ | ~ | 91% | 10 | 97% | 191 | 98% | 174 | 98% | 86 | 98% | 101 | 98% |
| TOP BOX SCORE | 222 83% | 4276 82% | 27 84% | 37 80% | 37 88% | 49 79% | 54 83% | 15 94% | 97 81% | ~ | ~ | ~ | ~ | ~ | 82% | 9 | 87% | 158 | 81% | 152 | 85% | 69 | 78% | 86 | 83% |
| NOT ANSWERED | 23 | 448 | | | 1 | 1 | 2 | 1 | 3 | | | | | | | 1 | 4 | 2 | 1 | 3 | 2 | | | | |
| VALID CASES | 267 | 5223 | 32 | 46 | 42 | 62 | 65 | 16 | 120 | | | | | 11 | 62 | 195 | 178 | 88 | 103 | 162 | | | | | |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | | | | | |
| | 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 USE A CONDESCENDING, SARCASTIC, OR RUDE TONE OR MANNER WITH YOU?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ PAC | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE- MALE | FE- MALE |
| Q350 ALWAYS | 4 1% | 62 1% | 2 6% | 1 2% | ~ | ~ | 1 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 2% | 3 2% | 2 1% | 2 2% | 2 2% | 2 1% |
| USUALLY | 4 1% | 77 1% | 1 3% | 1 2% | 1 2% | 1 2% | 1 0.8% | ~ | ~ | ~ | ~ | ~ | 1 9% | 1 2% | 3 2% | 3 2% | 1 1% | 2 2% | 2 1% | |
| SOMETIMES | 23 9% | 505 10% | 2 6% | 3 7% | 6 14% | 6 10% | 4 6% | 2 13% | 10 8% | ~ | ~ | ~ | ~ | 2 18% | 5 8% | 18 9% | 11 6% | 12 14% | 7 7% | 16 10% |
| NEVER | 236 88% | 4589 88% | 27 84% | 41 89% | 35 83% | 56 90% | 59 91% | 14 88% | 109 91% | ~ | ~ | ~ | ~ | 8 73% | 55 89% | 171 88% | 162 91% | 73 83% | 92 89% | 142 88% |
| #NEVER + SOMETIMES (NET) | 259 97% | 5094 97% | 29 91% | 44 96% | 41 98% | 62 100% | 63 97% | 16 100% | 119 99%* | ~ | ~ | ~ | ~ | 10 91% | 60 97% | 189 97% | 173 97% | 85 97% | 99 96% | 158 98% |
| TOP BOX SCORE | 236 88% | 4589 88% | 27 84% | 41 89% | 35 83% | 56 90% | 59 91% | 14 88% | 109 91% | ~ | ~ | ~ | ~ | 8 73% | 55 89% | 171 88% | 162 91% | 73 83% | 92 89% | 142 88% |
| NOT ANSWERED | 23 | 438 | | | 1 | 1 | 2 | 1 | 3 | | | | | | 1 | 4 | 2 | 1 | 3 | 2 |
| VALID CASES | 267 | 5233 | 32 | 46 | 42 | 62 | 65 | 16 | 120 | | | | | 11 | 62 | 195 | 178 | 88 | 103 | 162 |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

Q35P IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q35P | | | | | | | | | | | | | | | | | | | | | |
| #YES DEFINITELY | 190 72% | 3547 69% | 20 62%~ | 31 67%~ | 29 69%~ | 41 68% | 52 81%* | 14 88%~ | 87 72% | ~ | ~ | ~ | ~ | ~ | 7 64%~ | 45 76% | 141 72% | 124 71% | 65 75% | 70 69% | 119 74% |
| YES SOMEWHAT | 61 23% | 1203 23% | 8 25%~ | 14 30%~ | 11 26%~ | 17 28% | 9 14%* | 2 13%~ | 30 25% | ~ | ~ | ~ | ~ | ~ | 4 36%~ | 10 17% | 47 24% | 44 25% | 17 20% | 27 27% | 34 21% |
| NO | 12 5% | 417 8%* | 4 13%~ | 1 2%~ | 2 5%~ | 2 3% | 3 5% | ~ | 4 3% | ~ | ~ | ~ | ~ | ~ | ~ | 4 7% | 8 4% | 7 4% | 5 6% | 4 4% | 8 5% |
| NOT ANSWERED | 27 | 503 | | | 1 | 3 | 3 | 1 | 2 | | | | | | | 4 | 3 | 5 | 2 | 5 | 3 |
| VALID CASES | 263 | 5168 | 32 | 46 | 42 | 60 | 64 | 16 | 121 | | | | | | 11 | 59 | 196 | 175 | 87 | 101 | 161 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

Q35Q A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?

| | | AGE | | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | | |
|-----------------------|-------------|--------------|------------|------------|------------|------------|-------------|--------------------|-------------|----------------------|------------------|--------|------------|------------|----------------|------------------------------|--------------------|-------------|-------------|-----------|------------|-----------|
| | | 18 TO | 25 TO | 35 TO | 45 TO | 55 TO | 65 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND PAC # | AMER IND/ ALSK # | OTHR # | MUL-TI # | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE-MALE | MALE | | | |
| Q35Q | | | | | | | | | | | | | | | | | | | | | | |
| YES | 163 61% | 2983 57% | 20 67% | 28 61% | 28 65% | 40 63% | 38 57% | 8 50% | 70 58% | ~ | ~ | ~ | ~ | ~ | 73% | 41 65% | 120 61% | 104 58% | 58 66% | 60 57% | 103 64% | |
| NO | 105 39% | 2289 43% | 10 33% | 18 39% | 15 35% | 23 37% | 29 43% | 8 50% | 51 42% | ~ | ~ | ~ | ~ | ~ | 27% | 3 35% | 22 39% | 76 39% | 74 42% | 30 34% | 45 43% | 59 36% |
| NOT ANSWERED | 22 | 399 | 2 | | | | | 1 | 2 | | | | | | | 3 | 2 | 1 | 1 | 2 | | |
| VALID CASES | 268 | 5272 | 30 | 46 | 43 | 63 | 67 | 16 | 121 | | | | 11 | 63 | 196 | 178 | 88 | 105 | 162 | | | |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% | | | |

Q35R IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ PAC ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & GOOD POOR | MALE | FE- MALE | | |
| Q35R NEVER | 39 30% | 917 37% | 7 39% | 10 33% | 7 32% | 9 33% | 4 15% | 1 17% | 14 32% | ~ | ~ | ~ | ~ | ~ | 3 50% | 9 25% | 28 31% | 31 38% | 8 16% | 16 32% | 23 28% |
| SOMETIMES | 31 23% | 468 19% | 3 17% | 10 33% | 5 23% | 8 30% | 5 19% | 7 ~ | 7 16% | ~ | ~ | ~ | ~ | ~ | 2 33% | 10 28% | 20 22% | 19 23% | 12 24% | 12 24% | 19 23% |
| USUALLY | 26 20% | 470 19% | 4 ~ | 6 13% | 6 27% | 5 19% | 7 27% | 2 33% | 13 30% | ~ | ~ | ~ | ~ | ~ | 1 17% | 4 11% | 20 22% | 11 13% | 15 31% | 8 16% | 17 21% |
| ALWAYS | 36 27% | 619 25% | 8 44% | 6 20% | 4 18% | 5 19% | 10 38% | 3 50% | 10 23% | ~ | ~ | ~ | ~ | ~ | ~ | 13 36% | 23 25% | 21 26% | 14 29% | 14 28% | 22 27% |
| #ALWAYS + USUALLY (NET) | 62 47% | 1089 44% | 8 44% | 10 33% | 10 45% | 10 37% | 17 65% | 5 83% | 23 52% | ~ | ~ | ~ | ~ | ~ | 1 17% | 17 47% | 43 47% | 32 39% | 29 59% | 22 44% | 39 48% |
| TOP BOX SCORE | 36 27% | 619 25% | 8 44% | 6 20% | 4 18% | 5 19% | 10 38% | 3 50% | 10 23% | ~ | ~ | ~ | ~ | ~ | ~ | 13 36% | 23 25% | 21 26% | 14 29% | 14 28% | 22 27% |
| I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS | 132 | 2730 | 14 | 16 | 21 | 36 | 36 | 9 | 76 | | | | | 4 | 27 | 102 | 95 | 36 | 54 | 78 | |
| NOT ANSWERED | 26 | 467 | | | | | 5 | 2 | 3 | | | | | 1 | | 6 | 3 | 4 | 2 | 5 | |
| VALID CASES | 132 | 2474 | 18 | 30 | 22 | 27 | 26 | 6 | 44 | | | | | 6 | 36 | 91 | 82 | 49 | 50 | 81 | |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-------------------------------------|---------------|--------------|------------|------------|------------|-----------|------------|-------------|--------------|---------|----------------|----------------|------|-----------|-----------|---------------|----------------|-------------|------------|------------|
| | WVCH 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 AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD | FAIR & POOR | MALE | FE- MALE |
| Q36 EXCELLENT | 26 10% | 556 10% | 7 22%~ | 6 13%~ | 4 9%~ | 6 10% | 2 3%* | 12 10% | ~ | ~ | ~ | ~ | ~ | ~ | 5 8% | 21 11% | 26 14%* | ~ | 11 10% | 15 9% |
| VERY GOOD | 68 25% | 1282 24% | 13 41%~ | 10 22%~ | 14 33%~ | 15 24% | 12 18% | 4 24%~ | 33 27% | ~ | ~ | ~ | ~ | 2 18%~ | 14 22% | 53 27% | 68 38%* | ~ | 30 29% | 38 23% |
| GOOD | 86 32% | 1849 35% | 10 31%~ | 20 43%~ | 14 33%~ | 19 31% | 20 30% | 3 18%~ | 38 31% | ~ | ~ | ~ | ~ | 5 45%~ | 21 33% | 60 30% | 86 48%~ | ~ | 41 39% | 45 28% |
| FAIR | 70 26% | 1201 23% | 2 6%~ | 8 17%~ | 8 19%~ | 14 23% | 28 42%* | 9 53%~ | 34 28% | ~ | ~ | ~ | ~ | 1 9%~ | 20 32% | 48 24% | 70 79%* | ~ | 18 17%* | 52 32%* |
| POOR | 19 7% | 406 8% | ~ | 2 4%~ | 3 7%~ | 8 13% | 4 6% | 1 6%~ | 5 4% | ~ | ~ | ~ | ~ | 3 27%~ | 3 5% | 15 8% | 19 21%* | ~ | 5 5% | 13 8% |
| #EXCELLENT + VERY GOOD + GOOD (NET) | 180 67% | 3686 70% | 30 94%~ | 36 78%~ | 32 74%~ | 40 65% | 34 52%* | 7 41%~ | 83 68% | ~ | ~ | ~ | ~ | 7 64%~ | 40 63% | 134 68% | 180 100%~ | ~ | 82 78%* | 98 60%* |
| NOT ANSWERED | 21 | 377 | | | | 1 | 1 | | 1 | | | | | | | 2 | | | 1 | 1 |
| VALID CASES | 269 | 5294 | 32 | 46 | 43 | 62 | 66 | 17 | 122 | | | | | 11 | 63 | 197 | 180 | 89 | 105 | 163 |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| | 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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD | FAIR & POOR | MALE | FE- MALE | |
| | | | 24 | 34 | 44 | 54 | 64 | OVER | # | ## | ### | ### | ## | TI | IC | IC | GOOD | POOR | MALE | MALE | |
| Q37 | | | | | | | | | | | | | | | | | | | | | |
| EXCELLENT | 53 20% | 956 18% | 12 38%~ | 8 17%~ | 8 19%~ | 13 21% | 10 15% | 1 6%~ | 20 16% | ~ | ~ | ~ | ~ | ~ | 2 20%~ | 18 29% | 35 18% | 47 26%* | 6 7%* | 22 21% | 31 19% |
| VERY GOOD | 64 24% | 1444 27% | 7 22%~ | 11 24%~ | 14 33%~ | 11 18% | 18 27% | 3 18%~ | 29 24% | ~ | ~ | ~ | ~ | ~ | 2 20%~ | 12 19% | 50 25% | 51 28%* | 13 15%* | 28 26% | 36 22% |
| GOOD | 81 30% | 1591 30% | 7 22%~ | 16 35%~ | 14 33%~ | 17 28% | 21 32% | 5 29%~ | 37 30% | ~ | ~ | ~ | ~ | ~ | 2 20%~ | 20 32% | 58 29% | 58 32% | 23 26% | 36 34% | 44 27% |
| FAIR | 58 22% | 1030 19% | 5 16%~ | 9 20%~ | 4 9%~ | 17 28% | 15 23% | 8 47%~ | 32 26% | ~ | ~ | ~ | ~ | ~ | 4 40%~ | 11 17% | 44 22% | 21 12%* | 36 41%* | 15 14%* | 43 27%* |
| POOR | 12 4% | 303 6% | 1 3%~ | 2 4%~ | 3 7%~ | 3 5% | 2 3% | ~ | 5 4% | ~ | ~ | ~ | ~ | ~ | ~ | 2 3% | 10 5% | 2 1%* | 10 11%* | 5 5% | 7 4% |
| #EXCELLENT + VERY GOOD + GOOD (NET) | 198 74% | 3991 75% | 26 81%~ | 35 76%~ | 36 84%~ | 41 67% | 49 74% | 9 53%~ | 86 70% | ~ | ~ | ~ | ~ | ~ | 6 60%~ | 50 79% | 143 73% | 156 87%* | 42 48%* | 86 81%* | 111 69%* |
| NOT ANSWERED | 22 | 348 | | | | 2 | 1 | | | | | | | 1 | | 2 | | 1 | 1 | | 3 |
| VALID CASES | 268 | 5323 | 32 | 46 | 43 | 61 | 66 | 17 | 123 | | | | | 10 | 63 | 197 | 179 | 88 | 106 | 161 | |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2015?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ PAC ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE | |
| Q38 #YES | 99 38% | 1949 37% | 12 43%~ | 11 24%~ | 12 28%~ | 17 28% | 36 55%* | 9 53%~ | 46 38% | ~ | ~ | ~ | ~ | ~ | 7 64%~ | 34 59%* | 62 32%* | 54 31%* | 45 52%* | 26 26%* | 73 45%* |
| NO | 164 62% | 3261 63% | 16 57%~ | 34 76%~ | 31 72%~ | 44 72% | 30 45%* | 8 47%~ | 75 62% | ~ | ~ | ~ | ~ | ~ | 4 36%~ | 24 41%* | 134 68%* | 121 69%* | 41 48%* | 75 74%* | 88 55%* |
| DON'T KNOW | 8 | 134 | 4 | 1 | | 2 | 1 | | 2 | | | | | | | 5 | 3 | 5 | 3 | 5 | 3 |
| NOT ANSWERED | 19 | 327 | | | | | | | | | | | | | | | | | | | |
| VALID CASES | 263 | 5210 | 28 | 45 | 43 | 61 | 66 | 17 | 121 | | | | | | 11 | 58 | 196 | 175 | 86 | 101 | 161 |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| | 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?

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ### | OTHR ### | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | | FE- MALE | | |
| Q39 EVERY DAY | 51 19% | 1034 20% | 4 13% | 13 29% | 8 19% | 13 21% | 11 17% | 1 6% | 23 19% | ~ | ~ | ~ | ~ | ~ | 3 27% | 3 5%* | 46 23%* | 30 17% | 21 24% | 28 27%* | 22 14%* |
| SOME DAYS | 31 12% | 461 9% | 4 13% | 4 9% | 8 19% | 2 3%* | 11 17% | 2 12% | 16 13% | ~ | ~ | ~ | ~ | ~ | 4 36% | 4 7% | 27 14%* | 18 10% | 13 15% | 16 16% | 15 9% |
| NOT AT ALL | 184 69% | 3773 72% | 24 75% | 28 62% | 27 63% | 47 76% | 42 66% | 14 82% | 83 68% | ~ | ~ | ~ | ~ | ~ | 4 36% | 54 89%* | 124 63%* | 130 73% | 53 61%* | 59 57%* | 125 77%* |
| DON'T KNOW | 2 | 42 | | | | | 2 | | | | | | | | | 1 | | 1 | 1 | 1 | 1 |
| NOT ANSWERED | 22 | 360 | | 1 | | 1 | 1 | | 1 | | | | | | | 1 | 2 | 1 | 1 | 2 | 1 |
| VALID CASES | 266 | 5269 | 32 | 45 | 43 | 62 | 64 | 17 | 122 | | | | | | 11 | 61 | 197 | 178 | 87 | 103 | 162 |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| | 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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | MALE | FE- MALE |
| Q40 NEVER | 24 30% | 477 30% | 3 38% | 4 25% | 9 56% | 4 27% | 3 14% | 13 33% | ~ | ~ | ~ | ~ | ~ | 1 14% | 2 33% | 21 29% | 19 40% | 5 15% | 13 30% | 10 27% |
| SOMETIMES | 15 19% | 309 20% | ~ | 5 31% | 2 13% | 4 27% | 4 18% | 7 18% | ~ | ~ | ~ | ~ | ~ | ~ | 1 17% | 13 18% | 8 17% | 7 21% | 9 21% | 6 16% |
| USUALLY | 9 11% | 270 17% | 1 13% | 2 13% | 1 6% | ~ | 4 18% | 1 33% | 6 15% | ~ | ~ | ~ | ~ | 1 14% | 1 17% | 8 11% | 5 11% | 4 12% | 5 12% | 4 11% |
| ALWAYS | 33 41% | 513 33% | 4 50% | 5 31% | 4 25% | 7 47% | 11 50% | 2 67% | 13 33% | ~ | ~ | ~ | ~ | 5 71% | 2 33% | 31 42% | 15 32% | 18 53% | 16 37% | 17 46% |
| #ALWAYS + USUALLY (NET) | 42 52% | 782 50% | 5 63% | 7 44% | 5 31% | 7 47% | 15 68% | 3 100% | 19 49% | ~ | ~ | ~ | ~ | 6 86% | 3 50% | 39 53% | 20 43% | 22 65% | 21 49% | 21 57% |
| TOP BOX SCORE | 33 41% | 513 33% | 4 50% | 5 31% | 4 25% | 7 47% | 11 50% | 2 67% | 13 33% | ~ | ~ | ~ | ~ | 5 71% | 2 33% | 31 42% | 15 32% | 18 53% | 16 37% | 17 46% |
| NOT ANSWERED | 1 | 25 | 1 | | | | | | | | | | | 1 | | | 1 | | 1 | |
| VALID CASES | 81 | 1569 | 8 | 16 | 16 | 15 | 22 | 3 | 39 | | | | | 7 | 6 | 73 | 47 | 34 | 43 | 37 |
| NUMBER OF RESPONDENTS | 82 | 1594 | 8 | 17 | 16 | 15 | 22 | 3 | 39 | | | | | 7 | 7 | 73 | 48 | 34 | 44 | 37 |
| | 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.

| | WVCH 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- AMER # | NATV AS- IAN ## | AMER HAW/ IND/ PAC ALSK ## | ILND NATV ## | OTHR ## | MUL- TI # | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | MALE | FE- MALE | |
| Q41 NEVER | 39 49% | 796 51% | 4 57% | 10 59% | 10 63% | 5 33% | 8 38% | 2 67% | 20 51% | ~ | ~ | ~ | ~ | ~ | 1 14% | 5 83% | 34 47% | 28 61% | 11 33% | 22 52% | 17 46% |
| SOMETIMES | 13 16% | 318 20% | 2 29% | 3 18% | 3 19% | 2 13% | 3 14% | ~ | 8 21% | ~ | ~ | ~ | ~ | ~ | 1 14% | 13 18% | ~ | 5 11% | 8 24% | 6 14% | 7 19% |
| USUALLY | 9 11% | 179 11% | ~ | 2 12% | ~ | 3 20% | 3 14% | 1 33% | 4 10% | ~ | ~ | ~ | ~ | ~ | 2 29% | 8 11% | ~ | 6 13% | 3 9% | 5 12% | 4 11% |
| ALWAYS | 18 23% | 266 17% | 1 14% | 2 12% | 3 19% | 5 33% | 7 33% | ~ | 7 18% | ~ | ~ | ~ | ~ | ~ | 3 43% | 1 17% | 17 24% | 7 15% | 11 33% | 9 21% | 9 24% |
| #ALWAYS + USUALLY (NET) | 27 34% | 445 29% | 1 14% | 4 24% | 3 19% | 8 53% | 10 48% | 1 33% | 11 28% | ~ | ~ | ~ | ~ | ~ | 5 71% | 1 17% | 25 35% | 13 28% | 14 42% | 14 33% | 13 35% |
| TOP BOX SCORE | 18 23% | 266 17% | 1 14% | 2 12% | 3 19% | 5 33% | 7 33% | ~ | 7 18% | ~ | ~ | ~ | ~ | ~ | 3 43% | 1 17% | 17 24% | 7 15% | 11 33% | 9 21% | 9 24% |
| NOT ANSWERED | 3 | 34 | 1 | | | | 1 | | | | | | | | | 1 | 1 | 2 | 1 | 2 | |
| VALID CASES | 79 | 1560 | 7 | 17 | 16 | 15 | 21 | 3 | 39 | | | | | | 7 | 6 | 72 | 46 | 33 | 42 | 37 |
| NUMBER OF RESPONDENTS | 82 | 1594 | 8 | 17 | 16 | 15 | 22 | 3 | 39 | | | | | | 7 | 7 | 73 | 48 | 34 | 44 | 37 |
| | 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.

| | WVCH 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- AMER # | NATV AS- IAN ## | AMER HAW/ IND/ PAC ALSK ## | ILND NATV ## | OTHR ## | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | MALE | FE- MALE | |
| Q42 NEVER | 50 62% | 888 57% | 5 62%~ | 10 59%~ | 11 73%~ | 8 53%~ | 13 59%~ | 3 100%~ | 26 67%~ | ~ | ~ | ~ | ~ | ~ | 3 43%~ | 4 57%~ | 45 62%~ | 33 69%~ | 17 53%~ | 30 68%~ | 20 56%~ |
| SOMETIMES | 10 13% | 301 19% | 1 12%~ | 1 6%~ | 1 7%~ | 1 7%~ | 6 27%~ | ~ | 8 21%~ | ~ | ~ | ~ | ~ | ~ | ~ | 10 ~14%~ | 6 13%~ | 4 13%~ | 5 11%~ | 5 14%~ | |
| USUALLY | 12 15% | 175 11% | 1 12%~ | 5 29%~ | 2 13%~ | 4 27%~ | ~ | ~ | 2 5%~ | ~ | ~ | ~ | ~ | ~ | 2 29%~ | 2 29%~ | 10 14%~ | 5 10%~ | 7 22%~ | 6 14%~ | 6 17%~ |
| ALWAYS | 8 10% | 191 12% | 1 12%~ | 1 6%~ | 1 7%~ | 2 13%~ | 3 14%~ | ~ | 3 8%~ | ~ | ~ | ~ | ~ | ~ | 2 29%~ | 1 14%~ | 7 10%~ | 4 8%~ | 4 13%~ | 3 7%~ | 5 14%~ |
| #ALWAYS + USUALLY (NET) | 20 25% | 367 24% | 2 25%~ | 6 35%~ | 3 20%~ | 6 40%~ | 3 14%~ | ~ | 5 13%~ | ~ | ~ | ~ | ~ | ~ | 4 57%~ | 3 43%~ | 17 24%~ | 9 19%~ | 11 34%~ | 9 20%~ | 11 31%~ |
| TOP BOX SCORE | 8 10% | 191 12% | 1 12%~ | 1 6%~ | 1 7%~ | 2 13%~ | 3 14%~ | ~ | 3 8%~ | ~ | ~ | ~ | ~ | ~ | 2 29%~ | 1 14%~ | 7 10%~ | 4 8%~ | 4 13%~ | 3 7%~ | 5 14%~ |
| NOT ANSWERED | 2 | 39 | | | 1 | | | | | | | | | | | 1 | | 2 | | 1 | |
| VALID CASES | 80 | 1555 | 8 | 17 | 15 | 15 | 22 | 3 | 39 | | | | | | 7 | 7 | 72 | 48 | 32 | 44 | 36 |
| NUMBER OF RESPONDENTS | 82 | 1594 | 8 | 17 | 16 | 15 | 22 | 3 | 39 | | | | | | 7 | 7 | 73 | 48 | 34 | 44 | 37 |
| | 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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ## | OTHR ### | MUL-TI | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | | | |
| Q43 | | | | | | | | | | | | | | | | | | | | | | |
| YES | 57 21% | 1073 20% | 2 6%~ | 1 2%~ | 2 5%~ | 11 18% | 32 48%* | 8 47%~ | 37 30%* | ~ | ~ | ~ | ~ | ~ | 1 9%~ | 13 21% | 43 22% | 26 15%* | 31 36%* | 24 23% | 33 20% | |
| NO | 211 79% | 4210 80% | 30 94%~ | 44 98%~ | 41 95%~ | 51 82% | 35 52%* | 9 53%~ | 85 70%* | ~ | ~ | ~ | ~ | ~ | 10 91%~ | 49 79% | 155 78% | 153 85%* | 56 64%* | 81 77% | 130 80% | |
| DON'T KNOW | 1 | 36 | | | | 1 | | | 1 | | | | | | | 1 | 1 | | | | 1 | |
| NOT ANSWERED | 21 | 352 | | 1 | | | | | | | | | | | 1 | | | 2 | | | 1 | |
| VALID CASES | 268 | 5283 | 32 | 45 | 43 | 62 | 67 | 17 | 122 | | | | | 11 | 62 | 198 | 179 | 87 | 105 | 163 | | |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | | |
| | 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?

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ### | OTHR ### | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE | |
| Q44 YES | 19 8% | 481 10% | 1 3% | 1 2% | 4 10% | 4 7% | 7 12% | 2 13% | 11 10% | ~ | ~ | ~ | ~ | ~ | 2 18% | 4 7% | 15 8% | 10 6% | 8 11% | 7 7% | 12 8% |
| NO | 232 92% | 4399 90% | 31 97% | 44 98% | 37 90% | 54 93% | 50 88% | 14 88% | 101 90% | ~ | ~ | ~ | ~ | ~ | 9 82% | 55 93% | 171 92% | 163 94% | 68 89% | 92 93% | 140 92% |
| DON'T KNOW | 17 | 432 | | 1 | 2 | 4 | 9 | 1 | 11 | | | | | | | 3 | 13 | 7 | 10 | 5 | 12 |
| NOT ANSWERED | 22 | 359 | | | | 1 | 1 | | | | | | | | | 1 | | | 3 | 2 | |
| VALID CASES | 251 | 4880 | 32 | 45 | 41 | 58 | 57 | 16 | 112 | | | | | | 11 | 59 | 186 | 173 | 76 | 99 | 152 |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| | 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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q45 YES | 84 32% | 1760 33% | 3 9%~ | 4 9%~ | 7 16%~ | 20 32% | 43 67%* | 7 41%~ | 47 39%* | ~ | ~ | ~ | ~ | ~ | 4 36%~ | 12 19%* | 72 37%* | 45 25%* | 39 44%* | 44 43%* | 40 25%* |
| NO | 182 68% | 3528 67% | 29 91%~ | 42 91%~ | 36 84%~ | 42 68% | 21 33%* | 10 59%~ | 75 61%* | ~ | ~ | ~ | ~ | ~ | 7 64%~ | 50 81%* | 125 63%* | 132 75%* | 49 56%* | 59 57%* | 123 75%* |
| NOT ANSWERED | 24 | 383 | | | | 1 | 3 | | 1 | | | | | | | 1 | 2 | 3 | 1 | 3 | 1 |
| VALID CASES | 266 | 5288 | 32 | 46 | 43 | 62 | 64 | 17 | 122 | | | | | | 11 | 62 | 197 | 177 | 88 | 103 | 163 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ## | OTHR ### | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | |
| Q46.1 | | | | | | | | | | | | | | | | | | | | |
| YES | 63 22% | 1193 21% | 2 6%~ | 1 2%~ | 7 16%~ | 21 33%* | 27 40%* | 4 24%~ | 34 28%* | ~ | ~ | ~ | ~ | 2 18%~ | 13 21% | 50 25%* | 32 18%* | 31 35%* | 21 20% | 42 26% |
| NO | 227 78% | 4478 79% | 30 94%~ | 45 98%~ | 36 84%~ | 42 67%* | 40 60%* | 13 76%~ | 89 72%* | ~ | ~ | ~ | ~ | 9 82%~ | 50 79% | 149 75%* | 148 82%* | 58 65%* | 85 80% | 122 74% |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

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

| | | 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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ## | OTHR ## | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | | |
| Q46.2 | | | | | | | | | | | | | | | | | | | | | |
| YES | 77 27% | 1634 29% | 1 3% | 5 11% | 8 19% | 16 25% | 38 57%* | 9 53% | 37 30% | ~ | ~ | ~ | ~ | ~ | 3 27% | 20 32% | 56 28% | 33 18%* | 44 49%* | 24 23% | 53 32%* |
| NO | 213 73% | 4037 71% | 31 97% | 41 89% | 35 81% | 47 75% | 29 43%* | 8 47% | 86 70% | ~ | ~ | ~ | ~ | ~ | 8 73% | 43 68% | 143 72% | 147 82%* | 45 51%* | 82 77% | 111 68%* |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | | |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% | | |

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 | |
|-----------------------|------------|-------------|-----------|-----------|-----------|-----------|-------------|--------------------|------------|-------------------|-------------------|---------|--------|------------|----------------|------------------|-------------|---------------|-----------|-----------|------------|
| | | 18 TO | 25 TO | 35 TO | 45 TO | 55 TO | 65 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND ## | AMER IND/ ALSK ## | OTHR ## | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | FE-MALE | MALE | | |
| Q46.3 | | | | | | | | | | | | | | | | | | | | | |
| YES | 46 16% | 883 16% | 6 19% | 5 11% | 8 19% | 14 22% | 9 13% | 4 24% | 23 19% | ~ | ~ | ~ | ~ | ~ | 2 18% | 10 16% | 35 18% | 26 14% | 20 22% | 15 14% | 31 19% |
| NO | 244 84% | 4788 84% | 26 81% | 41 89% | 35 81% | 49 78% | 58 87% | 13 76% | 100 81% | ~ | ~ | ~ | ~ | ~ | 9 82% | 53 84% | 164 82% | 154 86% | 69 78% | 91 86% | 133 81% |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

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

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE | MALE | |
| Q47.1 YES | 13 4% | 231 4% | 1 3%~ | 1 2%~ | 2 5%~ | 8 ~ 12%* | 1 6%~ | 7 6% | ~ | ~ | ~ | ~ | ~ | ~ | 4 6% | 9 5% | 5 3% | 8 9%* | 6 6% | 7 4% |
| NO | 277 96% | 5440 96% | 31 97%~ | 45 98%~ | 41 95%~ | 63 100%~ | 59 88%* | 16 94%~ | 116 94% | ~ | ~ | ~ | ~ | 11 ~100%~ | 59 94% | 190 95% | 175 97% | 81 91%* | 100 94% | 157 96% |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

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

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q47.2 YES | 9 3% | 220 4% | ~ | ~ | 2 5% | 1 2% | 5 7% | 1 6% | 7 6%* | ~ | ~ | ~ | ~ | ~ | 1 9% | ~ | 9 5%* | 1 0.6%* | 8 9%* | 3 3% | 6 4% |
| NO | 281 97% | 5451 96% | 100% | 100% | 95% | 98% | 93% | 94% | 116 94%* | ~ | ~ | ~ | ~ | ~ | 10 91% | 63 100% | 190 95% | 179 99%* | 81 91%* | 103 97% | 158 96% |
| VALID CASES | 290 | 5671 | 100% | 100% | 100% | 100% | 100% | 100% | 123 | | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 100% | 100% | 100% | 100% | 100% | 100% | 123 100% | | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ### | OTHR ### | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | | |
| Q47.3 | | | | | | | | | | | | | | | | | | | | | |
| YES | 13 4% | 243 4% | 1 3% | ~ | ~ | 1 2% | 8 12%* | 2 12% | 6 5% | ~ | ~ | ~ | ~ | ~ | 1 9% | 4 6% | 9 5% | 5 3% | 8 9%* | 6 6% | 7 4% |
| NO | 277 96% | 5428 96% | 31 97% | 46 100% | 43 100% | 62 98% | 59 88%* | 15 88% | 117 95% | ~ | ~ | ~ | ~ | ~ | 10 91% | 59 94% | 190 95% | 175 97% | 81 91%* | 100 94% | 157 96% |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | | |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% | | |

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

| | | AGE | | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-----------------------|------------|-------------|------------|------------|------------|-----------|-------------|-------------------|-----------|-------------------|------------------|---------|--------|--------|----------------|------------------|---------------|-------------|------------|-----------|-------------|
| | | 18 TO | 25 TO | 35 TO | 45 TO | 55 TO | 65 AND OVER | BLK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK ## | OTHR ## | MUL-TI | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | | |
| Q47.4 | | | | | | | | | | | | | | | | | | | | | |
| YES | 59 20% | 955 17% | 2 6% | 6 13% | 5 12% | 13 21% | 26 39%* | 6 35% | 24 20% | ~ | ~ | ~ | ~ | ~ | 27%~ | 3 32%* | 20 20% | 26 14%* | 32 36%* | 17 16% | 42 26%* |
| NO | 231 80% | 4716 83% | 30 94%~ | 40 87%~ | 38 88%~ | 50 79% | 41 61%* | 11 65%~ | 99 80% | ~ | ~ | ~ | ~ | ~ | 73%~ | 8 68%* | 43 80% | 160 86%* | 57 64%* | 89 84% | 122 74%* |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | | |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |

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

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q48 YES | 90 34% | 1695 32% | 5 16%~ | 10 22%~ | 13 30%~ | 18 29% | 33 50%* | 10 63%~ | 45 37% | ~ | ~ | ~ | ~ | ~ | 3 27%~ | 22 36% | 65 33% | 42 23%* | 47 55%* | 31 30% | 59 36% |
| NO | 177 66% | 3585 68% | 27 84%~ | 36 78%~ | 30 70%~ | 44 71% | 33 50%* | 6 38%~ | 77 63% | ~ | ~ | ~ | ~ | ~ | 8 73%~ | 39 64% | 133 67% | 137 77%* | 39 45%* | 73 70% | 104 64% |
| NOT ANSWERED | 23 | 392 | | | | 1 | 1 | 1 | 1 | | | | | | | 2 | 1 | 1 | 3 | 2 | 1 |
| VALID CASES | 267 | 5279 | 32 | 46 | 43 | 62 | 66 | 16 | 122 | | | | | | 11 | 61 | 198 | 179 | 86 | 104 | 163 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

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

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q49 YES | 76 87% | 1392 87% | 4 80%~ | 4 40%~ | 13 100%~ | 17 100%~ | 30 91%~ | 7 88%~ | 38 86%~ | ~ | ~ | ~ | ~ | ~ | 3 ~100%~ | 15 75%~ | 58 91%~ | 36 88%~ | 39 87%~ | 26 84%~ | 50 89%~ |
| NO | 11 13% | 208 13% | 1 20%~ | 6 60%~ | ~ | ~ | 3 9%~ | 1 12%~ | 6 14%~ | ~ | ~ | ~ | ~ | ~ | ~ | 5 25%~ | 6 9%~ | 5 12%~ | 6 13%~ | 5 16%~ | 6 11%~ |
| NOT ANSWERED | 3 | 69 | | | | 1 | | 2 | 1 | | | | | | | 2 | 1 | 1 | 2 | | 3 |
| VALID CASES | 87 | 1600 | 5 | 10 | 13 | 17 | 33 | 8 | 44 | | | | | | 3 | 20 | 64 | 41 | 45 | 31 | 56 |
| NUMBER OF RESPONDENTS | 90 100% | 1669 100% | 5 100% | 10 100% | 13 100% | 18 100% | 33 100% | 10 100% | 45 100% | | | | | | 3 100% | 22 100% | 65 100% | 42 100% | 47 100% | 31 100% | 59 100% |

[ASKED IF Q48 = YES]

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

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q50 YES | 165 61% | 3271 62% | 9 28%~ | 16 35%~ | 21 49%~ | 45 71%* | 60 91%* | 13 76%~ | 90 73%* | ~ | ~ | ~ | ~ | ~ | 7 64%~ | 33 53% | 129 65% | 94 52%* | 70 80%* | 60 57% | 105 64% |
| NO | 104 39% | 2030 38% | 23 72%~ | 30 65%~ | 22 51%~ | 18 29%* | 6 9%* | 4 24%~ | 33 27%* | ~ | ~ | ~ | ~ | ~ | 4 36%~ | 29 47% | 70 35% | 86 48%* | 17 20%* | 45 43% | 59 36% |
| NOT ANSWERED | 21 | 369 | | | | | 1 | | | | | | | | | | | | 2 | 1 | |
| VALID CASES | 269 | 5302 | 32 | 46 | 43 | 63 | 66 | 17 | 123 | | | | | | 11 | 62 | 199 | 180 | 87 | 105 | 164 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

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

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE | |
| Q51 YES | 153 94% | 2939 94% | 8 89%~ | 14 88%~ | 20 95%~ | 42 93%~ | 56 97% | 12 100%~ | 82 94% | ~ | ~ | ~ | ~ | ~ | 7 ~100%~ | 31 94%~ | 120 95%~ | 88 94% | 64 96% | 54 90% | 99 97% |
| NO | 9 6% | 176 6% | 1 11%~ | 2 13%~ | 1 5%~ | 3 7%~ | 2 3% | ~ | 5 6% | ~ | ~ | ~ | ~ | ~ | ~ | 2 6%~ | 6 5%~ | 6 6% | 3 4% | 6 10% | 3 3% |
| NOT ANSWERED | 3 | 111 | | | | | 2 | 1 | 3 | | | | | | | | 3 | | 3 | | 3 |
| VALID CASES | 162 | 3115 | 9 | 16 | 21 | 45 | 58 | 12 | 87 | | | | | | 7 | 33 | 126 | 94 | 67 | 60 | 102 |
| NUMBER OF RESPONDENTS | 165 100% | 3226 100% | 9 100% | 16 100% | 21 100% | 45 100% | 60 100% | 13 100% | 90 100% | | | | | | 7 100% | 33 100% | 129 100% | 94 100% | 70 100% | 60 100% | 105 100% |

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

| | | | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | |
|-----------------------|------|------|-------|-------|-------|-------|------|------|------|------|------|------|------|------|-----------|------|---------------|------|--------|--|
| | WVCH | OHP | 18 | 25 | 35 | 45 | 55 | 65 | BLCK | AS- | NATV | AMER | | | | | EX & | | | |
| | TOT | TOT | TO | TO | TO | TO | TO | AND | OR | IAN | HAW/ | IND/ | MUL- | HIS- | NOT | VERY | FAIR | FE- | | |
| ADLT | ADLT | 24 | 34 | 44 | 54 | 64 | OVER | WHTE | AMER | ILND | NATV | OTHR | TI | IC | IC | GOOD | POOR | MALE | MALE | |
| NQ52 | | | | | | | | | | | | | | | | | | | | |
| 18 TO 24 | 36 | 544 | 32 | | | | | 9 | | | | | 1 | 12 | 21 | 31 | 2 | 14 | 19 | |
| | 12% | 10% | 100% | ~ | ~ | ~ | ~ | 7%* | ~ | ~ | ~ | ~ | 9% | 19% | 11% | 17%* | 2%* | 13% | 12% | |
| 25 TO 34 | 50 | 1042 | | 46 | | | | 13 | | | | | 5 | 12 | 33 | 36 | 10 | 18 | 28 | |
| | 17% | 18% | ~100% | ~ | ~ | ~ | ~ | 11%* | ~ | ~ | ~ | ~ | 45% | 19% | 17% | 20% | 11%* | 17% | 17% | |
| 35 TO 44 | 48 | 924 | | | 43 | | | 18 | | | | | 1 | 14 | 28 | 32 | 13 | 17 | 27 | |
| | 17% | 16% | ~ | ~100% | ~ | ~ | ~ | 15% | ~ | ~ | ~ | ~ | 9% | 22% | 14% | 18% | 15% | 16% | 16% | |
| 45 TO 54 | 66 | 1138 | | | | 63 | | 30 | | | | | 1 | 11 | 48 | 40 | 22 | 26 | 37 | |
| | 23% | 20% | ~ | ~ | ~100% | ~ | ~ | 24% | ~ | ~ | ~ | ~ | 9% | 17% | 24% | 22% | 25% | 25% | 23% | |
| 55 TO 64 | 73 | 1472 | | | | | 67 | 41 | | | | | 3 | 10 | 56 | 34 | 32 | 26 | 41 | |
| | 25% | 26% | ~ | ~ | ~ | ~100% | ~ | 33%* | ~ | ~ | ~ | ~ | 27% | 16%* | 28% | 19%* | 36%* | 25% | 25% | |
| 65 TO 74 | 11 | 326 | | | | | 11 | 8 | | | | | | 2 | 9 | 5 | 6 | 4 | 7 | |
| | 4% | 6% | ~ | ~ | ~ | ~ | 65% | 7% | ~ | ~ | ~ | ~ | ~ | 3% | 5% | 3% | 7% | 4% | 4% | |
| 75 OR OLDER | 6 | 225 | | | | | 6 | 4 | | | | | | 2 | 4 | 2 | 4 | 1 | 5 | |
| | 2% | 4%* | ~ | ~ | ~ | ~ | 35% | 3% | ~ | ~ | ~ | ~ | ~ | 3% | 2% | 1% | 4% | 0.9% | 3% | |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | |
| | 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 | | |
|-----------------------|-------------|--------------|------------|------------|------------|------------|-------------|------------------|-------------|----------------|----------------|------|------------|------------|----------------|----------------|---------------|-------------|-------------|---------------|---|
| | | 18 TO 24 | 25 TO 34 | 35 TO 44 | 45 TO 54 | 55 TO 64 | 65 AND OVER | BLCK OR AFR-AMER | AS-IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD | FAIR & POOR | MALE | FE-MALE | | |
| NQ53 | | | | | | | | | | | | | | | | | | | | | |
| MALE | 113 39% | 2300 41% | 14 44%~ | 18 39%~ | 17 40%~ | 26 41% | 26 39% | 5 29%~ | 48 39% | ~ | ~ | ~ | ~ | ~ | 1 9%~ | 21 33% | 79 40% | 82 46%* | 23 26%* | 106 100%~ | ~ |
| FEMALE | 177 61% | 3371 59% | 18 56%~ | 28 61%~ | 26 60%~ | 37 59% | 41 61% | 12 71%~ | 75 61% | ~ | ~ | ~ | ~ | ~ | 10 91%~ | 42 67% | 120 60% | 98 54%* | 66 74%* | 164 ~100%~ | ~ |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | | |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% | | |

[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?

| | | | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|---------------------------------------|------|------|------|------|------|------|------|------|------|------|------|-----|------|------|-----------|------|---------------|------|--------|------|--|
| | WVCH | OHP | 18 | 25 | 35 | 45 | 55 | 65 | BLCK | NATV | AMER | | | | | NOT | EX & | | | | |
| | TOT | TOT | TO | TO | TO | TO | TO | AND | OR | HAW/ | IND/ | AS- | ALS- | MUL- | HIS- | HIS- | VERY | GOOD | FAIR | FE- | |
| ADLT | ADLT | 24 | 34 | 44 | 54 | 64 | OVER | WHTE | # | ## | ### | ### | ### | TI | IC | IC | GOOD | POOR | MALE | MALE | |
| Q54 | | | | | | | | | | | | | | | | | | | | | |
| 8TH GRADE OR LESS | 24 | 328 | 1 | 3 | 10 | 5 | 5 | 2 | | | | | | 1 | 18 | 5 | 12 | 12 | 7 | 17 | |
| | 9% | 6% | 3%~ | ~ | 7%~ | 16% | 8% | 2%* | ~ | ~ | ~ | ~ | ~ | 10%~ | 29%* | 3%* | 7% | 14% | 7% | 11% | |
| SOME HIGH SCHOOL BUT DID NOT GRADUATE | 34 | 614 | 6 | 8 | 6 | 6 | 7 | 13 | | | | | | | 13 | 21 | 19 | 15 | 21 | 13 | |
| | 13% | 12% | 19%~ | 17%~ | 14%~ | 10% | 11% | 11% | ~ | ~ | ~ | ~ | ~ | ~ | 21% | 11% | 11% | 17% | 20%* | 8%* | |
| HIGH SCHOOL GRADUATE OR GED | 95 | 1659 | 13 | 15 | 16 | 19 | 26 | 6 | 44 | | | | | 5 | 18 | 73 | 63 | 32 | 36 | 59 | |
| | 36% | 31% | 41%~ | 33%~ | 38%~ | 30% | 40% | 35%~ | ~ | ~ | ~ | ~ | ~ | 50%~ | 29% | 37% | 35% | 37% | 34% | 37% | |
| SOME COLLEGE OR 2-YEAR DEGREE | 89 | 1998 | 11 | 20 | 14 | 18 | 21 | 4 | 46 | | | | | 4 | 11 | 76 | 67 | 21 | 34 | 55 | |
| | 33% | 38% | 34%~ | 43%~ | 33%~ | 29% | 32% | 24%~ | ~ | ~ | ~ | ~ | ~ | 40%~ | 18%* | 39%* | 38%* | 24%* | 32% | 34% | |
| 4-YEAR COLLEGE GRADUATE | 18 | 437 | 1 | 3 | 2 | 8 | 4 | 13 | | | | | | | 2 | 16 | 14 | 3 | 6 | 12 | |
| | 7% | 8% | 3%~ | 7%~ | 5%~ | 13% | 6% | 11%* | ~ | ~ | ~ | ~ | ~ | ~ | 3% | 8% | 8% | 3% | 6% | 8% | |
| MORE THAN 4-YEAR COLLEGE DEGREE | 6 | 242 | | | 1 | 2 | 2 | 1 | 4 | | | | | | | 5 | 3 | 3 | 2 | 4 | |
| | 2% | 5%* | ~ | ~ | 2%~ | 3% | 3% | 6%~ | 3% | ~ | ~ | ~ | ~ | ~ | ~ | 3% | 2% | 3% | 2% | 3% | |
| NOT ANSWERED | 24 | 392 | | | 1 | | 2 | 1 | | | | | | 1 | 1 | 3 | 2 | 3 | | 4 | |
| VALID CASES | 266 | 5279 | 32 | 46 | 42 | 63 | 65 | 17 | 122 | | | | | 10 | 62 | 196 | 178 | 86 | 106 | 160 | |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | |
| | 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?

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE |
| Q55 | | | | | | | | | | | | | | | | | | | | |
| YES HISPANIC OR LATINO | 63 24% | 668 13%* | 12 38%~ | 12 27%~ | 13 32%~ | 11 19% | 10 15%* | 4 24%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~100%~ | 63 | 40 23% | 23 27% | 21 21% | 42 26% |
| NO NOT HISPANIC OR LATINO | 199 76% | 4589 87%* | 20 62%~ | 33 73%~ | 28 68%~ | 48 81% | 56 85%* | 13 76%~ | 122 100%~ | ~ | ~ | ~ | ~ | ~100%~ | 10 | 199 | 134 77% | 63 73% | 79 79% | 120 74% |
| NOT ANSWERED | 28 | 413 | | 1 | 2 | 4 | 1 | | 1 | | | | | 1 | | | 6 | 3 | 6 | 2 |
| VALID CASES | 262 | 5258 | 32 | 45 | 41 | 59 | 66 | 17 | 122 | | | | | 10 | 63 | 199 | 174 | 86 | 100 | 162 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

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 | BLCK OR AFR-AMER | AS-IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL-TI | HIS-IC | NOT HIS-IC | EX & VERY GOOD | FAIR & POOR | FE-MALE | MALE | | |
| Q56.1 | | | | | | | | | | | | | | | | | | | | | |
| YES | 157 54% | 3500 62%* | 14 44%~ | 22 48%~ | 24 56%~ | 34 54% | 47 70%* | 14 82%~ | 123 100%~ | ~ | ~ | ~ | ~ | ~ | 11 ~100%~ | 23 37%* | 132 66%* | 106 59%* | 50 56% | 55 52% | 102 62%* |
| NO | 133 46% | 2171 38%* | 18 56%~ | 24 52%~ | 19 44%~ | 29 46% | 20 30%* | 3 18%~ | ~ | ~ | ~ | ~ | ~ | ~ | 40 ~63%* | 67 34%* | 74 41%* | 39 44% | 51 48% | 62 38%* | |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | | |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% | | |

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 | BLK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ## | OTHR ## | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | |
| Q56.2 | | | | | | | | | | | | | | | | | | | | |
| YES | 4 1% | 117 2% | 1 3% | 2 4% | 1 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 3 27% | 1 2% | 2 1% | 4 2%* | ~ | 2 2% | 2 1% | |
| NO | 286 99% | 5554 98% | 31 97% | 44 96% | 42 98% | 63 100% | 67 100% | 17 100% | 123 100% | ~ | ~ | ~ | ~ | 8 73% | 62 98% | 197 99% | 176 98%* | 89 100% | 104 98% | 162 99% |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 | |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% | |

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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ## | OTHR ### | MUL-TI TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | FE-MALE | MALE |
| Q56.3 | | | | | | | | | | | | | | | | | | | |
| YES | 8 3% | 212 4% | 1 3% | 3 7% | 1 2% | 3 5% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 8 4%* | 6 3% | 2 2% | 4 4% | 4 2% |
| NO | 282 97% | 5459 96% | 31 97% | 43 93% | 42 98% | 60 95% | 17 100% | 123 100% | ~ | ~ | ~ | ~ | 11 ~100% | 63 ~100% | 191 96% | 174 97% | 87 98% | 102 96% | 160 98% |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

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

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | | |
|-----------------------|---------------|--------------|----------|----------|----------|----------|----------|-------------|--------------------|-----------|--------------------|-------------------|-----------|--------|---------------|----------------|------------------------------|-------------|---------|------|
| | WVCH 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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ## | OTHR ### | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE-MALE | MALE |
| Q56.4 YES | 1 | 34 | | | | 1 | | | | | | | | | 1 | | 1 | | 1 | |
| | 0.3% | 0.6% | ~ | ~ | ~ | 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~0.5% | ~ | 1% | ~ | ~0.6% | ~ |
| NO | 289 | 5637 | 32 | 46 | 43 | 62 | 67 | 17 | 123 | | | | | 11 | 63 | 198 | 180 | 88 | 106 | 163 |
| | 100% | 99% | 100% | 100% | 100% | 98% | 100% | 100% | 100% | ~ | ~ | ~ | ~ | ~100% | ~100% | 99% | ~100% | 99% | ~100% | 99% |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| NUMBER OF RESPONDENTS | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| | 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

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ PAC ILND ### | AMER IND/ ALSK NATV ### | OTHR ### | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | MALE | |
| Q56.5 YES | 6 2% | 211 4%* | 1 3%~ | ~ | 1 2%~ | 1 2% | 3 4% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 3 27%~ | 1 2% | 4 2% | 3 2% | 3 3% | 1 0.9% | 5 3% |
| NO | 284 98% | 5460 96%* | 31 97%~ | 46 100%~ | 42 98%~ | 62 98% | 64 96% | 17 100%~ | 123 100%~ | ~ | ~ | ~ | ~ | ~ | 8 73%~ | 62 98% | 195 98% | 177 98% | 86 97% | 105 99% | 159 97% |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ## | OTHR ## | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | FE-MALE | MALE |
| Q56.6 | | | | | | | | | | | | | | | | | | | |
| YES | 20 7% | 307 5% | 8 ~17% | 3 ~7% | 4 6% | 4 6% | 1 6% | ~ | ~ | ~ | ~ | ~ | 7 64% | 11 17%* | 9 5%* | 11 6% | 9 10% | 6 6% | 14 9% |
| NO | 270 93% | 5364 95% | 32 100%~ | 38 83%~ | 40 93%~ | 59 94% | 63 94% | 16 100%~ | 123 ~ | ~ | ~ | ~ | 4 36%~ | 52 83%* | 190 95%* | 169 94% | 80 90% | 100 94% | 150 91% |
| VALID CASES | 290 | 5671 | 32 | 46 | 43 | 63 | 67 | 17 | 123 | | | | 11 | 63 | 199 | 180 | 89 | 106 | 164 |
| NUMBER OF RESPONDENTS | 290 100% | 5671 100% | 32 100% | 46 100% | 43 100% | 63 100% | 67 100% | 17 100% | 123 100% | | | | 11 100% | 63 100% | 199 100% | 180 100% | 89 100% | 106 100% | 164 100% |

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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ## | OTHR ## | MUL-TI | HIS-IC | NOT HIS-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | |
| Q57 | | | | | | | | | | | | | | | | | | | | |
| YES | 39 21% | 630 15%* | 4 25%~ | 5 19%~ | 3 10%~ | 10 24%~ | 10 19% | 7 47%~ | 19 16%* | ~ | ~ | ~ | ~ | ~ | 14 35%~ | 25 18%~ | 22 18% | 17 27% | 17 23% | 22 20% |
| NO | 145 79% | 3507 85%* | 12 75%~ | 22 81%~ | 27 90%~ | 32 76%~ | 42 81% | 8 53%~ | 103 84%* | ~ | ~ | ~ | ~ | 6 ~100%~ | 26 65%~ | 114 82%~ | 99 82% | 45 73% | 57 77% | 88 80% |
| NOT ANSWERED | 3 | 39 | | | | 3 | | | 1 | | | | | | 2 | | 3 | | 2 | 1 |
| VALID CASES | 184 | 4137 | 16 | 27 | 30 | 42 | 52 | 15 | 122 | | | | | 6 | 40 | 139 | 121 | 62 | 74 | 110 |
| NUMBER OF RESPONDENTS | 187 | 4176 | 16 | 27 | 30 | 45 | 52 | 15 | 123 | | | | | 6 | 42 | 139 | 124 | 62 | 76 | 111 |
| | 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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ## | OTHR ## | MUL-TI | HIS-IC | NOT HIS-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | | |
| Q58.1 | | | | | | | | | | | | | | | | | | | | | |
| YES | 24 62% | 257 48% | 2 50% | 3 60% | 1 33% | 6 60% | 7 71% | 5 63% | 12 ~ | ~ | ~ | ~ | ~ | ~ | 8 57% | 16 64% | 13 59% | 11 65% | 10 59% | 14 64% | |
| NO | 15 38% | 281 52% | 2 50% | 2 40% | 2 67% | 4 40% | 3 30% | 2 29% | 7 37% | ~ | ~ | ~ | ~ | ~ | 6 43% | 9 36% | 9 41% | 6 35% | 7 41% | 8 36% | |
| VALID CASES | 39 | 538 | 4 | 5 | 3 | 10 | 10 | 7 | 19 | | | | | | 14 | 25 | 22 | 17 | 17 | 22 | |
| NUMBER OF RESPONDENTS | 39 100% | 538 100% | 4 100% | 5 100% | 3 100% | 10 100% | 10 100% | 7 100% | 19 100% | | | | | | 14 100% | 25 100% | 22 100% | 17 100% | 17 100% | 22 100% | |

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

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

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | MALE | FE- MALE |
| Q58.2 YES | 17 44% | 220 41%~ | 18 24 | 25 34 | 35 44 | 45 54 | 55 64 | 65 OVER | 8 42%~ | ~ | ~ | ~ | ~ | ~ | 6 43%~ | 11 44%~ | 9 41%~ | 8 47%~ | 9 53%~ | 8 36%~ |
| NO | 22 56% | 318 59%~ | 4 100%~ | 4 100%~ | 2 67%~ | 4 40%~ | 3 30%~ | 5 71%~ | 11 58%~ | ~ | ~ | ~ | ~ | ~ | 8 57%~ | 14 56%~ | 13 59%~ | 9 53%~ | 8 47%~ | 14 64%~ |
| VALID CASES | 39 | 538 | 4 | 5 | 3 | 10 | 10 | 7 | 19 | | | | | | 14 | 25 | 22 | 17 | 17 | 22 |
| NUMBER OF RESPONDENTS | 39 100% | 538 100% | 4 100% | 5 100% | 3 100% | 10 100% | 10 100% | 7 100% | 19 100% | | | | | | 14 100% | 25 100% | 22 100% | 17 100% | 17 100% | 22 100% |

[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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ## | OTHR ## | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | FE-MALE | MALE | |
| Q58.3 | | | | | | | | | | | | | | | | | | | | |
| YES | 10 26% | 203 38% | 1 25% | 2 40% | 1 33% | 3 30% | 2 20% | 1 14% | 4 21% | ~ | ~ | ~ | ~ | ~ | 4 29% | 6 24% | 9 41% | 1 6% | 5 29% | 5 23% |
| NO | 29 74% | 335 62% | 3 75% | 3 60% | 2 67% | 7 70% | 8 80% | 6 86% | 15 79% | ~ | ~ | ~ | ~ | ~ | 10 71% | 19 76% | 13 59% | 16 94% | 12 71% | 17 77% |
| VALID CASES | 39 | 538 | 4 | 5 | 3 | 10 | 10 | 7 | 19 | | | | | | 14 | 25 | 22 | 17 | 17 | 22 |
| NUMBER OF RESPONDENTS | 39 100% | 538 100% | 4 100% | 5 100% | 3 100% | 10 100% | 10 100% | 7 100% | 19 100% | | | | | | 14 100% | 25 100% | 22 100% | 17 100% | 17 100% | 22 100% |

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

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

| | | 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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ## | OTHR ## | MUL-TI | HIS-IC | NOT HIS-IC | EX & VERY GOOD & | FAIR & POOR | FE-MALE | MALE | |
| Q58.4 | | | | | | | | | | | | | | | | | | | | |
| YES | 7 18% | 79 15% | ~ | ~ | ~ | 20%~ | 30%~ | 29%~ | 26%~ | ~ | ~ | ~ | ~ | ~ | 7%~ | 24%~ | 9%~ | 29%~ | ~ | 32%~ |
| NO | 32 82% | 459 85% | 100%~ | 100%~ | 100%~ | 80%~ | 70%~ | 71%~ | 74%~ | ~ | ~ | ~ | ~ | ~ | 93%~ | 76%~ | 91%~ | 71%~ | 100%~ | 68%~ |
| VALID CASES | 39 | 538 | 4 | 5 | 3 | 10 | 10 | 7 | 19 | | | | | | 14 | 25 | 22 | 17 | 17 | 22 |
| NUMBER OF RESPONDENTS | 39 100% | 538 100% | 4 100% | 5 100% | 3 100% | 10 100% | 10 100% | 7 100% | 19 100% | | | | | | 14 100% | 25 100% | 22 100% | 17 100% | 17 100% | 22 100% |

[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 | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ## | OTHR ## | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | |
| Q58.5 | | | | | | | | | | | | | | | | | | | | |
| YES | 2 5% | 32 6% | 1 25% | ~ | ~ | 1 10% | ~ | 1 5% | ~ | ~ | ~ | ~ | ~ | ~ | 1 7% | 1 4% | 1 5% | 1 6% | 1 6% | 1 5% |
| NO | 37 95% | 506 94% | 3 75% | 5 100% | 3 100% | 9 100% | 7 100% | 18 95% | ~ | ~ | ~ | ~ | ~ | ~ | 13 93% | 24 96% | 21 95% | 16 94% | 16 94% | 21 95% |
| VALID CASES | 39 | 538 | 4 | 5 | 3 | 10 | 10 | 7 | 19 | | | | | | 14 | 25 | 22 | 17 | 17 | 22 |
| NUMBER OF RESPONDENTS | 39 100% | 538 100% | 4 100% | 5 100% | 3 100% | 10 100% | 10 100% | 7 100% | 19 100% | | | | | | 14 100% | 25 100% | 22 100% | 17 100% | 17 100% | 22 100% |

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

NQ13 RATING OF ALL HEALTH CARE

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | | |
|-------------------------|---------------|--------------|------------|------------|------------|------------|------------|-------------|--------------|---------|----------------|----------------|------|-----------|------------|---------------|------------------|-------------|------------|-------------|-----------|
| | WVCH 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 AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE- MALE | |
| NQ13 0-6 | 38 19% | 761 20% | 7 35% | 7 24% | 5 19% | 10 21% | 3 6%* | 2 15% | 17 18% | ~ | ~ | ~ | ~ | ~ | 3 33% | 7 18% | 25 17% | 19 17% | 17 23% | 13 20% | 22 18% |
| 7-8 | 75 38% | 1368 36% | 3 15% | 14 48% | 13 48% | 17 36% | 21 40% | 6 46% | 35 37% | ~ | ~ | ~ | ~ | ~ | 2 22% | 15 38% | 58 39% | 46 40% | 28 37% | 26 40% | 48 38% |
| 9-10 | 84 43% | 1705 44% | 10 50% | 8 28% | 9 33% | 20 43% | 28 54% | 5 38% | 43 45% | ~ | ~ | ~ | ~ | ~ | 4 44% | 17 44% | 64 44% | 50 43% | 30 40% | 26 40% | 55 44% |
| VALID CASES | 197 | 3835 | 20 | 29 | 27 | 47 | 52 | 13 | 95 | | | | | 9 | 39 | 147 | 115 | 75 | 65 | 125 | |
| NUMBER OF RESPONDENTS | 197 100% | 3835 100% | 20 100% | 29 100% | 27 100% | 47 100% | 52 100% | 13 100% | 95 100% | | | | | 9 100% | 39 100% | 147 100% | 115 100% | 75 100% | 65 100% | 125 100% | |
| MEAN | 2.23 | 2.25 | 2.15 | 2.03 | 2.15 | 2.21 | 2.48 | 2.23 | 2.27 | | | | | 2.11 | 2.26 | 2.27 | 2.27 | 2.17 | 2.20 | 2.26 | |
| p stat_(*=Sig @ p<=.05) | .806 | | ~ | ~ | ~ | ~.002* | | ~.471 | ~ | ~ | ~ | ~ | ~ | ~ | ~.310 | | .427 | .387 | .662 | .455 | |

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

| | | | AGE | | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | |
|-------------------------|---------------|--------------|------------|------------|------------|------------|------------|-------------|--------------------|-----------|--------------------|--------------------|----------|-----------|------------|-------------|------------------|-------------|------------|-------------|-----------|
| | WVCH 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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ### | OTHR ### | MUL-TI | HIS-IC | NOT HIS-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | |
| NQ23 0-6 | 32 14% | 642 16% | 5 24% | 8 22% | 4 11% | 5 11% | 7 11% | 1 7% | 14 13% | ~ | ~ | ~ | ~ | ~ | 11% | 3 6% | 27 16% | 20 14% | 10 13% | 14 18% | 16 11% |
| 7-8 | 64 29% | 1053 26% | 3 14% | 16 43% | 14 40% | 15 32% | 10 16%* | 6 43% | 34 32% | ~ | ~ | ~ | ~ | ~ | 11% | 14 29% | 48 29% | 41 29% | 23 31% | 20 26% | 44 31% |
| 9-10 | 127 57% | 2378 58% | 13 62% | 13 35% | 17 49% | 27 57% | 44 72%* | 7 50% | 59 55% | ~ | ~ | ~ | ~ | ~ | 78% | 31 65% | 90 55% | 81 57% | 42 56% | 43 56% | 80 57% |
| VALID CASES | 223 | 4074 | 21 | 37 | 35 | 47 | 61 | 14 | 107 | | | | | 9 | 48 | 165 | 142 | 75 | 77 | 140 | |
| NUMBER OF RESPONDENTS | 223 100% | 4074 100% | 21 100% | 37 100% | 35 100% | 47 100% | 61 100% | 14 100% | 107 100% | | | | | 9 100% | 48 100% | 165 100% | 142 100% | 75 100% | 77 100% | 140 100% | |
| MEAN | 2.43 | 2.43 | 2.38 | 2.14 | 2.37 | 2.47 | 2.61 | 2.43 | 2.42 | | | | | 2.67 | 2.58 | 2.38 | 2.43 | 2.43 | 2.38 | 2.46 | |
| p stat_(*=Sig @ p<=.05) | | 1.00 | ~ | ~ | ~ | ~ | .023* | ~ | .915 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .104 | .924 | .992 | .479 | .425 |

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

| | WVCH 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- AMER | AS- IAN | NATV HAW/ 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 | 9 9% | 249 13% | 1 13%~ | 1 ~ | 2 7%~ | 4 10%~ | 4 10%~ | 4 7%~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 6%~ | 8 10%~ | 6 12%~ | 3 6%~ | 5 16%~ | 4 6%~ |
| 7-8 | 18 18% | 475 25%* | 1 13%~ | 2 20%~ | 4 29%~ | 4 19%~ | 5 13%~ | 2 29%~ | 11 20%~ | ~ | ~ | ~ | ~ | 1 25%~ | 1 6%~ | 17 20%~ | 8 15%~ | 10 20%~ | 7 22%~ | 11 16%~ |
| 9-10 | 74 73% | 1151 61%* | 6 75%~ | 8 80%~ | 9 64%~ | 15 71%~ | 30 77%~ | 5 71%~ | 39 72%~ | ~ | ~ | ~ | ~ | 3 75%~ | 14 88%~ | 59 70%~ | 38 73%~ | 36 73%~ | 20 62%~ | 54 78%~ |
| VALID CASES | 101 | 1875 | 8 | 10 | 14 | 21 | 39 | 7 | 54 | | | | | 4 | 16 | 84 | 52 | 49 | 32 | 69 |
| NUMBER OF RESPONDENTS | 101 | 1875 | 8 | 10 | 14 | 21 | 39 | 7 | 54 | | | | | 4 | 16 | 84 | 52 | 49 | 32 | 69 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| MEAN | 2.64 | 2.48 | 2.62 | 2.80 | 2.57 | 2.62 | 2.67 | 2.71 | 2.65 | | | | | 2.75 | 2.81 | 2.61 | 2.62 | 2.67 | 2.47 | 2.72 |
| p stat_(*=Sig @ p<=.05) | | .016* | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |

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

NQ35 RATING OF HEALTH PLAN

| | | 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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ### | OTHR ### | MUL-TI | HIS-IC | NOT HIS-IC | EX & VERY GOOD & | FAIR & POOR | MALE | FE-MALE | | |
| NQ35 | | | | | | | | | | | | | | | | | | | | | |
| 0-6 | 52 20% | 1160 23% | 6 19% | 12 27% | 8 20% | 11 19% | 11 17% | 2 12% | 26 22% | ~ | ~ | ~ | ~ | ~ | 2 20% | 7 12%* | 41 21% | 35 20% | 15 17% | 24 24% | 26 17% |
| 7-8 | 100 38% | 1699 34% | 11 35% | 17 39% | 16 39% | 25 42% | 21 32% | 7 41% | 45 38% | ~ | ~ | ~ | ~ | ~ | 2 20% | 24 40% | 73 38% | 69 40% | 29 34% | 37 36% | 61 39% |
| 9-10 | 112 42% | 2187 43% | 14 45% | 15 34% | 17 41% | 23 39% | 33 51% | 8 47% | 46 39% | ~ | ~ | ~ | ~ | ~ | 6 60% | 29 48% | 79 41% | 69 40% | 42 49% | 41 40% | 70 45% |
| VALID CASES | 264 | 5046 | 31 | 44 | 41 | 59 | 65 | 17 | 117 | | | | 10 | 60 | 193 | 173 | 86 | 102 | 157 | | |
| NUMBER OF RESPONDENTS | 264 100% | 5046 100% | 31 100% | 44 100% | 41 100% | 59 100% | 65 100% | 17 100% | 117 100% | | | | 10 100% | 60 100% | 193 100% | 173 100% | 86 100% | 102 100% | 157 100% | | |
| MEAN | 2.23 | 2.20 | 2.26 | 2.07 | 2.22 | 2.20 | 2.34 | 2.35 | 2.17 | | | | 2.40 | 2.37 | 2.20 | 2.20 | 2.31 | 2.17 | 2.28 | | |
| p stat_(*=Sig @ p<=.05) | | .602 | ~ | ~ | ~.780 | .174 | ~.283 | ~ | ~ | ~ | ~ | ~ | ~.086 | .272 | .365 | .197 | .309 | .174 | | | |

GETTING NEEDED CARE

| | | 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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ### | OTHR ### | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | | FE-MALE | | | |
| NPRBSEE4 NQ25 | 2.32 | 2.22 | 2.33 | 2.08 | 2.14 | 2.29 | 2.54 | 2.57 | 2.49 | | | | 2.75 | 2.24 | 2.37 | 2.36 | 2.31 | 2.35 | 2.34 | | |
| p stat_(*=Sig @ p<=.05) | .153 | | ~ | ~ | ~ | ~ | ~ | ~ | .014* | ~ | ~ | ~ | ~ | ~ | ~ | .611 | .860 | ~ | ~ | | |
| NCARNES4 NQ14 | 2.23 | 2.26 | 2.16 | 2.03 | 2.07 | 2.22 | 2.42 | 2.50 | 2.28 | | | | 2.50 | 2.18 | 2.27 | 2.26 | 2.20 | 2.22 | 2.25 | | |
| p stat_(*=Sig @ p<=.05) | .502 | | ~ | ~ | ~ | ~ | .024* | ~ | .380 | ~ | ~ | ~ | ~ | ~ | .176 | .437 | .732 | .881 | .546 | | |
| COMPOSITE | 2.27 | 2.24 | 2.25 | 2.06 | 2.11 | 2.25 | 2.48 | 2.54 | 2.38 | x | x | x | x | x | 2.63 | 2.21 | 2.32 | 2.31 | 2.26 | 2.28 | 2.30 |
| p stat_(*=Sig @ p<=.05) | .659 | | ~ | ~ | ~ | ~ | .159 | ~ | .197 | ~ | ~ | ~ | ~ | ~ | .330 | .601 | .855 | .930 | .704 | | |

GETTING CARE QUICKLY

| | | | AGE | | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | | |
|-------------------------|---------------|--------------|----------|----------|----------|----------|----------|-------------|--------------------|-----------|--------------------|-------------------------|-------------|--------|---------------|------------------------------|-------------|---------|---------|------|
| | WVCH 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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK NATV ### | MUL-OTHR TI | HIS-IC | NOT HIS-IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE-MALE | FE-MALE | |
| NCARSN4 NQ4 | 2.44 | 2.42 | 2.42 | 2.27 | 2.27 | 2.54 | 2.64 | 2.50 | 2.55 | | | | 3.00 | 2.39 | 2.48 | 2.50 | 2.36 | 2.43 | 2.47 | |
| p stat_(*=Sig @ p<=.05) | | .822 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| NAPGET4 NQ6 | 2.25 | 2.28 | 1.92 | 2.00 | 2.16 | 2.21 | 2.52 | 2.30 | 2.36 | | | | 2.20 | 2.06 | 2.26 | 2.21 | 2.26 | 2.29 | 2.19 | |
| p stat_(*=Sig @ p<=.05) | | .602 | ~ | ~ | ~ | ~ | ~ | ~ | .091 | ~ | ~ | ~ | ~ | ~ | ~ | .497 | .872 | .645 | .265 | |
| COMPOSITE | 2.34 | 2.35 | 2.17 | 2.13 | 2.21 | 2.38 | 2.58 | 2.40 | 2.45 | x | x | x | x | x | 2.60 | 2.22 | 2.37 | 2.36 | 2.33 | |
| p stat_(*=Sig @ p<=.05) | | .930 | ~ | ~ | ~ | ~ | ~ | ~ | .229 | ~ | ~ | ~ | ~ | ~ | ~ | .673 | .866 | .788 | .899 | .859 |

HOW WELL DOCTORS COMMUNICATE

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK NATV ### | OTHR ### | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | FE- MALE | FE- MALE | | |
| NDREXPL4 NQ17 | 2.62 | 2.61 | 2.67 | 2.62 | 2.62 | 2.55 | 2.74 | 2.69 | 2.70 | | | | | | | 2.78 | 2.55 | 2.69 | 2.65 | 2.63 | 2.60 | 2.68 |
| p stat_(*=Sig @ p<=.05) | | .726 | ~ | ~ | ~ | ~.101 | ~.103 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .573 | .891 | .727 | .133 |
| NDRLSTN4 NQ18 | 2.54 | 2.58 | 2.58 | 2.25 | 2.62 | 2.55 | 2.62 | 2.69 | 2.60 | | | | | | | 2.56 | 2.55 | 2.56 | 2.53 | 2.59 | 2.51 | 2.58 |
| p stat_(*=Sig @ p<=.05) | | .335 | ~ | ~ | ~ | ~.310 | ~.253 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .854 | .426 | .714 | .277 |
| NDRESPU4 NQ19 | 2.69 | 2.65 | 2.67 | 2.67 | 2.83 | 2.64 | 2.69 | 2.69 | 2.71 | | | | | | | 2.56 | 2.70 | 2.69 | 2.75 | 2.60 | 2.74 | 2.68 |
| p stat_(*=Sig @ p<=.05) | | .490 | ~ | ~ | ~ | ~ | ~ | ~ | ~.550 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .090 | .150 | .364 | .728 |
| NDRTMEN4 NQ20 | 2.47 | 2.50 | 2.25 | 2.21 | 2.46 | 2.45 | 2.60 | 2.69 | 2.52 | | | | | | | 2.56 | 2.38 | 2.50 | 2.48 | 2.46 | 2.51 | 2.46 |
| p stat_(*=Sig @ p<=.05) | | .472 | ~ | ~ | ~ | ~.090 | ~.322 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .729 | .889 | .553 | .808 |
| COMPOSITE | 2.58 | 2.59 | 2.54 | 2.44 | 2.64 | 2.55 | 2.66 | 2.69 | 2.63 | x | x | x | x | x | x | 2.61 | 2.54 | 2.61 | 2.60 | 2.57 | 2.59 | 2.60 |
| p stat_(*=Sig @ p<=.05) | | .937 | ~ | ~ | ~ | ~.627 | ~.627 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .797 | .952 | .944 | .821 |

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-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK ## | OTHR NATV ### | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | FE-MALE | MALE | | |
| NPBCLCS4 NQ31 | 2.25 | 2.22 | 1.57 | 2.10 | 2.09 | 2.38 | 2.46 | 2.40 | 2.30 | | | | 3.00 | 2.13 | 2.33 | 2.20 | 2.31 | 2.21 | 2.27 | | |
| p stat_(*=Sig @ p<=.05) | .723 | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | | |
| NCSRESP NQ32 | 2.54 | 2.61 | 1.62 | 2.60 | 2.33 | 2.67 | 2.72 | 2.80 | 2.47 | | | | 3.00 | 2.31 | 2.59 | 2.35 | 2.74 | 2.45 | 2.58 | | |
| p stat_(*=Sig @ p<=.05) | .334 | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | | |
| COMPOSITE | 2.39 | 2.42 | 1.60 | 2.35 | 2.21 | 2.52 | 2.59 | 2.60 | 2.39 | x | x | x | x | x | 3.00 | 2.22 | 2.46 | 2.27 | 2.53 | 2.33 | 2.43 |
| p stat_(*=Sig @ p<=.05) | .917 | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | | |

SHARED DECISION MAKING

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | FE- MALE | MALE | |
| NNRXWHY NQ10 | | | | | | | | | | | | | | | | | | | | | |
| p stat_(*=Sig @ p<=.05) | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | | |
| NNRXWYNT NQ11 | 2.43 | 2.46 | 2.56 | 2.33 | 2.53 | 2.38 | 2.54 | 2.43 | 2.53 | | | | 2.33 | 2.30 | 2.51 | 2.38 | 2.61 | 2.41 | 2.51 | | |
| p stat_(*=Sig @ p<=.05) | .679 | | ~ | ~ | ~ | ~ | ~ | ~ | .234 | ~ | ~ | ~ | ~ | ~ | ~ | .513 | ~ | ~ | ~ | | |
| NRXBST NQ12 | 2.52 | 2.52 | 3.00 | 2.67 | 2.18 | 2.85 | 2.37 | 2.71 | 2.59 | | | | 3.00 | 2.40 | 2.60 | 2.70 | 2.30 | 2.62 | 2.51 | | |
| p stat_(*=Sig @ p<=.05) | .974 | | ~ | ~ | ~ | ~ | ~ | ~ | .329 | ~ | ~ | ~ | ~ | ~ | ~ | .013* | ~ | ~ | ~ | | |
| COMPOSITE | 2.47 | 2.49 | 2.78 | 2.50 | 2.35 | 2.62 | 2.46 | 2.57 | 2.56 | x | x | x | x | x | 2.67 | 2.35 | 2.55 | 2.54 | 2.46 | 2.51 | 2.51 |
| p stat_(*=Sig @ p<=.05) | .857 | | ~ | ~ | ~ | ~ | ~ | ~ | .356 | ~ | ~ | ~ | ~ | ~ | ~ | .452 | ~ | ~ | ~ | | |

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

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ PAC ILND ## | AMER IND/ ALSK NATV ## | OTHR ## | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | MALE | FE- MALE | |
| PRBSEE4 Q25 | 83% | 75% | 67% | 69% | 86% | 81% | 93% | 100% | 93% | | | | | | 100% | 76% | 85% | 82% | 85% | 82% | 85% |
| CARNES4 Q14 | 79% | 80% | 68% | 72% | 78% | 74% | 91% | 100% | 85% | | | | | | 100% | 77% | 82% | 82% | 78% | 82% | 80% |
| AVERAGE | 80.98 | 77.53 | 67.54 | 70.82 | 81.75 | 77.43 | 91.62 | 100.0 | 89.04 | x | x | x | x | x | 100.0 | 76.70 | 83.67 | 81.86 | 81.50 | 81.95 | 82.30 |

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

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ PAC ILND ## | AMER IND/ ALSK NATV ## | OTHR ## | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | MALE | FE- MALE | |
| CARSN4 Q4 | 86% | 84% | 83% | 80% | 87% | 87% | 93% | 100% | 94% | | | | | | 100% | 83% | 89% | 91% | 80% | 86% | 88% |
| APGET4 Q6 | 76% | 77% | 54% | 63% | 80% | 74% | 86% | 80% | | | | | | | 80% | 71% | 75% | 73% | 78% | 82% | 71% |
| AVERAGE | 80.85 | 80.73 | 68.59 | 71.48 | 83.33 | 80.96 | 89.61 | 90.00 | 86.82 | x | x | x | x | x | 90.00 | 76.96 | 81.97 | 82.05 | 79.00 | 83.77 | 79.59 |

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

| | WVCH 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- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | OTHR | MUL- TI | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | FE- MALE | FE- MALE | | | |
| DREXPL4 Q17 | 92% | 91% | 92% | 96% | 96% | 93% | 94% | 92% | 99% | | | | | | | 89% | 88% | 96% | 94% | 93% | 96% | 93% |
| DRLSTN4 Q18 | 88% | 90% | 83% | 79% | 96% | 89% | 90% | 100% | 94% | | | | | | | 89% | 85% | 91% | 87% | 93% | 91% | 89% |
| DRESPU4 Q19 | 94% | 91% | 83% | 96% | 100% | 91% | 94% | 100% | 98% | | | | | | | 89% | 92% | 94% | 96% | 91% | 98% | 92% |
| DRTMEN4 Q20 | 88% | 87% | 83% | 79% | 88% | 89% | 92% | 100% | 92% | | | | | | | 89% | 85% | 90% | 89% | 88% | 93% | 87% |
| AVERAGE | 90.7 | 89.8 | 85.4 | 87.5 | 94.8 | 90.3 | 92.5 | 98.1 | 95.7 | x | x | x | x | x | x | 88.9 | 87.5 | 92.7 | 91.7 | 91.2 | 94.5 | 90.1 |

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

| | WVCH 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- AMER # | AS- IAN ## | NATV HAW/ PAC ILND ## | AMER IND/ ALSK NATV ## | OTHR ## | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | MALE | FE- MALE | |
| PBCLCS4 Q31 | 80% | 76% | 43% | 80% | 73% | 86% | 88% | 80% | 84% | | | | | | 100% | 73% | 85% | 78% | 82% | 75% | 82% |
| CSRESP Q32 | 87% | 91% | 38% | 90% | 83% | 90% | 96% | 100% | 87% | | | | | | 100% | 75% | 90% | 79% | 95% | 83% | 89% |
| AVERAGE | 83.17 | 83.64 | 40.18 | 85.00 | 78.03 | 88.10 | 91.75 | 90.00 | 85.31 | x | x | x | x | x | 100.0 | 74.17 | 87.58 | 78.28 | 88.46 | 78.88 | 85.52 |

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

| | | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | GENDER | | | |
|-------------|---------------|--------------|----------|----------|----------|----------|----------|-------------|--------------------|-----------|-------------------|------------------------|---------|-----------|------------|----------------|------------------------------|--------------------|---------|---------|------|
| | WVCH 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-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK NATV ### | OTHR ## | MUL-TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | FE-MALE | FE-MALE | |
| NRXWHY Q10 | 93% | 93% | 67% | 100% | 100% | 92% | 91% | 100% | 97% | | | | | 100% | 90% | 93% | 92% | 93% | 92% | 93% | |
| NRXWYNT Q11 | 71% | 73% | 78% | 67% | 76% | 69% | 77% | 71% | 76% | | | | | 67% | 65% | 75% | 69% | 80% | 70% | 76% | |
| RXBST Q12 | 76% | 76% | 100% | 83% | 59% | 92% | 69% | 86% | 80% | | | | | 100% | 70% | 80% | 85% | 65% | 81% | 76% | |
| AVERAGE | 80.1 | 80.6 | 81.5 | 83.3 | 78.4 | 84.6 | 79.0 | 85.7 | 84.2 | x | x | x | x | x | 88.9 | 75.0 | 82.7 | 82.0 | 79.7 | 81.1 | 81.4 |

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

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------|---------------------|-----------|------------|----------------|------------------------------|--------------------|--------|--------------|------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/PAC ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q1 YES | 313 | 5578 | 59 | 76 | 98 | 80 | 63 | | | | | | 185 | 99 | 272 | 22 | 256 | 57 | |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | ~ | ~ | ~ | ~ | ~ | ~ | 100% | 100% | 100% | 100% | 100% | 100% |
| NOT ANSWERED | 4 | 60 | | 1 | 1 | 2 | 1 | | | | | | 3 | 1 | 2 | 2 | 2 | 2 | |
| VALID CASES | 313 | 5578 | 59 | 76 | 98 | 80 | 63 | | | | | | 185 | 99 | 272 | 22 | 256 | 57 | |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | 188 | 100 | 274 | 24 | 258 | 59 | |
| | 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 | | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|------------------------------|--------------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q3 YES | 80 26% | 1643 30% | 16 27% | 23 31% | 19 20% | 22 27% | 23 37%* | ~ | ~ | ~ | ~ | ~ | ~ | 39 21%* | 34 34%* | 63 24%~ | 12 52%~ | 56 22%* | 24 41%* |
| NO | 228 74% | 3803 70% | 43 73% | 51 69% | 75 80% | 59 73% | 40 63%* | ~ | ~ | ~ | ~ | ~ | ~ | 143 79%* | 66 66%* | 205 76%~ | 11 48%~ | 194 78%* | 34 59%* |
| NOT ANSWERED | 9 | 191 | | 3 | 5 | 1 | 1 | | | | | | | 6 | | 6 | 1 | 8 | 1 |
| VALID CASES | 308 | 5447 | 59 | 74 | 94 | 81 | 63 | | | | | | | 182 | 100 | 268 | 23 | 250 | 58 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | |
|-------------------------|---------------------|--------------------|-----------|-----------|-----------|-------------------|----------------------------|------------|----------------------|----------------------|------------|-----------|----------------|------------|----------------------------------|-------------------|-----------------|-----------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER ALSK NATV | MUL- TI | OTH- R | HIS- IC | HIS- IC | NOT VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC |
| Q4 NEVER | | 21 1% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| SOMETIMES | 9 12% | 109 7% | 2 13% | 1 5% | 3 17% | 3 14% | ~ | ~ | ~ | ~ | ~ | ~ | 7 18% | 7 12% | 1 9% | 8 15% | 1 5% | |
| USUALLY | 13 17% | 253 16% | ~ 24% | 5 11% | 2 11% | 6 29% | 4 20% | ~ | ~ | ~ | ~ | ~ | 6 16% | 6 19% | 7 12% | 5 45% | 7 13% | 6 27% |
| ALWAYS | 53 71% | 1212 76% | 13 87% | 15 71% | 13 72% | 12 57% | 16 80% | ~ | ~ | ~ | ~ | ~ | 25 66% | 25 81% | 45 76% | 5 45% | 38 72% | 15 68% |
| #ALWAYS + USUALLY (NET) | 66 88% | 1464 92% | 13 87% | 20 95% | 15 83% | 18 86% | 20 100% | ~ | ~ | ~ | ~ | ~ | 31 82% | 31 100% | 52 88% | 10 91% | 45 85% | 21 95% |
| TOP BOX SCORE | 53 71% | 1212 76% | 13 87% | 15 71% | 13 72% | 12 57% | 16 80% | ~ | ~ | ~ | ~ | ~ | 25 66% | 25 81% | 45 76% | 5 45% | 38 72% | 15 68% |
| NOT ANSWERED | 5 | 102 | 1 | 2 | 1 | 1 | 3 | | | | | | 1 | 3 | 4 | 1 | 3 | 2 |
| VALID CASES | 75 | 1594 | 15 | 21 | 18 | 21 | 20 | | | | | | 38 | 31 | 59 | 11 | 53 | 22 |
| NUMBER OF RESPONDENTS | 80 | 1696 | 16 | 23 | 19 | 22 | 23 | | | | | | 39 | 34 | 63 | 12 | 56 | 24 |
| | 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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------------|--------------------|------------|------------|------------|-------------------|---------------------------------|------------------|----------------------------|---------------------------|--------------------|----------|------------|---------------------------|-----------------------------------|-------------------|------------|-----------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ ILND ## | AMER IND/ ALSK # | MUL- OTHR ## | TI ## | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | |
| Q5 YES | 197 64% | 3547 65% | 43 74% | 50 66% | 59 63% | 45 57% | 39 63% | ~ | ~ | ~ | ~ | ~ | ~ | 120 65% | 59 61% | 163 61%~ | 21 88%~ | 153 61%* | 44 76%* |
| NO | 110 36% | 1877 35% | 15 26% | 26 34% | 35 37% | 34 43% | 23 37% | ~ | ~ | ~ | ~ | ~ | ~ | 65 35% | 37 39% | 104 39%~ | 3 12%~ | 96 39%* | 14 24%* |
| NOT ANSWERED | 10 | 214 | 1 | 1 | 5 | 3 | 2 | | | | | | | 3 | 4 | 7 | | 9 | 1 |
| VALID CASES | 307 | 5424 | 58 | 76 | 94 | 79 | 62 | | | | | | | 185 | 96 | 267 | 24 | 249 | 58 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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 | | |
|-------------------------|---------------|--------------|-----------|-----------|-----------|-------------|--------------------|-----------|-------------------------|-------------|-----------|--------|------------|----------------------|---------------|------------|--------------|------------|-----------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER ALSK # | MUL-TI ## | HIS-IC | HIS-PAN-IC | NOT VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | | |
| Q6 NEVER | 2 1% | 50 2% | ~ | ~ | 4% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 2 2% | 2 1% | 2 1% | ~ | | |
| SOMETIMES | 36 19% | 468 14%* | 5 12% | 7 15% | 13 23% | 11 27% | 2 6% | ~ | ~ | ~ | ~ | ~ | ~ | 29 25%* | 3 6%* | 28 18% | 6 29% | 31 22% | 5 12% |
| USUALLY | 43 23% | 881 27% | 11 28% | 9 19% | 13 23% | 10 24% | 8 23% | ~ | ~ | ~ | ~ | ~ | ~ | 31 27% | 10 19% | 36 24% | 5 24% | 36 25% | 7 17% |
| ALWAYS | 104 56% | 1910 58% | 24 60% | 31 66% | 29 51% | 20 49% | 25 71% | ~ | ~ | ~ | ~ | ~ | ~ | 54 47%* | 40 75%* | 87 57% | 10 48% | 75 52% | 29 71% |
| #ALWAYS + USUALLY (NET) | 147 79% | 2792 84% | 35 88% | 40 85% | 42 74% | 30 73% | 33 94% | ~ | ~ | ~ | ~ | ~ | ~ | 85 73%* | 50 94%* | 123 80% | 15 71% | 111 77% | 36 88% |
| TOP BOX SCORE | 104 56% | 1910 58% | 24 60% | 31 66% | 29 51% | 20 49% | 25 71% | ~ | ~ | ~ | ~ | ~ | ~ | 54 47%* | 40 75%* | 87 57% | 10 48% | 75 52% | 29 71% |
| NOT ANSWERED | 12 | 232 | 3 | 3 | 2 | 4 | 4 | | | | | | | 4 | 6 | 10 | | 9 | 3 |
| VALID CASES | 185 | 3310 | 40 | 47 | 57 | 41 | 35 | | | | | | | 116 | 53 | 153 | 21 | 144 | 41 |
| NUMBER OF RESPONDENTS | 197 | 3542 | 43 | 50 | 59 | 45 | 39 | | | | | | | 120 | 59 | 163 | 21 | 153 | 44 |
| | 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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|------------|-----------|-----------|-------------------|---------------------------------|------------------|------------------------------------|-----------------------------------|--------------------------|------------|---------------------------|-----------------------------------|-------------------|------------|-----------------|------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ ILND PAC ### | AMER IND/ ALSK NATV # | MUL- OTHR TI ## | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | | |
| Q7 NONE | 100 33% | 1626 30% | 11 20%* | 25 34% | 31 33% | 33 43%* | 17 27% | ~ | ~ | ~ | ~ | ~ | ~ | 64 35% | 32 32% | 95 36%~ | 4 17%~ | 90 37%* | 10 18%* |
| 1 TIME | 98 33% | 1614 30% | 24 44% | 22 30% | 35 37% | 17 22%* | 20 32% | ~ | ~ | ~ | ~ | ~ | ~ | 61 34% | 27 27% | 85 32%~ | 7 30%~ | 85 35% | 13 23% |
| 2 | 42 14% | 1048 20%* | 7 13% | 12 16% | 15 16% | 8 10% | 8 13% | ~ | ~ | ~ | ~ | ~ | ~ | 30 17% | 9 9% | 35 13%~ | 4 17%~ | 34 14% | 8 14% |
| 3 | 24 8% | 512 10% | 7 13% | 6 8% | 3 3%* | 8 10% | 5 8% | ~ | ~ | ~ | ~ | ~ | ~ | 13 7% | 10 10% | 21 8%~ | 3 13%~ | 18 7% | 6 11% |
| 4 | 15 5% | 232 4% | 5 9% | 4 5% | 3 3% | 3 4% | 6 10% | ~ | ~ | ~ | ~ | ~ | ~ | 6 3% | 7 7% | 12 5%~ | 1 4%~ | 10 4% | 5 9% |
| 5 TO 9 | 18 6% | 256 5% | 1 2%* | 4 5% | 7 7% | 6 8% | 5 8% | ~ | ~ | ~ | ~ | ~ | ~ | 6 3%* | 11 11%* | 14 5%~ | 3 13%~ | 6 2%* | 12 21%* |
| 10 OR MORE TIMES | 4 1% | 57 1% | ~ | 1 1% | 1 1% | 2 3% | 2 3% | ~ | ~ | ~ | ~ | ~ | ~ | 1 0.6% | 3 3% | 3 1%~ | 1 4%~ | 1 0.4% | 3 5% |
| NOT ANSWERED | 16 | 293 | 4 | 3 | 4 | 5 | 1 | | | | | | | 7 | 1 | 9 | 1 | 14 | 2 |
| VALID CASES | 301 | 5345 | 55 | 74 | 95 | 77 | 63 | | | | | | | 181 | 99 | 265 | 23 | 244 | 57 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

Q8 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 | | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------------|-------------|----------------|------------|----------------|------------------------------|--------------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER ALSK # | MUL-OTHR TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q8 #YES | 127 65% | 2462 67% | 27 66%~ | 28 60%~ | 46 73% | 26 59%~ | 29 66%~ | ~ | ~ | ~ | ~ | ~ | ~ | 74 64% | 45 70% | 107 64%~ | 14 78%~ | 94 63%~ | 33 73%~ |
| NO | 68 35% | 1197 33% | 14 34%~ | 19 40%~ | 17 27% | 18 41%~ | 15 34%~ | ~ | ~ | ~ | ~ | ~ | ~ | 41 36% | 19 30% | 59 36%~ | 4 22%~ | 56 37%~ | 12 27%~ |
| NOT ANSWERED | 6 | 87 | 3 | 2 | 1 | | 2 | | | | | | | 2 | 3 | 4 | 1 | 4 | 2 |
| VALID CASES | 195 | 3659 | 41 | 47 | 63 | 44 | 44 | | | | | | | 115 | 64 | 166 | 18 | 150 | 45 |
| NUMBER OF RESPONDENTS | 201 100% | 3746 100% | 44 100% | 49 100% | 64 100% | 44 100% | 46 100% | | | | | | | 117 100% | 67 100% | 170 100% | 19 100% | 154 100% | 47 100% |

[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 | | |
|-------------------------|---------------|--------------|------|------------|-----------|-------------|------------|--------------------|-----------|------------------|------------------------|-----------|-----------|----------------|----------------------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND # | AMER ALSK NATV OTHR ## | MUL-TI ## | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC | | |
| Q9 NEVER | 8 4% | 111 3% | ~ | 3 7%~ | 2 3% | 3 7%~ | 2 5%~ | ~ | ~ | ~ | ~ | ~ | ~ | 4 4% | 2 3% | 6 4%~ | 1 5%~ | 5 3%~ | 3 7%~ |
| SOMETIMES | 20 10% | 330 9% | 5%~ | 2 13%~ | 6 13% | 8 9%~ | 4 5%~ | ~ | ~ | ~ | ~ | ~ | ~ | 13 11% | 5 8% | 16 10%~ | 3 16%~ | 14 10%~ | 6 13%~ |
| USUALLY | 52 27% | 815 22% | 28%~ | 11 22%~ | 10 27% | 17 32%~ | 14 30%~ | ~ | ~ | ~ | ~ | ~ | ~ | 31 27% | 18 28% | 41 25%~ | 8 42%~ | 40 27%~ | 12 26%~ |
| ALWAYS | 112 58% | 2400 66%* | 68%~ | 27 59%~ | 27 56% | 35 52%~ | 23 61%~ | ~ | ~ | ~ | ~ | ~ | ~ | 66 58% | 40 62% | 102 62%~ | 7 37%~ | 87 60%~ | 25 54%~ |
| #ALWAYS + USUALLY (NET) | 164 85% | 3215 88% | 95%~ | 38 80%~ | 37 84% | 52 84%~ | 37 91%~ | ~ | ~ | ~ | ~ | ~ | ~ | 97 85% | 58 89% | 143 87%~ | 15 79%~ | 127 87%~ | 37 80%~ |
| TOP BOX SCORE | 112 58% | 2400 66%* | 68%~ | 27 59%~ | 27 56% | 35 52%~ | 23 61%~ | ~ | ~ | ~ | ~ | ~ | ~ | 66 58% | 40 62% | 102 62%~ | 7 37%~ | 87 60%~ | 25 54%~ |
| NOT ANSWERED | 9 | 90 | 4 | 3 | 2 | | 2 | | | | | | | 3 | 2 | 5 | | 8 | 1 |
| VALID CASES | 192 | 3656 | 40 | 46 | 62 | 44 | 44 | | | | | | | 114 | 65 | 165 | 19 | 146 | 46 |
| NUMBER OF RESPONDENTS | 201 | 3746 | 44 | 49 | 64 | 44 | 46 | | | | | | | 117 | 67 | 170 | 19 | 154 | 47 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | | 100% | 100% | 100% | 100% | 100% | 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 | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|------------|--------------------|-----------|-------------------------|-------------------|-----------|-------------|----------------|------------------------------|------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR ## | MUL-TI ## | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD POOR | NO CCC | CCC |
| Q10 YES | 55 29% | 1058 29% | 11 28%~ | 18 40%~ | 15 25% | 11 26%~ | 11 26%~ | ~ | ~ | ~ | ~ | ~ | 29 25% | 22 35% | 44 27%~ | 7 37%~ | 35 24%~ | 20 43%~ |
| Q10 NO | 134 71% | 2578 71% | 29 73%~ | 27 60%~ | 46 75% | 32 74%~ | 32 74%~ | ~ | ~ | ~ | ~ | ~ | 85 75% | 41 65% | 118 73%~ | 12 63%~ | 108 76%~ | 26 57%~ |
| NOT ANSWERED | 12 | 110 | 4 | 4 | 3 | 1 | 3 | | | | | | 3 | 4 | 8 | | 11 | 1 |
| VALID CASES | 189 | 3636 | 40 | 45 | 61 | 43 | 43 | | | | | | 114 | 63 | 162 | 19 | 143 | 46 |
| NUMBER OF RESPONDENTS | 201 100% | 3746 100% | 44 100% | 49 100% | 64 100% | 44 100% | 46 100% | | | | | | 117 100% | 67 100% | 170 100% | 19 100% | 154 100% | 47 100% |

[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 | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|------------------------------|--------------------|------------|--------------|-----------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | |
| Q11 #YES | 51 93% | 931 93% | 10 91% | 16 89% | 14 93% | 11 100% | 11 100% | ~ | ~ | ~ | ~ | ~ | 25 86% | 22 100% | 41 93% | 6 86% | 33 94% | 18 90% |
| NO | 4 7% | 71 7% | 1 9% | 2 11% | 1 7% | ~ | ~ | ~ | ~ | ~ | ~ | 4 14% | ~ | 3 7% | 1 14% | 2 6% | 2 10% | |
| NOT ANSWERED | 28 | 408 | 8 | 7 | 7 | 6 | 4 | | | | | 10 | 5 | 17 | 1 | 25 | 3 | |
| VALID CASES | 55 | 1002 | 11 | 18 | 15 | 11 | 11 | | | | | 29 | 22 | 44 | 7 | 35 | 20 | |
| NUMBER OF RESPONDENTS | 83 100% | 1410 100% | 19 100% | 25 100% | 22 100% | 17 100% | 15 100% | | | | | 39 100% | 27 100% | 61 100% | 8 100% | 60 100% | 23 100% | |

[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 | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|------------------------------|--------------------|-----------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | |
| Q12 #YES | 33 60% | 722 71% | 6 55%~ | 8 44%~ | 12 80%~ | 7 64%~ | 8 73%~ | ~ | ~ | ~ | ~ | ~ | 18 62%~ | 13 59%~ | 27 61%~ | 4 57%~ | 19 54%~ | 14 70%~ |
| NO | 22 40% | 300 29% | 5 45%~ | 10 56%~ | 3 20%~ | 4 36%~ | 3 27%~ | ~ | ~ | ~ | ~ | ~ | 11 38%~ | 9 41%~ | 17 39%~ | 3 43%~ | 16 46%~ | 6 30%~ |
| NOT ANSWERED | | 19 | | | | | | | | | | | | | | | | |
| VALID CASES | 55 | 1022 | 11 | 18 | 15 | 11 | 11 | | | | | | 29 | 22 | 44 | 7 | 35 | 20 |
| NUMBER OF RESPONDENTS | 55 100% | 1041 100% | 11 100% | 18 100% | 15 100% | 11 100% | 11 100% | | | | | | 29 100% | 22 100% | 44 100% | 7 100% | 35 100% | 20 100% |

[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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------------|--------------------|-----------|------------|-------------|-------------------|---------------------------------|------------------|----------------------------|---------------------------|--------------------|----------|----------------|---------------------------|-----------------------------------|-------------------|-----------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ ILND ## | AMER IND/ ALSK # | MUL- OTHR ## | TI ## | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC |
| Q13 #YES | 46 85% | 804 80% | 9 82%~ | 13 72%~ | 15 100%~ | 9 91%~ | 10 ~ | ~ | ~ | ~ | ~ | ~ | 28 ~97%~ | 17 77%~ | 39 89%~ | 6 86%~ | 28 82%~ | 18 90%~ |
| NO | 8 15% | 202 20% | 2 18%~ | 5 28%~ | 1 10%~ | 1 9%~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 3%~ | 5 23%~ | 5 11%~ | 1 14%~ | 6 18%~ | 2 10%~ |
| NOT ANSWERED | 1 | 35 | | | 1 | | | | | | | | | | | | | 1 |
| VALID CASES | 54 | 1006 | 11 | 18 | 15 | 10 | 11 | | | | | | 29 | 22 | 44 | 7 | 34 | 20 |
| NUMBER OF RESPONDENTS | 55 | 1041 | 11 | 18 | 15 | 11 | 11 | | | | | | 29 | 22 | 44 | 7 | 35 | 20 |
| | 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 | |
|--------------------------------|---------------|--------------|-----|-----|------|-------------|------|--------------------|-----------|------------------|------------------------|-----------|-----------|----------------|-----------------------|-------------|--------------|-----|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND # | AMER ALSK NATV OTHR ## | MUL-TI ## | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC |
| Q14 WORST HEALTH CARE POSSIBLE | 1 | 7 | | | | 1 | | | | | | | 1 | | 1 | | | 1 |
| | 0.5% | 0.2% | ~ | ~ | ~ | 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~0.9% | ~ | ~0.6% | ~ | ~ | ~2% |
| 01 | | 7 | | | | | | | | | | | | | | | | |
| | | 0.2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| 02 | | 15 | | | | | | | | | | | | | | | | |
| | | 0.4% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| 03 | 1 | 17 | | | 1 | | | | | | | | 1 | | | 1 | | 1 |
| | 0.5% | 0.5% | ~ | ~ | 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~0.9% | ~ | ~5% | ~ | ~ | ~2% |
| 04 | 1 | 22 | | | 1 | | | | | | | | 1 | | 1 | | 1 | |
| | 0.5% | 0.6% | ~ | ~ | 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~0.9% | ~ | ~0.6% | ~ | ~0.7% | ~ |
| 05 | 7 | 133 | | 2 | 2 | 3 | 2 | | | | | | 2 | 2 | 5 | | 7 | |
| | 4% | 4% | ~ | 4% | 3% | 7% | 5% | ~ | ~ | ~ | ~ | ~ | ~2% | 3% | 3% | ~ | 5% | ~ |
| 06 | 3 | 105 | | 1 | | 2 | 2 | | | | | | 1 | 2 | 1 | 2 | 2 | 1 |
| | 2% | 3% | ~ | 2% | ~ | 5% | 5% | ~ | ~ | ~ | ~ | ~ | ~0.9% | 3% | 0.6% | 11% | 1% | 2% |
| 07 | 19 | 327 | 4 | 5 | 7 | 3 | 3 | | | | | | 8 | 9 | 14 | 4 | 12 | 7 |
| | 10% | 9% | 10% | 11% | 11% | 7% | 7% | ~ | ~ | ~ | ~ | ~ | ~7% | 14% | 8% | 21% | 8% | 15% |
| 08 | 37 | 776 | 9 | 8 | 15 | 5 | 6 | | | | | | 24 | 11 | 31 | 4 | 29 | 8 |
| | 19% | 21% | 23% | 17% | 24% | 11% | 14% | ~ | ~ | ~ | ~ | ~ | ~21% | 17% | 19% | 21% | 20% | 17% |
| 09 | 43 | 815 | 8 | 12 | 10 | 13 | 13 | | | | | | 25 | 17 | 41 | 2 | 33 | 10 |
| | 22% | 22% | 20% | 26% | 16% | 30% | 30% | ~ | ~ | ~ | ~ | ~ | ~22% | 26% | 25% | 11% | 22% | 22% |
| BEST HEALTH CARE POSSIBLE | 81 | 1412 | 19 | 18 | 27 | 17 | 18 | | | | | | 52 | 24 | 72 | 6 | 63 | 18 |
| | 42% | 39% | 48% | 39% | 43% | 39% | 41% | ~ | ~ | ~ | ~ | ~ | ~45% | 37% | 43% | 32% | 43% | 39% |
| #8-10 (NET) | 161 | 3003 | 36 | 38 | 52 | 35 | 37 | | | | | | 101 | 52 | 144 | 12 | 125 | 36 |
| | 83% | 83% | 90% | 83% | 83% | 80% | 84% | ~ | ~ | ~ | ~ | ~ | ~88% | 80% | 87% | 63% | 85% | 78% |

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 | | |
|-------------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------------|-------------|----------------|------------|----------------|------------------------------|------------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER ALSK # | MUL-OTHR TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD FAIR & POOR | NO CCC | CCC | | |
| 9-10 (NET) | 124 64% | 2227 61% | 27 68%~ | 30 65%~ | 37 59% | 30 68%~ | 31 70%~ | ~ | ~ | ~ | ~ | ~ | ~ | 77 67% | 41 63% | 113 68%~ | 8 42%~ | 96 65%~ | 28 61%~ |
| NOT ANSWERED | 8 | 109 | 4 | 3 | 1 | | 2 | | | | | | | 2 | 2 | 4 | | 7 | 1 |
| VALID CASES | 193 | 3637 | 40 | 46 | 63 | 44 | 44 | | | | | | | 115 | 65 | 166 | 19 | 147 | 46 |
| NUMBER OF RESPONDENTS | 201 100% | 3746 100% | 44 100% | 49 100% | 64 100% | 44 100% | 46 100% | | | | | | | 117 100% | 67 100% | 170 100% | 19 100% | 154 100% | 47 100% |
| MEAN | 8.74 | 8.64 | 9.05 | 8.76 | 8.67 | 8.52 | 8.82 | | | | | | | 8.83 | 8.71 | 8.86 | 8.05 | 8.80 | 8.52 |
| p stat_(*=Sig @ p<=.05) | | .363 | ~ | ~ | .667 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .276 | .858 | ~ | ~ | ~ | ~ |

[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 | | |
|-------------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|--------------------|------------------|-------------|-------|------------|-------------|-----------------------------|-----------------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK # | MUL-OTHR ## | TI ## | HIS-PAN-IC | HIS-PAN-IC | NOT VERY GOOD & FAIR & POOR | EX & VERY GOOD & POOR | NO CCC | CCC | |
| Q15 NEVER | 8 4% | 66 2% | ~ | 7%~ | 3 5% | 2 5%~ | 1 2%~ | ~ | ~ | ~ | ~ | ~ | ~ | 6 5% | 1 2% | 7 4%~ | 1 5%~ | 5 3%~ | 3 7%~ |
| SOMETIMES | 21 11% | 356 10% | 7%~ | 9%~ | 4 16% | 4 9%~ | 2 5%~ | ~ | ~ | ~ | ~ | ~ | ~ | 17 15%* | 2 3%* | 16 10%~ | 4 21%~ | 18 12%~ | 3 7%~ |
| USUALLY | 63 33% | 1161 32% | 40%~ | 26%~ | 12 31% | 16 36%~ | 12 27%~ | ~ | ~ | ~ | ~ | ~ | ~ | 39 34% | 20 31% | 51 31%~ | 8 42%~ | 45 31%~ | 18 39%~ |
| ALWAYS | 100 52% | 2060 57% | 53%~ | 59%~ | 27 48% | 22 50%~ | 29 66%~ | ~ | ~ | ~ | ~ | ~ | ~ | 53 46%* | 41 64%* | 91 55%~ | 6 32%~ | 78 53%~ | 22 48%~ |
| #ALWAYS + USUALLY (NET) | 163 85% | 3220 88% | 93%~ | 85%~ | 39 79% | 49 86%~ | 38 93%~ | 41 | ~ | ~ | ~ | ~ | ~ | 92 80%* | 61 95%* | 142 86%~ | 14 74%~ | 123 84%~ | 40 87%~ |
| TOP BOX SCORE | 100 52% | 2060 57% | 53%~ | 59%~ | 27 48% | 22 50%~ | 29 66%~ | ~ | ~ | ~ | ~ | ~ | ~ | 53 46%* | 41 64%* | 91 55%~ | 6 32%~ | 78 53%~ | 22 48%~ |
| NOT ANSWERED | 9 | 104 | 4 | 3 | 2 | | 2 | | | | | | | 2 | 3 | 5 | | 8 | 1 |
| VALID CASES | 192 | 3642 | 40 | 46 | 62 | 44 | 44 | | | | | | | 115 | 64 | 165 | 19 | 146 | 46 |
| NUMBER OF RESPONDENTS | 201 100% | 3746 100% | 44 100% | 49 100% | 64 100% | 44 100% | 46 100% | | | | | | | 117 100% | 67 100% | 170 100% | 19 100% | 154 100% | 47 100% |

[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 | | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------|---------|-----------|-----------|-----|---------|-----------|-------------|-----------------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AMER | AS- IAN | NATV ILND | AMER ALSK | OTH | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| Q16 YES | 197 64% | 3847 71%* | 7 12%* | 53 72% | 74 78%* | 63 78%* | 44 69% | ~ | ~ | ~ | ~ | ~ | ~ | 113 60% | 70 71% | 174 64%~ | 16 70%~ | 148 60%* | 49 84%* |
| NO | 109 36% | 1561 29%* | 49 88%* | 21 28% | 21 22%* | 18 22%* | 20 31% | ~ | ~ | ~ | ~ | ~ | ~ | 74 40% | 29 29% | 99 36%~ | 7 30%~ | 100 40%* | 9 16%* |
| NOT ANSWERED | 11 | 230 | 3 | 3 | 4 | 1 | | | | | | | | 1 | 1 | 1 | 1 | 10 | 1 |
| VALID CASES | 306 | 5408 | 56 | 74 | 95 | 81 | 64 | | | | | | | 187 | 99 | 273 | 23 | 248 | 58 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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 | | |
|-----------------------|---------------|--------------|----------|-----------|-----------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|----------------------------|---------------|------------|--------------|------------|-----------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR POOR | GOOD & FAIR | NO CCC | CCC | | |
| Q17 YES | 30 16% | 421 11% | 1 17% | 13 25% | 12 17% | 4 7% | 4 10% | ~ | ~ | ~ | ~ | ~ | ~ | 17 16% | 11 17% | 23 14% | 6 38% | 17 12% | 13 28% |
| NO | 157 84% | 3279 89% | 5 83% | 38 75% | 59 83% | 55 93% | 36 90% | ~ | ~ | ~ | ~ | ~ | ~ | 92 84% | 54 83% | 141 86% | 10 63% | 124 88% | 33 72% |
| NOT ANSWERED | 10 | 221 | 1 | 2 | 3 | 4 | 4 | | | | | | | 4 | 5 | 10 | | 7 | 3 |
| VALID CASES | 187 | 3699 | 6 | 51 | 71 | 59 | 40 | | | | | | | 109 | 65 | 164 | 16 | 141 | 46 |
| NUMBER OF RESPONDENTS | 197 | 3920 | 7 | 53 | 74 | 63 | 44 | | | | | | | 113 | 70 | 174 | 16 | 148 | 49 |
| | 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 | | |
|-----------------------|---------------|-----------------|-----------|------------|------------|---------------|--------------------|-----------|-------------------------|------------------|-----------|------------|------------|----------------------|---------------|------------|--------------|------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | HIS-PAN-IC | NOT VERY GOOD & POOR | EX & FAIR & | NO CCC | CCC | | |
| Q18 #YES | 27 90% | 351 89%~100% | 1 ~ | 12 92%~ | 11 92%~ | 3 75%~100% | 4 100%~ | ~ | ~ | ~ | ~ | ~ | ~ | 14 ~82%~100% | 11 ~100%~ | 21 91%~ | 5 83%~ | 15 88%~ | 12 92%~ |
| NO | 3 10% | 44 11%~ | ~ | 1 8%~ | 1 8%~ | 1 25%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 3 18%~ | ~ | 2 9%~ | 1 17%~ | 2 12%~ | 1 8%~ |
| NOT ANSWERED | | 4 | | | | | | | | | | | | | | | | | |
| VALID CASES | 30 | 394 | 1 | 13 | 12 | 4 | 4 | | | | | | | 17 | 11 | 23 | 6 | 17 | 13 |
| NUMBER OF RESPONDENTS | 30 100% | 398 100% | 1 100% | 13 100% | 12 100% | 4 100% | 4 100% | | | | | | | 17 100% | 11 100% | 23 100% | 6 100% | 17 100% | 13 100% |

[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 | | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|------------------------------|---------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD POOR | NO CCC | CCC | | |
| Q19 YES | 14 5% | 201 4% | 3 5% | 3 4% | 4 4% | 4 5% | 4 6% | ~ | ~ | ~ | ~ | ~ | ~ | 7 4% | 5 5% | 9 3%~ | 3 12%~ | 9 4% | 5 8% |
| NO | 289 95% | 5179 96% | 52 95% | 70 96% | 90 96% | 77 95% | 59 94% | ~ | ~ | ~ | ~ | ~ | ~ | 179 96% | 93 95% | 261 97%~ | 21 88%~ | 235 96% | 54 92% |
| NOT ANSWERED | 14 | 258 | 4 | 4 | 5 | 1 | 1 | | | | | | | 2 | 2 | 4 | | 14 | |
| VALID CASES | 303 | 5380 | 55 | 73 | 94 | 81 | 63 | | | | | | | 186 | 98 | 270 | 24 | 244 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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

| | WVCH TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------------|--------------------|-----------|-----------|----------|-------------------|----------------------------|------------|----------------------|----------------------|------------|--------------------|-------------------|--|-----------|-----------------|--------------------|------|
| | | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- PAN- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q20 NEVER | 19 10% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| SOMETIMES | 2 14% | 32 16% | ~ | ~ | 1 25% | 1 25% | 1 25% | ~ | ~ | ~ | ~ | ~ | 1 14% | 1 20% | 2 22% | ~ | 2 22% | |
| USUALLY | 3 21% | 40 20% | 1 33% | ~ | 2 50% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 14% | 2 40% | 3 33% | ~ | 1 11% 2 40% | |
| ALWAYS | 9 64% | 107 54% | 2 67% | 3 100% | 1 25% | 3 75% | 3 75% | ~ | ~ | ~ | ~ | ~ | 5 71% | 2 40% | 4 44% | 3 100% | 6 67% 3 60% | |
| #ALWAYS + USUALLY (NET) | 12 86% | 147 74% | 3 100% | 3 100% | 3 75% | 3 75% | ~ | ~ | ~ | ~ | ~ | ~ | 6 86% | 4 80% | 7 78% | 3 100% | 7 78% 5 100% | |
| TOP BOX SCORE | 9 64% | 107 54% | 2 67% | 3 100% | 1 25% | 3 75% | 3 75% | ~ | ~ | ~ | ~ | ~ | 5 71% | 2 40% | 4 44% | 3 100% | 6 67% 3 60% | |
| NOT ANSWERED | 9 | | | | | | | | | | | | | | | | | |
| VALID CASES | 14 | 198 | 3 | 3 | 4 | 4 | 4 | | | | | | 7 | 5 | 9 | 3 | 9 | 5 |
| NUMBER OF RESPONDENTS | 14 | 207 | 3 | 3 | 4 | 4 | 4 | | | | | | 7 | 5 | 9 | 3 | 9 | 5 |
| | 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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------------|--------------------|-----------|-----------|-----------|-------------------|---------------------------------|------------------|-------------------------------------|--------------------------|--------------------------|------------|---------------------------|-----------------------------------|-------------------|-----------|-----------------|--|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ ALS # | MUL- OTHR TI ## | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | |
| Q21 #YES | 11 79% | 166 83%~100% | 3 67%~ | 2 75%~ | 3 75%~ | 3 75%~ | ~ | ~ | ~ | ~ | ~ | 5 71%~ | 4 80%~ | 7 78%~ | 2 67%~ | 6 67%~ | 5 100%~ | |
| NO | 3 21% | 35 17%~ | ~ | 1 33%~ | 1 25%~ | 1 25%~ | ~ | ~ | ~ | ~ | ~ | 2 29%~ | 1 20%~ | 2 22%~ | 1 33%~ | 3 33%~ | ~ | |
| NOT ANSWERED | | 6 | | | | | | | | | | | | | | | | |
| VALID CASES | 14 | 201 | 3 | 3 | 4 | 4 | 4 | | | | | 7 | 5 | 9 | 3 | 9 | 5 | |
| NUMBER OF RESPONDENTS | 14 | 207 | 3 | 3 | 4 | 4 | 4 | | | | | 7 | 5 | 9 | 3 | 9 | 5 | |
| | 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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|------------|------------|------------|-------------------|---------------------------------|------------------|----------------------------|---------------------------|---------------|------------------|----------------|---------------------------|-----------------------------------|-------------------|-----------------|-------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ ILND ## | AMER IND/ NATV # | ALS K # | MUL- TI ## | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | |
| Q22 YES | 22 7% | 487 9% | 1 2%* | 5 7% | 10 11% | 6 7% | 6 9% | ~ | ~ | ~ | ~ | ~ | ~ | 11 6% | 10 10% | 18 7%~ | 3 13%~ | 9 4%* | 13 22%* |
| NO | 282 93% | 4887 91% | 55 98%* | 68 93% | 84 89% | 75 93% | 58 91% | ~ | ~ | ~ | ~ | ~ | ~ | 175 94% | 89 90% | 254 93%~ | 20 87%~ | 236 96%* | 46 78%* |
| NOT ANSWERED | 13 | 264 | 3 | 4 | 5 | 1 | | | | | | | | 2 | 1 | 2 | 1 | 13 | |
| VALID CASES | 304 | 5374 | 56 | 73 | 94 | 81 | 64 | | | | | | | 186 | 99 | 272 | 23 | 245 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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

| | WVCH TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | |
|-------------------------|---------------------|--------------------|--------|------------|-----------|-------------------|----------------------------|------------|----------------------|----------------------|------------|--------------------|-------------------|-----------------------------------|-------------------|-----------------|-----------|
| | | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- PAN- IC | NOT PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC |
| Q23 NEVER | 64 14% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| SOMETIMES | 5 24% | 82 18%~100% | 1 ~ | 1 11%~ | 3 50%~ | 2 33%~ | ~ | ~ | ~ | ~ | ~ | 3 27%~ | 2 20%~ | 5 28%~ | ~ | 1 13%~ | 4 31%~ |
| USUALLY | 5 24% | 105 23%~ | ~ | 1 20%~ | 4 44%~ | 1 17%~ | ~ | ~ | ~ | ~ | ~ | 3 27%~ | 2 20%~ | 5 28%~ | ~ | 2 25%~ | 3 23%~ |
| ALWAYS | 11 52% | 198 44%~ | ~ | 4 80%~ | 4 44%~ | 3 50%~ | 3 50%~ | ~ | ~ | ~ | ~ | 5 45%~ | 6 60%~ | 8 44%~100% | 3 100%~ | 5 63%~ | 6 46%~ |
| #ALWAYS + USUALLY (NET) | 16 76% | 303 68%~ | ~ | 5 100%~ | 8 89%~ | 3 50%~ | 4 67%~ | ~ | ~ | ~ | ~ | 8 73%~ | 8 80%~ | 13 72%~100% | 3 100%~ | 7 88%~ | 9 69%~ |
| TOP BOX SCORE | 11 52% | 198 44%~ | ~ | 4 80%~ | 4 44%~ | 3 50%~ | 3 50%~ | ~ | ~ | ~ | ~ | 5 45%~ | 6 60%~ | 8 44%~100% | 3 100%~ | 5 63%~ | 6 46%~ |
| NOT ANSWERED | 1 | 21 | | | 1 | | | | | | | | | | | | 1 |
| VALID CASES | 21 | 448 | 1 | 5 | 9 | 6 | 6 | | | | | 11 | 10 | 18 | 3 | 8 | 13 |
| NUMBER OF RESPONDENTS | 22 | 469 | 1 | 5 | 10 | 6 | 6 | | | | | 11 | 10 | 18 | 3 | 9 | 13 |
| | 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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|------|------|------|-------------------|----------------------------|------------|----------------------|----------------------|------------|--------------------|-------------------|--|------------------|------|-----------------|------|------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- PAN- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | | |
| Q24 #YES | 14 | 310 | 1 | 3 | 5 | 5 | 4 | | | | | | | 8 | 6 | 11 | 3 | 4 | 10 |
| | 67% | 69% | 100% | 60% | 56% | 83% | 67% | ~ | ~ | ~ | ~ | ~ | ~ | 73% | 60% | 61% | 100% | 50% | 77% |
| NO | 7 | 142 | | 2 | 4 | 1 | 2 | | | | | | | 3 | 4 | 7 | | 4 | 3 |
| | 33% | 31% | ~ | 40% | 44% | 17% | 33% | ~ | ~ | ~ | ~ | ~ | ~ | 27% | 40% | 39% | ~ | 50% | 23% |
| NOT ANSWERED | 1 | 17 | | | 1 | | | | | | | | | | | | | | 1 |
| VALID CASES | 21 | 452 | 1 | 5 | 9 | 6 | 6 | | | | | | | 11 | 10 | 18 | 3 | 8 | 13 |
| NUMBER OF RESPONDENTS | 22 | 469 | 1 | 5 | 10 | 6 | 6 | | | | | | | 11 | 10 | 18 | 3 | 9 | 13 |
| | 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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|------------|------------|------------|-------------------|---------------------------------|------------------|-------------------------------------|--------------------------|------------------|------------|---------------------------|-----------------------------------|-------------------|-------------|-----------------|-------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ ALS # | MUL- TI ## | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | | |
| Q25 YES | 29 10% | 692 13%* | 1 2%* | 6 8% | 10 11% | 12 15% | 9 14% | ~ | ~ | ~ | ~ | ~ | ~ | 13 7% | 15 15%* | 22 8%~ | 6 26%~ | 12 5%* | 17 29%* |
| NO | 273 90% | 4667 87%* | 55 98%* | 67 92% | 83 89% | 68 85% | 55 86% | ~ | ~ | ~ | ~ | ~ | ~ | 173 93% | 83 85%* | 249 92%~ | 17 74%~ | 231 95%* | 42 71%* |
| NOT ANSWERED | 15 | 279 | 3 | 4 | 6 | 2 | | | | | | | | 2 | 2 | 3 | 1 | 15 | |
| VALID CASES | 302 | 5359 | 56 | 73 | 93 | 80 | 64 | | | | | | | 186 | 98 | 271 | 23 | 243 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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 | |
|-------------------------|---------------|--------------|-------|------|------|-------------|-------|----------------|------------|---------------|-------------|------------|--------------|--------------|----------------------|------------------|--------------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AMER # | AS- IAN ## | NATV ILND ### | AMER ALSK # | MUL- TI ## | HIS- PAN- IC | HIS- PAN- IC | NOT VERY GOOD & POOR | EX & FAIR & POOR | NO CCC | CCC |
| Q26 NEVER | 6 | 86 | | 3 | 3 | | 2 | | | | | | 3 | 3 | 5 | 1 | 3 | 3 |
| | 21% | 13% | ~ | 50% | 30% | ~ | 22% | ~ | ~ | ~ | ~ | ~ | 23% | 20% | 23% | 17% | 25% | 18% |
| SOMETIMES | 5 | 135 | 1 | | 1 | 3 | 2 | | | | | | 3 | 2 | 3 | 2 | 3 | 2 |
| | 17% | 20% | ~100% | ~ | 10% | 25% | 22% | ~ | ~ | ~ | ~ | ~ | 23% | 13% | 14% | 33% | 25% | 12% |
| USUALLY | 8 | 147 | | 1 | 3 | 4 | 3 | | | | | | 3 | 4 | 6 | 1 | 3 | 5 |
| | 28% | 22% | ~ | 17% | 30% | 33% | 33% | ~ | ~ | ~ | ~ | ~ | 23% | 27% | 27% | 17% | 25% | 29% |
| ALWAYS | 10 | 290 | | 2 | 3 | 5 | 2 | | | | | | 4 | 6 | 8 | 2 | 3 | 7 |
| | 34% | 44% | ~ | 33% | 30% | 42% | 22% | ~ | ~ | ~ | ~ | ~ | 31% | 40% | 36% | 33% | 25% | 41% |
| #ALWAYS + USUALLY (NET) | 18 | 437 | | 3 | 6 | 9 | 5 | | | | | | 7 | 10 | 14 | 3 | 6 | 12 |
| | 62% | 66% | ~ | 50% | 60% | 75% | 56% | ~ | ~ | ~ | ~ | ~ | 54% | 67% | 64% | 50% | 50% | 71% |
| TOP BOX SCORE | 10 | 290 | | 2 | 3 | 5 | 2 | | | | | | 4 | 6 | 8 | 2 | 3 | 7 |
| | 34% | 44% | ~ | 33% | 30% | 42% | 22% | ~ | ~ | ~ | ~ | ~ | 31% | 40% | 36% | 33% | 25% | 41% |
| NOT ANSWERED | | 25 | | | | | | | | | | | | | | | | |
| VALID CASES | 29 | 658 | 1 | 6 | 10 | 12 | 9 | | | | | | 13 | 15 | 22 | 6 | 12 | 17 |
| NUMBER OF RESPONDENTS | 29 | 683 | 1 | 6 | 10 | 12 | 9 | | | | | | 13 | 15 | 22 | 6 | 12 | 17 |
| | 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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-----------|----------|----------|-------------------|---------------------------------|------------------|--|-------------------------------|-------------------|------------|---------------------------|-----------------------------------|-------------------|-----------|-----------------|----------|-----------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ PAC ILND NATV ### | AMER IND/ ALS K # | MUL- TI ### | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | | |
| Q27 #YES | 17 59% | 342 52% | 1 100% | 4 67% | 5 50% | 7 58% | 7 78% | ~ | ~ | ~ | ~ | ~ | ~ | 6 46% | 10 67% | 12 55% | 4 67% | 6 50% | 11 65% |
| NO | 12 41% | 320 48% | ~ | 2 33% | 5 50% | 5 42% | 2 22% | ~ | ~ | ~ | ~ | ~ | ~ | 7 54% | 5 33% | 10 45% | 2 33% | 6 50% | 6 35% |
| NOT ANSWERED | | 21 | | | | | | | | | | | | | | | | | |
| VALID CASES | 29 | 662 | 1 | 6 | 10 | 12 | 9 | | | | | | | 13 | 15 | 22 | 6 | 12 | 17 |
| NUMBER OF RESPONDENTS | 29 | 683 | 1 | 6 | 10 | 12 | 9 | | | | | | | 13 | 15 | 22 | 6 | 12 | 17 |
| | 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 | | |
|-----------------------|---------------|--------------|------------|-----------|-----------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|------------------------------|---------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD POOR | NO CCC | CCC | | |
| Q28 YES | 53 18% | 1125 21% | 5 9%* | 15 21% | 14 15% | 19 24% | 14 22% | ~ | ~ | ~ | ~ | ~ | ~ | 29 16% | 21 21% | 41 15%~ | 9 39%~ | 31 13%* | 22 37%* |
| NO | 249 82% | 4219 79% | 50 91%* | 58 79% | 80 85% | 61 76% | 50 78% | ~ | ~ | ~ | ~ | ~ | ~ | 156 84% | 78 79% | 230 85%~ | 14 61%~ | 212 87%* | 37 63%* |
| NOT ANSWERED | 15 | 294 | 4 | 4 | 5 | 2 | | | | | | | | 3 | 1 | 3 | 1 | 15 | |
| VALID CASES | 302 | 5344 | 55 | 73 | 94 | 80 | 64 | | | | | | | 185 | 99 | 271 | 23 | 243 | 59 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | 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 | |
|-----------------------|---------------|--------------|-----------|------------|-----------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|----------------------------|--------------------|-----------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR POOR | GOOD & FAIR & POOR | NO CCC | CCC | |
| Q29 #YES | 36 69% | 616 57%* | 4 80%~ | 11 79%~ | 7 50%~ | 14 74%~ | 8 57%~ | ~ | ~ | ~ | ~ | ~ | 20 71%~ | 14 67%~ | 27 68%~ | 7 78%~ | 21 70%~ | 15 68%~ |
| NO | 16 31% | 465 43%* | 1 20%~ | 3 21%~ | 7 50%~ | 5 26%~ | 6 43%~ | ~ | ~ | ~ | ~ | ~ | 8 29%~ | 7 33%~ | 13 33%~ | 2 22%~ | 9 30%~ | 7 32%~ |
| NOT ANSWERED | 1 | 36 | | 1 | | | | | | | | | 1 | | 1 | | 1 | |
| VALID CASES | 52 | 1081 | 5 | 14 | 14 | 19 | 14 | | | | | | 28 | 21 | 40 | 9 | 30 | 22 |
| NUMBER OF RESPONDENTS | 53 | 1117 | 5 | 15 | 14 | 19 | 14 | | | | | | 29 | 21 | 41 | 9 | 31 | 22 |
| | 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 | | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|------------------------------|--------------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q30 YES | 251 84% | 4642 88% | 49 89% | 64 90% | 75 82% | 63 79% | 56 90% | ~ | ~ | ~ | ~ | ~ | ~ | 150 82% | 87 90% | 225 84% | 19 83% | 198 83% | 53 90% |
| Q30 NO | 47 16% | 640 12% | 6 11% | 7 10% | 17 18% | 17 21% | 6 10% | ~ | ~ | ~ | ~ | ~ | ~ | 33 18% | 10 10% | 42 16% | 4 17% | 41 17% | 6 10% |
| Q30 NOT ANSWERED | 19 | 357 | 4 | 6 | 7 | 2 | 2 | | | | | | | 5 | 3 | 7 | 1 | 19 | |
| VALID CASES | 298 | 5281 | 55 | 71 | 92 | 80 | 62 | | | | | | | 183 | 97 | 267 | 23 | 239 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-----------|-----------|------------|-------------------|----------------------------|------------|----------------------|----------------------|------------|--------------------|-------------------|-----------------------------------|-------------------|-----------|-----------------|------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- PAN- IC | NOT PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | | |
| Q31 NONE | 57 24% | 1245 28% | 8 18% | 15 24% | 17 24% | 17 28% | 12 24% | ~ | ~ | ~ | ~ | ~ | ~ | 35 24% | 22 27% | 55 26% | 2 11% | 46 24% | 11 22% |
| 1 TIME | 95 40% | 1677 37% | 15 34% | 24 39% | 37 51%* | 19 31% | 18 35% | ~ | ~ | ~ | ~ | ~ | ~ | 62 43% | 27 33% | 85 40% | 8 42% | 82 44%* | 13 25%* |
| 2 | 41 17% | 850 19% | 9 20% | 11 18% | 11 15% | 10 16% | 9 18% | ~ | ~ | ~ | ~ | ~ | ~ | 26 18% | 11 13% | 35 16% | 3 16% | 35 19% | 6 12% |
| 3 | 22 9% | 387 9% | 7 16% | 5 8% | 3 4%* | 7 11% | 5 10% | ~ | ~ | ~ | ~ | ~ | ~ | 9 6% | 11 13% | 18 8% | 3 16% | 14 7% | 8 16% |
| 4 | 11 5% | 160 4% | 3 7% | 4 6% | 1 1%* | 3 5% | 4 8% | ~ | ~ | ~ | ~ | ~ | ~ | 5 3% | 6 7% | 10 5% | 1 5% | 6 3% | 5 10% |
| 5 TO 9 | 13 5% | 163 4% | 2 5% | 3 5% | 3 4% | 5 8% | 3 6% | ~ | ~ | ~ | ~ | ~ | ~ | 6 4% | 6 7% | 11 5% | 2 11% | 5 3%* | 8 16%* |
| 10 OR MORE TIMES | | 21 0.5%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NOT ANSWERED | 12 | 173 | 5 | 2 | 3 | 2 | 5 | | | | | | | 7 | 4 | 11 | | 10 | 2 |
| VALID CASES | 239 | 4503 | 44 | 62 | 72 | 61 | 51 | | | | | | | 143 | 83 | 214 | 19 | 188 | 51 |
| NUMBER OF RESPONDENTS | 251 | 4676 | 49 | 64 | 75 | 63 | 56 | | | | | | | 150 | 87 | 225 | 19 | 198 | 53 |
| | 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 | |
|--------------------------|---------------|--------------|-----------|-----------|------------|-------------|--------------------|-----------|-------------------------|-------------|-----------|------------|----------------|----------------------------|---------------|-----------|--------------|-----------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC | | |
| Q31A ALWAYS | 8 4% | 87 3% | 1 3% | 3 6% | 1 2% | 3 7% | 1 3% | ~ | ~ | ~ | ~ | ~ | 6 6% | 1 2% | 7 4% | 5 4% | 3 7% | |
| USUALLY | 3 2% | 60 2% | 1 3% | 2 4% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 2 2% | 2 1% | 1 6% | 3 2% | ~ | |
| SOMETIMES | 21 12% | 220 7%* | 3 8% | 3 6% | 10 18% | 5 11% | 3 8% | ~ | ~ | ~ | ~ | ~ | 16 15% | 4 7% | 19 12% | 2 12% | 3 13% | 7%~ |
| NEVER | 150 82% | 2850 89%* | 31 86% | 39 83% | 44 80% | 36 82% | 35 90% | ~ | ~ | ~ | ~ | ~ | 84 78%* | 56 92%* | 131 82% | 14 82% | 116 82% | 34 85% |
| #NEVER + SOMETIMES (NET) | 171 94% | 3070 95% | 34 94% | 42 89% | 54 98%* | 41 93% | 38 97% | ~ | ~ | ~ | ~ | ~ | 100 93% | 60 98%* | 150 94% | 16 94% | 134 94% | 37 93% |
| TOP BOX SCORE | 150 82% | 2850 89%* | 31 86% | 39 83% | 44 80% | 36 82% | 35 90% | ~ | ~ | ~ | ~ | ~ | 84 78%* | 56 92%* | 131 82% | 14 82% | 116 82% | 34 85% |
| NOT ANSWERED | | 23 | | | | | | | | | | | | | | | | |
| VALID CASES | 182 | 3216 | 36 | 47 | 55 | 44 | 39 | | | | | | 108 | 61 | 159 | 17 | 142 | 40 |
| NUMBER OF RESPONDENTS | 182 | 3239 | 36 | 47 | 55 | 44 | 39 | | | | | | 108 | 61 | 159 | 17 | 142 | 40 |
| | 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 | | | |
|-------------------------|---------------|--------------|------------|------------|-----------|-------------|------------|--------------------|-----------|-------------------------|-------------|-------------|----|---------------|----------------|----------------------------|------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER ALSK # | MUL-OTHR ## | TI | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC | |
| Q32 NEVER | 6 3% | 78 2% | ~ | 2%~ | 5% | 5%~ | 2 5%~ | ~ | ~ | ~ | ~ | ~ | ~ | 3 3% | 3 5% | 6 4%~ | ~ | 4 3%~ | 2 5%~ |
| SOMETIMES | 17 9% | 156 5%* | 3 8%~ | 5 11%~ | 3 5% | 6 14%~ | 2 5%~ | ~ | ~ | ~ | ~ | ~ | ~ | 14 13%* | 3 5% | 15 9%~ | 2 12%~ | 13 9%~ | 4 10%~ |
| USUALLY | 32 18% | 485 15% | 6 17%~ | 7 15%~ | 14 25% | 5 11%~ | 4 10%~ | ~ | ~ | ~ | ~ | ~ | ~ | 25 23%* | 5 8%* | 25 16%~ | 5 29%~ | 28 20%~ | 4 10%~ |
| ALWAYS | 127 70% | 2499 78%* | 27 75%~ | 34 72%~ | 35 64% | 31 70%~ | 31 79%~ | ~ | ~ | ~ | ~ | ~ | ~ | 66 61%* | 50 82%* | 113 71%~ | 10 59%~ | 97 68%~ | 30 75%~ |
| #ALWAYS + USUALLY (NET) | 159 87% | 2984 93%* | 33 92%~ | 41 87%~ | 49 89% | 36 82%~ | 35 90%~ | ~ | ~ | ~ | ~ | ~ | ~ | 91 84% | 55 90% | 138 87%~ | 15 88%~ | 125 88%~ | 34 85%~ |
| TOP BOX SCORE | 127 70% | 2499 78%* | 27 75%~ | 34 72%~ | 35 64% | 31 70%~ | 31 79%~ | ~ | ~ | ~ | ~ | ~ | ~ | 66 61%* | 50 82%* | 113 71%~ | 10 59%~ | 97 68%~ | 30 75%~ |
| NOT ANSWERED | | 21 | | | | | | | | | | | | | | | | | |
| VALID CASES | 182 | 3218 | 36 | 47 | 55 | 44 | 39 | | | | | | | 108 | 61 | 159 | 17 | 142 | 40 |
| NUMBER OF RESPONDENTS | 182 | 3239 | 36 | 47 | 55 | 44 | 39 | | | | | | | 108 | 61 | 159 | 17 | 142 | 40 |
| | 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 | |
|-------------------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|---------------|-------------|-----------|------------|----------------|------------------|---------------|--------|--------------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV ILND ### | AMER ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | NO CCC | CCC | |
| | | | | | | | | | | | | | | | | | | WHTE |
| Q33 NEVER | 4 | 35 | | | 1 | 3 | 3 | | | | | | 1 | 3 | 4 | | 2 | 2 |
| | 2% | 1% | ~ | ~ | 2% | 7% | 8% | ~ | ~ | ~ | ~ | ~ | 0.9% | 5% | 3% | ~ | 1% | 5% |
| SOMETIMES | 7 | 139 | 3 | 1 | 2 | 1 | 1 | | | | | | 5 | 2 | 6 | 1 | 5 | 2 |
| | 4% | 4% | 8% | 2% | 4% | 2% | 3% | ~ | ~ | ~ | ~ | ~ | 5% | 3% | 4% | 6% | 4% | 5% |
| USUALLY | 37 | 518 | 9 | 8 | 11 | 9 | 8 | | | | | | 25 | 10 | 32 | 4 | 30 | 7 |
| | 20% | 16% | 25% | 17% | 20% | 20% | 21% | ~ | ~ | ~ | ~ | ~ | 23% | 16% | 20% | 24% | 21% | 18% |
| ALWAYS | 133 | 2521 | 24 | 37 | 41 | 31 | 27 | | | | | | 77 | 46 | 117 | 12 | 104 | 29 |
| | 73% | 78% | 67% | 80% | 75% | 70% | 69% | ~ | ~ | ~ | ~ | ~ | 71% | 75% | 74% | 71% | 74% | 73% |
| #ALWAYS + USUALLY (NET) | 170 | 3039 | 33 | 45 | 52 | 40 | 35 | | | | | | 102 | 56 | 149 | 16 | 134 | 36 |
| | 94% | 95% | 92% | 98% | 95% | 91% | 90% | ~ | ~ | ~ | ~ | ~ | 94% | 92% | 94% | 94% | 95% | 90% |
| TOP BOX SCORE | 133 | 2521 | 24 | 37 | 41 | 31 | 27 | | | | | | 77 | 46 | 117 | 12 | 104 | 29 |
| | 73% | 78% | 67% | 80% | 75% | 70% | 69% | ~ | ~ | ~ | ~ | ~ | 71% | 75% | 74% | 71% | 74% | 73% |
| NOT ANSWERED | 1 | 26 | | 1 | | | | | | | | | | | | | 1 | |
| VALID CASES | 181 | 3213 | 36 | 46 | 55 | 44 | 39 | | | | | | 108 | 61 | 159 | 17 | 141 | 40 |
| NUMBER OF RESPONDENTS | 182 | 3239 | 36 | 47 | 55 | 44 | 39 | | | | | | 108 | 61 | 159 | 17 | 142 | 40 |
| | 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 | |
|-------------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|--------------------|------------------|-------------|-------|-------------|----------------|------------------------------|------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | 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 | NO CCC | CCC | |
| Q34 NEVER | 4 2% | 28 0.9% | ~ | ~ | 2% | 7% | 3 8% | ~ | ~ | ~ | ~ | ~ | 1 0.9% | 3 5% | 4 3% | ~ | 2 1% | 2 5% |
| SOMETIMES | 3 2% | 104 3% | ~ | ~ | 4% | 2% | 1 3% | ~ | ~ | ~ | ~ | ~ | 2 2% | 1 2% | 2 1% | 1 6% | 1 0.7% | 2 5% |
| USUALLY | 36 20% | 398 12%* | 11 31% | 8 17% | 9 16% | 8 19% | 6 15% | ~ | ~ | ~ | ~ | ~ | 26 24% | 9 15% | 30 19% | 5 29% | 29 21% | 7 18% |
| ALWAYS | 137 76% | 2679 83%* | 25 69% | 38 83% | 43 78% | 31 72% | 29 74% | ~ | ~ | ~ | ~ | ~ | 79 73% | 48 79% | 122 77% | 11 65% | 108 77% | 29 73% |
| #ALWAYS + USUALLY (NET) | 173 96% | 3077 96% | 36 100% | 46 100% | 52 95% | 39 91% | 35 90% | ~ | ~ | ~ | ~ | ~ | 105 97% | 57 93% | 152 96% | 16 94% | 137 98% | 36 90% |
| TOP BOX SCORE | 137 76% | 2679 83%* | 25 69% | 38 83% | 43 78% | 31 72% | 29 74% | ~ | ~ | ~ | ~ | ~ | 79 73% | 48 79% | 122 77% | 11 65% | 108 77% | 29 73% |
| NOT ANSWERED | 2 | 30 | | 1 | | 1 | | | | | | | | | 1 | | 2 | |
| VALID CASES | 180 | 3209 | 36 | 46 | 55 | 43 | 39 | | | | | | 108 | 61 | 158 | 17 | 140 | 40 |
| NUMBER OF RESPONDENTS | 182 100% | 3239 100% | 36 100% | 47 100% | 55 100% | 44 100% | 39 100% | | | | | | 108 100% | 61 100% | 159 100% | 17 100% | 142 100% | 40 100% |

[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 | | |
|-----------------------|-------------|--------------|------------|------------|-------------|--------------------|------------|-------------------|-----------------|-------------|-------|------------|----------------|-----------------------|-------------|--------------|-------------|------------|
| | | <4 | 4-7 | 8-12 | 13 AND OVER | 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 & POOR | FAIR & POOR | NO CCC | CCC | |
| Q35 | | | | | | | | | | | | | | | | | | |
| YES | 113 62% | 2175 68% | 5 14%~ | 23 50%~ | 43 78%* | 42 95%~ | 27 69%~ | ~ | ~ | ~ | ~ | ~ | 66 61% | 39 64% | 97 61%~ | 13 76%~ | 83 59%~ | 30 75%~ |
| NO | 68 38% | 1015 32% | 31 86%~ | 23 50%~ | 12 22%* | 2 5%~ | 12 31%~ | ~ | ~ | ~ | ~ | ~ | 42 39% | 22 36% | 62 39%~ | 4 24%~ | 58 41%~ | 10 25%~ |
| NOT ANSWERED | 1 | 49 | | 1 | | | | | | | | | | | | | 1 | |
| VALID CASES | 181 | 3190 | 36 | 46 | 55 | 44 | 39 | | | | | | 108 | 61 | 159 | 17 | 141 | 40 |
| NUMBER OF RESPONDENTS | 182 100% | 3239 100% | 36 100% | 47 100% | 55 100% | 44 100% | 39 100% | | | | | | 108 100% | 61 100% | 159 100% | 17 100% | 142 100% | 40 100% |

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

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 | | |
|-------------------------|---------------|--------------|------|------|-------|-------------|--------------------|-----------|-------------------------|-------------|-------------|-----------|--------|----------------|------------------|--------------|--------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER ALSK # | MUL-OTHR ## | TI # | HIS-IC | NOT HIS-PAN-IC | VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC |
| Q36 NEVER | 5 | 30 | | 2 | | 3 | 3 | | | | | | 1 | 3 | 4 | | 3 | 2 |
| | 5% | 1% | | ~ 9% | | ~ 7% | 12%~ | | | | | | ~ 2%~ | 8%~ | 4%~ | | 4%~ | 7%~ |
| SOMETIMES | 6 | 137 | 1 | 3 | | 2 | 1 | | | | | | 2 | 2 | 3 | 2 | 3 | 3 |
| | 5% | 6% | 20%~ | 13%~ | | ~ 5% | 4%~ | | | | | | ~ 3%~ | 5%~ | 3%~ | 15%~ | 4%~ | 10%~ |
| USUALLY | 33 | 493 | 2 | 8 | 10 | 13 | 8 | | | | | | 20 | 12 | 29 | 4 | 27 | 6 |
| | 30% | 23% | 40%~ | 35%~ | 24%~ | 31%~ | 32%~ | | | | | | ~ 30%~ | 32%~ | 31%~ | 31%~ | 33%~ | 21%~ |
| ALWAYS | 67 | 1509 | 2 | 10 | 31 | 24 | 13 | | | | | | 43 | 20 | 59 | 7 | 49 | 18 |
| | 60% | 70%* | 40%~ | 43%~ | 76%~ | 57%~ | 52%~ | | | | | | ~ 65%~ | 54%~ | 62%~ | 54%~ | 60%~ | 62%~ |
| #ALWAYS + USUALLY (NET) | 100 | 2002 | 4 | 18 | 41 | 37 | 21 | | | | | | 63 | 32 | 88 | 11 | 76 | 24 |
| | 90% | 92% | 80%~ | 78%~ | 100%~ | 88%~ | 84%~ | | | | | | ~ 95%~ | 86%~ | 93%~ | 85%~ | 93%~ | 83%~ |
| TOP BOX SCORE | 67 | 1509 | 2 | 10 | 31 | 24 | 13 | | | | | | 43 | 20 | 59 | 7 | 49 | 18 |
| | 60% | 70%* | 40%~ | 43%~ | 76%~ | 57%~ | 52%~ | | | | | | ~ 65%~ | 54%~ | 62%~ | 54%~ | 60%~ | 62%~ |
| NOT ANSWERED | 2 | 40 | | | 2 | | 2 | | | | | | | 2 | 2 | | 1 | 1 |
| VALID CASES | 111 | 2170 | 5 | 23 | 41 | 42 | 25 | | | | | | 66 | 37 | 95 | 13 | 82 | 29 |
| NUMBER OF RESPONDENTS | 113 | 2210 | 5 | 23 | 43 | 42 | 27 | | | | | | 66 | 39 | 97 | 13 | 83 | 30 |
| | 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 | |
|-------------------------|---------------|--------------|--------|--------|--------|-------------|--------------|---------|----------------|-----------|-----------|----|--------------|------------------|-----------------------|--------|--------------|--------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AMER | AS- IAN | NATV HAW/ ILND | AMER ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR | POOR | NO CCC | CCC |
| Q37 NEVER | 106% | 963% | 26%~ | 24%~ | 35% | 37%~ | 25%~ | ~ | ~ | ~ | ~ | ~ | 77% | 23% | 85%~ | 212%~ | 64%~ | 410%~ |
| SOMETIMES | 2615% | 30510%* | 823%~ | 37%~ | 1018% | 511%~ | 410%~ | ~ | ~ | ~ | ~ | ~ | 1918% | 610% | 2214%~ | 318%~ | 2014%~ | 615%~ |
| USUALLY | 5430% | 79925% | 926%~ | 2044%~ | 1120%* | 1432%~ | 718%~ | ~ | ~ | ~ | ~ | ~ | 3735% | 1118%* | 4730%~ | 529%~ | 4532%~ | 923%~ |
| ALWAYS | 8950% | 198162%* | 1646%~ | 2044%~ | 3156% | 2250%~ | 2667%~ | ~ | ~ | ~ | ~ | ~ | 4441%* | 4168%* | 8051%~ | 741%~ | 6849%~ | 2153%~ |
| #ALWAYS + USUALLY (NET) | 14380% | 278087%* | 2571%~ | 4089%~ | 4276% | 3682%~ | 3385%~ | ~ | ~ | ~ | ~ | ~ | 8176% | 5287% | 12781%~ | 1271%~ | 11381%~ | 3075%~ |
| TOP BOX SCORE | 8950% | 198162%* | 1646%~ | 2044%~ | 3156% | 2250%~ | 2667%~ | ~ | ~ | ~ | ~ | ~ | 4441%* | 4168%* | 8051%~ | 741%~ | 6849%~ | 2153%~ |
| NOT ANSWERED | 3 | 58 | 1 | 2 | | | | | | | | | 1 | 1 | 2 | | 3 | |
| VALID CASES | 179 | 3181 | 35 | 45 | 55 | 44 | 39 | | | | | | 107 | 60 | 157 | 17 | 139 | 40 |
| NUMBER OF RESPONDENTS | 182 | 3239 | 36 | 47 | 55 | 44 | 39 | | | | | | 108 | 61 | 159 | 17 | 142 | 40 |
| | 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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|------------|------------|------------|-------------------|---------------------------------|------------------|-------------------------------------|--------------------------|--------------------------|------------|---------------------------|-----------------------------------|-------------------|-------------|-----------------|-------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ ALS # | MUL- OTHR TI ## | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | | |
| Q38 #YES | 152 84% | 2742 86% | 32 89%~ | 38 83%~ | 49 89% | 33 77%~ | 34 87%~ | ~ | ~ | ~ | ~ | ~ | ~ | 88 81% | 55 90% | 134 85%~ | 14 82%~ | 119 85%~ | 33 83%~ |
| NO | 28 16% | 440 14% | 4 11%~ | 8 17%~ | 6 11% | 10 23%~ | 5 13%~ | ~ | ~ | ~ | ~ | ~ | ~ | 20 19% | 6 10% | 24 15%~ | 3 18%~ | 21 15%~ | 7 18%~ |
| NOT ANSWERED | 2 | 57 | | 1 | | 1 | | | | | | | | | | 1 | | 2 | |
| VALID CASES | 180 | 3182 | 36 | 46 | 55 | 43 | 39 | | | | | | | 108 | 61 | 158 | 17 | 140 | 40 |
| NUMBER OF RESPONDENTS | 182 100% | 3239 100% | 36 100% | 47 100% | 55 100% | 44 100% | 39 100% | | | | | | | 108 100% | 61 100% | 159 100% | 17 100% | 142 100% | 40 100% |

[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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|------------|------------|-----------|-------------------|---------------------------------|------------------|--|-------------------------------|-------------------|------------|---------------------------|--|--------------------------------|-------------|-----------------|------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ PAC ILND NATV ### | AMER IND/ ALS K # | MUL- TI ### | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q39 YES | 63 35% | 1245 39% | 15 42%~ | 17 37%~ | 15 28% | 16 36%~ | 19 49%~ | ~ | ~ | ~ | ~ | ~ | ~ | 30 28%* | 29 48%* | 52 33%~ | 9 53%~ | 43 31%~ | 20 50%~ |
| NO | 117 65% | 1935 61% | 21 58%~ | 29 63%~ | 39 72% | 28 64%~ | 20 51%~ | ~ | ~ | ~ | ~ | ~ | ~ | 78 72%* | 31 52%* | 106 67%~ | 8 47%~ | 97 69%~ | 20 50%~ |
| NOT ANSWERED | 2 | 59 | | 1 | 1 | | | | | | | | | | 1 | 1 | | 2 | |
| VALID CASES | 180 | 3180 | 36 | 46 | 54 | 44 | 39 | | | | | | | 108 | 60 | 158 | 17 | 140 | 40 |
| NUMBER OF RESPONDENTS | 182 | 3239 | 36 | 47 | 55 | 44 | 39 | | | | | | | 108 | 61 | 159 | 17 | 142 | 40 |
| | 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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------------|--------------------|------------|------------|------------|-------------------|---------------------------------|------------------|-----------------------------|------------------|------------------|------------|---------------------------|--|------------------|------------|-----------------|------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ ILND ### | AMER ALS # | MUL- TI ## | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | | |
| Q40 NEVER | 7 12% | 77 7% | 2 13%~ | 1 6%~ | 1 7%~ | 3 21%~ | 4 25%~ | ~ | ~ | ~ | ~ | ~ | ~ | 3 10%~ | 4 15%~ | 7 14%~ | 5 12%~ | 2 11%~ | |
| SOMETIMES | 6 10% | 132 11% | 2 13%~ | 1 6%~ | 3 21%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 5 17%~ | 1 4%~ | 6 12%~ | 3 7%~ | 3 16%~ | |
| USUALLY | 18 30% | 337 29% | 6 40%~ | 6 35%~ | 3 21%~ | 3 21%~ | 19%~ | ~ | ~ | ~ | ~ | ~ | ~ | 12 40%~ | 5 19%~ | 16 33%~ | 2 22%~ | 15 37%~ | 3 16%~ |
| ALWAYS | 29 48% | 626 53% | 5 33%~ | 9 53%~ | 7 50%~ | 8 57%~ | 9 56%~ | ~ | ~ | ~ | ~ | ~ | ~ | 10 33%~ | 16 62%~ | 20 41%~ | 7 78%~ | 18 44%~ | 11 58%~ |
| #ALWAYS + USUALLY (NET) | 47 78% | 962 82% | 11 73%~ | 15 88%~ | 10 71%~ | 11 79%~ | 12 75%~ | ~ | ~ | ~ | ~ | ~ | ~ | 22 73%~ | 21 81%~ | 36 73%~ | 9 100%~ | 33 80%~ | 14 74%~ |
| TOP BOX SCORE | 29 48% | 626 53% | 5 33%~ | 9 53%~ | 7 50%~ | 8 57%~ | 9 56%~ | ~ | ~ | ~ | ~ | ~ | ~ | 10 33%~ | 16 62%~ | 20 41%~ | 7 78%~ | 18 44%~ | 11 58%~ |
| NOT ANSWERED | 3 | 42 | | | 1 | 2 | 3 | | | | | | | | 3 | 3 | | 2 | 1 |
| VALID CASES | 60 | 1171 | 15 | 17 | 14 | 14 | 16 | | | | | | | 30 | 26 | 49 | 9 | 41 | 19 |
| NUMBER OF RESPONDENTS | 63 100% | 1213 100% | 15 100% | 17 100% | 15 100% | 16 100% | 19 100% | | | | | | | 30 100% | 29 100% | 52 100% | 9 100% | 43 100% | 20 100% |

[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 | | |
|------------------------------------|---------------|--------------|-----------|-----------|-----------|-------------|-----------|--------------------|-----------|-------------------------|-------------|-----------|------------|------------|---------------|-----------------------|--------------|-----------|---------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER ALSK # | MUL-TI ## | HIS-IC | HIS-PAN-IC | NOT PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC |
| Q41 WORST PERSONAL DOCTOR POSSIBLE | 1 0.4% | 8 0.2% | ~ | ~ | ~ | 1 2% | 1 2% | ~ | ~ | ~ | ~ | ~ | ~ | 1 1% | 1 0.5% | 1 0.5% | ~ | 1 0.5% | ~ |
| 01 | 2 0.8% | 20 0.5% | ~ | ~ | ~ | 2 3% | 1 2% | ~ | ~ | ~ | ~ | ~ | 1 0.7% | 1 1% | 2 0.9% | ~ | ~ | 2 4% | ~ |
| 02 | 1 0.4% | 19 0.4% | ~ | ~ | 1 1% | ~ | 1 2% | ~ | ~ | ~ | ~ | ~ | ~ | 1 1% | 1 0.5% | ~ | ~ | 1 0.5% | ~ |
| 03 | | 22 0.5% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| 04 | 1 0.4% | 26 0.6% | ~ | ~ | 1 1% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 1% | 1 0.5% | ~ | ~ | 1 2% | ~ |
| 05 | 7 3% | 122 3% | 1 2% | 3 5% | 1 1% | 2 3% | ~ | ~ | ~ | ~ | ~ | ~ | 3 2% | 2 2% | 5 2% | 1 5% | 5 3% | 2 4% | ~ |
| 06 | 2 0.8% | 114 3% | ~ | ~ | 2 3% | ~ | 1 2% | ~ | ~ | ~ | ~ | ~ | 1 0.7% | 1 1% | 2 0.9% | ~ | ~ | 1 0.5% | 1 2% |
| 07 | 14 6% | 260 6% | 5 11% | 3 5% | 3 4% | 3 5% | 3 6% | ~ | ~ | ~ | ~ | ~ | 9 6% | 5 6% | 14 6% | ~ | 10 5% | 4 8% | ~ |
| 08 | 32 13% | 703 16% | 4 9% | 10 17% | 9 12% | 9 15% | 7 14% | ~ | ~ | ~ | ~ | ~ | 18 12% | 12 14% | 31 14% | 1 5% | 28 15% | 4 8% | ~ |
| 09 | 57 24% | 904 20% | 8 18% | 17 28% | 16 22% | 16 26% | 11 22% | ~ | ~ | ~ | ~ | ~ | 35 24% | 22 27% | 53 25% | 4 21% | 43 23% | 14 27% | ~ |
| BEST PERSONAL DOCTOR POSSIBLE | 122 51% | 2271 51% | 26 59% | 27 45% | 40 55% | 29 47% | 26 51% | ~ | ~ | ~ | ~ | ~ | 78 54% | 37 45% | 106 49% | 13 68% | 98 52% | 24 46% | ~ |
| #8-10 (NET) | 211 88% | 3877 87% | 38 86% | 54 90% | 65 89% | 54 87% | 44 86% | ~ | ~ | ~ | ~ | ~ | 131 90% | 71 86% | 190 88% | 18 95% | 169 90% | 42 81% | ~ |

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 | | |
|-------------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------------|-------------|----------------|------------|----------------|----------------------------|---------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER ALSK # | MUL-OTHR TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR POOR | GOOD & FAIR | NO CCC | CCC | | |
| 9-10 (NET) | 179 75% | 3175 71% | 34 77% | 44 73% | 56 77% | 45 73% | 37 73% | ~ | ~ | ~ | ~ | ~ | ~ | 113 78% | 59 71% | 159 74% | 17 89% | 141 75% | 38 73% |
| NOT ANSWERED | 12 | 208 | 5 | 4 | 2 | 1 | 5 | | | | | | | 5 | 4 | 9 | | 11 | 1 |
| VALID CASES | 239 | 4468 | 44 | 60 | 73 | 62 | 51 | | | | | | | 145 | 83 | 216 | 19 | 187 | 52 |
| NUMBER OF RESPONDENTS | 251 100% | 4676 100% | 49 100% | 64 100% | 75 100% | 63 100% | 56 100% | | | | | | | 150 100% | 87 100% | 225 100% | 19 100% | 198 100% | 53 100% |
| MEAN | 8.96 | 8.91 | 9.18 | 8.98 | 9.04 | 8.69 | 8.73 | | | | | | | 9.13 | 8.70 | 8.93 | 9.42 | 9.06 | 8.62 |
| p stat_(*=Sig @ p<=.05) | | .557 | ~.894 | .618 | .129 | .359 | ~ | ~ | ~ | ~ | ~ | ~ | ~.045* | .100 | ~ | ~.080 | .080 | | |

[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 | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|------------|--------------------|-----------|-------------------|------------------|-----------------|--------------|------------------|-----------------------|-------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 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 & POOR | FAIR & POOR | NO CCC | CCC |
| Q42 YES | 50 21% | 1079 24% | 5 11% | 8 13% | 16 22% | 21 34%* | 14 27% | ~ | ~ | ~ | ~ | ~ | 24 16%* | 24 29%* | 38 18% | 11 58% | 14 7%* | 36 69%* |
| NO | 190 79% | 3404 76% | 40 89% | 53 87% | 56 78% | 41 66%* | 37 73% | ~ | ~ | ~ | ~ | ~ | 122 84%* | 59 71%* | 179 82% | 8 42% | 174 93%* | 16 31%* |
| NOT ANSWERED | 11 | 193 | 4 | 3 | 3 | 1 | 5 | | | | | | 4 | 4 | 8 | | 10 | 1 |
| VALID CASES | 240 | 4483 | 45 | 61 | 72 | 62 | 51 | | | | | | 146 | 83 | 217 | 19 | 188 | 52 |
| NUMBER OF RESPONDENTS | 251 100% | 4676 100% | 49 100% | 64 100% | 75 100% | 63 100% | 56 100% | | | | | | 150 100% | 87 100% | 225 100% | 19 100% | 198 100% | 53 100% |

[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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------------|--------------------|-----------|-----------|-----------|-------------------|---------------------------------|------------------|-----------------------------------|-----------------------------------|--------------------------|------------|---------------------------|--|--------------------------------|-----------|-----------------|-----------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | 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 | |
| Q43 #YES | 43 88% | 932 89% | 5 100% | 8 100% | 14 88% | 16 80% | 12 86% | ~ | ~ | ~ | ~ | ~ | 20 87% | 21 88% | 33 89% | 9 82% | 11 79% | 32 91% |
| NO | 6 12% | 112 11% | ~ | ~ | 2 12% | 4 20% | 2 14% | ~ | ~ | ~ | ~ | ~ | 3 13% | 3 12% | 4 11% | 2 18% | 3 21% | 3 9% |
| NOT ANSWERED | 1 | 26 | | | | 1 | | | | | | | 1 | | 1 | | | 1 |
| VALID CASES | 49 | 1045 | 5 | 8 | 16 | 20 | 14 | | | | | | 23 | 24 | 37 | 11 | 14 | 35 |
| NUMBER OF RESPONDENTS | 50 | 1071 | 5 | 8 | 16 | 21 | 14 | | | | | | 24 | 24 | 38 | 11 | 14 | 36 |
| | 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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------------|--------------------|-----------|-----------|-----------|-------------------|---------------------------------|------------------|-------------------------------------|--------------------------|--------------------------|------------|---------------------------|-----------------------------------|-------------------|-----------|-----------------|-----------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ ALS # | MUL- OTHR TI ## | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | |
| Q44 #YES | 44 90% | 903 87% | 5 100% | 8 100% | 15 94% | 16 80% | 12 86% | ~ | ~ | ~ | ~ | ~ | 21 91% | 21 88% | 33 89% | 10 91% | 12 86% | 32 91% |
| NO | 5 10% | 141 13% | ~ | ~ | 1 6% | 4 20% | 2 14% | ~ | ~ | ~ | ~ | ~ | 2 9% | 3 12% | 4 11% | 1 9% | 2 14% | 3 9% |
| NOT ANSWERED | 1 | 27 | | | | 1 | | | | | | | 1 | | 1 | | | 1 |
| VALID CASES | 49 | 1044 | 5 | 8 | 16 | 20 | 14 | | | | | | 23 | 24 | 37 | 11 | 14 | 35 |
| NUMBER OF RESPONDENTS | 50 | 1071 | 5 | 8 | 16 | 21 | 14 | | | | | | 24 | 24 | 38 | 11 | 14 | 36 |
| | 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 | | |
|-----------------------|---------------|--------------|-----------|-----------|-----------|-------------|-----------|----------------|------------|--------------|-------------|--------------|-----------|--------------|------------------|------------------------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR- # | AS- IAN ## | NATV ILND ## | AMER ALSK # | MUL- OTHR ## | TI ## | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q45 YES | 45 15% | 851 16% | 6 11% | 11 16% | 10 11% | 18 22% | 12 19% | ~ | ~ | ~ | ~ | ~ | ~ | 24 13% | 19 19% | 35 13%~ | 8 35%~ | 24 10%* | 21 36%* |
| NO | 253 85% | 4406 84% | 48 89% | 59 84% | 83 89% | 63 78% | 52 81% | ~ | ~ | ~ | ~ | ~ | ~ | 162 87% | 80 81% | 237 87%~ | 15 65%~ | 215 90%* | 38 64%* |
| NOT ANSWERED | 19 | 381 | 5 | 7 | 6 | 1 | | | | | | | | 2 | 1 | 2 | 1 | 19 | |
| VALID CASES | 298 | 5257 | 54 | 70 | 93 | 81 | 64 | | | | | | | 186 | 99 | 272 | 23 | 239 | 59 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | | 100% | 100% | 100% | 100% | 100% | 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 | | | |
|-------------------------|---------------|--------------|----------|----------|----------|-------------|--------------------|-----------|-------------------------|------------------|-----------|---------------|----------------|----------------------------|----------|-----------|-----------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER ALSK OTHR # | MUL-TI ## | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC | |
| Q46 NEVER | 3 7% | 36 5% | ~ | ~ | 20% | 6% | ~ | ~ | ~ | ~ | ~ | 3 12% | 2 6% | 1 13% | 1 4% | 2 10% | |
| SOMETIMES | 11 24% | 163 21% | 3 50% | 3 27% | 4 40% | 1 6% | 2 17% | ~ | ~ | ~ | ~ | 7 29% | 4 21% | 9 26% | 2 25% | 5 21% | 6 29% |
| USUALLY | 8 18% | 221 28% | ~ | 2 18% | 2 20% | 4 22% | 3 25% | ~ | ~ | ~ | ~ | 4 17% | 4 21% | 6 17% | 2 25% | 4 17% | 4 19% |
| ALWAYS | 23 51% | 367 47% | 3 50% | 6 55% | 2 20% | 12 67% | 7 58% | ~ | ~ | ~ | ~ | 10 42% | 11 58% | 18 51% | 3 38% | 14 58% | 9 43% |
| #ALWAYS + USUALLY (NET) | 31 69% | 589 75% | 3 50% | 8 73% | 4 40% | 16 89% | 10 83% | ~ | ~ | ~ | ~ | 14 58% | 15 79% | 24 69% | 5 63% | 18 75% | 13 62% |
| TOP BOX SCORE | 23 51% | 367 47% | 3 50% | 6 55% | 2 20% | 12 67% | 7 58% | ~ | ~ | ~ | ~ | 10 42% | 11 58% | 18 51% | 3 38% | 14 58% | 9 43% |
| NOT ANSWERED | | 15 | | | | | | | | | | | | | | | |
| VALID CASES | 45 | 787 | 6 | 11 | 10 | 18 | 12 | | | | | 24 | 19 | 35 | 8 | 24 | 21 |
| NUMBER OF RESPONDENTS | 45 | 802 | 6 | 11 | 10 | 18 | 12 | | | | | 24 | 19 | 35 | 8 | 24 | 21 |
| | 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 | | |
|-----------------------|---------------|--------------|----------|-----------|----------|-------------|--------------------|-----------|--------------------|------------------|--------------|-----------|--------------|------------------|------------------------------|--------------|-----------|-----------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | 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 | NO CCC | CCC | |
| Q47 NONE | 5 11% | 55 7% | 1 17% | 2 ~ | 2 20% | 2 12% | ~ | ~ | ~ | ~ | ~ | ~ | 4 17% | 1 5% | 4 11% | 1 14% | 2 8% | 3 15% |
| 1 SPECIALIST | 30 68% | 514 65% | 5 83% | 10 91% | 7 70% | 8 47% | 10 83% | ~ | ~ | ~ | ~ | ~ | 14 61% | 15 79% | 27 77% | 2 29% | 17 71% | 13 65% |
| 2 | 6 14% | 134 17% | ~ | ~ | 1 10% | 5 29% | 1 8% | ~ | ~ | ~ | ~ | ~ | 4 17% | 1 5% | 2 6% | 3 43% | 3 12% | 3 15% |
| 3 | 2 5% | 51 6% | ~ | 1 9% | ~ | 1 6% | ~ | ~ | ~ | ~ | ~ | ~ | 1 4% | 1 5% | 1 3% | 1 14% | 2 8% | ~ |
| 4 | 1 2% | 13 2% | ~ | ~ | ~ | 1 6% | 1 8% | ~ | ~ | ~ | ~ | ~ | ~ | 1 5% | 1 3% | ~ | ~ | 1 5% |
| 5 OR MORE SPECIALISTS | | 19 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NOT ANSWERED | 1 | 16 | | | | 1 | | | | | | | 1 | | 1 | | 1 | |
| VALID CASES | 44 | 786 | 6 | 11 | 10 | 17 | 12 | | | | | | 23 | 19 | 35 | 7 | 24 | 20 |
| NUMBER OF RESPONDENTS | 45 | 802 | 6 | 11 | 10 | 18 | 12 | | | | | | 24 | 19 | 35 | 8 | 24 | 21 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | |
|-------------------------------------|---------------------|--------------------|-----------|-----------|-----------|-------------------|-----------|---------------------------------|------------------|---------------------------|---------------------------|------------------|--------------------|---------------------------|--|-----------|-----------------|-----------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR- AMER # | AS- IAN ## | NATV ILND PAC ## | AMER IND/ ALSK # | MUL- TI ## | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q48 WORST SPECIALIST POSSIBLE | | 7 0.9%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| 01 | | 4 0.5%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| 02 | | 6 0.9%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| 03 | | 5 0.6%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| 04 | | 6 0.9%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| 05 | 3 8% | 29 4%~ | ~ | ~ | 2 25%~ | 1 7%~ | 1 8%~ | ~ | ~ | ~ | ~ | ~ | 1 5%~ | 2 11%~ | 3 10%~ | ~ | ~ | 3 18%~ |
| 06 | 1 3% | 32 4%~ | ~ | 1 10%~ | ~ | ~ | 1 8%~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 6%~ | 1 3%~ | ~ | ~ | 1 6%~ |
| 07 | 3 8% | 59 8%~ | ~ | ~ | 2 25%~ | 1 7%~ | 1 8%~ | ~ | ~ | ~ | ~ | ~ | ~ | 3 17%~ | 3 10%~ | ~ | ~ | 3 18%~ |
| 08 | 3 8% | 116 16%~ | ~ | ~ | 1 13%~ | 2 13%~ | 1 8%~ | ~ | ~ | ~ | ~ | ~ | 2 11%~ | 1 6%~ | 2 6%~ | 1 17%~ | 1 5%~ | 2 12%~ |
| 09 | 12 32% | 143 20%~ | 1 20%~ | 4 40%~ | 2 25%~ | 5 33%~ | 2 17%~ | ~ | ~ | ~ | ~ | ~ | 7 37%~ | 4 22%~ | 8 26%~ | 3 50%~ | 8 38%~ | 4 24%~ |
| BEST SPECIALIST POSSIBLE | 16 42% | 312 43%~ | 4 80%~ | 5 50%~ | 1 13%~ | 6 40%~ | 6 50%~ | ~ | ~ | ~ | ~ | ~ | 9 47%~ | 7 39%~ | 14 45%~ | 2 33%~ | 12 57%~ | 4 24%~ |

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 | |
|-------------------------|---------------|--------------|-----------|----------|----------|-------------|--------------------|-----------|--------------|-------------|-----------|------------|----------------|------------------------------|---------------|-----------|--------------|-----------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV ILND ## | AMER ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD | FAIR | NO CCC | CCC |
| #8-10 (NET) | 31 82% | 570 80% | 5 100% | 9 90% | 4 50% | 13 87% | 9 75% | ~ | ~ | ~ | ~ | ~ | 18 95% | 12 67% | 24 77% | 6 100% | 21 100% | 10 59% |
| 9-10 (NET) | 28 74% | 455 63% | 5 100% | 9 90% | 3 38% | 11 73% | 8 67% | ~ | ~ | ~ | ~ | ~ | 16 84% | 11 61% | 22 71% | 5 83% | 20 95% | 8 47% |
| NOT ANSWERED | 1 | 7 | | 1 | | | | | | | | | | | | | | 1 |
| VALID CASES | 38 | 717 | 5 | 10 | 8 | 15 | 12 | | | | | | 19 | 18 | 31 | 6 | 21 | 17 |
| NUMBER OF RESPONDENTS | 39 | 724 | 5 | 11 | 8 | 15 | 12 | | | | | | 19 | 18 | 31 | 6 | 22 | 17 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |
| MEAN | 8.79 | 8.55 | 9.80 | 9.20 | 7.50 | 8.87 | 8.67 | | | | | | 9.16 | 8.39 | 8.71 | 9.17 | 9.52 | 7.88 |
| 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 | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|----------------|-----------------------|---------------|------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| Q49 YES | 81 27% | 1347 26% | 17 31% | 21 31% | 24 25% | 19 24% | 11 17%* | ~ | ~ | ~ | ~ | ~ | 63 34%* | 16 16%* | 74 27%~ | 7 29%~ | 65 27% | 16 28% |
| NO | 215 73% | 3870 74% | 37 69% | 47 69% | 71 75% | 60 76% | 53 83%* | ~ | ~ | ~ | ~ | ~ | 124 66%* | 83 84%* | 197 73%~ | 17 71%~ | 173 73% | 42 72% |
| NOT ANSWERED | 21 | 421 | 5 | 9 | 4 | 3 | | | | | | | 1 | 1 | 3 | | 20 | 1 |
| VALID CASES | 296 | 5217 | 54 | 68 | 95 | 79 | 64 | | | | | | 187 | 99 | 271 | 24 | 238 | 58 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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 | |
|-------------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------------|------------------|-----------|--------|----------------|----------------------------|---------------|-----------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR POOR | GOOD & FAIR | NO CCC | CCC | |
| Q50 NEVER | 4 5% | 45 3% | ~ | ~ | 13%~ | 5%~ | 1 9%~ | ~ | ~ | ~ | ~ | ~ | 3 5%~ | 1 6%~ | 3 4%~ | 1 14%~ | 2 3%~ | 2 13%~ |
| SOMETIMES | 22 28% | 221 17%* | 4 24%~ | 6 29%~ | 8 35%~ | 4 21%~ | 4 36%~ | ~ | ~ | ~ | ~ | ~ | 17 27%~ | 4 25%~ | 21 29%~ | 1 14%~ | 19 30%~ | 3 19%~ |
| USUALLY | 19 24% | 378 29% | 4 24%~ | 5 24%~ | 6 26%~ | 4 21%~ | 2 18%~ | ~ | ~ | ~ | ~ | ~ | 16 26%~ | 3 19%~ | 18 25%~ | 1 14%~ | 15 23%~ | 4 25%~ |
| ALWAYS | 35 44% | 651 50% | 9 53%~ | 10 48%~ | 6 26%~ | 10 53%~ | 4 36%~ | ~ | ~ | ~ | ~ | ~ | 26 42%~ | 8 50%~ | 31 42%~ | 4 57%~ | 28 44%~ | 7 44%~ |
| #ALWAYS + USUALLY (NET) | 54 68% | 1029 79%* | 13 76%~ | 15 71%~ | 12 52%~ | 14 74%~ | 6 55%~ | ~ | ~ | ~ | ~ | ~ | 42 68%~ | 11 69%~ | 49 67%~ | 5 71%~ | 43 67%~ | 11 69%~ |
| TOP BOX SCORE | 35 44% | 651 50% | 9 53%~ | 10 48%~ | 6 26%~ | 10 53%~ | 4 36%~ | ~ | ~ | ~ | ~ | ~ | 26 42%~ | 8 50%~ | 31 42%~ | 4 57%~ | 28 44%~ | 7 44%~ |
| NOT ANSWERED | 1 | 28 | | | | 1 | | | | | | | 1 | | 1 | | 1 | |
| VALID CASES | 80 | 1295 | 17 | 21 | 23 | 19 | 11 | | | | | | 62 | 16 | 73 | 7 | 64 | 16 |
| NUMBER OF RESPONDENTS | 81 | 1323 | 17 | 21 | 24 | 19 | 11 | | | | | | 63 | 16 | 74 | 7 | 65 | 16 |
| | 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 | | |
|-------------------------|---------------|--------------|-----------|-----------|-----------|-------------|--------------------|-----------|-------------------------|------------------|-----------|-----------|----------------|------------------------------|-----------|--------------|-----------|-----------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q51 NEVER | 2 2% | 23 2% | 1 6% | 1 ~ | 1 4% | 1 ~ | 1 9% | ~ | ~ | ~ | ~ | ~ | 1 2% | 1 6% | 2 3% | 1 ~ | 1 6% | |
| SOMETIMES | 11 14% | 90 7% | 3 18% | 2 10% | 4 17% | 2 11% | ~ | ~ | ~ | ~ | ~ | ~ | 11 18% | 10 ~ | 1 14% | 8 14% | 3 19% | |
| USUALLY | 18 23% | 268 21% | 3 18% | 6 29% | 7 29% | 2 11% | 4 36% | ~ | ~ | ~ | ~ | ~ | 13 21% | 4 25% | 16 22% | 2 29% | 3 23% | 3 19% |
| ALWAYS | 49 61% | 903 70% | 10 59% | 13 62% | 12 50% | 14 78% | 6 55% | ~ | ~ | ~ | ~ | ~ | 37 60% | 11 69% | 45 62% | 4 57% | 40 63% | 9 56% |
| #ALWAYS + USUALLY (NET) | 67 84% | 1171 91% | 13 76% | 19 90% | 19 79% | 16 89% | 10 91% | ~ | ~ | ~ | ~ | ~ | 50 81% | 15 94% | 61 84% | 6 86% | 55 86% | 12 75% |
| TOP BOX SCORE | 49 61% | 903 70% | 10 59% | 13 62% | 12 50% | 14 78% | 6 55% | ~ | ~ | ~ | ~ | ~ | 37 60% | 11 69% | 45 62% | 4 57% | 40 63% | 9 56% |
| NOT ANSWERED | 1 | 39 | | | | 1 | | | | | | | 1 | | 1 | | 1 | |
| VALID CASES | 80 | 1284 | 17 | 21 | 24 | 18 | 11 | | | | | | 62 | 16 | 73 | 7 | 64 | 16 |
| NUMBER OF RESPONDENTS | 81 | 1323 | 17 | 21 | 24 | 19 | 11 | | | | | | 63 | 16 | 74 | 7 | 65 | 16 |
| | 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 | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|----------------|-----------------------|---------------|------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| Q52 YES | 120 41% | 1805 35%* | 18 33% | 27 41% | 48 50%* | 27 35% | 12 19%* | ~ | ~ | ~ | ~ | ~ | 93 50%* | 23 23%* | 107 40%~ | 13 54%~ | 92 39% | 28 47% |
| NO | 174 59% | 3343 65%* | 36 67% | 39 59% | 48 50%* | 51 65% | 50 81%* | ~ | ~ | ~ | ~ | ~ | 93 50%* | 75 77%* | 163 60%~ | 11 46%~ | 143 61% | 31 53% |
| NOT ANSWERED | 23 | 490 | 5 | 11 | 3 | 4 | 2 | | | | | | 2 | 2 | 4 | | 23 | |
| VALID CASES | 294 | 5148 | 54 | 66 | 96 | 78 | 62 | | | | | | 186 | 98 | 270 | 24 | 235 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------------|--------------------|------------|------------|------------|-------------------|----------------------------|------------|----------------------|----------------------|------------|------------|-------------------|-----------------------------------|-------------------|-------------|-----------------|-------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | | |
| PQ53 NEVER | 11 4% | 124 2% | ~ | 2% | 5% | 7% | 2 3% | ~ | ~ | ~ | ~ | ~ | ~ | 8 4% | 3 3% | 8 3% | 3 12% | 4 2%* | 7 12%* |
| SOMETIMES | 36 12% | 397 8%* | 13% | 8% | 20%* | 7%* | 2 3%* | ~ | ~ | ~ | ~ | ~ | ~ | 33 18%* | 3 3%* | 32 12% | 4 17% | 29 13% | 7 12% |
| USUALLY | 29 10% | 575 11% | 13% | 11% | 12% | 5% | 3 5% | ~ | ~ | ~ | ~ | ~ | ~ | 21 12% | 5 5%* | 26 10% | 3 12% | 23 10% | 6 10% |
| ALWAYS | 213 74% | 3983 78%* | 74% | 80% | 63%* | 82% | 54 89%* | ~ | ~ | ~ | ~ | ~ | ~ | 120 66%* | 86 89%* | 199 75% | 14 58% | 175 76% | 38 66% |
| #ALWAYS + USUALLY (NET) | 242 84% | 4559 90%* | 87% | 91%* | 74%* | 87% | 57 93%* | ~ | ~ | ~ | ~ | ~ | ~ | 141 77%* | 91 94%* | 225 85% | 17 71% | 198 86% | 44 76% |
| TOP BOX SCORE | 213 74% | 3983 78%* | 74% | 80% | 63%* | 82% | 54 89%* | ~ | ~ | ~ | ~ | ~ | ~ | 120 66%* | 86 89%* | 199 75% | 14 58% | 175 76% | 38 66% |
| NOT ANSWERED | 28 | 559 | 5 | 12 | 5 | 6 | 3 | | | | | | | 6 | 3 | 9 | | 27 | 1 |
| VALID CASES | 289 | 5079 | 54 | 65 | 94 | 76 | 61 | | | | | | | 182 | 97 | 265 | 24 | 231 | 58 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

[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 | | |
|--------------------------------|---------------|--------------|-----|------|------|-------------|------------|--------------------|-----------|------------------|------------------|----------------|-----------|----------------|----------------------------|------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND # | AMER ALSK NATV # | MUL-TI OTHR ## | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR POOR | NO CCC | CCC | | |
| Q54 WORST HEALTH PLAN POSSIBLE | 1 0.3% | 17 0.3% | ~ | ~ | 1% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 ~0.5% | 1 ~ | 4 ~ | 2 ~ | |
| 01 | 3 1% | 27 0.5% | ~ | 1% | 1% | 1% | 2 3% | ~ | ~ | ~ | ~ | ~ | ~ | 1 ~0.5% | 2 2% | 3 1% | 3 ~ | ~ | |
| 02 | 1 0.3% | 33 0.6% | ~ | 1% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 ~0.5% | 1 ~0.4% | ~ | 1 ~0.4% | ~ | |
| 03 | 3 1% | 44 0.9% | ~ | ~ | 1% | 3% | 2 3% | ~ | ~ | ~ | ~ | ~ | ~ | 1 ~0.5% | 2 2% | 3 1% | 3 ~ | ~ | |
| 04 | 2 0.7% | 62 1% | ~ | ~ | 1% | 1% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 2 ~1% | 1 ~0.4% | 1 4% | 1 ~0.4% | 1 2% | |
| 05 | 14 5% | 275 5% | 4% | 1%* | 8% | 4% | 3 5% | ~ | ~ | ~ | ~ | ~ | ~ | 7 ~4% | 7 7% | 13 5% | 1 4% | 12 5% | 2 3% |
| 06 | 14 5% | 233 5% | 2% | 3% | 7% | 5% | 4 6% | ~ | ~ | ~ | ~ | ~ | ~ | 9 ~5% | 4 4% | 11 4% | 3 12% | 8 3% | 6 10% |
| 07 | 20 7% | 496 10%* | 12% | 6% | 3%* | 9% | 8 13% | ~ | ~ | ~ | ~ | ~ | ~ | 7 ~4%* | 12 12%* | 19 7% | 1 4% | 17 7% | 3 5% |
| 08 | 44 15% | 982 19%* | 12% | 9% | 21% | 15% | 11 17% | ~ | ~ | ~ | ~ | ~ | ~ | 23 ~12% | 20 20% | 40 15% | 4 17% | 30 13% | 14 24% |
| 09 | 64 22% | 974 19% | 21% | 23% | 17% | 27% | 17 27% | ~ | ~ | ~ | ~ | ~ | ~ | 39 ~21% | 23 23% | 58 21% | 5 21% | 50 21% | 14 24% |
| BEST HEALTH PLAN POSSIBLE | 129 44% | 2033 39% | 50% | 55%* | 39% | 35% | 16 25%* | ~ | ~ | ~ | ~ | ~ | ~ | 95 ~51%* | 29 29%* | 121 45% | 8 33% | 112 47%* | 17 29%* |
| #8-10 (NET) | 237 80% | 3988 77% | 83% | 87% | 77% | 77% | 44 70%* | ~ | ~ | ~ | ~ | ~ | ~ | 157 ~84%* | 72 73%* | 219 81% | 17 71% | 192 81% | 45 78% |

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 | | |
|-------------------------|---------------|--------------|------------|------------|------------|-------------|------------|---------------------|------------|-------------------------|-------------|------------|--------------|------------------|------------------------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHTE # | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ ILND NATV ### | AMER ALSK # | MUL- TI ## | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD POOR | NO CCC | CCC | |
| 9-10 (NET) | 193 65% | 3007 58%* | 37 71% | 54 78%* | 53 56%* | 49 62% | 33 52%* | ~ | ~ | ~ | ~ | ~ | ~ | 134 72%* | 52 53%* | 179 66%~ | 13 54%~ | 162 68%* | 31 53%* |
| NOT ANSWERED | 22 | 462 | 7 | 8 | 4 | 3 | 1 | | | | | | | 2 | 1 | 4 | | 21 | 1 |
| VALID CASES | 295 | 5176 | 52 | 69 | 95 | 79 | 63 | | | | | | | 186 | 99 | 270 | 24 | 237 | 58 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |
| MEAN | 8.59 | 8.44 | 8.94 | 8.99 | 8.26 | 8.41 | 8.00 | | | | | | | 8.80 | 8.16 | 8.64 | 7.96 | 8.67 | 8.26 |
| p stat_(*=Sig @ p<=.05) | | .114 | .064 | .045* | .054 | .314 | .012* | ~ | ~ | ~ | ~ | ~ | ~ | ~.012* | .007* | ~ | ~ | ~.133 | .133 |

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

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------|-----------------|----------------|------------|----------------|-----------------------|---------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI OTHR ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | | |
| Q55 YES | 86 29% | 1994 38%* | 17 31% | 23 34% | 22 23% | 24 30% | 21 33% | ~ | ~ | ~ | ~ | ~ | ~ | 50 27% | 32 32% | 71 26%~ | 14 58%~ | 51 21%* | 35 59%* |
| NO | 212 71% | 3218 62%* | 37 69% | 45 66% | 74 77% | 56 70% | 43 67% | ~ | ~ | ~ | ~ | ~ | ~ | 137 73% | 68 68% | 202 74%~ | 10 42%~ | 188 79%* | 24 41%* |
| NOT ANSWERED | 19 | 425 | 5 | 9 | 3 | 2 | | | | | | | | 1 | | 1 | | 19 | |
| VALID CASES | 298 | 5213 | 54 | 68 | 96 | 80 | 64 | | | | | | | 187 | 100 | 273 | 24 | 239 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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 | | |
|-------------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------------|-------------|-------------|-----------|------------|---------------|----------------------|--------------|------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER ALSK # | MUL-OTHR ## | TI # | HIS-IC | HIS-PAN-IC | NOT VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC |
| Q56 NEVER | 2 2% | 36 2% | ~ | 1 4%~ | 1 5%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 2 4%~ | ~ | 1 1%~ | 1 7%~ | 1 2%~ | 1 3%~ |
| SOMETIMES | 9 10% | 176 9% | 1 6%~ | 2 9%~ | 2 9%~ | 4 17%~ | 2 10%~ | ~ | ~ | ~ | ~ | ~ | 6 12%~ | 2 6%~ | 6 8%~ | 3 21%~ | 3 6%~ | 6 17%~ |
| USUALLY | 22 26% | 474 24% | 4 24%~ | 7 30%~ | 7 32%~ | 4 17%~ | 3 14%~ | ~ | ~ | ~ | ~ | ~ | 17 34%~ | 5 16%~ | 18 25%~ | 4 29%~ | 12 24%~ | 10 29%~ |
| ALWAYS | 53 62% | 1301 65% | 12 71%~ | 13 57%~ | 12 55%~ | 16 67%~ | 16 76%~ | ~ | ~ | ~ | ~ | ~ | 25 50%~ | 25 78%~ | 46 65%~ | 6 43%~ | 35 69%~ | 18 51%~ |
| #ALWAYS + USUALLY (NET) | 75 87% | 1775 89% | 16 94%~ | 20 87%~ | 19 86%~ | 20 83%~ | 19 90%~ | ~ | ~ | ~ | ~ | ~ | 42 84%~ | 30 94%~ | 64 90%~ | 10 71%~ | 47 92%~ | 28 80%~ |
| TOP BOX SCORE | 53 62% | 1301 65% | 12 71%~ | 13 57%~ | 12 55%~ | 16 67%~ | 16 76%~ | ~ | ~ | ~ | ~ | ~ | 25 50%~ | 25 78%~ | 46 65%~ | 6 43%~ | 35 69%~ | 18 51%~ |
| NOT ANSWERED | | 29 | | | | | | | | | | | | | | | | |
| VALID CASES | 86 | 1988 | 17 | 23 | 22 | 24 | 21 | | | | | | 50 | 32 | 71 | 14 | 51 | 35 |
| NUMBER OF RESPONDENTS | 86 | 2017 | 17 | 23 | 22 | 24 | 21 | | | | | | 50 | 32 | 71 | 14 | 51 | 35 |
| | 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 | | |
|-----------------------|---------------|--------------|-----------|------------|------------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|------------------------------|--------------------|------------|--------------|------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q57 #YES | 51 60% | 1177 60% | 9 53%~ | 16 70%~ | 12 57%~ | 14 58%~ | 9 45%~ | ~ | ~ | ~ | ~ | ~ | ~ | 35 70%~ | 15 48%~ | 41 59%~ | 10 71%~ | 30 59%~ | 21 62%~ |
| NO | 34 40% | 795 40% | 8 47%~ | 7 30%~ | 9 43%~ | 10 42%~ | 11 55%~ | ~ | ~ | ~ | ~ | ~ | ~ | 15 30%~ | 16 52%~ | 29 41%~ | 4 29%~ | 21 41%~ | 13 38%~ |
| NOT ANSWERED | 1 | 45 | | | | 1 | 1 | | | | | | | | 1 | 1 | | | 1 |
| VALID CASES | 85 | 1972 | 17 | 23 | 21 | 24 | 20 | | | | | | | 50 | 31 | 70 | 14 | 51 | 34 |
| NUMBER OF RESPONDENTS | 86 | 2017 | 17 | 23 | 22 | 24 | 21 | | | | | | | 50 | 32 | 71 | 14 | 51 | 35 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q55 = YES]

Q57A A REGULAR DENTIST IS ONE YOUR CHILD WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN HE/SHE HAS A CAVITY OR TOOTH PAIN. DOES YOUR CHILD HAVE A REGULAR DENTIST?

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------|--------------|------------|-----------|------------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|------------------------------|---------------|-------------|--------------|------------|-----------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD POOR | NO CCC | CCC | | |
| Q57A YES | 224 78% | 4014 79% | 28 55%* | 51 80% | 83 88%* | 62 81% | 44 76% | ~ | ~ | ~ | ~ | ~ | ~ | 148 81% | 68 73% | 205 78%~ | 18 78%~ | 182 79% | 42 75% |
| NO | 62 22% | 1085 21% | 23 45%* | 13 20% | 11 12%* | 15 19% | 14 24% | ~ | ~ | ~ | ~ | ~ | ~ | 35 19% | 25 27% | 57 22%~ | 5 22%~ | 48 21% | 14 25% |
| NOT ANSWERED | 31 | 539 | 8 | 13 | 5 | 5 | 6 | | | | | | | 5 | 7 | 12 | 1 | 28 | 3 |
| VALID CASES | 286 | 5099 | 51 | 64 | 94 | 77 | 58 | | | | | | | 183 | 93 | 262 | 23 | 230 | 56 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

Q57B IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|--|---------------|--------------|------------|------------|------------|-------------|------------|--------------------|-----------|------------------|------------------|-------------|-----------|-------------|----------------|-----------------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND # | AMER ALSK NATV # | MUL-OTHR ## | TI | HIS-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC |
| Q57B NEVER | 48 32% | 667 28% | 8 36%~ | 10 29%~ | 15 29% | 15 36%~ | 5 29%~ | ~ | ~ | ~ | ~ | ~ | ~ | 37 35%~ | 10 26%~ | 43 31%~ | 5 42%~ | 42 35%~ | 6 19%~ |
| SOMETIMES | 29 19% | 484 20% | 3 14%~ | 5 15%~ | 14 27% | 7 17%~ | 2 12%~ | ~ | ~ | ~ | ~ | ~ | ~ | 22 21%~ | 5 13%~ | 25 18%~ | 4 33%~ | 22 18%~ | 7 23%~ |
| USUALLY | 25 17% | 468 20% | 3 14%~ | 5 15%~ | 7 13% | 10 24%~ | 4 24%~ | ~ | ~ | ~ | ~ | ~ | ~ | 16 15%~ | 8 21%~ | 23 17%~ | 2 17%~ | 20 17%~ | 5 16%~ |
| ALWAYS | 48 32% | 771 32% | 8 36%~ | 14 41%~ | 16 31% | 10 24%~ | 6 35%~ | ~ | ~ | ~ | ~ | ~ | ~ | 30 29%~ | 15 39%~ | 47 34%~ | 1 8%~ | 35 29%~ | 13 42%~ |
| #ALWAYS + USUALLY (NET) | 73 49% | 1239 52% | 11 50%~ | 19 56%~ | 23 44% | 20 48%~ | 10 59%~ | ~ | ~ | ~ | ~ | ~ | ~ | 46 44%~ | 23 61%~ | 70 51%~ | 3 25%~ | 55 46%~ | 18 58%~ |
| TOP BOX SCORE | 48 32% | 771 32% | 8 36%~ | 14 41%~ | 16 31% | 10 24%~ | 6 35%~ | ~ | ~ | ~ | ~ | ~ | ~ | 30 29%~ | 15 39%~ | 47 34%~ | 1 8%~ | 35 29%~ | 13 42%~ |
| I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS | 143 | 2768 | 30 | 35 | 41 | 37 | 46 | | | | | | | 79 | 60 | 131 | 11 | 117 | 26 |
| NOT ANSWERED | 24 | 480 | 7 | 8 | 6 | 3 | 1 | | | | | | | 4 | 2 | 5 | 1 | 22 | 2 |
| VALID CASES | 150 | 2390 | 22 | 34 | 52 | 42 | 17 | | | | | | | 105 | 38 | 138 | 12 | 119 | 31 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

Q57C CHOICES FOR YOUR CHILD'S TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID YOUR PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-----------|-----------|-----------|-------------------|-----------|---------------------------------|------------------|--------------------|----------------------------------|--------------------------|--------------------|---------------------------|-----------------------------------|-------------------|-----------------|-------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR- AMER # | AS- IAN ## | NATV ILND ## | AMER IND/ PAC ALSK # | MUL- OTHR TI ## | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | |
| Q57C YES | 70 24% | 1124 22% | 12 22% | 17 25% | 20 22% | 21 28% | 11 18% | ~ | ~ | ~ | ~ | ~ | ~ | 46 26% | 20 21% | 59 22%~ | 11 46%~ | 43 19%* | 27 49%* |
| NO | 217 76% | 3960 78% | 42 78% | 50 75% | 71 78% | 54 72% | 51 82% | ~ | ~ | ~ | ~ | ~ | ~ | 134 74% | 77 79% | 204 78%~ | 13 54%~ | 189 81%* | 28 51%* |
| NOT ANSWERED | 30 | 553 | 5 | 10 | 8 | 7 | 2 | | | | | | | 8 | 3 | 11 | | 26 | 4 |
| VALID CASES | 287 | 5085 | 54 | 67 | 91 | 75 | 62 | | | | | | | 180 | 97 | 263 | 24 | 232 | 55 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

Q57D IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|------------|-------------|------------|-------------------|---------------------------------|------------------|-------------------------------------|--------------------------|------------------|------------|---------------------------|--|------------------|------------|-----------------|------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ ALS # | MUL- TI ## | HIS- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | | |
| Q57D #YES | 61 90% | 945 87% | 11 92%~ | 16 100%~ | 16 84%~ | 18 86%~ | 9 90%~ | ~ | ~ | ~ | ~ | ~ | ~ | 40 89%~ | 17 89%~ | 50 88%~ | 11 100%~ | 36 88%~ | 25 93%~ |
| NO | 7 10% | 135 13% | 1 8%~ | ~ | 3 16%~ | 3 14%~ | 1 10%~ | ~ | ~ | ~ | ~ | ~ | ~ | 5 11%~ | 2 11%~ | 7 12%~ | ~ | 5 12%~ | 2 7%~ |
| NOT ANSWERED | 2 | 16 | | 1 | 1 | | 1 | | | | | | | 1 | 1 | 2 | | 2 | |
| VALID CASES | 68 | 1081 | 12 | 16 | 19 | 21 | 10 | | | | | | | 45 | 19 | 57 | 11 | 41 | 27 |
| NUMBER OF RESPONDENTS | 70 100% | 1097 100% | 12 100% | 17 100% | 20 100% | 21 100% | 11 100% | | | | | | | 46 100% | 20 100% | 59 100% | 11 100% | 43 100% | 27 100% |

[ASKED IF Q57C = YES]

Q57E IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOUR CHILD?

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------|--------------|-----------|------------|------------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|------------------------------|--------------------|-----------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | |
| Q57E #YES | 56 84% | 905 84% | 8 67%~ | 15 94%~ | 15 83%~ | 18 86%~ | 8 80%~ | ~ | ~ | ~ | ~ | ~ | 37 84%~ | 16 84%~ | 47 84%~ | 9 82%~ | 34 83%~ | 22 85%~ |
| NO | 11 16% | 169 16% | 4 33%~ | 1 6%~ | 3 17%~ | 3 14%~ | 2 20%~ | ~ | ~ | ~ | ~ | ~ | 7 16%~ | 3 16%~ | 9 16%~ | 2 18%~ | 7 17%~ | 4 15%~ |
| NOT ANSWERED | 3 | 24 | | 1 | 2 | | 1 | | | | | | 2 | 1 | 3 | | 2 | 1 |
| VALID CASES | 67 | 1073 | 12 | 16 | 18 | 21 | 10 | | | | | | 44 | 19 | 56 | 11 | 41 | 26 |
| NUMBER OF RESPONDENTS | 70 | 1097 | 12 | 17 | 20 | 21 | 11 | | | | | | 46 | 20 | 59 | 11 | 43 | 27 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q57C = YES]

Q57F IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER CONSIDER AND RESPECT WHAT HEALTH CARE AND TREATMENT CHOICES YOU THOUGHT WORK BEST FOR YOUR CHILD?

| | | | AGE | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------------|-------------|-------------|-----------|------------|----------------|------------------|--------------|------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER ALSK # | MUL-OTHR ## | TI # | HIS-IC | NOT HIS-PAN-IC | VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC |
| Q57F NEVER | 3 4% | 20 2% | ~ | ~ | 5%~ | 10%~ | 2 20%~ | ~ | ~ | ~ | ~ | ~ | 1 2%~ | 2 11%~ | 2 4%~ | 1 9%~ | 1 2%~ | 2 7%~ |
| SOMETIMES | 8 12% | 94 9% | 2 17%~ | 1 6%~ | 4 21%~ | 1 5%~ | ~ | ~ | ~ | ~ | ~ | ~ | 7 16%~ | 1 5%~ | 8 14%~ | ~ | 6 15%~ | 2 7%~ |
| USUALLY | 15 22% | 257 24% | 1 8%~ | 5 31%~ | 4 21%~ | 5 24%~ | ~ | ~ | ~ | ~ | ~ | ~ | 10 22%~ | 4 21%~ | 13 23%~ | 2 18%~ | 10 24%~ | 5 19%~ |
| ALWAYS | 42 62% | 704 66% | 9 75%~ | 10 63%~ | 10 53%~ | 13 62%~ | 8 80%~ | ~ | ~ | ~ | ~ | ~ | 27 60%~ | 12 63%~ | 34 60%~ | 8 73%~ | 24 59%~ | 18 67%~ |
| #ALWAYS + USUALLY (NET) | 57 84% | 960 89% | 10 83%~ | 15 94%~ | 14 74%~ | 18 86%~ | 8 80%~ | ~ | ~ | ~ | ~ | ~ | 37 82%~ | 16 84%~ | 47 82%~ | 10 91%~ | 34 83%~ | 23 85%~ |
| TOP BOX SCORE | 42 62% | 704 66% | 9 75%~ | 10 63%~ | 10 53%~ | 13 62%~ | 8 80%~ | ~ | ~ | ~ | ~ | ~ | 27 60%~ | 12 63%~ | 34 60%~ | 8 73%~ | 24 59%~ | 18 67%~ |
| NOT ANSWERED | 2 | 23 | | 1 | 1 | | 1 | | | | | | 1 | 1 | 2 | | 2 | |
| VALID CASES | 68 | 1074 | 12 | 16 | 19 | 21 | 10 | | | | | | 45 | 19 | 57 | 11 | 41 | 27 |
| NUMBER OF RESPONDENTS | 70 | 1097 | 12 | 17 | 20 | 21 | 11 | | | | | | 46 | 20 | 59 | 11 | 43 | 27 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q57C = YES]

Q57G IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER ENCOURAGE YOU TO ASK QUESTIONS AND RAISE CONCERNS?

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-------------------------|---------------|--------------|-----------|-------------|------------|-------------|-----------|--------------------|-----------|--------------------|------------------|-----------------|--------------|------------------|------------------------------|------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 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 | NO CCC | CCC | |
| Q57G NEVER | 5 7% | 53 5% | 1 8%~ | 2 ~ 11%~ | 2 10%~ | 2 20%~ | 2 | ~ | ~ | ~ | ~ | ~ | 3 7%~ | 2 11%~ | 4 7%~ | 1 9%~ | 3 7%~ | 2 7%~ |
| SOMETIMES | 7 10% | 120 11% | 3 25%~ | 3 ~ 16%~ | 1 5%~ | 1 | ~ | ~ | ~ | ~ | ~ | ~ | 6 13%~ | 1 5%~ | 7 12%~ | ~ | 3 7%~ | 4 15%~ |
| USUALLY | 20 29% | 238 22% | 2 17%~ | 6 38%~ | 5 26%~ | 7 33%~ | 2 20%~ | ~ | ~ | ~ | ~ | ~ | 13 29%~ | 6 32%~ | 17 30%~ | 3 27%~ | 13 32%~ | 7 26%~ |
| ALWAYS | 36 53% | 662 62% | 6 50%~ | 10 63%~ | 9 47%~ | 11 52%~ | 6 60%~ | ~ | ~ | ~ | ~ | ~ | 23 51%~ | 10 53%~ | 29 51%~ | 7 64%~ | 22 54%~ | 14 52%~ |
| #ALWAYS + USUALLY (NET) | 56 82% | 901 84% | 8 67%~ | 16 100%~ | 14 74%~ | 18 86%~ | 8 80%~ | ~ | ~ | ~ | ~ | ~ | 36 80%~ | 16 84%~ | 46 81%~ | 10 91%~ | 35 85%~ | 21 78%~ |
| TOP BOX SCORE | 36 53% | 662 62% | 6 50%~ | 10 63%~ | 9 47%~ | 11 52%~ | 6 60%~ | ~ | ~ | ~ | ~ | ~ | 23 51%~ | 10 53%~ | 29 51%~ | 7 64%~ | 22 54%~ | 14 52%~ |
| NOT ANSWERED | 2 | 23 | | 1 | 1 | | 1 | | | | | | 1 | 1 | 2 | | 2 | |
| VALID CASES | 68 | 1074 | 12 | 16 | 19 | 21 | 10 | | | | | | 45 | 19 | 57 | 11 | 41 | 27 |
| NUMBER OF RESPONDENTS | 70 | 1097 | 12 | 17 | 20 | 21 | 11 | | | | | | 46 | 20 | 59 | 11 | 43 | 27 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q57C = YES]

Q57H IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS AND RAISE CONCERNS?

| | | | AGE | | | | RACE | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | | |
|-------------------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------------|-------------|-------------|-----------|--------|---------------|----------------------|--------------|------------|------------|------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER ALSK # | MUL-OTHR ## | TI # | HIS-IC | HIS-PAN-IC | NOT VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | | |
| Q57H NEVER | 3 4% | 23 2% | ~ | ~ | 11%~ | 5%~ | 10%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 2 4%~ | 1 5%~ | 2 4%~ | 1 9%~ | 1 2%~ | 2 7%~ |
| SOMETIMES | 10 15% | 97 9% | 25%~ | 19%~ | 11%~ | 10%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 8 18%~ | 1 5%~ | 10 18%~ | ~ | 8 20%~ | 2 7%~ |
| USUALLY | 14 21% | 214 20% | 25%~ | 12%~ | 26%~ | 19%~ | 10%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 10 22%~ | 3 16%~ | 11 19%~ | 3 27%~ | 10 24%~ | 4 15%~ |
| ALWAYS | 41 60% | 741 69% | 50%~ | 69%~ | 53%~ | 67%~ | 80%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 25 56%~ | 14 74%~ | 34 60%~ | 7 64%~ | 22 54%~ | 19 70%~ |
| #ALWAYS + USUALLY (NET) | 55 81% | 955 89% | 75%~ | 81%~ | 79%~ | 86%~ | 90%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 35 78%~ | 17 89%~ | 45 79%~ | 10 91%~ | 32 78%~ | 23 85%~ |
| TOP BOX SCORE | 41 60% | 741 69% | 50%~ | 69%~ | 53%~ | 67%~ | 80%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 25 56%~ | 14 74%~ | 34 60%~ | 7 64%~ | 22 54%~ | 19 70%~ |
| NOT ANSWERED | 2 | 23 | | 1 | 1 | | 1 | | | | | | | | 1 | 1 | 2 | | 2 | |
| VALID CASES | 68 | 1074 | 12 | 16 | 19 | 21 | 10 | | | | | | | | 45 | 19 | 57 | 11 | 41 | 27 |
| NUMBER OF RESPONDENTS | 70 | 1097 | 12 | 17 | 20 | 21 | 11 | | | | | | | | 46 | 20 | 59 | 11 | 43 | 27 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

[ASKED IF Q57C = YES]

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

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-------------------------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|--------------------|------------------|-------------|-------|-------------|----------------|-----------------------|-------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | 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 & POOR | FAIR & POOR | NO CCC | CCC |
| | | | | | | | | | | | | | | | | | | |
| Q58 | | | | | | | | | | | | | | | | | | |
| EXCELLENT | 113 38% | 2143 41% | 23 43% | 30 44% | 34 35% | 26 33% | 28 44% | ~ | ~ | ~ | ~ | ~ | 67 36% | 43 43% | 113 41% | ~ | 103 43%* | 10 17%* |
| VERY GOOD | 98 33% | 1856 36% | 18 33% | 21 31% | 37 39% | 22 28% | 24 38% | ~ | ~ | ~ | ~ | ~ | 56 30% | 39 39% | 98 36% | ~ | 82 34% | 16 27% |
| GOOD | 63 21% | 944 18% | 11 20% | 10 15% | 20 21% | 22 28% | 8 13%* | ~ | ~ | ~ | ~ | ~ | 45 24% | 14 14%* | 63 23% | ~ | 44 18%* | 19 32%* |
| FAIR | 24 8% | 237 5%* | 2 4% | 7 10% | 5 5% | 10 13% | 3 5% | ~ | ~ | ~ | ~ | ~ | 20 11%* | 4 4%* | 24 ~100% | ~ | 10 4%* | 14 24%* |
| POOR | | 15 0.3%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| #EXCELLENT + VERY GOOD + GOOD (NET) | 274 92% | 4943 95%* | 52 96% | 61 90% | 91 95% | 70 88% | 60 95% | ~ | ~ | ~ | ~ | ~ | 168 89%* | 96 96%* | 274 100%~ | ~ | 229 96%* | 45 76%* |
| NOT ANSWERED | 19 | 443 | 5 | 9 | 3 | 2 | 1 | | | | | | | | | | 19 | |
| VALID CASES | 298 | 5195 | 54 | 68 | 96 | 80 | 63 | | | | | | 188 | 100 | 274 | 24 | 239 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-------------------------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|--------------------|------------------|-------------|-------|-------------|----------------|------------------|-------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | 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 | NO CCC | CCC |
| Q59 | | | | | | | | | | | | | | | | | | |
| EXCELLENT | 121 41% | 2231 43% | 28 52% | 30 45% | 36 38% | 27 34% | 27 43% | ~ | ~ | ~ | ~ | ~ | 79 42% | 39 40% | 117 43% | 4 17% | 116 49%* | 5 9%* |
| VERY GOOD | 83 28% | 1483 29% | 16 30% | 24 36% | 27 29% | 16 20%* | 21 33% | ~ | ~ | ~ | ~ | ~ | 46 24% | 35 36%* | 83 31% | ~ | 70 30% | 13 22% |
| GOOD | 67 23% | 1030 20% | 8 15% | 7 10%* | 23 24% | 29 36%* | 10 16% | ~ | ~ | ~ | ~ | ~ | 47 25% | 16 16% | 58 21% | 9 38% | 44 19%* | 23 40%* |
| FAIR | 22 7% | 368 7% | 2 4% | 6 9% | 6 6% | 8 10% | 5 8% | ~ | ~ | ~ | ~ | ~ | 15 8% | 7 7% | 11 4% | 11 46% | 7 3%* | 15 26%* |
| POOR | 2 0.7% | 70 1% | ~ | ~ | 2 2% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 0.5% | 1 1% | 2 0.7% | ~ | ~ | 2 3% |
| #EXCELLENT + VERY GOOD + GOOD (NET) | 271 92% | 4745 92% | 52 96% | 61 91% | 86 91% | 72 90% | 58 92% | ~ | ~ | ~ | ~ | ~ | 172 91% | 90 92% | 258 95% | 13 54% | 230 97%* | 41 71%* |
| NOT ANSWERED | 22 | 455 | 5 | 10 | 5 | 2 | 1 | | | | | | | 2 | 3 | | 21 | 1 |
| VALID CASES | 295 | 5183 | 54 | 67 | 94 | 80 | 63 | | | | | | 188 | 98 | 271 | 24 | 237 | 58 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|------------|-----------------------|---------------|--------|--------------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| Q60 YES | 40 | 1055 | 5 | 7 | 13 | 15 | 9 | ~ | ~ | ~ | ~ | ~ | 23 | 17 | 30 | 10 | 10 | 30 |
| | 13% | 20%* | 9% | 10% | 14% | 19% | 14% | ~ | ~ | ~ | ~ | ~ | 12% | 17% | 11%~ | 42%~ | 4%* | 51%* |
| NO | 258 | 4144 | 49 | 61 | 83 | 65 | 54 | ~ | ~ | ~ | ~ | ~ | 165 | 83 | 244 | 14 | 229 | 29 |
| | 87% | 80%* | 91% | 90% | 86% | 81% | 86% | ~ | ~ | ~ | ~ | ~ | 88% | 83% | 89%~ | 58%~ | 96%* | 49%* |
| NOT ANSWERED | 19 | 439 | 5 | 9 | 3 | 2 | 1 | | | | | | | | | | | 19 |
| VALID CASES | 298 | 5199 | 54 | 68 | 96 | 80 | 63 | | | | | | 188 | 100 | 274 | 24 | 239 | 59 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------------|--------------------|-----------|-----------|------------|-------------------|----------------------------|------------|----------------------|----------------------|------------|--------------------|-------------------|-----------------------------------|-------------------|------------|-----------------|------------|------------|--|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- PAN- IC | NOT PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | | | |
| Q61 YES | 31 78% | 796 77% | 2 40% | 3 43% | 13 100% | 13 87% | 6 67% | ~ | ~ | ~ | ~ | ~ | ~ | 17 74% | 14 82% | 22 73% | 9 90% | 1 10% | 30 100% | |
| NO | 9 23% | 235 23% | 3 60% | 4 57% | ~ | 2 13% | 3 33% | ~ | ~ | ~ | ~ | ~ | ~ | 6 26% | 3 18% | 8 27% | 1 10% | 9 90% | ~ | |
| NOT ANSWERED | | 22 | | | | | | | | | | | | | | | | | | |
| VALID CASES | 40 | 1030 | 5 | 7 | 13 | 15 | 9 | | | | | | | 23 | 17 | 30 | 10 | 10 | 30 | |
| NUMBER OF RESPONDENTS | 40 100% | 1052 100% | 5 100% | 7 100% | 13 100% | 15 100% | 9 100% | | | | | | | 23 100% | 17 100% | 30 100% | 10 100% | 10 100% | 30 100% | |

[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 | |
|-----------------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|----------------|-----------------------|---------------|--------|--------------|--|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| Q62 YES | 29 | 716 | 2 | 2 | 12 | 13 | 6 | ~ | ~ | ~ | ~ | ~ | 15 | 14 | 21 | 8 | 29 | |
| | 94% | 91% | 100% | 67% | 92% | 100% | 100% | ~ | ~ | ~ | ~ | ~ | 88% | 100% | 95% | 89% | 97% | |
| NO | 2 | 75 | | 1 | 1 | | | | | | | | 2 | | 1 | 1 | 1 | |
| | 6% | 9% | ~ | 33% | 8% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 12% | ~ | 5% | 11% | 100% | |
| NOT ANSWERED | | 15 | | | | | | | | | | | | | | | | |
| VALID CASES | 31 | 791 | 2 | 3 | 13 | 13 | 6 | | | | | | 17 | 14 | 22 | 9 | 1 | |
| NUMBER OF RESPONDENTS | 31 | 806 | 2 | 3 | 13 | 13 | 6 | | | | | | 17 | 14 | 22 | 9 | 1 | |
| | 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 | | |
|-----------------------|---------------|--------------|------------|-----------|-----------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|------------------|---------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | NO CCC | CCC | | |
| Q63 YES | 38 13% | 788 15% | 3 6%* | 5 7% | 16 17% | 14 18% | 6 10% | ~ | ~ | ~ | ~ | ~ | ~ | 22 12% | 16 16% | 30 11%~ | 8 33%~ | 6 3%* | 32 54%* |
| NO | 260 87% | 4394 85% | 51 94%* | 63 93% | 80 83% | 66 82% | 57 90% | ~ | ~ | ~ | ~ | ~ | ~ | 166 88% | 84 84% | 244 89%~ | 16 67%~ | 233 97%* | 27 46%* |
| NOT ANSWERED | 19 | 456 | 5 | 9 | 3 | 2 | 1 | | | | | | | | | | | 19 | |
| VALID CASES | 298 | 5182 | 54 | 68 | 96 | 80 | 63 | | | | | | | 188 | 100 | 274 | 24 | 239 | 59 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | 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 | | |
|-----------------------|---------------|--------------|----------|-----------|-----------|-------------|--------------|---------|----------------|----------------|-----------|-----------|--------------|------------------|------------------------------|--------------|----------|-----------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | T I | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q64 YES | 31 86% | 637 85% | 2 67% | 4 100% | 14 93% | 11 79% | 6 100% | ~ | ~ | ~ | ~ | ~ | 15 75% | 16 100% | 24 83% | 7 100% | 1 20% | 30 97% |
| NO | 5 14% | 110 15% | 1 33% | ~ | 1 7% | 3 21% | ~ | ~ | ~ | ~ | ~ | ~ | 5 25% | ~ | 5 17% | ~ | 4 80% | 1 3% |
| NOT ANSWERED | 2 | 19 | ~ | 1 | 1 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 2 | ~ | 1 | 1 | 1 | 1 |
| VALID CASES | 36 | 747 | 3 | 4 | 15 | 14 | 6 | ~ | ~ | ~ | ~ | ~ | 20 | 16 | 29 | 7 | 5 | 31 |
| NUMBER OF RESPONDENTS | 38 | 766 | 3 | 5 | 16 | 14 | 6 | ~ | ~ | ~ | ~ | ~ | 22 | 16 | 30 | 8 | 6 | 32 |
| | 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?

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-----------|-----------|------------|-------------------|----------------------------|------------|----------------------|----------------------|------------|------------|-------------------|-----------------------------------|-------------------|-----------|-----------------|------------|------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | | |
| Q65 YES | 30 97% | 591 96% | 2 100% | 4 100% | 14 100% | 10 91% | 6 100% | ~ | ~ | ~ | ~ | ~ | ~ | 15 100% | 15 94% | 23 96% | 7 100% | 30 100% | |
| NO | 1 3% | 26 4% | ~ | ~ | ~ | 1 9% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 6% | 1 4% | 1 100% | ~ | |
| NOT ANSWERED | | 7 | | | | | | | | | | | | | | | | | |
| VALID CASES | 31 | 617 | 2 | 4 | 14 | 11 | 6 | | | | | | | 15 | 16 | 24 | 7 | 1 | 30 |
| NUMBER OF RESPONDENTS | 31 | 624 | 2 | 4 | 14 | 11 | 6 | | | | | | | 15 | 16 | 24 | 7 | 1 | 30 |
| | 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 | | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|------------------------------|--------------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q66 YES | 40 14% | 639 12% | 3 6%* | 11 16% | 16 17% | 10 13% | 6 10% | ~ | ~ | ~ | ~ | ~ | ~ | 25 13% | 12 12% | 31 11%~ | 9 38%~ | 11 5%* | 29 49%* |
| NO | 256 86% | 4546 88% | 51 94%* | 57 84% | 78 83% | 70 87% | 57 90% | ~ | ~ | ~ | ~ | ~ | ~ | 161 87% | 88 88% | 241 89%~ | 15 63%~ | 226 95%* | 30 51%* |
| NOT ANSWERED | 21 | 453 | 5 | 9 | 5 | 2 | 1 | | | | | | | 2 | | 2 | | 21 | |
| VALID CASES | 296 | 5185 | 54 | 68 | 94 | 80 | 63 | | | | | | | 186 | 100 | 272 | 24 | 237 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-----------|------------|------------|-------------------|----------------------------|------------|----------------------|----------------------|------------|--------------------|-------------------|-----------------------------------|-------------------|------------|-----------------|------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- PAN- IC | NOT PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | | |
| Q67 YES | 28 70% | 445 77% | 2 67% | 6 55% | 12 75% | 8 80% | 6 100% | ~ | ~ | ~ | ~ | ~ | ~ | 15 60% | 11 92% | 22 71% | 6 67% | 2 18% | 26 90% |
| NO | 12 30% | 136 23% | 1 33% | 5 45% | 4 25% | 2 20% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 10 40% | 1 8% | 9 29% | 3 33% | 9 82% | 3 10% |
| NOT ANSWERED | | 22 | | | | | | | | | | | | | | | | | |
| VALID CASES | 40 | 582 | 3 | 11 | 16 | 10 | 6 | | | | | | | 25 | 12 | 31 | 9 | 11 | 29 |
| NUMBER OF RESPONDENTS | 40 100% | 604 100% | 3 100% | 11 100% | 16 100% | 10 100% | 6 100% | | | | | | | 25 100% | 12 100% | 31 100% | 9 100% | 11 100% | 29 100% |

[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 | |
|-----------------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|----------------|------------------------------|---------------|--------|--------------|-----------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & POOR | NO CCC | CCC | |
| Q68 YES | 26 | 427 | 2 | 4 | 12 | 8 | 6 | ~ | ~ | ~ | ~ | ~ | ~ | 14 | 11 | 20 | 6 | 26 |
| | 93% | 96% | 100% | 67% | 100% | 100% | 100% | ~ | ~ | ~ | ~ | ~ | ~ | 93% | 100% | 91% | 100% | ~100% |
| NO | 2 | 17 | | 2 | | | | | | | | | | 1 | | 2 | | 2 |
| | 7% | 4% | ~ | 33% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 7% | ~ | 9% | ~ | ~100% |
| NOT ANSWERED | | 6 | | | | | | | | | | | | | | | | |
| VALID CASES | 28 | 444 | 2 | 6 | 12 | 8 | 6 | | | | | | | 15 | 11 | 22 | 6 | 2 26 |
| NUMBER OF RESPONDENTS | 28 | 450 | 2 | 6 | 12 | 8 | 6 | | | | | | | 15 | 11 | 22 | 6 | 2 26 |
| | 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 | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|----------------|-----------------------|---------------|------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| Q69 YES | 28 9% | 531 10% | 2 4%* | 4 6% | 13 14% | 9 11% | 5 8% | ~ | ~ | ~ | ~ | ~ | 17 9% | 11 11% | 23 8%~ | 5 21%~ | 6 3%* | 22 37%* |
| NO | 268 91% | 4648 90% | 52 96%* | 64 94% | 81 86% | 71 89% | 58 92% | ~ | ~ | ~ | ~ | ~ | 169 91% | 89 89% | 249 92%~ | 19 79%~ | 231 97%* | 37 63%* |
| NOT ANSWERED | 21 | 459 | 5 | 9 | 5 | 2 | 1 | | | | | | 2 | | 2 | | 21 | |
| VALID CASES | 296 | 5179 | 54 | 68 | 94 | 80 | 63 | | | | | | 186 | 100 | 272 | 24 | 237 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------------|--------------------|-----------|-----------|------------|-------------------|----------------------------|------------|----------------------|----------------------|--------------|----|--------------------|-------------------|--|------------|-----------------|------------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q70 YES | 23 82% | 336 68%~100% | 2 75%~ | 3 77%~ | 10 89%~ | 8 60%~ | 3 ~ | ~ | ~ | ~ | ~ | ~ | 14 ~ 82% | 9 ~ 82% | 18 78%~ | 5 100%~ | 2 33%~ | 21 95%~ |
| NO | 5 18% | 157 32%~ | ~ 25%~ | 1 23%~ | 3 11%~ | 1 40%~ | 2 ~ | ~ | ~ | ~ | ~ | ~ | 3 ~ 18% | 2 ~ 18% | 5 22%~ | ~ | 4 67%~ | 1 5%~ |
| NOT ANSWERED | | 8 | | | | | | | | | | | | | | | | |
| VALID CASES | 28 | 493 | 2 | 4 | 13 | 9 | 5 | | | | | | 17 | 11 | 23 | 5 | 6 | 22 |
| NUMBER OF RESPONDENTS | 28 | 501 | 2 | 4 | 13 | 9 | 5 | | | | | | 17 | 11 | 23 | 5 | 6 | 22 |
| | 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 | |
|-----------------------|---------------|--------------|------|------|------|-------------|--------------|---------|-----------|----------------|---------|--------------|------------------|-----------------------|---------------|--------|--------------|--|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AMER | AS- IAN | NATV ILND | AMER IND/ ALSK | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| Q71 YES | 20 | 293 | 2 | 1 | 10 | 7 | 3 | ~ | ~ | ~ | ~ | ~ | 12 | 8 | 16 | 4 | 20 | |
| | 87% | 92% | 100% | 33% | 100% | 88% | 100% | ~ | ~ | ~ | ~ | ~ | 86% | 89% | 89% | 80% | 95% | |
| NO | 3 | 24 | ~ | 2 | ~ | 1 | ~ | ~ | ~ | ~ | ~ | ~ | 2 | 1 | 2 | 1 | 2 | |
| | 13% | 8% | ~ | 67% | ~ | 12% | ~ | ~ | ~ | ~ | ~ | ~ | 14% | 11% | 11% | 20% | 100% | |
| NOT ANSWERED | | 3 | | | | | | | | | | | | | | | | |
| VALID CASES | 23 | 317 | 2 | 3 | 10 | 8 | 3 | | | | | | 14 | 9 | 18 | 5 | 2 | |
| NUMBER OF RESPONDENTS | 23 | 320 | 2 | 3 | 10 | 8 | 3 | | | | | | 14 | 9 | 18 | 5 | 2 | |
| | 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 | | |
|-----------------------|---------------|--------------|------------|-----------|-----------|-------------|--------------------|-----------|-------------------------|------------------|-----------|------------|----------------|----------------------------|-----------------------|-------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND NATV ### | AMER IND/ OTHR # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR POOR | VERY GOOD & FAIR POOR | NO CCC | CCC | | |
| Q72 YES | 36 12% | 736 14% | 2 4%* | 8 12% | 12 13% | 14 18% | 8 13% | ~ | ~ | ~ | ~ | ~ | ~ | 21 11% | 14 14% | 27 10%~ | 9 38%~ | 4 2%* | 32 55%* |
| NO | 259 88% | 4444 86% | 52 96%* | 60 88% | 82 87% | 65 82% | 55 87% | ~ | ~ | ~ | ~ | ~ | ~ | 165 89% | 85 86% | 244 90%~ | 15 63%~ | 233 98%* | 26 45%* |
| NOT ANSWERED | 22 | 458 | 5 | 9 | 5 | 3 | 1 | | | | | | | 2 | 1 | 3 | | 21 | 1 |
| VALID CASES | 295 | 5180 | 54 | 68 | 94 | 79 | 63 | | | | | | | 186 | 99 | 271 | 24 | 237 | 58 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|----------------|-----------------------|---------------|--------|--------------|--|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| Q73 YES | 31 | 628 | 2 | 7 | 10 | 12 | 6 | ~ | ~ | ~ | ~ | ~ | 18 | 12 | 25 | 6 | 31 | |
| | 86% | 90% | 100% | 88% | 83% | 86% | 75% | ~ | ~ | ~ | ~ | ~ | 86% | 86% | 93% | 67% | ~ 97% | |
| NO | 5 | 72 | | 1 | 2 | 2 | 2 | ~ | ~ | ~ | ~ | ~ | 3 | 2 | 2 | 3 | 4 1 | |
| | 14% | 10% | ~ | 12% | 17% | 14% | 25% | ~ | ~ | ~ | ~ | ~ | 14% | 14% | 7% | 33% | 100% 3% | |
| NOT ANSWERED | | 16 | | | | | | | | | | | | | | | | |
| VALID CASES | 36 | 700 | 2 | 8 | 12 | 14 | 8 | | | | | | 21 | 14 | 27 | 9 | 4 32 | |
| NUMBER OF RESPONDENTS | 36 | 716 | 2 | 8 | 12 | 14 | 8 | | | | | | 21 | 14 | 27 | 9 | 4 32 | |
| | 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 | |
|-----------------------|---------------|--------------|------------|-------------|-------------|-------------|--------------|---------|-----------|-----------|---------|--------------|------------------|-----------------------|---------------|------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AMER | AS- IAN | NATV ILND | AMER ALSK | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| NQ74 | | | | | | | | | | | | | | | | | | |
| 3 YEARS OLD OR LESS | 59 19% | 971 17% | 59 100% | ~ | ~ | ~ | 13 20% | ~ | ~ | ~ | ~ | ~ | 36 19% | 17 17% | 52 19% | 2 8% | 56 22%* | 3 5%* |
| 4 TO 7 YEARS OLD | 77 24% | 1380 24% | ~ | 77 ~100% | ~ | ~ | 12 19% | ~ | ~ | ~ | ~ | ~ | 43 23% | 22 22% | 61 22% | 7 29% | 68 26%* | 9 15%* |
| 8 TO 12 YEARS OLD | 99 31% | 1689 30% | ~ | ~ | 99 ~100% | ~ | 18 28% | ~ | ~ | ~ | ~ | ~ | 63 34% | 33 33% | 91 33% | 5 21% | 77 30% | 22 37% |
| 13 OR OLDER | 82 26% | 1597 28% | ~ | ~ | 82 ~100% | ~ | 21 33% | ~ | ~ | ~ | ~ | ~ | 46 24% | 28 28% | 70 26% | 10 42% | 57 22%* | 25 42%* |
| VALID CASES | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

[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 | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|----------------|-----------------------|---------------|------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| NQ75 MALE | 166 52% | 2948 52% | 34 58% | 36 47% | 54 55% | 42 51% | 31 48% | ~ | ~ | ~ | ~ | ~ | 100 53% | 50 50% | 144 53% | 12 50% | 129 50% | 37 63% |
| FEMALE | 151 48% | 2690 48% | 25 42% | 41 53% | 45 45% | 40 49% | 33 52% | ~ | ~ | ~ | ~ | ~ | 88 47% | 50 50% | 130 47% | 12 50% | 129 50% | 22 37% |
| VALID CASES | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

[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 | |
|------------------------|---------------|--------------|------|------|------|-------------|-------|--------------------|-----------|--------------|-----------------|-----------|------------|------------|------------------------------|--------|--------------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR-AMER # | AS-IAN ## | NATV ILND ## | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q76 HISPANIC OR LATINO | 188 | 2037 | 36 | 43 | 63 | 46 | | | | | | | 188 | | 168 | 20 | 156 | 32 |
| | 65% | 40%* | 68% | 66% | 66% | 62% | ~ | ~ | ~ | ~ | ~ | ~ | ~100%~ | ~ | 64%~ | 83%~ | 68% | 56% |
| NOT HISPANIC OR LATINO | 100 | 3094 | 17 | 22 | 33 | 28 | 62 | | | | | | | 100 | 96 | 4 | 75 | 25 |
| | 35% | 60%* | 32% | 34% | 34% | 38% | 100%~ | ~ | ~ | ~ | ~ | ~ | ~100%~ | ~ | 36%~ | 17%~ | 32% | 44% |
| NOT ANSWERED | 29 | 507 | 6 | 12 | 3 | 8 | 2 | | | | | | | | 10 | | 27 | 2 |
| VALID CASES | 288 | 5131 | 53 | 65 | 96 | 74 | 62 | | | | | | 188 | 100 | 264 | 24 | 231 | 57 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-------|-----------------------|-------------|--------------|------------|-------------|--------------------|------------|---------------|-------------|-------------|------------|----------------|------------------------------|---------------|-----|--------------|---|
| | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV ILND ### | AMER ALSK # | MUL-OTHR ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | CCC | |
| Q77.1 | YES | 127 40% | 2548 45%* | 27 46% | 26 34% | 38 38% | 36 44% | 64 100%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| | NO | 190 60% | 3090 55%* | 32 54% | 51 66% | 61 62% | 46 56% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| | VALID CASES | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | | | | |
| | NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | | | | |

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

| | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------|--------------|------------|------------|-------------|--------------------|------------|-------------------|-------------|-------------|-----------|-------------|----------------|------------------------------|------------|--------------|------------|
| | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER ALSK # | MUL-OTHR ## | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| Q77.2 | WVCH TOT CHLD | | | | | | | | | | | | | | | | |
| YES | 5 2% | 139 2% | | | 2 4% | 3 | | | | | | 3 2% | 2 2% | 5 2% | | 3 1% | 2 3% |
| NO | 312 98% | 5499 98% | 59 100% | 77 100% | 97 98% | 79 96% | 64 100% | | | | | 185 98% | 98 98% | 269 98% | 24 100% | 255 99% | 57 97% |
| VALID CASES | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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

| | | AGE | | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------|--------------|------------|------------|-------------|--------------------|-------------|---------------|-------------|-----------|------------|----------------|------------------------------|--------------------|---------------|-------------|--------------|------------|
| | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV ILND ### | AMER ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | | |
| Q77.3 | WVCH TOT CHLD | | | | | | | | | | | | | | | | | |
| YES | 9 3% | 186 3% | 1 2% | 3 4% | 1 1% | 4 5% | ~ | ~ | ~ | ~ | ~ | ~ | 7 7%* | 9 3%~ | 7 3% | 2 3% | | |
| NO | 308 97% | 5452 97% | 58 98% | 74 96% | 98 99% | 78 95% | 64 100%~ | ~ | ~ | ~ | ~ | ~ | 188 ~100% | 93 93%* | 265 97%~ | 24 100%~ | 251 97% | 57 97% |
| VALID CASES | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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

| | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|-------------|--------------|------------|------------|-------------|--------------------|------------|--------------------|------------------|-------------|-----------|-------------|----------------|------------------------------|--------------------|--------------|------------|
| | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK # | MUL-OTHR ## | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC |
| Q77.4 | | | | | | | | | | | | | | | | | |
| YES | 5 2% | 61 1% | ~ | ~ | 2 4% | ~ | ~ | ~ | ~ | ~ | ~ | 1 0.5% | 4 4% | 5 2% | ~ | 3 1% | 2 3% |
| NO | 312 98% | 5577 99% | 59 100% | 77 100% | 97 98% | 79 96% | 64 100% | ~ | ~ | ~ | ~ | 187 99% | 96 96% | 269 98% | 24 100% | 255 99% | 57 97% |
| VALID CASES | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

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

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------|--------------|-------|-------|------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|----------------|------------------------------|--------------------|--------|--------------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | |
| Q77.5 YES | 3 | 168 | | | 1 | 2 | | | | | | | 3 | | 3 | | 1 | 2 |
| | 0.9% | 3%* | ~ | ~ | 1% | 2% | ~ | ~ | ~ | ~ | ~ | ~ | 2% | ~ | 1%~ | ~ | 0.4% | 3% |
| NO | 314 | 5470 | 59 | 77 | 98 | 80 | 64 | | | | | | 185 | 100 | 271 | 24 | 257 | 57 |
| | 99% | 97%* | 100%~ | 100%~ | 99% | 98% | 100%~ | ~ | ~ | ~ | ~ | ~ | 98%~ | 100%~ | 99%~ | 100%~ | 100% | 97% |
| VALID CASES | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

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

| | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------|-----------------------|-------------|--------------|------------|-------------|--------------------|------------|--------------------|------------------|-------------|-----------|------------|----------------|------------------------------|-------------|--------------|------------|-------------|------------|
| | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK # | MUL-OTHR ## | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD | FAIR | NO CCC | CCC | |
| Q77.6 | YES | 36 11% | 486 9% | 5 8% | 4 5%* | 13 13% | 14 17% | ~ | ~ | ~ | ~ | ~ | ~ | 27 14%* | 6 6%* | 34 12%~ | 2 8%~ | 27 10% | 9 15% |
| | NO | 281 89% | 5152 91% | 54 92% | 73 95%* | 86 87% | 68 83% | 64 100%~ | ~ | ~ | ~ | ~ | ~ | 161 86%* | 94 94%* | 240 88%~ | 22 92%~ | 231 90% | 50 85% |
| | VALID CASES | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | NUMBER OF RESPONDENTS | 317 100% | 5638 100% | 59 100% | 77 100% | 99 100% | 82 100% | 64 100% | | | | | | 188 100% | 100 100% | 274 100% | 24 100% | 258 100% | 59 100% |

Q78 WHAT IS YOUR AGE?

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-----------------------|---------------|--------------|------|------|------|-------------|-------|--------------------|-----------|--------------------|------------------|-----------|------------|----------------|-----------------------|-------------|--------------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC |
| Q78 UNDER 18 | 7 | 196 | 2 | 1 | 3 | 1 | 3 | ~ | ~ | ~ | ~ | ~ | 4 | 3 | 7 | ~ | 7 | ~ |
| | 2% | 4% | 4% | 1% | 3% | 1% | 5% | ~ | ~ | ~ | ~ | ~ | 2% | 3% | 3%~ | ~ | 3%* | ~ |
| 18 TO 24 | 13 | 176 | 9 | 3 | 1 | ~ | 3 | ~ | ~ | ~ | ~ | ~ | 7 | 6 | 13 | ~ | 11 | 2 |
| | 4% | 3% | 17%* | 4% | 1%* | ~ | 5% | ~ | ~ | ~ | ~ | ~ | 4% | 6% | 5%~ | ~ | 5% | 3% |
| 25 TO 34 | 114 | 1691 | 27 | 40 | 39 | 8 | 19 | ~ | ~ | ~ | ~ | ~ | 76 | 33 | 105 | 8 | 94 | 20 |
| | 39% | 33%* | 50% | 59%* | 41% | 11%* | 30% | ~ | ~ | ~ | ~ | ~ | 41% | 34% | 39%~ | 35%~ | 40% | 34% |
| 35 TO 44 | 115 | 2049 | 15 | 22 | 38 | 40 | 24 | ~ | ~ | ~ | ~ | ~ | 76 | 36 | 105 | 10 | 91 | 24 |
| | 39% | 40% | 28%* | 32% | 40% | 53%* | 38% | ~ | ~ | ~ | ~ | ~ | 41% | 37% | 39%~ | 43%~ | 39% | 41% |
| 45 TO 54 | 39 | 738 | 1 | 1 | 14 | 23 | 13 | ~ | ~ | ~ | ~ | ~ | 19 | 18 | 35 | 4 | 30 | 9 |
| | 13% | 14% | 2%* | 1%* | 15% | 30%* | 21% | ~ | ~ | ~ | ~ | ~ | 10% | 18% | 13%~ | 17%~ | 13% | 16% |
| 55 TO 64 | 4 | 229 | ~ | ~ | 1 | 3 | 1 | ~ | ~ | ~ | ~ | ~ | 2 | 2 | 3 | 1 | 1 | 3 |
| | 1% | 4%* | ~ | ~ | 1% | 4% | 2% | ~ | ~ | ~ | ~ | ~ | 1% | 2% | 1%~ | 4%~ | 0.4% | 5% |
| 65 TO 74 | 1 | 87 | ~ | 1 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 | ~ | 1 | ~ | 1 | ~ |
| | 0.3% | 2%* | ~ | 1% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 0.5% | ~ | 0.4%~ | ~ | 0.4% | ~ |
| 75 OR OLDER | 1 | 15 | ~ | ~ | ~ | 1 | ~ | ~ | ~ | ~ | ~ | ~ | 1 | ~ | 1 | ~ | 1 | ~ |
| | 0.3% | 0.3% | ~ | ~ | ~ | 1%~ | ~ | ~ | ~ | ~ | ~ | ~ | 0.5% | ~ | 0.4%~ | ~ | 0.4% | ~ |
| NOT ANSWERED | 23 | 457 | 5 | 9 | 3 | 6 | 1 | ~ | ~ | ~ | ~ | ~ | 2 | 2 | 4 | 1 | 22 | 1 |
| VALID CASES | 294 | 5181 | 54 | 68 | 96 | 76 | 63 | ~ | ~ | ~ | ~ | ~ | 186 | 98 | 270 | 23 | 236 | 58 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | ~ | ~ | ~ | ~ | ~ | 188 | 100 | 274 | 24 | 258 | 59 |
| | 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 | |
|-----------------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|----------------|-----------------------|---------------|--------|--------------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| Q79 | | | | | | | | | | | | | | | | | | |
| MALE | 29 | 711 | 6 | 6 | 10 | 7 | 4 | ~ | ~ | ~ | ~ | ~ | 20 | 8 | 26 | 3 | 25 | 4 |
| | 10% | 14%* | 11% | 9% | 11% | 9% | 6% | | | | | | 11% | 8% | 10%~ | 13%~ | 10% | 7% |
| FEMALE | 268 | 4484 | 48 | 63 | 85 | 72 | 60 | ~ | ~ | ~ | ~ | ~ | 167 | 92 | 247 | 20 | 214 | 54 |
| | 90% | 86%* | 89% | 91% | 89% | 91% | 94% | | | | | | 89% | 92% | 90%~ | 87%~ | 90% | 93% |
| NOT ANSWERED | 20 | 443 | 5 | 8 | 4 | 3 | | | | | | | 1 | | 1 | 1 | 19 | 1 |
| VALID CASES | 297 | 5195 | 54 | 69 | 95 | 79 | 64 | | | | | | 187 | 100 | 273 | 23 | 239 | 58 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | 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 | | |
|---------------------------------------|---------------|--------------|-----------|------------|-----------|-------------|--------------------|-----------|--------------------|------------------|--------------|-------|--------------|------------------|-----------------------|-------------|--------------|------------|-----------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | 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 & POOR | FAIR & POOR | NO CCC | CCC | |
| Q80 | | | | | | | | | | | | | | | | | | | |
| 8TH GRADE OR LESS | 55 19% | 593 12%* | 9 17% | 12 17% | 17 19% | 17 22% | 1 2%* | ~ | ~ | ~ | ~ | ~ | ~ | 52 29%* | 2 2%* | 50 19%~ | 5 23%~ | 49 21%* | 6 11%* |
| SOME HIGH SCHOOL BUT DID NOT GRADUATE | 40 14% | 565 11% | 5 9% | 12 17% | 11 12% | 12 16% | 3 5%* | ~ | ~ | ~ | ~ | ~ | ~ | 36 20%* | 3 3%* | 36 13%~ | 3 14%~ | 35 15% | 5 9% |
| HIGH SCHOOL GRADUATE OR GED | 99 34% | 1483 29%* | 17 31% | 26 38% | 34 37% | 22 29% | 19 30% | ~ | ~ | ~ | ~ | ~ | ~ | 61 34% | 32 32% | 92 34%~ | 7 32%~ | 79 34% | 20 36% |
| SOME COLLEGE OR 2-YEAR DEGREE | 71 24% | 1722 33%* | 19 35% | 11 16%* | 22 24% | 19 25% | 30 48%* | ~ | ~ | ~ | ~ | ~ | ~ | 25 14%* | 46 46%* | 66 25%~ | 5 23%~ | 52 22% | 19 34% |
| 4-YEAR COLLEGE GRADUATE | 18 6% | 491 10%* | 2 4% | 5 7% | 5 5% | 6 8% | 8 13% | ~ | ~ | ~ | ~ | ~ | ~ | 6 3%* | 11 11%* | 16 6%~ | 2 9%~ | 13 6% | 5 9% |
| MORE THAN 4-YEAR COLLEGE DEGREE | 8 3% | 290 6%* | 2 4% | 3 4% | 2 2% | 1 1% | 2 3% | ~ | ~ | ~ | ~ | ~ | ~ | 2 1% | 6 6%* | 8 3%~ | ~ | 7 3% | 1 2% |
| NOT ANSWERED | 26 | 495 | 5 | 8 | 8 | 5 | 1 | | | | | | | 6 | | 6 | 2 | 23 | 3 |
| VALID CASES | 291 | 5143 | 54 | 69 | 91 | 77 | 63 | | | | | | | 182 | 100 | 268 | 22 | 235 | 56 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | 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 | | |
|-------------------------|---------------|--------------|-----------|-------------|-----------|-------------|--------------|---------|-----------|-----------|-----------|----|--------------|------------------|------------------------------|-------------|--------------|-------------|-------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AMER | AS- IAN | NATV ILND | AMER ALSK | MUL- OTHR | TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | |
| | | | | | | | # | ## | ## | # | ## | ## | IC | IC | | | | | |
| Q81 | | | | | | | | | | | | | | | | | | | |
| MOTHER OR FATHER | 293 99% | 4883 95%* | 53 98% | 69 100%~ | 95 99% | 76 97% | 63 98% | ~ | ~ | ~ | ~ | ~ | ~ | 186 99% | 97 97% | 269 99%~ | 23 100%~ | 234 98%* | 59 100%~ |
| GRANDPARENT | 1 0.3% | 145 3%* | 1 2%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 1% | 1 0.4%~ | ~ | 1 ~0.4%~ | ~ | |
| AUNT OR UNCLE | 1 0.3% | 13 0.2% | ~ | ~ | ~ | 1 1% | 1 2% | ~ | ~ | ~ | ~ | ~ | ~ | 1 1% | 1 0.4%~ | ~ | 1 ~0.4%~ | ~ | |
| OLDER BROTHER OR SISTER | 2 0.7% | 12 0.2% | ~ | ~ | 1 1% | 1 1% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 1 0.5% | 1 1% | 2 0.7%~ | ~ | 2 ~0.8%~ | ~ |
| OTHER RELATIVE | | 4 0.1%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| LEGAL GUARDIAN | | 51 1%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| SOMEONE ELSE | | 36 0.7%~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NOT ANSWERED | 20 | 494 | 5 | 8 | 3 | 4 | | | | | | | | 1 | | 1 | 1 | 20 | |
| VALID CASES | 297 | 5144 | 54 | 69 | 96 | 78 | 64 | | | | | | | 187 | 100 | 273 | 23 | 238 | 59 |
| NUMBER OF RESPONDENTS | 317 | 5638 | 59 | 77 | 99 | 82 | 64 | | | | | | | 188 | 100 | 274 | 24 | 258 | 59 |
| | 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 | |
|-----------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|----------------|-----------------------|---------------|------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| Q82 YES | 10 6% | 143 4% | 1 3%~ | 1 2%~ | 5 9% | 3 7%~ | ~ | ~ | ~ | ~ | ~ | ~ | 9 10%* | 1 1%* | 8 5%~ | 2 17%~ | 8 6%~ | 2 6%~ |
| NO | 164 94% | 3143 96% | 31 97%~ | 40 98%~ | 50 91% | 43 93%~ | 64 100%~ | ~ | ~ | ~ | ~ | ~ | 85 90%* | 73 99%* | 153 95%~ | 10 83%~ | 134 94%~ | 30 94%~ |
| NOT ANSWERED | 1 | 43 | | | | 1 | | | | | | | 1 | | 1 | | 1 | |
| VALID CASES | 174 | 3286 | 32 | 41 | 55 | 46 | 64 | | | | | | 94 | 74 | 161 | 12 | 142 | 32 |
| NUMBER OF RESPONDENTS | 175 100% | 3329 100% | 32 100% | 41 100% | 55 100% | 47 100% | 64 100% | | | | | | 95 100% | 74 100% | 162 100% | 12 100% | 143 100% | 32 100% |

[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 | |
|-----------------------|---------------|--------------|-------|-------|------|-------------|--------------------|-----------|-------------------|----------------|-----------|------------|----------------|------------------|---------------|--------|--------------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALS # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & | FAIR & POOR | NO CCC | CCC | |
| Q83.1 YES | 5 | 56 | | | 3 | 2 | ~ | ~ | ~ | ~ | ~ | ~ | 4 | 1 | 4 | 1 | 4 | 1 |
| | 50% | 41%~ | ~ | ~ | 60%~ | 67%~ | ~ | ~ | ~ | ~ | ~ | ~ | 44%~ | 100%~ | 50%~ | 50%~ | 50%~ | 50%~ |
| NO | 5 | 79 | 1 | 1 | 2 | 1 | ~ | ~ | ~ | ~ | ~ | ~ | 5 | | 4 | 1 | 4 | 1 |
| | 50% | 59%~ | 100%~ | 100%~ | 40%~ | 33%~ | ~ | ~ | ~ | ~ | ~ | ~ | 56%~ | ~ | 50%~ | 50%~ | 50%~ | 50%~ |
| VALID CASES | 10 | 135 | 1 | 1 | 5 | 3 | | | | | | | 9 | 1 | 8 | 2 | 8 | 2 |
| NUMBER OF RESPONDENTS | 10 | 135 | 1 | 1 | 5 | 3 | | | | | | | 9 | 1 | 8 | 2 | 8 | 2 |
| | 100% | 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 | |
|-----------------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|----------------|------------------------------|--------------------|--------|--------------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | |
| Q83.2 YES | 2 | 44 | | | 1 | 1 | | | | | | | 1 | 1 | 2 | | 2 | |
| | 20% | 32% | ~ | ~ | 20% | 33% | ~ | ~ | ~ | ~ | ~ | ~ | 11% | 100% | 25% | ~ | 25% | ~ |
| NO | 8 | 91 | 1 | 1 | 4 | 2 | | | | | | | 8 | | 6 | 2 | 6 | 2 |
| | 80% | 68% | 100% | 100% | 80% | 67% | ~ | ~ | ~ | ~ | ~ | ~ | 89% | ~ | 75% | 100% | 75% | 100% |
| VALID CASES | 10 | 135 | 1 | 1 | 5 | 3 | | | | | | | 9 | 1 | 8 | 2 | 8 | 2 |
| NUMBER OF RESPONDENTS | 10 | 135 | 1 | 1 | 5 | 3 | | | | | | | 9 | 1 | 8 | 2 | 8 | 2 |
| | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-----------------------|---------------------|--------------------|-----------|-----------|-----------|-------------------|----------------------------|------------|----------------------|----------------------|------------|--------------------|---------------------------|--|------------------|-----------|-----------------|-----------|-----------|-----------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | | | |
| Q83.3 YES | | 11 8% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | | |
| NO | 10 100% | 124 92% | 1 100% | 1 100% | 5 100% | 3 100% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 9 100% | 1 100% | 8 100% | 2 100% | 8 100% | 2 100% |
| VALID CASES | 10 | 135 | 1 | 1 | 5 | 3 | | | | | | | | | 9 | 1 | 8 | 2 | 8 | 2 |
| NUMBER OF RESPONDENTS | 10 100% | 135 100% | 1 100% | 1 100% | 5 100% | 3 100% | | | | | | | | | 9 100% | 1 100% | 8 100% | 2 100% | 8 100% | 2 100% |

[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 | | | |
|-----------------------|---------------------|--------------------|-------|-------|------|-------------------|----------------------------|---|------------|----|----------------------|----------------------|-----------|--------------|---------------|--------------------|---------------------------|--|-----------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | # | AS- IAN | ## | NATV HAW/ ILND | AMER IND/ ALSK | # | MUL- OTHR | ## | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC |
| | | | | | | | | | | | | | | | | | | | | |
| Q83.4 YES | 7 | 76 | 1 | | 3 | 3 | | | | | | | | | 6 | 1 | 7 | | 6 | 1 |
| | 70% | 56% | ~100% | ~ | 60% | ~100% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 67% | ~100% | 88% | ~ | 75% | 50% |
| NO | 3 | 59 | | 1 | 2 | | | | | | | | | | 3 | | 1 | 2 | 2 | 1 |
| | 30% | 44% | ~ | ~100% | 40% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 33% | ~ | 12% | ~100% | 25% | 50% |
| VALID CASES | 10 | 135 | 1 | 1 | 5 | 3 | | | | | | | | | 9 | 1 | 8 | 2 | 8 | 2 |
| NUMBER OF RESPONDENTS | 10 | 135 | 1 | 1 | 5 | 3 | | | | | | | | | 9 | 1 | 8 | 2 | 8 | 2 |
| | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |

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

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

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------------------|---------------------|--------------------|-----------|-----------|-----------|-------------------|----------------------------|------------|----------------------|----------------------|------------|--------------------|---------------------------|-----------------------------------|-------------------|-----------|-----------------|-----------|-----------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | | |
| Q83.5 YES | | 7 5% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| NO | 10 100% | 128 95% | 1 100% | 1 100% | 5 100% | 3 100% | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 9 100% | 1 100% | 8 100% | 2 100% | 8 100% | 2 100% |
| VALID CASES | 10 | 135 | 1 | 1 | 5 | 3 | | | | | | | | 9 | 1 | 8 | 2 | 8 | 2 |
| NUMBER OF RESPONDENTS | 10 100% | 135 100% | 1 100% | 1 100% | 5 100% | 3 100% | | | | | | | | 9 100% | 1 100% | 8 100% | 2 100% | 8 100% | 2 100% |

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-------------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|----------------|-----------------------|---------------|------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | |
| NQ14 0-6 | 13 7% | 307 8% | ~ | 3 7%~ | 4 6% | 6 14%~ | 4 9%~ | ~ | ~ | ~ | ~ | ~ | 6 5% | 4 6% | 8 5%~ | 3 16%~ | 10 7%~ | 3 7%~ |
| 7-8 | 56 29% | 1107 30% | 33%~ | 13 28%~ | 13 35%~ | 22 18%~ | 8 20%~ | 9 ~ | ~ | ~ | ~ | ~ | 32 28% | 20 31% | 45 27%~ | 8 42%~ | 41 28%~ | 15 33%~ |
| 9-10 | 124 64% | 2234 61% | 68%~ | 27 65%~ | 30 59%~ | 37 68%~ | 30 70%~ | 31 ~ | ~ | ~ | ~ | ~ | 77 67% | 41 63% | 113 68%~ | 8 42%~ | 96 65%~ | 28 61%~ |
| VALID CASES | 193 | 3648 | 40 | 46 | 63 | 44 | 44 | | | | | | 115 | 65 | 166 | 19 | 147 | 46 |
| NUMBER OF RESPONDENTS | 193 100% | 3648 100% | 40 100% | 46 100% | 63 100% | 44 100% | 44 100% | | | | | | 115 100% | 65 100% | 166 100% | 19 100% | 147 100% | 46 100% |
| MEAN | 2.58 | 2.53 | 2.67 | 2.59 | 2.52 | 2.55 | 2.61 | | | | | | 2.62 | 2.57 | 2.63 | 2.26 | 2.59 | 2.54 |
| p stat_(*=Sig @ p<=.05) | | .269 | ~ | ~ | .422 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .248 | .925 | ~ | ~ | ~ | ~ |

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|--------------------|------------------|-------------|-----------|------------|----------------|------------------------------|-----------------------|--------------|-------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ ILND ### | AMER IND/ ALSK # | MUL-OTHR ## | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | EX & VERY GOOD & POOR | NO CCC | CCC | |
| NQ41 0-6 | 14 6% | 330 7% | 1 2% | 3 5% | 5 7% | 5 8% | 4 8% | ~ | ~ | ~ | ~ | ~ | ~ | 5 3% | 7 8% | 12 6% | 1 5% | 8 4% | 6 12% |
| 7-8 | 46 19% | 960 22% | 9 20% | 13 22% | 12 16% | 12 19% | 10 20% | ~ | ~ | ~ | ~ | ~ | ~ | 27 19% | 17 20% | 45 21% | 1 5% | 38 20% | 8 15% |
| 9-10 | 179 75% | 3168 71% | 34 77% | 44 73% | 56 77% | 45 73% | 37 73% | ~ | ~ | ~ | ~ | ~ | ~ | 113 78% | 59 71% | 159 74% | 17 89% | 141 75% | 38 73% |
| VALID CASES | 239 | 4459 | 44 | 60 | 73 | 62 | 51 | | | | | | | 145 | 83 | 216 | 19 | 187 | 52 |
| NUMBER OF RESPONDENTS | 239 100% | 4459 100% | 44 100% | 60 100% | 73 100% | 62 100% | 51 100% | | | | | | | 145 100% | 83 100% | 216 100% | 19 100% | 187 100% | 52 100% |
| MEAN | 2.69 | 2.64 | 2.75 | 2.68 | 2.70 | 2.65 | 2.65 | | | | | | | 2.74 | 2.63 | 2.68 | 2.84 | 2.71 | 2.62 |
| p stat_(*=Sig @ p<=.05) | | .138 | | ~.912 | .886 | .474 | .546 | ~ | ~ | ~ | ~ | ~ | ~ | .069 | .236 | ~ | ~ | .289 | .290 |

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-------------------------|---------------------|--------------------|------|------|------|-------------------|---------------------------------|------------------|------------------------------------|---------------------------|--------------------|----------|--------------------|---------------------------|--|--------------------------------|--------------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER # | AS- IAN ## | NATV HAW/ ILND PAC ### | AMER IND/ ALSK # | MUL- OTHR ## | TI ## | HIS- PAN- IC | NOT HIS- PAN- IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC |
| | | | | | | | | | | | | | | | | | | |
| NQ48 | | | | | | | | | | | | | | | | | | |
| 0-6 | 4 | 88 | | 1 | 2 | 1 | 2 | | | | | | 1 | 3 | 4 | | | 4 |
| | 11% | 12% | ~ | 10% | 25% | 7% | 17% | ~ | ~ | ~ | ~ | ~ | 5% | 17% | 13% | ~ | ~ | 24% |
| 7-8 | 6 | 175 | | | 3 | 3 | 2 | | | | | | 2 | 4 | 5 | 1 | 1 | 5 |
| | 16% | 24% | ~ | ~ | 38% | 20% | 17% | ~ | ~ | ~ | ~ | ~ | 11% | 22% | 16% | 17% | 5% | 29% |
| 9-10 | 28 | 456 | 5 | 9 | 3 | 11 | 8 | | | | | | 16 | 11 | 22 | 5 | 20 | 8 |
| | 74% | 63% | 100% | 90% | 38% | 73% | 67% | ~ | ~ | ~ | ~ | ~ | 84% | 61% | 71% | 83% | 95% | 47% |
| VALID CASES | 38 | 718 | 5 | 10 | 8 | 15 | 12 | | | | | | 19 | 18 | 31 | 6 | 21 | 17 |
| NUMBER OF RESPONDENTS | 38 | 718 | 5 | 10 | 8 | 15 | 12 | | | | | | 19 | 18 | 31 | 6 | 21 | 17 |
| | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | | | | 100% | 100% | 100% | 100% | 100% | 100% |
| MEAN | 2.63 | 2.51 | 3.00 | 2.80 | 2.12 | 2.67 | 2.50 | | | | | | 2.79 | 2.44 | 2.58 | 2.83 | 2.95 | 2.24 |
| 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 | |
|-------------------------|---------------|--------------|------------|------------|------------|-------------|--------------------|-----------|-------------------|-----------------|-----------|------------|----------------|------------------------------|--------------------|------------|--------------|------------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | |
| NQ54 0-6 | 38 13% | 696 13% | 3 6%* | 5 7% | 19 20%* | 11 14% | 11 17% | ~ | ~ | ~ | ~ | ~ | 22 12% | 15 15% | 32 12%~ | 6 25%~ | 28 12% | 10 17% |
| 7-8 | 64 22% | 1488 29%* | 12 23% | 10 14% | 23 24% | 19 24% | 19 30% | ~ | ~ | ~ | ~ | ~ | 30 16%* | 32 32%* | 59 22%~ | 5 21%~ | 47 20% | 17 29% |
| 9-10 | 193 65% | 3026 58%* | 37 71% | 54 78%* | 53 56%* | 49 62% | 33 52%* | ~ | ~ | ~ | ~ | ~ | 134 72%* | 52 53%* | 179 66%~ | 13 54%~ | 162 68%* | 31 53%* |
| VALID CASES | 295 | 5210 | 52 | 69 | 95 | 79 | 63 | | | | | | 186 | 99 | 270 | 24 | 237 | 58 |
| NUMBER OF RESPONDENTS | 295 100% | 5210 100% | 52 100% | 69 100% | 95 100% | 79 100% | 63 100% | | | | | | 186 100% | 99 100% | 270 100% | 24 100% | 237 100% | 58 100% |
| MEAN | 2.53 | 2.45 | 2.65 | 2.71 | 2.36 | 2.48 | 2.35 | | | | | | 2.60 | 2.37 | 2.54 | 2.29 | 2.57 | 2.36 |
| p stat_(*=Sig @ p<=.05) | | .038* | .102 | .006* | .009* | .526 | .038* | ~ | ~ | ~ | ~ | ~ | .017* | .011* | ~ | ~ | .051 | .051 |

GETTING NEEDED CARE

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-------------------------|---------------|--------------|------|------|-------|-------------|--------------------|-----------|------------------|-----------------|-------------|-----------|------------|----------------|------------------------------|------|--------------|--------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ## | AMER IND/ALSK # | MUL-OTHR ## | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD | FAIR | NO CCC |
| NPRBSEE4 NQ46 | 2.20 | 2.21 | 2.00 | 2.27 | 1.60 | 2.56 | 2.42 | | | | | | 2.00 | 2.37 | 2.20 | 2.00 | 2.33 | 2.05 |
| p stat_(*=Sig @ p<=.05) | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NCARNES4 NQ15 | 2.37 | 2.45 | 2.45 | 2.43 | 2.27 | 2.36 | 2.59 | | | | | | 2.26 | 2.59 | 2.41 | 2.05 | 2.38 | 2.35 |
| p stat_(*=Sig @ p<=.05) | | .078 | ~ | ~ | .234 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .009* | .001* | ~ | ~ | ~ | ~ |
| COMPOSITE | 2.28 | 2.33 | 2.22 | 2.35 | 1.94 | 2.46 | 2.50 | x | x | x | x | x | 2.13 | 2.48 | 2.31 | 2.03 | 2.36 | 2.20 |
| p stat_(*=Sig @ p<=.05) | | .610 | ~ | ~ | .010* | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .051 | .170 | ~ | ~ | ~ | ~ |

GETTING CARE QUICKLY

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | | |
|-------------------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|------------------|-----------------|-------------|-------|------------|----------------|------------------------------|--------|--------------|--------|------|------|---|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | 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 | POOR | NO CCC | CCC | | |
| NCARSN4 NQ4 | 2.59 | 2.68 | 2.73 | 2.67 | 2.56 | 2.43 | 2.80 | | | | | | | | 2.47 | 2.81 | 2.64 | 2.36 | 2.57 | 2.64 | |
| p stat_(*=Sig @ p<=.05) | | .217 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NAPGET4 NQ6 | 2.36 | 2.42 | 2.47 | 2.51 | 2.25 | 2.22 | 2.66 | | | | | | | | 2.20 | 2.70 | 2.37 | 2.19 | 2.29 | 2.59 | |
| p stat_(*=Sig @ p<=.05) | | .197 | ~ | ~ | .226 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.000* | ~.000* | ~ | ~ | ~ | ~ | ~ |
| COMPOSITE | 2.47 | 2.55 | 2.60 | 2.59 | 2.40 | 2.32 | 2.73 | x | x | x | x | x | x | x | 2.34 | 2.75 | 2.51 | 2.28 | 2.43 | 2.61 | |
| p stat_(*=Sig @ p<=.05) | | .463 | ~ | .533 | .638 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~.128 | ~.131 | ~ | ~ | ~ | ~ | ~ |

HOW WELL DOCTORS COMMUNICATE

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | |
|-------------------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------|-----------------|----------------|------------|----------------|------------------------------|---------------|------|--------------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | 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 | NO CCC | CCC | | |
| NDREXPL4 NQ32 | 2.57 | 2.70 | 2.67 | 2.60 | 2.53 | 2.52 | 2.69 | | | | | | 2.45 | 2.72 | 2.58 | 2.47 | 2.56 | 2.60 |
| p stat_(*=Sig @ p<=.05) | | .005* | ~ | ~ | .575 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .004*.034* | ~ | ~ | ~ | ~ | ~ |
| NDRLSTN4 NQ33 | 2.67 | 2.73 | 2.58 | 2.78 | 2.69 | 2.61 | 2.59 | | | | | | 2.66 | 2.67 | 2.67 | 2.65 | 2.69 | 2.62 |
| p stat_(*=Sig @ p<=.05) | | .128 | ~ | ~ | .798 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .644 | .976 | ~ | ~ | ~ | ~ |
| NDRESPU4 NQ34 | 2.72 | 2.79 | 2.69 | 2.83 | 2.73 | 2.63 | 2.64 | | | | | | 2.70 | 2.72 | 2.73 | 2.59 | 2.75 | 2.62 |
| p stat_(*=Sig @ p<=.05) | | .032* | ~ | ~ | .933 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .571 | .987 | ~ | ~ | ~ | ~ |
| NDRTMEN4 NQ37 | 2.30 | 2.50 | 2.17 | 2.33 | 2.33 | 2.32 | 2.51 | | | | | | 2.17 | 2.55 | 2.32 | 2.12 | 2.30 | 2.27 |
| p stat_(*=Sig @ p<=.05) | | .000* | ~ | ~ | .724 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .006*.002* | ~ | ~ | ~ | ~ | ~ |
| COMPOSITE | 2.57 | 2.68 | 2.53 | 2.63 | 2.57 | 2.52 | 2.61 | x | x | x | x | x | 2.50 | 2.67 | 2.58 | 2.46 | 2.58 | 2.53 |
| p stat_(*=Sig @ p<=.05) | | .449 | ~ | ~ | .993 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | .593 | .654 | ~ | ~ | ~ | ~ |

CUSTOMER SERVICE

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------|-----------------|-------------|-------|------------|----------------|------------------------------|------|--------------|--------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | 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 |
| NPBCLCS4 NQ50 | 2.11 | 2.30 | 2.29 | 2.19 | 1.78 | 2.26 | 1.91 | | | | | | | 2.10 | 2.19 | 2.10 | 2.29 | 2.11 | 2.13 |
| p stat_(*=Sig @ p<=.05) | | .037* | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NCSRESP NQ51 | 2.45 | 2.62 | 2.35 | 2.52 | 2.29 | 2.67 | 2.45 | | | | | | | 2.40 | 2.63 | 2.45 | 2.43 | 2.48 | 2.31 |
| p stat_(*=Sig @ p<=.05) | | .032* | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| COMPOSITE | 2.28 | 2.46 | 2.32 | 2.36 | 2.04 | 2.46 | 2.18 | x | x | x | x | x | x | 2.25 | 2.41 | 2.27 | 2.36 | 2.30 | 2.22 |
| p stat_(*=Sig @ p<=.05) | | .445 | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |

SHARED DECISION MAKING

| | WVCH TOT CHLD | OHP TOT CHLD | AGE | | | | RACE | | | | | | ETHNIC- ITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------------|--------------------|------|------|------|-------------------|----------------------------|------------|----------------------|----------------------|------------|------------|-------------------|-----------------------------------|-------------------|-----------|-----------------|------|------|
| | | | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR- AMER | AS- IAN | NATV HAW/ ILND | AMER IND/ ALSK | MUL- TI | HIS- IC | NOT HIS- IC | EX & VERY GOOD & GOOD | FAIR & POOR | NO CCC | CCC | | |
| NNRXWHY NQ11 | | | | | | | | | | | | | | | | | | | |
| p stat_(*=Sig @ p<=.05) | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| NNRXWYNT NQ12 | 2.20 | 2.41 | 2.09 | 1.89 | 2.60 | 2.27 | 2.45 | | | | | | 2.24 | 2.18 | 2.23 | 2.14 | 2.09 | 2.40 | |
| p stat_(*=Sig @ p<=.05) | .084 | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| NRXBST NQ13 | 2.70 | 2.60 | 2.64 | 2.44 | 3.00 | 2.80 | 2.82 | | | | | | 2.93 | 2.55 | 2.77 | 2.71 | 2.65 | 2.80 | |
| p stat_(*=Sig @ p<=.05) | .246 | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |
| COMPOSITE | 2.45 | 2.51 | 2.36 | 2.17 | 2.80 | 2.54 | 2.64 | x | x | x | x | x | x | 2.59 | 2.36 | 2.50 | 2.43 | 2.37 | 2.60 |
| p stat_(*=Sig @ p<=.05) | .790 | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | |

ACCESS TO SPECIALIZED SERVICES

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------------------|---------------|--------------|------|------|------|-------------|-------|--------------------|-----------|--------------|-----------------|-----------|------------|----------------|------------------------------|------|--------------|--------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLCK OR AFR-AMER # | AS-IAN ## | NATV ILND ## | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD | FAIR | NO CCC | CCC |
| NEZMDEQ NQ20 | 2.50 | 2.28 | 2.67 | 3.00 | 2.00 | 2.50 | 2.50 | | | | | | 2.57 | 2.20 | 2.22 | 3.00 | | 2.44 | 2.60 |
| p stat_(*=Sig @ p<=.05) | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NEZTHP NQ23 | 2.29 | 2.12 | 1.00 | 2.80 | 2.33 | 2.00 | 2.17 | | | | | | 2.18 | 2.40 | 2.17 | 3.00 | | 2.50 | 2.15 |
| p stat_(*=Sig @ p<=.05) | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| NEZTC NQ26 | 1.97 | 2.11 | 1.00 | 1.83 | 1.90 | 2.17 | 1.78 | | | | | | 1.85 | 2.07 | 2.00 | 1.83 | | 1.75 | 2.12 |
| p stat_(*=Sig @ p<=.05) | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |
| COMPOSITE | 2.25 | 2.17 | 1.56 | 2.54 | 2.08 | 2.22 | 2.15 | x | x | x | x | x | 2.20 | 2.22 | 2.13 | 2.61 | | 2.23 | 2.29 |
| p stat_(*=Sig @ p<=.05) | | | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ | ~ |

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

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------|---------------|--------------|-------|-------|-------|-------------|-------|--------------------|-----------|-------------------|----------------------|---------|-----------|------------|----------------|------------------------------|--------------|-------|-------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK NATV # | OTHR ## | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| PRBSEE4 Q46 | 69% | 75% | 50% | 73% | 40% | 89% | 83% | | | | | | | 58% | 79% | 69% | 63% | 75% | 62% |
| CARNES4 Q15 | 85% | 88% | 93% | 85% | 79% | 86% | 93% | | | | | | | 80% | 95% | 86% | 74% | 84% | 87% |
| AVERAGE | 76.89 | 81.59 | 71.25 | 78.75 | 59.52 | 87.63 | 88.26 | x | x | x | x | x | x | 69.17 | 87.13 | 77.32 | 68.09 | 79.62 | 74.43 |

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

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-----------|---------------|--------------|-------|-------|-------|-------------|-------|-------------------|-----------|-------------------|----------------------|---------|-----------|------------|----------------|------------------------------|--------------|-------|-------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK NATV # | OTHR ## | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| CARSN4 Q4 | 88% | 92% | 87% | 95% | 83% | 86% | 100% | | | | | | | 82% | 100% | 88% | 91% | 85% | 95% |
| APGET4 Q6 | 79% | 84% | 88% | 85% | 74% | 73% | 94% | | | | | | | 73% | 94% | 80% | 71% | 77% | 88% |
| AVERAGE | 83.73 | 88.10 | 87.08 | 90.17 | 78.51 | 79.44 | 97.14 | x | x | x | x | x | x | 77.43 | 97.17 | 84.26 | 81.17 | 80.99 | 91.63 |

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

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------|---------------------|----------------|------------|----------------|-----------------------|---------------|--------|--------------|------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/PAC ALSK # | MUL-OTHR TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & POOR | FAIR & POOR | NO CCC | CCC | | |
| DREXPL4 Q32 | 87% | 93% | 92% | 87% | 89% | 82% | 90% | | | | | | | 84% | 90% | 87% | 88% | 88% | 85% |
| DRLSTN4 Q33 | 94% | 95% | 92% | 98% | 95% | 91% | 90% | | | | | | | 94% | 92% | 94% | 94% | 95% | 90% |
| DRESPU4 Q34 | 96% | 96% | 100% | 100% | 95% | 91% | 90% | | | | | | | 97% | 93% | 96% | 94% | 98% | 90% |
| DRTMEN4 Q37 | 80% | 87% | 71% | 89% | 76% | 82% | 85% | | | | | | | 76% | 87% | 81% | 71% | 81% | 75% |
| AVERAGE | 89.3 | 92.6 | 88.7 | 93.5 | 88.6 | 86.3 | 88.5 | x | x | x | x | x | x | 87.9 | 90.5 | 89.4 | 86.8 | 90.6 | 85.0 |

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

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------|---------------|--------------|-------|-------|-------|-------------|-------|--------------------|-----------|-------------------|------------------|---------|-----------|------------|----------------|------------------------------|--------------|-------|-------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHTE | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER ALSK NATV # | OTHR ## | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | |
| PBCLCS4 Q50 | 68% | 79% | 76% | 71% | 52% | 74% | 55% | | | | | | | 68% | 69% | 67% | 71% | 67% | 69% |
| CSRESP Q51 | 84% | 91% | 76% | 90% | 79% | 89% | 91% | | | | | | | 81% | 94% | 84% | 86% | 86% | 75% |
| AVERAGE | 75.62 | 85.33 | 76.47 | 80.95 | 65.67 | 81.29 | 72.73 | x | x | x | x | x | x | 74.19 | 81.25 | 75.34 | 78.57 | 76.56 | 71.88 |

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|-------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------|-----------------|----------------|------------|----------------|------------------------------|--------------------|--------|--------------|------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI OTHR ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | | |
| NRXWHY Q11 | 93% | 93% | 91% | 89% | 93% | 100% | 100% | | | | | | | 86% | 100% | 93% | 86% | 94% | 90% |
| NRXWYNT Q12 | 60% | 71% | 55% | 44% | 80% | 64% | 73% | | | | | | | 62% | 59% | 61% | 57% | 54% | 70% |
| RXBST Q13 | 85% | 80% | 82% | 72% | 100% | 90% | 91% | | | | | | | 97% | 77% | 89% | 86% | 82% | 90% |
| AVERAGE | 79.3 | 81.2 | 75.8 | 68.5 | 91.1 | 84.5 | 87.9 | x | x | x | x | x | x | 81.6 | 78.8 | 81.1 | 76.2 | 77.0 | 83.3 |

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

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------|-----------------|----------------|------------|----------------|------------------------------|--------------------|--------|--------------|------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI OTHR ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | GOOD & FAIR & POOR | NO CCC | CCC | | |
| EZMDEQ Q20 | 86% | 74% | 100% | 100% | 75% | 75% | | | | | | | | 86% | 80% | 78% | 100% | 78% | 100% |
| EZTHP Q23 | 76% | 68% | 0% | 100% | 89% | 50% | | | | | | | | 73% | 80% | 72% | 100% | 88% | 69% |
| EZTC Q26 | 62% | 66% | 0% | 50% | 60% | 75% | | | | | | | | 54% | 67% | 64% | 50% | 50% | 71% |
| AVERAGE | 74.7 | 69.4 | 33.3 | 83.3 | 74.6 | 66.7 | 65.7 | x | x | x | x | x | x | 70.8 | 75.6 | 71.2 | 83.3 | 71.8 | 79.9 |

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

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | | |
|-------------|---------------|--------------|------|------|------|-------------|-------|-------------------|-----------|------------------|-----------------|-----------|------------|----------------|------------------------------|--------|--------------|------|------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | WHITE | BLK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ## | AMER IND/ALSK # | MUL-TI ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | | |
| DRTLKU Q38 | 84% | 86% | 89% | 83% | 89% | 77% | 87% | | | | | | 81% | 90% | 85% | 82% | 85% | 83% | | |
| DRUNCON Q43 | 88% | 89% | 100% | 100% | 88% | 80% | 86% | | | | | | 87% | 88% | 89% | 82% | 79% | 91% | | |
| DRUNFAM Q44 | 90% | 87% | 100% | 100% | 94% | 80% | 86% | | | | | | 91% | 88% | 89% | 91% | 86% | 91% | | |
| AVERAGE | 87.3 | 87.3 | 96.3 | 94.2 | 90.1 | 78.9 | 86.2 | x | x | x | x | x | x | x | 86.6 | 88.4 | 87.7 | 85.0 | 83.1 | 88.5 |

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

| | | | AGE | | | | RACE | | | | | | ETHNICITY | | HEALTH STATUS | | CCC SCREENER | | |
|--------------|---------------|--------------|------|------|------|-------------|--------------------|-----------|-------------------|-----------------|----------------|------------|----------------|------------------------------|---------------|------|--------------|------|------|
| | WVCH TOT CHLD | OHP TOT CHLD | <4 | 4-7 | 8-12 | 13 AND OVER | BLCK OR AFR-AMER # | AS-IAN ## | NATV HAW/ILND ### | AMER IND/ALSK # | MUL-TI OTHR ## | HIS-PAN-IC | NOT HIS-PAN-IC | EX & VERY GOOD & FAIR & POOR | NO CCC | CCC | | | |
| HELPCONT Q18 | 90% | 89% | 100% | 92% | 92% | 75% | 100% | | | | | | | 82% | 100% | 91% | 83% | 88% | 92% |
| HLPCOORD Q29 | 69% | 57% | 80% | 79% | 50% | 74% | 57% | | | | | | | 71% | 67% | 68% | 78% | 70% | 68% |
| AVERAGE | 79.6 | 73.0 | 90.0 | 85.4 | 70.8 | 74.3 | 78.6 | x | x | x | x | x | x | 76.9 | 83.3 | 79.4 | 80.6 | 79.1 | 80.2 |

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PAGE QUESTION TITLE

1. INTRODUCTION

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

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 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 DID YOU AND 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 DID YOU AND 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]

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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]

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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]

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5. ADDITIONAL QUESTIONS

- 39 Q35E IN THE LAST 6 MONTHS, DID YOU VISIT A PROVIDER FOR A SPECIFIC HEALTH ISSUE?
- 40 Q35F HOW MUCH EFFORT WAS MADE TO HELP YOU UNDERSTAND YOUR HEALTH ISSUE? [ASKED IF Q35E = YES]
- 41 Q35G HOW MUCH EFFORT WAS MADE TO LISTEN TO THE THINGS THAT MATTER MOST TO YOU ABOUT YOUR HEALTH ISSUE? [ASKED IF Q35E = YES]
- 42 Q35H HOW MUCH EFFORT WAS MADE TO INCLUDE WHAT MATTERS MOST TO YOU IN CHOOSING WHAT TO DO NEXT? [ASKED IF Q35E = YES]
- 43 Q35I CHOICES FOR YOUR TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID THIS PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE?
- 44 Q35J IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR TREATMENT OR HEALTH CARE? [ASKED IF Q35I = YES]
- 45 Q35K IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOU? [ASKED IF Q35I = YES]
- 46 Q35L IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS OR RAISE CONCERNS?
- 47 Q35M IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?
- 48 Q35N IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?
- 49 Q35O 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?
- 50 Q35P IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

5. ACCESS TO DENTAL CARE

- 51 Q35Q A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?
- 52 Q35R IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

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| 54 | Q37 | IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL MENTAL OR EMOTIONAL HEALTH? |
| 55 | Q38 | HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2015? |
| 56 | Q39 | DO YOU NOW SMOKE CIGARETTES OR USE TOBACCO EVERY DAY, SOME DAYS, OR NOT AT ALL? |
| 57 | 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] |
| 58 | 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] |
| 59 | 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] |
| 60 | Q43 | DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY? |
| 61 | Q44 | DO YOU HAVE A HEALTH PROBLEM OR TAKE MEDICATION THAT MAKES TAKING ASPIRIN UNSAFE FOR YOU? |
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| 63 | Q46.1 | ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH CHOLESTEROL |
| 64 | Q46.2 | ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH BLOOD PRESSURE |
| 65 | 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 |
| 66 | Q47.1 | HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A HEART ATTACK |
| 67 | Q47.2 | HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANGINA OR CORONARY HEART DISEASE |
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| 70 | Q48 | IN THE LAST 6 MONTHS, DID YOU GET HEALTH CARE 3 OR MORE TIMES FOR THE SAME CONDITION OR PROBLEM? |
| 71 | 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] |
| 72 | Q50 | DO YOU NOW NEED OR TAKE MEDICINE PRESCRIBED BY A DOCTOR? DO NOT INCLUDE BIRTH CONTROL. |
| 73 | 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] |
| 74 | NQ52 | WHAT IS YOUR AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN] |
| 75 | NQ53 | ARE YOU MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN] |
| 76 | Q54 | WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED? |
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| 78 | Q56.1 | WHAT IS YOUR RACE? RESPONSE: WHITE |
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| 80 | Q56.3 | WHAT IS YOUR RACE? RESPONSE: ASIAN |
| 81 | Q56.4 | WHAT IS YOUR RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER |
| 82 | Q56.5 | WHAT IS YOUR RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE |
| 83 | Q56.6 | WHAT IS YOUR RACE? RESPONSE: OTHER |
| 84 | Q57 | DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL] |
| 85 | Q58.1 | HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES] |

86 Q58.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

87 Q58.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

88 Q58.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

89 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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| 92 | NQ27 | RATING OF SPECIALIST SEEN MOST OFTEN [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST] |
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| 1 | Q1 | OUR RECORDS SHOW THAT YOUR CHILD IS NOW IN <HEALTH PLAN>. IS THAT RIGHT? |
| 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 | 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 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]

37 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]

38 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]

39 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]

40 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]

41 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]

42 Q42 DOES YOUR CHILD HAVE ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS THAT HAVE LASTED FOR MORE THAN 3 MONTHS? [ASKED IF Q30 = YES]

43 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]

44 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

45 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?

46 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]

47 Q47 HOW MANY SPECIALISTS HAS YOUR CHILD SEEN IN THE LAST 6 MONTHS? [ASKED IF Q45 = YES]

48 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

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

50 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]

51 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]

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

53 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]

54 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

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

56 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]

57 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]

7. ACCESS TO DENTAL CARE

58 Q57A A REGULAR DENTIST IS ONE YOUR CHILD WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN HE/SHE HAS A CAVITY OR TOOTH PAIN. DOES YOUR CHILD HAVE A REGULAR DENTIST?

59 Q57B IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?

7. ADDITIONAL QUESTIONS

60 Q57C CHOICES FOR YOUR CHILD'S TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID YOUR PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE?

61 Q57D IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE? [ASKED IF Q57C = YES]

62 Q57E IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOUR CHILD? [ASKED IF Q57C = YES]

63 Q57F IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER CONSIDER AND RESPECT WHAT HEALTH CARE AND TREATMENT CHOICES YOU THOUGHT WORK BEST FOR YOUR CHILD? [ASKED IF Q57C = YES]

64 Q57G IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER ENCOURAGE YOU TO ASK QUESTIONS AND RAISE CONCERNS? [ASKED IF Q57C = YES]

65 Q57H IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS AND RAISE CONCERNS? [ASKED IF Q57C = YES]

8. ABOUT YOUR CHILD AND YOU

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

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

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

69 Q61 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q60 = YES]

70 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]

71 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?

72 Q64 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q63 = YES]

73 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]

74 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?

75 Q67 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q66 = YES]

76 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]

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

78 Q70 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q69 = YES]

79 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]

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

81 Q73 HAS THIS PROBLEM LASTED OR IS IT EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q72 = YES]

82 NQ74 WHAT IS YOUR CHILD'S AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

83 NQ75 IS YOUR CHILD MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

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

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

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

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

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

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

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

91 Q78 WHAT IS YOUR AGE?

92 Q79 ARE YOU MALE OR FEMALE?

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

94 Q81 HOW ARE YOU RELATED TO THE CHILD?

95 Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]

96 Q83.1 HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

97 Q83.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

98 Q83.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

99 Q83.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

100 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

9. RATINGS

101 NQ14 RATING OF ALL CHILD'S HEALTH CARE [ASKED IF Q7 >= 1 TIME]

102 NQ41 RATING OF CHILD'S PERSONAL DOCTOR [ASKED IF Q30 = YES]

103 NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

104 NQ54 RATING OF CHILD'S HEALTH PLAN

10. COMPOSITES

105 GETTING NEEDED CARE

106 GETTING CARE QUICKLY

107 HOW WELL DOCTORS COMMUNICATE

108 CUSTOMER SERVICE

109 SHARED DECISION MAKING
110 ACCESS TO SPECIALIZED SERVICES

11. GLOBAL PROPORTION COMPOSITES

111 GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
112 GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
113 HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
114 CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
115 SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE
116 ACCESS TO SPECIALIZED SERVICES (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
117 PERSONAL DOCTOR WHO KNOWS CHILD (YES) -- GLOBAL PROPORTION COMPOSITE
118 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. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
- Yes
 No
11. Did you and a doctor or other health provider talk about the reasons you might **not** want to take a medicine?
- Yes
 No
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?

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



35j. In the last 6 months, did your provider talk with you about the pros and cons of each choice for your treatment or health care?

- Yes
- No

35k. In the last 6 months, when there was more than one choice for your treatment or health care, did your provider ask you which choice was best for you?

- Yes
- No

35l. In the last 6 months, how often did your provider make it easy for you to ask questions or raise concerns?

- Never
- Sometimes
- Usually
- Always

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

35m. 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

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

- Never
- Sometimes
- Usually
- Always

35o. 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

35p. 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

ACCESS TO DENTAL CARE

35q. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

- Yes
- No

35r. In the last 6 months, if you needed to see a dentist right away because of a dental emergency, did you get to see a dentist as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- I did not have a dental emergency in the last 6 months

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, 2015?

- 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



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 providers?
 - 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. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
 - Yes
 - No



12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

- Yes
- No

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*
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 57a**

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

ACCESS TO DENTAL CARE

57a. A regular dentist is one your child would go to for check-ups and cleanings or when he/she has a cavity or tooth pain. Does your child have a regular dentist?

- Yes
- No

57b. In the last 6 months, if your child needed to see a dentist right away because of a dental emergency, did he/she get to see a dentist as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- My child did not have a dental emergency in the last 6 months



ADDITIONAL QUESTIONS

57c. Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment. In the last 6 months, did your provider tell you there was more than one choice for your child's treatment or health care?

- Yes
- No → *Go to Question 58*

57d. In the last 6 months, did your provider talk with you about the pros and cons of each choice for your child's treatment or health care?

- Yes
- No

57e. In the last 6 months, when there was more than one choice for your child's treatment or health care, did your provider ask you which choice was best for your child?

- Yes
- No

57f. In the last 6 months, how often did your provider consider and respect what health care and treatment choices you thought work best for your child?

- Never
- Sometimes
- Usually
- Always

57g. In the last 6 months, how often did your child's provider encourage you to ask questions and raise concerns?

- Never
- Sometimes
- Usually
- Always

57h. In the last 6 months, how often did your child's provider make it easy for you to ask questions and raise concerns?

- Never
- Sometimes
- Usually
- Always

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 la encuesta 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 (aquellos con impedimentos de audición, favor llamar al 1-888-631-2097).

INSTRUCCIONES PARA EL CUESTIONARIO

- ▶ Por favor llene el círculo de su respuesta completamente. Use solamente tinta NEGRA o AZUL o un lápiz oscuro 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. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez quiera tomar una medicina?
- Sí
 No
11. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez no quiera tomar una medicina?
- Sí
 No
12. Cuando hablaron de comenzar o suspender una medicina recetada, ¿le preguntó un doctor u otro profesional médico sobre lo que usted creía que sería lo mejor para usted?
- Sí
 No



35k. En los últimos 6 meses, cuando había más de una opción de tratamiento o atención médica, ¿su profesional médico le preguntó cuál opción le convenía más a usted?

- Sí
- No

35l. En los últimos 6 meses, ¿con qué frecuencia le hizo fácil su profesional médico el hacer preguntas o plantear inquietudes?

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

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

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

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

35n. 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

35o. 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

35p. 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

ACCESO A CUIDADO DENTAL

35q. Un dentista regular es a quien usted va a ver para un chequeo y limpieza o tiene una carie o un dolor de diente. ¿Usted tiene un dentista regular?

- Sí
- No

35r. En los últimos 6 meses, si usted necesitó ver a un dentista de inmediato por una emergencia dental, ¿pudo ver usted a un dentista tan pronto como quería?

- Nunca
- A veces
- La mayoría de las veces
- Siempre
- Yo no tuve una emergencia dental en los últimos 6 meses

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 2015, ¿le han puesto la vacuna para la influenza o gripe ya sea en inyección o con un rociador o espray 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 doctor u otro profesional 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 un doctor o profesional 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 doctor o profesional 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 doctor o profesional 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 una o más.

- 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 doctor que usted tiene alguna de las siguientes enfermedades? Marque una o más.

- 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, ¿recibió usted atención médica 3 veces o más para 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. ¿Es esta medicina 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 escriba en 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 escriba en 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 la encuesta 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 (aquellos con impedimentos de audición, favor llamar al 1-888-631-2097).

INSTRUCCIONES PARA EL CUESTIONARIO

- Por favor llene el círculo de su respuesta completamente. Use solamente tinta NEGRA o AZUL o un lápiz oscuro 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

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

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*

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

EL DOCTOR PERSONAL DE SU NIÑO

30. El doctor personal es aquel a quien su niño va si necesita un chequeo, tiene un problema de salud o si se enferma o lastima. ¿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



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 u 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 u 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?

- | | | | | | | | | | | |
|---------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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 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

47. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?

- Ninguno → *Pase a la pregunta 49*
- 1 especialista
- 2
- 3
- 4
- 5 especialistas o más

48. Queremos saber cómo califica al especialista al que su niño fue con más frecuencia en los últimos 6 meses. Usando un número del 0 al 10, el 0 siendo el peor especialista posible y el 10 el mejor especialista posible, ¿qué número usaría para calificar a ese especialista?

- | | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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 | | | | | | | | El mejor | | |
| especialista | | | | | | | | especialista | | |
| posible | | | | | | | | posible | | |

EL PLAN DE SALUD DE SU NIÑO

Las siguientes preguntas se refieren a su experiencia con el plan de salud de su niño.

49. En los últimos 6 meses, ¿recibió información o ayuda de parte del servicio al cliente del plan de salud de su niño?

- Sí
- No → *Pase a la pregunta 52*

50. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?

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

PREGUNTAS ADICIONALES

57c. Las opciones de tratamiento o atención médica para su niño pueden incluir opciones sobre medicinas, cirugía u otro tratamiento.

En los últimos 6 meses, ¿le dijo su profesional médico que había más de una opción para el tratamiento o atención médica de su niño?

- Sí
- No → *Pase a la pregunta 58*

57d. En los últimos 6 meses, ¿le habló su profesional médico acerca de las cosas buenas y las cosas malas de cada opción de tratamiento o de atención médica de su niño?

- Sí
- No

57e. En los últimos 6 meses, cuando había más de una opción de tratamiento o de atención médica para su niño, ¿su profesional médico le preguntó cuál opción le convenía más a su niño?

- Sí
- No

57f. En los últimos 6 meses, ¿con qué frecuencia su profesional médico considero y respeto las opciones de atención médica que usted penso funcionarían mejor para su niño?

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

57g. En los últimos 6 meses, ¿con qué frecuencia el profesional médico de su niño le animo a usted a hacer preguntas y plantear inquietudes?

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

57h. En los últimos 6 meses, ¿con qué frecuencia el profesional médico de su niño le hizo fácil a usted el hacer preguntas y plantear inquietudes?

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

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 escriba en 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 escriba en 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



DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE NAMED
RESPONDENT.

PHONE NUMBER ---> [1 CELL PHONE - HAND DIAL ([AREA\$]) [FRST3\$] -
[LAST4\$] /*** ***-****]

(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

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

Q1. / MEMBER

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

(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

DK/REFUSAL/NOT ASCERTAINED

NPLNAME

Q2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

[(ENTER 5 IF R SAYS: MEDICAID)]

(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

Q2a. / 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

Q3. / 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

Q4. / 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

Q5. / 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

Q6. / APGET4

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? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

Q7. / 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 THEN GO TO PRSNLD4

PRVENT5

Q8. / PRVENT5

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

NRXWHY

10. / NRXWHY

Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

NRXWYNT

11. / NRXWYNT

Did you and a doctor or other health provider talk about the reasons you might NOT want to take a medicine?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

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

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 --> 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

DK/REFUSAL/NOT ASCERTAINED

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 IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, 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

DK/REFUSAL/NOT ASCERTAINED

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 -----> CLCSRV4

DK/REFUSAL/NOT ASCERTAINED --> CLCSRV4

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)

CLCSRV4

30. / CLCSRV4

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

- 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

DK/REFUSAL/NOT ASCERTAINED

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?

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?

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?

1. YES
 2. NO -----> 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?

1. NEVER
 2. SOMETIMES
 3. USUALLY
 4. ALWAYS
- DK/REFUSAL/NOT ASCERTAINED

INTRO.SHLTHIS

INTRO.SHLTHIS

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. Please keep this in mind as you answer the following questions.

SHLTHIS

35e. / SHLTHIS

In the last 6 months, did you visit a provider for a specific health issue?

1. YES
2. NO -----> CHTREAT

DK/REFUSAL/NOT ASCERTAINED --> CHTREAT

EUNDER

35f. / EUNDER

How much effort was made to help you understand your health issue? Would you say...?

(READ LIST)

1. NO EFFORT AT ALL,
 2. A LITTLE EFFORT WAS MADE,
 3. SOME EFFORT WAS MADE, or
 4. A LOT OF EFFORT WAS MADE
- DK/REFUSAL/NOT ASCERTAINED

ELISTEN

35g. / ELISTEN

How much effort was made to listen to the things that matter most to you about your health issue?

(READ LIST IF NECESSARY)

1. NO EFFORT AT ALL,
2. A LITTLE EFFORT WAS MADE,
3. SOME EFFORT WAS MADE, or
4. A LOT OF EFFORT WAS MADE

DK/REFUSAL/NOT ASCERTAINED

EINCLUD

35h. / EINCLUD

How much effort was made to include what matters most to you in choosing what to do next?

(READ LIST IF NECESSARY)

1. NO EFFORT AT ALL,
 2. A LITTLE EFFORT WAS MADE,
 3. SOME EFFORT WAS MADE, or
 4. A LOT OF EFFORT WAS MADE
- DK/REFUSAL/NOT ASCERTAINED

CHTREAT

35i. / CHTREAT

Choices for your treatment or health care can include choices about medicine, surgery, or other treatment.

In the last 6 months, did this provider tell you there was more than one choice for your treatment or health care?

1. YES
2. NO -----> RESPCHT

DK/REFUSAL/NOT ASCERTAINED --> RESPCHT

PCTREAT

35j. / PCTREAT

In the last 6 months, did your provider talk with you about the pros and cons of each choice for your treatment or health care?

1. YES
 2. NO
- DK/REFUSAL/NOT ASCERTAINED

BSTREAT

35k. / BSTREAT

In the last 6 months, when there was more than one choice for your treatment or health care, did your provider ask you which choice was best for you ?

1. YES
 2. NO
- DK/REFUSAL/NOT ASCERTAINED

EASYQC

35l. / EASYQC

In the last 6 months, how often did your provider make it easy for you to ask questions or raise concerns? Would you say...?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

DTLKTF

35m. / DTLKTF

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, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

DINTER

35n. / DINTER

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

(READ LIST IF NECESSARY)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

DRRUDE

35o. / 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? Would you say...?

(READ LIST IF NECESSARY)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

TRUSTDR

35p. / TRUSTDR

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

(READ LIST)

1. YES DEFINITELY,
2. YES SOMEWHAT, OR
3. NO?

DK/REFUSAL/NOT ASCERTAINED

REGDENT

35q. / REGDENT

A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

1. YES
 2. NO
- DK/REFUSAL/NOT ASCERTAINED

DNTASAP

35r.

In the last 6 months, if you needed to see a dentist right away because of a DENTAL EMERGENCY, did you get to see a dentist as soon as you wanted?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?
5. I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS (DO NOT READ)

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, 2015?

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 if 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 --> TKMED

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 --> QAGE4

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

QAGE4

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

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

DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE PARENT OR GUARDIAN WHO KNOWS MOST ABOUT FNAME LNAME'S HEALTH CARE.
PHONE NUMBER ---> [1 CELL PHONE - HAND DIAL ([AREA\$]) [FRST3\$] - [LAST4\$] /*** ***-****]

(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 NEWNUMBER 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

Q1. / 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?

(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

DK/REFUSAL/NOT ASCERTAINED

NPLNAME

Q2. / NPLNAME

What is the name of your child's health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

[(ENTER 5 IF R SAYS: MEDICAID)]

(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

Q2a. / 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

Q3. / 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

Q4. / 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

Q5. / 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

Q6. / 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

Q7. / 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 THEN GO TO CHSCHL

PRVENT5

Q8. / 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 doctor 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

NRXWHY

11. / NRXWHY

Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

NRXWYNT

12. / NRXWYNT

Did you and a doctor or other health provider talk about the reasons you might NOT want your child to take a medicine?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

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

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)

HELPTHP

24. / HELPTHP

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

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, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

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? Would you say...?

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

33. / DRLSTN4

In the last 6 months, how often did your child's 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

34. / DRESPU4

In the last 6 months, how often did your child's 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)

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

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

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 --> 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

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 IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, 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

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

DK/REFUSAL/NOT ASCERTAINED

CHPRES

55. / CHPRES

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

1. YES
2. NO -----> REGDENT

DK/REFUSAL/NOT ASCERTAINED --> REGDENT

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

REGDENT

57a. / REGDENT

A regular dentist is one you would go to for check-ups and cleanings or when [he/she] has a cavity or tooth pain.

Does your child have a regular dentist?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DNTASAP

57b. / DNTASAP

In the last 6 months, if your child needed to see a dentist right away because of a DENTAL EMERGENCY, did [he/she] get to see a dentist as soon as you wanted? Would you say...?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?
5. DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS (DO NOT READ)

DK/REFUSAL/NOT ASCERTAINED

CHTREAT

57c. / CHTREAT

Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment.

In the last 6 months, did your provider tell you there was more than one choice for your child's treatment or health care?

1. YES
2. NO -----> RESPCHT

DK/REFUSAL/NOT ASCERTAINED --> RESPCHT

PCTREAT

57d. / PCTREAT

In the last 6 months, did your provider talk with you about the pros and cons of each choice for your child's treatment or health care?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

BSTREAT

57e. / BSTREAT

In the last 6 months, when there was more than one choice for your child's treatment or health care, did your provider ask you which choice was best for your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RESPCHT

57f. / RESPCHT

In the last 6 months, how often did your child's provider respect what health care and treatment choices you thought work best for your child? Would you say...?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

ENCORQC

57g. / ENCORQC

In the last 6 months, how often did your child's provider encourage you to ask questions and raise concerns? Would you say...?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

EASYQC

57h. / EASYQC

In the last 6 months, how often did your child's provider make it easy for you to ask questions and raise concerns? Would you say...?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

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

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

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.