



Oregon Health Plan: Special Populations
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2015



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METHODOLOGY

Introduction

This banner book report summarizes the results of the 2015 CAHPS© Medicaid survey of Oregon Health Plan: Special Populations members. A total of 17 health CCOs participated in the survey. It was administered over a 10-week period using a mixed-mode (mail and telephone) five-wave protocol. This protocol consisted of a pre-notification letter, an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and reminder postcard to non-respondents. Phone follow-up was conducted for members who had not responded to the mailings. Respondents were surveyed in English and Spanish. DataStat administered the survey under contract with the State of Oregon Department of Human Services.

Survey Milestones

Pre-notification letters mailed:	February 19, 2015
1st mailing of survey packets:	February 26, 2015
1st mailing of reminder postcards:	March 5, 2015
2nd mailing of survey packets:	March 24, 2015
2nd mailing of reminder postcards:	April 2, 2015
Phone follow-up start:	April 9, 2015
Mail and phone field terminated:	May 4, 2015

Sampling

The sampling plan for the adult and child surveys called for an initial random sample of 900 eligible members per CCO in each age group. To achieve sufficient cases in each race/ethnicity category for analysis, oversamples were drawn for the African/American, Asian, American Indian, and Unknown/Other race/ethnicity subgroups identified in the sample frame. Adults were defined as members aged 18 years or older and children as 17 years old or younger, both as of December 31, 2014. To be eligible, members had to have been enrolled in Oregon Health Plan for at least six months as of December 31, 2014. The final selected sample consisted of 15,752 adult and 15,752 child OHP enrollees.

Questionnaires

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

Selection of Cases for Analysis

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

Composites, Overall Ratings, and Measures for Reporting

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

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

Composite: Getting Needed Care

Q14/15. 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

Q29/34. Personal doctor showed respect for what you had to say

Q20/37. Personal doctor spent enough time with you

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

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

Data presented in the banner books were weighted to reflect each race/ethnicity subgroup's actual distribution in the total eligible population. A weight unique to each race/ethnicity subgroup (White, Unknown, Black/African-American, Asian, Pacific Islander, and American Indian or Alaska Native) and age category (adults and children) was constructed by applying the percentage of members by race/ethnicity subgroup in the population to the corresponding percentages in the completed cases.

Sample Disposition

Special Populations

Category	Adult	Child
**First mailing - sent	15752	15752
*First mailing - usable survey returned	3324	2445
Second mailing - sent	12365	13008
*Second mailing - usable survey returned	1008	1012
*Phone - usable surveys	1261	2050
Total - usable surveys	5593	5507
†Ineligible: According to population criteria‡	266	169
†Ineligible: Deceased	40	1
†Ineligible: Mentally or physically unable to complete survey	208	0
†Ineligible: Language barrier	67	52
Incorrect address AND incorrect phone number	0	0
Refusal/Returned survey blank	683	748
Nonresponse - Unavailable by mail or phone	7684	7939
Adjusted Response Rate	36.9%	35.5%

*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© 2015 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	3552 42.5%	2256 40.3%	-2.12%
Female	4815 57.5%	3337 59.7%	2.12%
18-24	1845 22.1%	637 11.4%	-10.66%
25-34	2230 26.7%	869 15.5%	-11.12%
35-44	1666 19.9%	846 15.1%	-4.79%
45-54	1309 15.6%	1235 22.1%	6.44%
55-64	910 10.9%	1544 27.6%	16.73%
65-74	240 2.9%	294 5.3%	2.39%
75 or Older	167 2.0%	168 3.0%	1.01%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	4414 50.8%	2845 51.7%	0.85%
Female	4273 49.2%	2662 48.3%	-0.85%
<3	1699 19.6%	1005 18.2%	-1.31%
4-7	2257 26.0%	1397 25.4%	-0.61%
8-12	2539 29.2%	1624 29.5%	0.26%
13 or older	2192 25.2%	1481 26.9%	1.66%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q1 YES	5483 100%	542 100%	764 100%	778 100%	1139 100%	1480 100%	452 100%	4128 100%	66 100%	110 100%	12 100%	80 100%	191 100%	365 100%	601 100%	4469 100%	3433 100%	1676 100%	2049 100%	3114 100%
NOT ANSWERED	110	15	12	8	16	35	22	78	3	6	3	2	4	2	22	82	62	45	49	58
VALID CASES	5483	542	764	778	1139	1480	452	4128	66	110	12	80	191	365	601	4469	3433	1676	2049	3114
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q3 YES	2281 42%	187 34%*	312 41%	357 46%*	523 46%*	622 42%	192 42%	1751 42%	32 47%	37 32%*	6 42%~	41 52%	74 39%	175 48%*	214 35%*	1938 43%*	1252 36%*	925 55%*	812 39%*	1383 44%*
NO	3099 58%	362 66%*	454 59%	418 54%*	615 54%*	865 58%	268 58%	2391 58%	36 53%	77 68%*	9 58%~	38 48%	117 61%	187 52%*	389 65%*	2548 57%*	2193 64%*	762 45%*	1255 61%*	1732 56%*
NOT ANSWERED	213	8	10	10	17	28	15	64	1	1		3	4	5	20	66	50	34	31	57
VALID CASES	5380	549	766	776	1138	1487	459	4142	69	115	15	79	191	362	603	4485	3445	1687	2067	3115
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q4 NEVER	62 3%	7 4%	6 2%	11 3%	12 2%	21 4%	3 2%	40 3%	3 9%~	~	~	3 9%~	2 3%	9 6%	4 2%	53 3%	29 3%	29 3%	20 3%	34 3%
SOMETIMES	311 15%	25 14%	64 22%*	46 15%	83 18%	61 11%*	15 9%*	221 14%*	3 11%~	8 25%~	~	5 15%~	10 14%	36 22%*	27 14%	260 15%	140 13%*	150 18%*	92 13%	206 16%
USUALLY	565 27%	55 32%	80 28%	88 28%	134 28%	145 26%	45 26%	437 28%	8 29%~	9 28%~	1 15%~	11 34%~	25 36%	33 20%*	70 35%*	471 27%	289 26%	248 30%	199 28%	348 27%
ALWAYS	1123 54%	83 49%	139 48%*	174 54%	244 52%	329 59%*	106 63%*	880 56%	15 51%~	16 47%~	5 85%~	13 41%~	32 47%	89 53%	98 49%	959 55%	659 59%*	412 49%*	394 56%	687 54%
#ALWAYS + USUALLY (NET)	1687 82%	138 81%	219 76%*	262 82%	377 80%	474 85%*	151 89%*	1317 83%*	23 80%~	25 75%~	6 100%~	24 75%~	57 83%	121 73%*	168 84%	1430 82%	949 85%*	660 79%*	593 84%	1035 81%
TOP BOX SCORE	1123 54%	83 49%	139 48%*	174 54%	244 52%	329 59%*	106 63%*	880 56%	15 51%~	16 47%~	5 85%~	13 41%~	32 47%	89 53%	98 49%	959 55%	659 59%*	412 49%*	394 56%	687 54%
NOT ANSWERED	240	16	21	39	60	76	23	197	3	4		6	5	6	15	211	145	82	97	136
VALID CASES	2060	170	289	319	472	555	169	1578	29	34	6	32	68	167	199	1743	1118	839	705	1275
NUMBER OF RESPONDENTS	2300	186	310	358	532	631	192	1775	32	38	6	38	73	173	214	1954	1263	921	802	1411
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q5 YES	3655 68%	286 52%*	494 64%*	512 66%	810 72%*	1077 73%*	354 77%*	2815 68%	53 76%	82 72%	10 69%~	57 72%	118 63%	260 72%	385 64%*	3083 69%*	2171 63%*	1338 80%*	1286 63%*	2246 72%*
NO	1689 32%	263 48%*	272 36%*	263 34%	319 28%*	398 27%*	105 23%*	1310 32%	16 24%	32 28%	5 31%~	22 28%	70 37%	103 28%	215 36%*	1385 31%*	1262 37%*	338 20%*	757 37%*	870 28%*
NOT ANSWERED	249	9	9	11	26	40	15	81		2		3	7	4	23	82	62	45	55	56
VALID CASES	5344	548	767	775	1129	1475	459	4125	69	114	15	79	188	363	600	4469	3433	1676	2043	3116
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q6 NEVER	122 4%	11 4%	22 5%	27 6%*	21 3%	32 3%	3 0.9%*	83 3%*	3 7%~	3 4%	2 ~	4 4%~	11 3%	6 2%*	104 4%	76 4%	37 3%	38 3%	76 4%	
SOMETIMES	615 19%	86 31%*	120 26%*	89 19%	115 16%*	146 16%*	40 13%*	427 17%*	9 19%~	22 30%*	4 43%~	13 28%~	28 25%	54 23%*	81 18%	507 19%	223 18%	219 19%	379 18%	
USUALLY	918 28%	79 29%	124 27%	133 28%	213 29%	257 27%	79 25%	705 28%	14 28%~	24 32%	4 40%~	9 19%~	31 28%	64 27%	107 30%	773 28%	514 26%*	363 30%*	297 26%	587 29%
ALWAYS	1638 50%	101 37%*	187 41%*	224 47%	376 52%	503 54%*	195 62%*	1328 52%*	22 46%~	24 33%*	2 16%~	23 48%~	47 43%	110 46%	158 45%	1395 50%	984 51%	587 49%	577 51%	1009 49%
#ALWAYS + USUALLY (NET)	2556 78%	181 65%*	311 69%*	357 75%	589 81%*	760 81%*	274 86%*	2033 80%*	36 74%~	48 66%*	6 57%~	32 68%~	77 71%	174 73%	265 75%	2168 78%	1498 77%	949 79%	873 77%	1597 78%
TOP BOX SCORE	1638 50%	101 37%*	187 41%*	224 47%	376 52%	503 54%*	195 62%*	1328 52%*	22 46%~	24 33%*	2 16%~	23 48%~	47 43%	110 46%	158 45%	1395 50%	984 51%	587 49%	577 51%	1009 49%
NOT ANSWERED	375	15	32	36	87	147	40	290	4	9		9	9	22	35	315	223	129	148	212
VALID CASES	3293	278	453	474	724	938	317	2543	48	74	10	48	109	239	351	2780	1945	1209	1130	2051
NUMBER OF RESPONDENTS	3668 100%	293 100%	485 100%	510 100%	811 100%	1085 100%	357 100%	2833 100%	52 100%	83 100%	10 100%	57 100%	118 100%	261 100%	386 100%	3095 100%	2168 100%	1338 100%	1278 100%	2263 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?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHTE	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	MALE	FE- MALE	
Q7 NONE	1369 26%	218 40%*	235 31%*	193 25%	261 23%*	324 22%*	79 17%*	1044 25%	16 25%	29 25%	5 35%~	19 24%	60 32%	75 22%*	182 31%*	1116 25%*	1051 31%*	253 15%*	644 31%*	677 22%*
1 TIME	986 19%	97 18%	142 19%	146 19%	199 18%	271 19%	102 22%*	770 19%	10 14%	29 25%	2 16%~	12 15%	38 20%	57 16%	120 20%	818 18%	722 21%*	218 13%*	400 20%	557 18%
2	982 19%	80 15%*	136 18%	142 18%	212 19%	295 20%	99 22%	759 18%	13 20%	29 25%	1 10%~	15 19%	35 18%	70 20%	110 19%	836 19%	625 18%	323 20%	367 18%	594 19%
3	621 12%	53 10%	79 10%	86 11%	136 12%	190 13%	60 13%	507 12%*	4 6%*	10 9%	4 28%~	13 16%	19 10%	34 10%	63 11%	530 12%	372 11%*	228 14%*	202 10%*	402 13%*
4	464 9%	34 6%*	60 8%	69 9%	114 10%	137 9%	34 7%	352 9%	10 15%	9 8%		9 ~ 11%	13 7%	37 11%	47 8%	392 9%	258 8%*	185 11%*	157 8%*	292 9%*
5 TO 9	627 12%	47 9%*	79 10%	87 11%	155 14%*	184 13%	60 13%	506 12%	12 18%	5 5%*	1 10%~	5 7%	19 10%	45 13%	55 9%*	548 12%*	304 9%*	309 19%*	198 10%*	414 13%*
10 OR MORE TIMES	243 5%	17 3%*	32 4%	50 6%*	53 5%	61 4%	24 5%	177 4%	1 2%*	4 4%		6 ~ 7%	5 3%	32 9%*	17 3%*	213 5%	97 3%*	140 8%*	80 4%*	154 5%
NOT ANSWERED	300	12	13	13	26	53	17	92	3		1	2	5	17	28	99	66	64	50	83
VALID CASES	5293	545	763	773	1129	1462	457	4114	66	116	14	80	190	350	595	4452	3429	1657	2048	3089
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q8 #YES	2746 71%	212 65%*	334 65%*	390 68%	617 73%	848 76%*	270 74%	2143 71%	39 83%~	60 68%	9 100%~	37 63%	93 75%	199 73%	295 71%	2338 71%	1647 71%	995 73%	985 72%	1686 71%
NO	1105 29%	116 35%*	181 35%*	185 32%	228 27%	267 24%*	97 26%	871 29%	8 17%~	28 32%	~	22 37%	31 25%	72 27%	112 27%	939 29%	687 29%	373 27%	377 28%	697 29%
NOT ANSWERED	91	4	10	7	23	31	12	67	2	1		1	5	5	6	76	50	34	36	49
VALID CASES	3851	328	515	575	845	1114	368	3015	47	88	9	59	124	271	407	3277	2333	1368	1362	2383
NUMBER OF RESPONDENTS	3942	332	525	582	868	1145	380	3082	49	89	9	60	129	276	413	3353	2383	1402	1398	2432
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	MALE	FE- MALE	
Q9 YES	2132 56%	151 46%*	263 51%*	313 55%	478 57%	638 57%	227 61%*	1688 56%	22 48%~	37 43%*	8 84%~	34 60%	61 50%	169 62%*	184 46%*	1855 57%*	1160 50%*	895 65%*	730 54%	1338 56%
Q9 NO	1704 44%	179 54%*	252 49%*	258 45%	358 43%	474 43%	145 39%*	1320 44%	25 52%~	50 57%*	1 16%~	23 40%	62 50%	103 38%*	218 54%*	1415 43%*	1161 50%*	475 35%*	625 46%	1041 44%
NOT ANSWERED	106	2	10	11	32	32	8	74	2	1		4	6	4	10	83	61	32	42	52
VALID CASES	3836	330	515	571	836	1113	372	3008	47	88	9	56	123	272	403	3270	2322	1370	1356	2380
NUMBER OF RESPONDENTS	3942	332	525	582	868	1145	380	3082	49	89	9	60	129	276	413	3353	2383	1402	1398	2432
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q10 #YES	1917 92%	133 93%	239 93%	278 92%	444 94%	582 92%	187 88%	1541 93%	18 86%~	32 94%~	7 100%~	30 94%~	43 81%*	154 91%	138 86%*	1699 93%*	1041 91%	807 93%	652 92%	1212 92%
NO	164 8%	10 7%	19 7%	24 8%	28 6%	51 8%	25 12%	122 7%	3 14%~	2 6%~	~	2 6%~	10 19%*	16 9%	22 14%*	133 7%*	97 9%	58 7%	56 8%	102 8%
NOT ANSWERED	468	18	27	31	70	99	41	207	5	4	1	6	21	22	60	217	154	124	114	170
VALID CASES	2081	143	258	303	472	634	212	1662	21	34	7	32	52	169	160	1832	1138	865	709	1314
NUMBER OF RESPONDENTS	2549 100%	161 100%	285 100%	334 100%	542 100%	733 100%	253 100%	1869 100%	26 100%	38 100%	8 100%	38 100%	73 100%	191 100%	220 100%	2049 100%	1292 100%	989 100%	823 100%	1484 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?

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q11 #YES	1497 72%	100 70%	194 75%	225 75%	348 73%	440 70%	145 69%	1202 72%	13 62%~	19 62%~	3 38%~	25 80%~	23 45%*	132 79%*	100 64%*	1329 72%	809 71%	624 72%	493 69%	957 73%
NO	586 28%	42 30%	65 25%	77 25%	127 27%	192 30%	66 31%	461 28%	8 38%~	12 38%~	4 62%~	6 20%~	28 55%*	36 21%*	57 36%*	506 28%	326 29%	241 28%	218 31%	352 27%
NOT ANSWERED	57	6	3	7	10	12	15	32		5		1	10	2	23	30	28	25	22	32
VALID CASES	2083	142	259	303	475	632	211	1663	21	31	7	31	51	167	157	1835	1136	865	711	1309
NUMBER OF RESPONDENTS	2140 100%	148 100%	262 100%	310 100%	485 100%	644 100%	226 100%	1695 100%	21 100%	36 100%	7 100%	32 100%	61 100%	169 100%	180 100%	1865 100%	1164 100%	890 100%	733 100%	1341 100%

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

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q12 #YES	1586 76%	116 80%	205 80%	220 73%	350 74%	487 76%	159 74%	1250 75%	19 90%~	29 91%~	6 79%~	21 69%~	47 80%	122 74%	138 78%	1378 76%	888 78%*	630 72%*	557 78%	979 75%
NO	505 24%	28 20%	52 20%	80 27%	125 26%	150 24%	57 26%	411 25%	2 10%~	3 9%~	1 21%~	10 31%~	12 20%	44 26%	38 22%	447 24%	250 22%*	240 28%*	159 22%	332 25%
NOT ANSWERED	49	4	4	10	11	7	10	34		4		1	2	3	5	40	26	20	17	30
VALID CASES	2091	144	258	300	474	637	216	1661	21	32	7	31	59	166	175	1825	1138	870	716	1311
NUMBER OF RESPONDENTS	2140	148	262	310	485	644	226	1695	21	36	7	32	61	169	180	1865	1164	890	733	1341
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
Q13 WORST HEALTH CARE POSSIBLE	25 0.7%	3 0.8%	3 0.5%	7 1%	1 0.1%	9 0.8%	3 0.7%	14 0.5%	~	~	~	4 6%	2 1%	3 0.9%	3 0.8%	20 0.6%	8 0.3%*	16 1%*	9 0.7%	15 0.6%
01	21 0.6%	2 0.5%	2 0.3%	2 0.3%	9 1%	5 0.5%	1 0.2%	13 0.4%	~	~	~	1 2%	4 ~	1 ~	19 ~0.6%	10 0.4%	10 0.7%	10 0.7%	11 0.4%	
02	49 1%	2 0.5%	3 0.7%	11 2%	19 2%*	12 1%	~	38 1%	~	~	~	1 2%	2 1%	4 2%	4 0.9%	41 1%	20 0.9%*	28 2%*	16 1%	31 1%
03	74 2%	5 2%	16 3%	12 2%	22 3%	15 1%	4 1%	66 2%*	~	2 2%	~	~	2 1%	4 1%	3 0.7%*	70 2%*	30 1%*	43 3%*	20 2%	51 2%
04	106 3%	8 2%	19 4%	17 3%	18 2%	36 3%	7 2%	79 3%	~	1 2%	~	6 10%	3 2%	11 4%	12 3%	92 3%	34 1%*	74 5%*	35 3%	70 3%
05	297 8%	24 7%	38 7%	54 10%	67 8%	81 7%	23 6%	231 8%	5 12%~	8 9%	~	3 4%	11 9%	24 9%	23 6%	264 8%*	156 7%*	133 10%*	85 6%*	202 8%*
06	244 6%	22 7%	44 9%*	46 8%	56 7%	46 4%*	20 5%	190 6%	4 10%~	4 4%	~	3 5%	8 7%	17 6%	22 5%	208 6%	121 5%*	103 8%*	84 6%	149 6%
07	515 13%	50 15%	82 16%	82 14%	131 16%	109 10%*	44 12%	407 14%	3 7%~	12 14%	1 8%~	7 12%	11 9%	41 15%	41 10%*	453 14%	311 13%	180 13%	168 12%	329 14%
08	814 21%	76 23%	112 22%	126 22%	165 20%	249 23%	68 18%	650 22%	7 17%~	24 27%	5 51%~	10 18%	23 19%	60 22%	66 17%*	713 22%*	517 22%*	272 20%	311 23%*	486 20%
09	629 16%	54 16%	80 16%	80 14%	150 18%	197 18%	56 15%	501 17%	8 18%~	19 22%	1 8%~	6 11%	19 15%	45 17%	72 18%	540 16%	426 18%*	183 13%*	241 18%	376 16%
BEST HEALTH CARE POSSIBLE	1056 28%	82 25%	115 22%*	134 24%*	207 25%*	347 31%*	144 39%*	824 27%	16 36%~	17 20%	3 33%~	17 30%	43 35%	59 22%*	154 39%*	852 26%*	690 30%*	325 24%*	370 27%	658 28%
#8-10 (NET)	2499 65%	212 65%	307 60%*	340 60%*	522 62%*	793 72%*	267 72%*	1975 66%	31 71%~	60 69%	8 92%~	34 58%	85 69%	164 61%	292 73%*	2104 64%*	1633 70%*	780 57%*	923 68%*	1521 64%*

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	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
9-10 (NET)	1685 44%	136 42%	195 38%*	214 38%*	357 42%	544 49%*	200 54%*	1325 44%	24 54%~	36 42%	4 41%~	24 40%	62 50%	104 38%	226 57%*	1391 43%*	1116 48%*	508 37%*	612 45%	1035 43%
NOT ANSWERED	112	5	11	12	24	40	11	69	5	2		1	6	5	13	81	62	35	47	54
VALID CASES	3830	327	514	570	844	1105	369	3013	44	87	9	59	123	271	400	3272	2321	1367	1351	2378
NUMBER OF RESPONDENTS	3942 100%	332 100%	525 100%	582 100%	868 100%	1145 100%	380 100%	3082 100%	49 100%	89 100%	9 100%	60 100%	129 100%	276 100%	413 100%	3353 100%	2383 100%	1402 100%	1398 100%	2432 100%
MEAN	7.85	7.85	7.64	7.57	7.72	8.05	8.30	7.86	8.27	7.95	8.67	7.21	8.00	7.57	8.30	7.79	8.11	7.40	7.93	7.81
p stat_(*=Sig @ p<=.05)		.991	.019*	.001*	.043*	.000*	.000*	.375		~.644		~.099	.406	.022*	.000*	.000*	.000*	.000*	.058	.156

[ASKED IF Q7 >= 1 TIME]

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q14 NEVER	121 3%	12 4%	10 2%*	26 5%	37 4%*	25 2%*	8 2%	89 3%	2 ~	3 3%	3 ~	6 6%	10 5%	15 4%	101 3%	51 2%*	64 5%*	44 3%	74 3%	
SOMETIMES	622 16%	51 16%	117 23%*	100 18%	133 16%	156 14%*	47 13%*	462 15%*	7 16%~	19 22%	1 8%~	11 19%	21 17%	58 22%*	61 15%	530 16%	333 14%*	273 20%*	183 14%*	421 18%*
USUALLY	1277 34%	108 33%	184 36%	212 37%*	298 36%	344 31%*	105 29%*	1030 34%*	9 21%~	31 36%	1 8%~	20 34%	42 35%	92 34%	120 30%	1122 34%*	739 32%*	500 37%*	438 33%	814 34%
ALWAYS	1790 47%	154 47%	201 39%*	232 41%*	364 44%*	582 53%*	207 56%*	1414 47%	29 63%~	33 39%	8 84%~	24 42%	50 42%	108 40%*	205 51%	1500 46%*	1186 51%*	526 39%*	680 51%*	1057 45%*
#ALWAYS + USUALLY (NET)	3067 80%	262 81%	385 75%*	444 78%	662 80%	926 84%*	312 85%*	2444 82%*	38 84%~	64 75%	8 92%~	44 75%	92 77%	200 75%*	324 81%	2622 81%	1924 83%*	1027 75%*	1117 83%*	1871 79%*
TOP BOX SCORE	1790 47%	154 47%	201 39%*	232 41%*	364 44%*	582 53%*	207 56%*	1414 47%	29 63%~	33 39%	8 84%~	24 42%	50 42%	108 40%*	205 51%	1500 46%*	1186 51%*	526 39%*	680 51%*	1057 45%*
NOT ANSWERED	132	7	13	12	37	39	13	86	3	3	1	10	8	13	100	75	39	54	66	
VALID CASES	3810	325	512	570	831	1106	367	2996	46	86	9	59	119	268	400	3253	2308	1363	1344	2366
NUMBER OF RESPONDENTS	3942	332	525	582	868	1145	380	3082	49	89	9	60	129	276	413	3353	2383	1402	1398	2432
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q15 YES	4337 81%	391 71%*	570 74%*	623 81%	956 84%*	1265 85%*	419 91%*	3407 82%*	52 76%	85 76%	11 74%~	52 69%*	149 78%	304 83%	471 77%*	3676 82%*	2715 79%*	1476 87%*	1582 77%*	2644 84%*
NO	1011 19%	157 29%*	201 26%*	149 19%	187 16%*	230 15%*	43 9%*	754 18%*	17 24%	26 24%	4 26%~	24 31%*	43 22%	60 17%	137 23%*	822 18%*	737 21%*	219 13%*	483 23%*	493 16%*
NOT ANSWERED	245	9	4	14	13	20	12	45		4		6	4	3	16	53	44	26	33	35
VALID CASES	5348	548	772	772	1142	1495	462	4161	69	112	15	76	191	364	607	4498	3451	1695	2065	3137
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q16 NONE	786 19%	128 34%*	142 26%*	120 20%	155 17%	180 15%*	46 12%*	630 20%	3 7%~	13 15%	1 14%~	7 14%	36 26%	48 17%	89 20%	668 19%	615 24%*	150 11%*	317 21%*	451 18%*
1 TIME	1018 25%	100 26%	137 25%	156 26%	204 23%	289 25%	108 28%	804 25%	13 28%~	28 34%	2 23%~	9 18%	34 24%	57 20%*	111 25%	865 25%	722 28%*	258 18%*	408 28%*	589 24%*
2	937 23%	59 15%*	112 20%	131 22%	203 22%	314 27%*	103 27%	736 23%	8 18%~	20 24%	2 21%~	9 17%	34 24%	84 29%*	106 24%	807 23%	554 22%*	363 26%*	329 22%	590 24%
3	524 13%	36 10%*	57 10%*	74 12%	132 15%	160 14%	48 13%	397 12%	8 18%~	12 14%	2 21%~	13 25%*	15 11%	38 13%	59 13%	439 13%	285 11%*	222 16%*	174 12%	333 13%
4	316 8%	16 4%*	34 6%	39 7%	82 9%	93 8%	43 11%*	256 8%	7 15%~	6 7%	1 6%~	4 9%	5 4%*	16 6%	25 6%	273 8%	153 6%*	147 10%*	88 6%*	221 9%*
5 TO 9	405 10%	30 8%	56 10%	58 10%	95 11%	120 10%	28 7%	313 10%	4 9%~	5 6%	2 15%~	4 8%	15 11%	37 13%	40 9%	338 10%	182 7%*	208 15%*	127 9%*	259 10%
10 OR MORE TIMES	98 2%	10 3%	11 2%	17 3%	31 3%*	19 2%*	5 1%*	66 2%*	2 4%~	~	~	5 9%	1 0.6%*	11 4%	11 3%	79 2%	34 1%*	59 4%*	38 3%	56 2%
NOT ANSWERED	283	20	30	31	54	98	38	223	5	4		4	6	19	27	239	187	74	112	161
VALID CASES	4084	379	549	595	902	1174	381	3201	46	83	10	51	140	291	442	3469	2544	1407	1481	2500
NUMBER OF RESPONDENTS	4367	399	579	626	956	1272	419	3424	51	87	10	55	146	310	469	3708	2731	1481	1593	2661
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES]

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV PAC ILND	AMER ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q17 NEVER	44 1%	5 2%	4 1%	9 2%	7 1%	11 1%	6 2%	28 1%	~	~	~	2%~	3 3%	9 4%*	5 2%	37 1%	16 0.8%*	28 2%*	18 2%	25 1%
SOMETIMES	215 7%	27 11%*	24 6%	27 6%	52 7%	53 5%*	25 8%	151 6%*	4 10%~	14 20%*	1 8%~	2 5%~	5 5%	17 7%	14 4%*	188 7%	95 5%*	116 9%*	77 7%	129 6%
USUALLY	735 22%	55 22%	105 26%	113 24%	161 22%	215 21%	70 21%	587 23%	9 22%~	14 20%	8 ~	25 18%~	51 24%	91 21%	617 22%	396 21%*	317 25%*	268 23%	451 22%	
ALWAYS	2292 70%	163 65%	272 67%	321 68%	524 70%	721 72%	231 69%	1810 70%	29 68%~	42 60%	8 92%~	33 74%~	70 68%	166 68%	235 68%	1962 70%	1412 74%*	791 63%*	788 68%	1448 71%
#ALWAYS + USUALLY (NET)	3027 92%	218 87%*	377 93%	434 92%	685 92%	935 94%*	301 91%	2397 93%*	39 90%~	56 80%*	8 92%~	41 93%~	94 92%	218 90%	327 94%	2579 92%	1807 94%*	1109 89%*	1056 92%	1899 92%
TOP BOX SCORE	2292 70%	163 65%	272 67%	321 68%	524 70%	721 72%	231 69%	1810 70%	29 68%~	42 60%	8 92%~	33 74%~	70 68%	166 68%	235 68%	1962 70%	1412 74%*	791 63%*	788 68%	1448 71%
NOT ANSWERED	21		2	2	4	6	4	13		1				1	2	12	9	7	9	8
VALID CASES	3286	251	405	469	743	1000	332	2576	43	70	9	44	102	243	346	2804	1918	1253	1151	2054
NUMBER OF RESPONDENTS	3307 100%	251 100%	407 100%	471 100%	747 100%	1006 100%	336 100%	2589 100%	43 100%	71 100%	9 100%	44 100%	102 100%	244 100%	348 100%	2816 100%	1927 100%	1260 100%	1160 100%	2062 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		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHTE	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 & FAIR & POOR	MALE	FE- MALE
Q18 NEVER	62 2%	5 2%	11 3%	15 3%	14 2%	15 1%	2 0.6%*	47 2%	1 ~0.9%		1 ~	1 2%~	9 0.8%	4 1%	55 2%	23 1%*	37 3%*	20 2%	41 2%	
SOMETIMES	275 8%	23 9%	36 9%	47 10%	61 8%	77 8%	25 8%	218 8%	2 5%~	5 7%		2 ~	6 5%~	27 11%	21 6%	245 9%*	124 6%*	146 12%*	84 7%	184 9%
USUALLY	688 21%	45 18%	105 26%*	97 21%	167 23%	200 20%	50 15%*	538 21%	10 23%~	16 23%	1 16%~	11 26%~	17 17%	56 23%	65 19%	590 21%	372 19%*	290 23%*	248 22%	419 20%
ALWAYS	2250 69%	178 71%	252 62%*	309 66%	497 67%	709 71%	253 77%*	1768 69%	31 72%~	49 69%	8 84%~	29 67%~	77 76%	151 62%*	256 74%*	1908 68%	1396 73%*	775 62%*	798 69%	1402 69%
#ALWAYS + USUALLY (NET)	2938 90%	223 89%	358 88%	406 87%*	665 90%	909 91%	302 92%	2307 90%	41 95%~	65 92%	9 100%~	40 93%~	94 93%	206 85%*	321 93%*	2498 89%*	1767 92%*	1066 85%*	1047 91%	1820 89%
TOP BOX SCORE	2250 69%	178 71%	252 62%*	309 66%	497 67%	709 71%	253 77%*	1768 69%	31 72%~	49 69%	8 84%~	29 67%~	77 76%	151 62%*	256 74%*	1908 68%	1396 73%*	775 62%*	798 69%	1402 69%
NOT ANSWERED	32		3	3	8	5	7	17				1	1	2	2	18	12	12	9	17
VALID CASES	3275	251	404	468	739	1001	329	2572	43	71	9	43	101	242	346	2798	1915	1248	1151	2045
NUMBER OF RESPONDENTS	3307 100%	251 100%	407 100%	471 100%	747 100%	1006 100%	336 100%	2589 100%	43 100%	71 100%	9 100%	44 100%	102 100%	244 100%	348 100%	2816 100%	1927 100%	1260 100%	1160 100%	2062 100%

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

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q19 NEVER	72 2%	4 1%	13 3%	15 3%	13 2%	22 2%	5 2%	58 2%	~	~	~	2%~	2%	4%	1%	67% 2%*	27 1%*	45 4%*	20 2%	53 3%
SOMETIMES	210 6%	16 6%	28 7%	36 8%	45 6%	52 5%*	24 7%	151 6%*	4 10%~	8 11%	1 16%~	1 2%~	4 4%	17 7%	16 5%	178 6%	94 5%*	109 9%*	66 6%	135 7%
USUALLY	591 18%	36 14%	85 21%	87 19%	151 20%	179 18%	44 13%*	489 19%*	4 8%~	15 21%	9 ~	13 20%~	47 13%	19%	45 13%*	537 19%*	315 16%*	261 21%*	225 20%	358 17%
ALWAYS	2398 73%	195 78%	278 69%*	331 71%	533 72%	746 75%	255 78%*	1872 73%	35 82%~	48 68%	8 84%~	33 76%~	81 81%	169 70%	279 81%*	2017 72%*	1478 77%*	835 67%*	840 73%	1500 73%
#ALWAYS + USUALLY (NET)	2989 91%	231 92%	364 90%	418 89%	684 92%	925 93%	299 91%	2361 92%	39 90%~	62 89%	8 84%~	42 96%~	94 94%	216 89%	324 94%*	2554 91%	1794 94%*	1096 88%*	1065 93%	1857 91%
TOP BOX SCORE	2398 73%	195 78%	278 69%*	331 71%	533 72%	746 75%	255 78%*	1872 73%	35 82%~	48 68%	8 84%~	33 76%~	81 81%	169 70%	279 81%*	2017 72%*	1478 77%*	835 67%*	840 73%	1500 73%
NOT ANSWERED	35	1	3	2	5	7	7	18		1			2	2	4	17	13	11	9	17
VALID CASES	3272	250	404	469	742	999	329	2571	43	70	9	44	100	242	344	2799	1914	1249	1151	2045
NUMBER OF RESPONDENTS	3307 100%	251 100%	407 100%	471 100%	747 100%	1006 100%	336 100%	2589 100%	43 100%	71 100%	9 100%	44 100%	102 100%	244 100%	348 100%	2816 100%	1927 100%	1260 100%	1160 100%	2062 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	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q20 NEVER	86 3%	5 2%	12 3%	18 4%	17 2%	24 2%	6 2%	68 3%	~	~	~	2%~	2 2%	13 5%	3 0.8%*	80 3%*	27 1%*	59 5%*	27 2%	55 3%
SOMETIMES	301 9%	34 14%*	48 12%	39 8%	61 8%	86 9%	24 7%	217 8%*	5 11%~	9 13%	~	6%~	3 13%	13 11%	28 12%	42 9%	248 8%*	146 12%*	99 9%	195 10%
USUALLY	867 26%	66 27%	135 33%*	130 28%	208 28%	235 23%*	71 21%*	700 27%	12 27%~	17 24%	2 24%~	6 15%~	34 34%	52 21%*	105 30%	730 26%	495 26%	345 27%	314 27%	533 26%
ALWAYS	2021 62%	144 58%	212 52%*	281 60%	452 61%	658 66%*	232 70%*	1591 62%	27 62%~	44 63%	7 76%~	33 77%~	53 52%*	151 62%	196 57%	1747 62%	1246 65%*	705 56%*	715 62%	1265 62%
#ALWAYS + USUALLY (NET)	2888 88%	211 84%	347 85%	411 88%	661 89%	893 89%	303 91%	2292 89%*	38 89%~	61 87%	9 100%~	39 92%~	87 86%	203 83%*	302 87%	2476 88%	1741 91%*	1050 84%*	1029 89%	1799 88%
TOP BOX SCORE	2021 62%	144 58%	212 52%*	281 60%	452 61%	658 66%*	232 70%*	1591 62%	27 62%~	44 63%	7 76%~	33 77%~	53 52%*	151 62%	196 57%	1747 62%	1246 65%*	705 56%*	715 62%	1265 62%
NOT ANSWERED	32	1	1	3	7	3	2	13	1	1	1	1	1	2	12	11	5	5	13	
VALID CASES	3275	250	406	468	740	1003	334	2576	43	70	9	43	102	243	346	2804	1916	1255	1155	2049
NUMBER OF RESPONDENTS	3307 100%	251 100%	407 100%	471 100%	747 100%	1006 100%	336 100%	2589 100%	43 100%	71 100%	9 100%	44 100%	102 100%	244 100%	348 100%	2816 100%	1927 100%	1260 100%	1160 100%	2062 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?

	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q21 YES	1958 60%	128 51%*	224 55%*	285 61%	453 61%	624 63%*	205 62%	1558 61%	22 51%~	36 51%	6 68%~	27 62%~	53 53%	153 64%	185 54%*	1702 61%*	1062 56%*	840 67%*	647 57%*	1277 62%*
NO	1300 40%	122 49%*	181 45%*	181 39%	285 39%	370 37%*	124 38%	1003 39%	21 49%~	34 49%	3 32%~	16 38%~	48 47%	87 36%	159 46%*	1084 39%*	846 44%*	407 33%*	493 43%*	768 38%*
NOT ANSWERED	49	1	2	5	9	12	7	28		1		1	1	3	4	30	20	14	20	17
VALID CASES	3258	250	405	466	738	994	329	2561	43	70	9	43	101	241	344	2786	1907	1246	1140	2045
NUMBER OF RESPONDENTS	3307 100%	251 100%	407 100%	471 100%	747 100%	1006 100%	336 100%	2589 100%	43 100%	71 100%	9 100%	44 100%	102 100%	244 100%	348 100%	2816 100%	1927 100%	1260 100%	1160 100%	2062 100%

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

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q22 NEVER	125 7%	13 10%	21 10%	20 7%	31 7%	33 6%	7 3%*	101 7%	3 ~	7%~	2 ~	2 8%~	13 3%	10 6%	110 7%	62 6%	63 8%	45 7%	79 6%	
SOMETIMES	247 13%	16 13%	40 18%*	36 13%	63 14%	63 11%*	23 11%	194 13%	3 16%~	4 12%~	5 ~	3 19%~	24 6%*	17% 12%	223 13%	125 12%	117 14%	63 10%*	180 14%*	
USUALLY	554 29%	36 29%	69 32%	83 30%	136 31%	176 29%	48 24%	446 29%	6 32%~	12 33%~	2 39%~	5 19%~	17 33%	42 29%	54 30%	483 29%	300 29%	246 30%	184 30%	366 29%
ALWAYS	968 51%	59 47%	88 40%*	140 50%	212 48%	326 55%*	121 61%*	773 51%	10 52%~	18 49%~	4 61%~	13 54%~	30 57%	63 44%	93 52%	836 51%	541 53%	385 47%*	324 53%	622 50%
#ALWAYS + USUALLY (NET)	1523 80%	95 77%	157 72%*	223 80%	348 79%	502 84%*	169 85%*	1219 80%	17 84%~	30 81%~	6 100%~	17 73%~	48 90%*	105 74%	147 82%	1319 80%	841 82%	631 78%*	507 83%	989 79%
TOP BOX SCORE	968 51%	59 47%	88 40%*	140 50%	212 48%	326 55%*	121 61%*	773 51%	10 52%~	18 49%~	4 61%~	13 54%~	30 57%	63 44%	93 52%	836 51%	541 53%	385 47%*	324 53%	622 50%
NOT ANSWERED	64	4	5	6	16	23	8	44	2		3		7	4	53	33	28	31	30	
VALID CASES	1895	124	218	279	442	599	198	1514	20	37	6	24	53	143	179	1652	1028	811	615	1248
NUMBER OF RESPONDENTS	1959	128	223	285	458	622	206	1558	22	37	6	27	53	150	183	1705	1061	839	646	1278
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Q23 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR PERSONAL DOCTOR?

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	FE- MALE	MALE		
Q23 WORST PERSONAL DOCTOR POSSIBLE	37 0.9%	3 0.7%	4 0.8%	6 1%	11 1%	7 0.6%	3 0.7%	23 0.7%	~	~	~	~	2 1%	7 3%	1 0.2%*	33 1%	17 0.7%	19 1%	13 0.9%	23 0.9%	
01	31 0.8%	3 0.7%	3 0.5%	4 0.7%	12 1%	8 0.7%	1 0.2%*	24 0.8%	~	~	~	~	1 ~0.6%	3 1%	1 0.2%*	29 0.8%*	17 0.7%	13 0.9%	10 0.7%	21 0.9%	
02	36 0.9%	4 1%	3 0.5%	9 1%	8 0.9%	10 0.9%	2 0.5%	29 0.9%	~	~	~	~	1 2%	2 1%	2 0.6%	8 2%	27 0.8%	15 0.6%*	22 2%*	9 0.6%	28 1%
03	70 2%	7 2%	17 3%*	12 2%	16 2%	12 1%*	6 1%	56 2%	~	1 1%	~	~	2 4%	1 0.6%	8 3%	3 0.6%*	66 2%*	37 1%	31 2%	26 2%	44 2%
04	85 2%	10 3%	16 3%	10 2%	13 1%	27 2%	6 2%	68 2%	1 2%~	~	~	~	3 5%	2 1%	8 3%	7 2%	76 2%	37 1%*	45 3%*	26 2%	58 2%
05	219 5%	18 5%	36 7%	49 8%*	47 5%	48 4%*	17 4%	179 6%	1 2%~	4 5%	~	~	6 4%	19 6%	16 4%*	196 6%*	123 5%	92 7%*	78 5%	135 5%	
06	132 3%	15 4%	20 4%	18 3%	34 4%	32 3%	8 2%	109 3%	2 5%~	2 2%	~	~	2 1%*	6 2%	6 1%*	117 3%	86 3%	44 3%	42 3%	85 3%	
07	335 8%	32 8%	59 11%*	47 8%	77 9%	91 8%	23 6%*	270 9%	4 9%~	6 7%	2 21%~	4 8%	10 7%	23 8%	28 6%	294 9%	200 8%	128 9%	131 9%	198 8%	
08	710 18%	84 22%*	104 19%	100 17%	170 19%	189 16%	51 13%*	555 18%	9 21%~	19 23%	2 23%~	11 21%	21 15%	56 19%	52 12%*	635 18%*	456 18%	240 17%	293 20%*	405 16%*	
09	757 19%	60 16%	97 18%	114 19%	161 18%	237 20%	70 18%	590 19%	9 20%~	20 23%	~	5 10%*	31 23%	50 17%	103 23%*	625 18%*	497 20%*	236 17%*	276 19%	460 18%	
BEST PERSONAL DOCTOR POSSIBLE	1629 40%	142 38%	181 34%*	219 37%	348 39%	504 43%*	197 51%*	1266 40%	18 41%~	32 38%	6 56%~	26 51%	62 44%	112 38%	220 49%*	1339 39%*	1033 41%	538 38%	557 38%*	1037 42%*	
#8-10 (NET)	3096 77%	286 76%	382 71%*	433 74%	680 76%	930 80%*	318 83%*	2411 76%	36 81%~	71 84%	8 79%~	42 82%	114 82%	218 74%	374 84%*	2599 76%*	1986 79%*	1014 72%*	1126 77%	1902 76%	

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	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
9-10 (NET)	2386 59%	202 54%*	278 51%*	333 57%	509 57%	742 64%*	267 70%*	1856 59%	27 60%~	52 62%	6 56%~	32 61%	93 67%*	162 55%	323 73%*	1964 57%*	1530 61%*	774 55%*	833 57%	1496 60%
NOT ANSWERED	326	22	39	40	58	107	35	253	6	3		3	7	15	24	271	212	74	133	168
VALID CASES	4041	377	540	586	898	1165	384	3171	45	84	10	52	139	295	445	3437	2519	1407	1460	2493
NUMBER OF RESPONDENTS	4367	399	579	626	956	1272	419	3424	51	87	10	55	146	310	469	3708	2731	1481	1593	2661
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.33	8.23	8.06	8.17	8.24	8.52	8.73	8.32	8.66	8.67	8.92	8.55	8.58	8.06	8.78	8.27	8.45	8.08	8.33	8.33
p stat_(*=Sig @ p<=.05)		.307	.001*	.049*	.157	.000*	.000*	.515	~.037*		~.447	.161	.045*	.000*	.000*	.000*	.000*	.948	.844	

[ASKED IF Q15 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q24 YES	2074 39%	117 21%*	221 29%*	265 34%*	500 44%*	717 48%*	223 48%*	1644 40%	32 47%	48 42%	4 28%~	34 42%	57 30%*	158 44%	183 30%*	1817 40%*	1112 32%*	927 55%*	737 36%*	1305 42%*
NO	3241 61%	434 79%*	549 71%*	515 66%*	639 56%*	774 52%*	238 52%*	2512 60%	36 53%	66 58%	11 72%~	47 58%	135 70%*	204 56%	429 70%*	2679 60%*	2349 68%*	764 45%*	1328 64%*	1829 58%*
NOT ANSWERED	278	6	6	6	17	24	13	50	1	2		1	4	5	11	56	34	30	33	39
VALID CASES	5315	551	770	780	1138	1491	461	4156	68	114	15	81	191	362	612	4495	3461	1691	2065	3133
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHTE	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	MALE	FE- MALE
Q25 NEVER	138 7%	8 7%	17 8%	28 11%*	32 7%	42 6%	7 4%*	107 7%	2 7%~	1 2%~	2 ~	5 6%~	15 10%	14 8%	118 7%	75 7%	62 7%	31 4%*	104 8%*	
SOMETIMES	325 16%	26 21%	46 21%*	48 18%	82 17%	88 13%*	33 16%	239 15%*	6 22%~	18 40%~	1 23%~	7 24%~	10 18%	28 18%	21 12%	292 16%	147 14%*	171 19%*	105 15%	215 17%
USUALLY	597 30%	36 30%	64 30%	79 30%	144 30%	213 30%	50 24%	475 30%	8 27%~	16 33%~	8 ~	18 26%~	46 32%	55 30%	524 30%	325 30%	256 29%	217 31%	370 29%	
ALWAYS	956 47%	52 43%	86 40%*	109 41%*	224 47%	356 51%*	114 56%*	790 49%*	13 44%~	12 25%~	3 77%~	14 45%~	23 40%	65 42%	86 49%	840 47%	535 49%*	402 45%	355 50%	586 46%
#ALWAYS + USUALLY (NET)	1552 77%	87 72%	151 71%*	188 71%*	368 76%	569 81%*	164 80%	1266 79%*	21 71%~	27 58%~	3 77%~	21 70%~	41 72%	111 72%	141 80%	1364 77%	860 80%*	658 74%*	572 81%*	957 75%*
TOP BOX SCORE	956 47%	52 43%	86 40%*	109 41%*	224 47%	356 51%*	114 56%*	790 49%*	13 44%~	12 25%~	3 77%~	14 45%~	23 40%	65 42%	86 49%	840 47%	535 49%*	402 45%	355 50%	586 46%
NOT ANSWERED	75		8	5	19	23	19	48	2	4		4	1	9	6	64	34	34	24	47
VALID CASES	2016	121	213	264	482	699	204	1611	30	47	4	30	56	154	176	1774	1081	891	709	1276
NUMBER OF RESPONDENTS	2091 100%	121 100%	221 100%	269 100%	501 100%	722 100%	223 100%	1659 100%	32 100%	51 100%	4 100%	34 100%	57 100%	163 100%	182 100%	1838 100%	1115 100%	925 100%	733 100%	1323 100%

[ASKED IF Q24 = YES]

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q26 NONE	101 5%	7 6%	17 8%	18 7%	23 5%	27 4%	5 3%*	76 5%	3 10%~	~	~	2 6%~	4 6%	11 7%	15 8%	82 5%	53 5%	43 5%	31 4%	68 5%
1 SPECIALIST	1051 52%	76 63%*	136 62%*	149 56%	234 49%	348 50%	96 46%	855 53%	11 36%~	30 62%~	1 17%~	16 51%~	32 56%	72 46%	83 47%	942 53%*	648 60%*	383 43%*	353 50%	685 54%
2	529 26%	26 21%	39 18%*	58 22%	136 28%	197 28%	62 30%	424 26%	7 22%~	8 18%~	2 60%~	7 22%~	12 21%	39 25%	53 30%	454 26%	249 23%*	263 29%*	200 28%	315 25%*
3	219 11%	9 8%	14 7%*	26 10%	55 11%	88 13%	25 12%	164 10%	8 24%~	6 14%~	1 23%~	5 16%~	5 10%	22 14%	17 10%	194 11%	88 8%*	129 14%*	87 12%	131 10%
4	69 3%	2 2%	8 4%	8 3%	15 3%	26 4%	9 4%	52 3%	1 3%~	1 2%~	~	2 5%~	3 5%	5 3%	6 4%	58 3%	28 3%*	40 5%*	19 3%	49 4%
5 OR MORE SPECIALISTS	50 2%	~	4 2%	8 3%	15 3%	12 2%	11 5%	36 2%	1 3%~	2 5%~	~	~	1 2%	8 5%	2 1%	45 3%	16 2%*	34 4%*	20 3%	30 2%
NOT ANSWERED	72	1	3	3	24	24	15	52	1	3		3	1	6	5	63	33	33	23	47
VALID CASES	2019	120	218	266	477	698	208	1607	31	48	4	31	56	157	177	1775	1082	892	710	1276
NUMBER OF RESPONDENTS	2091	121	221	269	501	722	223	1659	32	51	4	34	57	163	182	1838	1115	925	733	1323
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
Q27 WORST SPECIALIST POSSIBLE	23 1%	~	4 2%	4 2%	7 1%	9 1%	~	15 1%	1 ~	1 ~	1 ~	5 3%	1 0.6%	22 1%	6 0.6%*	18 2%*	8 1%	15 1%		
01	10 0.6%	2 2%	3 1%	~	4 1%	1 0.1%*	1 0.5%	9 0.6%	~	~	~	~	2 1%	10 ~0.6%	7 ~0.7%	4 0.4%	1 0.1%*	10 0.8%*		
02	16 0.9%	2 2%	1 0.4%	1 0.4%	7 2%	3 0.4%	~	10 ~0.7%	1 4%~	~	~	~	1 ~0.6%	3 2%	10 0.6%	8 0.8%	6 0.7%	3 0.5%	10 0.8%	
03	27 1%	2 2%	4 2%	8 3%	4 0.8%	9 1%	1 0.5%	21 1%	~	~	~	4%~	1 2%	5 3%	3 2%	25 1%	14 1%	13 2%	6 0.9%	21 2%
04	22 1%	1 0.8%	4 2%	3 1%	4 0.8%	9 1%	2 0.9%	22 1%*	~	~	~	~	1 ~0.6%	1 0.6%	20 1%	11 1%	11 1%	8 1%	14 1%	
05	75 4%	4 4%	8 4%	12 5%	24 5%	20 3%	8 4%	56 4%	2 8%~	3 7%~	~	2 6%~	3 5%	6 4%	6 4%	65 4%	31 3%*	43 5%*	29 4%	46 4%
06	77 4%	10 9%*	7 4%	10 4%	21 5%	22 3%	7 4%	61 4%	~	2 4%~	~	~	4 7%	9 6%	5 3%	71 4%	37 4%	39 5%	25 4%	52 4%
07	156 8%	10 9%	20 10%	22 9%	38 9%	52 8%	13 7%	129 9%	1 4%~	8 18%~	~	3 12%~	4 8%	5 4%*	11 7%	143 9%	88 9%	67 8%	60 9%	94 8%
08	320 17%	19 17%	36 18%	47 19%	82 18%	111 17%	20 10%*	258 17%	8 27%~	8 17%~	~	5 18%~	6 12%	22 16%	20 12%	288 17%	171 17%	141 17%	109 16%	208 17%
09	362 19%	16 15%	42 21%	43 17%	87 20%	129 19%	38 20%	289 19%	7 25%~	8 16%~	2 60%~	4 15%~	13 25%	20 14%	38 24%	315 19%	204 20%	153 18%	134 20%	224 19%
BEST SPECIALIST POSSIBLE	805 42%	45 40%	73 36%*	97 39%	170 38%*	302 45%	106 54%*	640 42%	9 32%~	18 38%~	2 40%~	13 45%~	21 40%	68 47%	74 46%	705 42%	439 43%	347 41%	291 43%	498 42%

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 ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- IAN	AMER IND/ PAC ALSK ILND NATV	OTH R	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	FE- MALE MALE			
#8-10 (NET)	1487 78%	80 72%	151 75%	186 76%	339 76%	542 82%*	165 84%*	1187 79%	24 85%~	34 71%~	4 100%~	22 78%~	40 76%	110 77%	132 82%	1308 78%	814 80%	641 76%*	533 79%	929 78%
9-10 (NET)	1167 62%	61 55%	115 57%	139 57%	257 57%*	431 65%*	145 74%*	929 61%	16 57%~	26 54%~	4 100%~	17 61%~	33 64%	88 61%	112 70%*	1020 61%	643 63%	500 59%	425 63%	722 61%
NOT ANSWERED	21	1	1	4	6	3	6	17				1		2	1	17	10	6	3	17
VALID CASES	1895	111	201	245	448	665	197	1511	28	48	4	28	52	143	161	1675	1017	842	674	1192
NUMBER OF RESPONDENTS	1916 100%	112 100%	202 100%	249 100%	454 100%	668 100%	203 100%	1528 100%	28 100%	48 100%	4 100%	29 100%	52 100%	145 100%	162 100%	1692 100%	1027 100%	848 100%	677 100%	1209 100%
MEAN	8.45	8.24	8.20	8.28	8.26	8.61	8.93	8.47	8.40	8.36	9.40	8.57	8.44	8.23	8.66	8.44	8.56	8.31	8.54	8.39
p stat_(*=Sig @ p<=.05)		.272	.089	.163	.030*	.008*	.000*	.502	~	~	~	~	.965	.273	.187	.394	.015*	.009*	.132	.118

[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?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	ETHNICITY	NOT HIS- PAN-	VERY GOOD & FAIR	GOOD & POOR	FE-MALE	MALE		
Q28 YES	1087 21%	92 17%*	187 24%*	167 21%	249 22%	292 20%	73 16%*	847 20%	15 23%	22 20%	2 11%~	17 21%	34 18%	89 24%	93 15%*	957 21%*	717 21%	346 21%	386 19%*	677 22%*
NO	4212 79%	460 83%*	582 76%*	611 79%	889 78%	1195 80%	385 84%*	3298 80%	52 77%	91 80%	13 89%~	64 79%	158 82%	276 76%	518 85%*	3530 79%*	2738 79%	1337 79%	1679 81%*	2448 78%*
NOT ANSWERED	294	5	7	8	17	28	16	61	1	3		1	3	2	12	64	40	38	33	47
VALID CASES	5299	552	769	778	1138	1487	458	4145	68	113	15	81	192	365	611	4487	3455	1683	2065	3125
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q29 NEVER	118 12%	13 17%	17 9%	23 14%	27 12%	31 11%	2 3%*	85 11%	2 12%~	~	~	5 31%~	9 28%~	13 15%	8 9%	106 12%	74 11%	43 13%	34 10%	80 12%
SOMETIMES	367 36%	29 38%	73 41%	70 43%*	85 38%	84 30%*	19 26%	309 39%*	4 32%~	8 43%~	1 43%~	5 30%~	6 19%~	20 23%*	17 20%*	339 38%*	237 36%	122 37%	123 35%	237 37%
USUALLY	341 33%	22 28%	57 32%	45 28%	73 32%	105 38%	33 47%*	256 32%	4 32%~	8 39%~	~	4 28%~	11 34%~	38 45%*	34 40%	298 33%	227 34%	102 31%	121 34%	215 33%
ALWAYS	193 19%	12 16%	33 18%	23 14%	41 18%	58 21%	17 25%	145 18%	3 24%~	4 19%~	1 57%~	2 11%~	6 19%~	15 17%	28 32%*	155 17%*	129 19%	60 18%	73 21%	111 17%
#ALWAYS + USUALLY (NET)	533 52%	34 44%	90 50%	69 42%*	114 50%	164 59%*	50 71%*	401 50%*	7 56%~	11 57%~	1 57%~	6 39%~	18 53%~	53 62%	62 72%*	453 50%*	356 53%	162 49%	193 55%	326 51%
TOP BOX SCORE	193 19%	12 16%	33 18%	23 14%	41 18%	58 21%	17 25%	145 18%	3 24%~	4 19%~	1 57%~	2 11%~	6 19%~	15 17%	28 32%*	155 17%*	129 19%	60 18%	73 21%	111 17%
NOT ANSWERED	32	7	5	2	8	8	2	18	2	2			2	3	3	26	20	10	12	20
VALID CASES	1018	76	180	162	225	278	71	794	13	20	2	16	33	86	87	897	667	328	351	642
NUMBER OF RESPONDENTS	1050	83	185	164	233	286	73	812	15	22	2	16	35	89	90	923	687	338	363	662
	100%	100%	100%	100%	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?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	ILND	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q30 YES	1519 29%	136 25%*	218 29%	205 27%	332 30%	475 32%*	116 26%	1120 27%*	36 54%*	30 27%	4 30%~	25 31%	70 37%*	108 30%	228 37%*	1229 28%*	966 28%	509 31%	518 25%*	960 31%*
NO	3727 71%	412 75%*	546 71%	567 73%	792 70%	1001 68%*	337 74%	2999 73%*	31 46%*	81 73%	9 70%~	55 69%	118 63%*	249 70%	383 63%*	3218 72%*	2459 72%	1156 69%	1520 75%*	2146 69%*
NOT ANSWERED	347	9	12	14	31	39	22	88	2	5	2	3	7	10	13	103	70	56	60	65
VALID CASES	5246	548	764	772	1124	1476	452	4118	67	111	13	79	188	357	610	4448	3425	1665	2038	3107
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q31 NEVER	66 5%	11 9%	12 5%	11 5%	14 4%	15 3%	3 3%	48 4%	3 9%~	~	~	2 9%~	3 4%	6 6%	11 5%	55 5%	34 4%*	32 7%*	26 5%	40 4%
SOMETIMES	288 20%	21 17%	58 27%*	50 24%	62 20%	76 17%	14 12%*	207 19%	2 6%~	9 33%~	2 58%~	6 25%~	13 20%	28 27%	51 24%	225 19%	165 18%*	120 25%*	101 21%	176 19%
USUALLY	418 29%	44 35%	55 26%	53 26%	85 27%	138 31%	31 28%	305 28%	13 38%~	8 28%~	1 24%~	4 15%~	19 29%	28 27%	58 27%	338 29%	268 29%	131 27%	128 27%	278 30%
ALWAYS	668 46%	49 39%	89 42%	89 44%	153 49%	213 48%	62 57%*	518 48%	16 47%~	11 40%~	1 18%~	13 52%~	31 47%	42 41%	93 44%	548 47%	446 49%*	204 42%*	226 47%	429 46%
#ALWAYS + USUALLY (NET)	1086 75%	94 74%	145 67%*	142 70%	237 76%	351 79%*	93 85%*	823 76%	30 85%~	19 67%~	2 42%~	17 67%~	49 76%	70 67%	152 71%	887 76%	714 78%*	335 69%*	354 74%	707 77%
TOP BOX SCORE	668 46%	49 39%	89 42%	89 44%	153 49%	213 48%	62 57%*	518 48%	16 47%~	11 40%~	1 18%~	13 52%~	31 47%	42 41%	93 44%	548 47%	446 49%*	204 42%*	226 47%	429 46%
NOT ANSWERED	47	3	3	5	9	17	8	32	1	2			3	2	8	36	22	20	15	30
VALID CASES	1440	126	214	203	313	442	110	1077	35	28	4	25	65	104	214	1167	914	487	481	923
NUMBER OF RESPONDENTS	1487 100%	129 100%	217 100%	208 100%	322 100%	459 100%	118 100%	1109 100%	36 100%	30 100%	4 100%	25 100%	68 100%	106 100%	222 100%	1203 100%	936 100%	507 100%	496 100%	953 100%

[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			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q32 NEVER	28 2%	2 1%	6 3%	6 3%	8 3%	3 0.8%*	21 2%	1 ~ 4%~	1 ~ 4%~	1 1%	1 0.8%	3 1%	23 2%	11 1%*	13 3%	10 2%	16 2%			
SOMETIMES	89 6%	14 11%	12 6%	18 9%	16 5%	24 5%	5 5%	62 6%	5 ~ 19%~	2 ~ 7%~	4 6%	14 13%*	14 7%	73 6%	47 5%*	41 8%*	32 7%	56 6%		
USUALLY	289 20%	26 21%	51 24%	40 20%	71 23%	75 17%	18 16%	205 19%	9 24%~	7 24%~	8 ~ 33%~	14 22%	18 17%	42 20%	228 20%	175 19%	100 21%	100 21%	177 19%	
ALWAYS	1030 72%	85 67%	145 68%	137 68%	219 70%	337 77%*	87 79%	786 73%	26 76%~	15 53%~	4 100%~	14 56%~	45 71%	72 69%	152 72%	840 72%	675 74%*	332 68%*	333 70%	675 73%
#ALWAYS + USUALLY (NET)	1319 92%	111 88%	196 91%	177 88%	289 92%	412 94%*	104 95%	991 92%	35 100%~	21 77%~	4 100%~	22 88%~	59 93%	90 86%	194 92%	1069 92%	850 94%*	432 89%*	433 91%	852 92%
TOP BOX SCORE	1030 72%	85 67%	145 68%	137 68%	219 70%	337 77%*	87 79%	786 73%	26 76%~	15 53%~	4 100%~	14 56%~	45 71%	72 69%	152 72%	840 72%	675 74%*	332 68%*	333 70%	675 73%
NOT ANSWERED	51	3	3	7	9	20	8	35	1	2		5	2	11	38	28	20	20	29	
VALID CASES	1436	126	214	201	313	439	110	1074	35	28	4	25	63	104	211	1165	908	487	476	924
NUMBER OF RESPONDENTS	1487 100%	129 100%	217 100%	208 100%	322 100%	459 100%	118 100%	1109 100%	36 100%	30 100%	4 100%	25 100%	68 100%	106 100%	222 100%	1203 100%	936 100%	507 100%	496 100%	953 100%

[ASKED IF Q30 = YES]

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	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	1841 35%	198 36%	312 41%*	272 36%	424 38%	456 31%*	123 27%*	1366 33%*	25 38%	31 29%	8 52%~	25 32%	84 45%*	158 45%*	268 44%*	1491 34%*	1155 34%*	622 37%*	705 35%	1082 35%
NO	3376 65%	346 64%	451 59%*	486 64%	702 62%	1010 69%*	330 73%*	2740 67%*	40 62%	76 71%	7 48%~	53 68%	104 55%*	195 55%*	338 56%*	2936 66%*	2252 66%*	1039 63%*	1328 65%	2004 65%
NOT ANSWERED	376	13	13	28	29	49	21	100	4	9		4	7	14	18	124	88	61	66	86
VALID CASES	5217	544	763	758	1126	1466	453	4106	65	107	15	78	188	353	605	4427	3407	1660	2032	3086
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
PQ34 NEVER	100 2%	9 2%	15 2%	16 2%	22 2%	25 2%	7 2%	68 2%*	~	1 1%	~	3 4%	5 3%	12 3%	12 2%	77 2%	50 1%*	47 3%*	32 2%	60 2%
SOMETIMES	339 7%	45 8%	63 8%	51 7%	74 7%	78 5%*	18 4%*	232 6%*	6 10%	10 10%	3 21%~	7 9%	14 8%	36 10%*	45 8%	282 6%	206 6%	121 7%	134 7%	197 6%
USUALLY	670 13%	73 13%	119 16%*	95 13%	171 15%*	152 11%*	46 10%	520 13%	9 13%	11 11%	1 10%~	11 14%	29 15%	46 13%	100 17%*	544 12%*	419 12%	232 14%	256 13%	401 13%
ALWAYS	4028 78%	414 77%	557 74%*	589 78%	844 76%*	1181 82%*	368 84%*	3227 80%*	49 76%	81 79%	10 69%~	56 73%	139 74%	253 73%*	432 73%*	3467 79%*	2685 80%*	1229 75%*	1585 79%	2374 78%
#ALWAYS + USUALLY (NET)	4698 91%	487 90%	677 90%	685 91%	1014 91%	1333 93%*	414 94%*	3747 93%*	57 90%	92 89%	12 79%~	67 87%	168 89%	299 86%*	531 90%	4011 92%	3104 92%*	1461 90%*	1841 92%	2775 92%
TOP BOX SCORE	4028 78%	414 77%	557 74%*	589 78%	844 76%*	1181 82%*	368 84%*	3227 80%*	49 76%	81 79%	10 69%~	56 73%	139 74%	253 73%*	432 73%*	3467 79%*	2685 80%*	1229 75%*	1585 79%	2374 78%
NOT ANSWERED	82	4	8	8	15	29	13	51	1	4		1	1	7	15	58	46	30	27	52
VALID CASES	5137	541	755	752	1110	1436	439	4048	64	103	15	77	188	346	589	4370	3361	1630	2006	3032
NUMBER OF RESPONDENTS	5219 100%	545 100%	763 100%	760 100%	1125 100%	1465 100%	452 100%	4099 100%	65 100%	107 100%	15 100%	78 100%	189 100%	353 100%	604 100%	4428 100%	3407 100%	1660 100%	2033 100%	3084 100%

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

Q35 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR HEALTH PLAN?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHTA	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
Q35 WORST HEALTH PLAN POSSIBLE	64 1%	2 0.3%*	11 1%	12 2%	15 1%	19 1%	1 0.2%*	36 0.9%*	1 2%	~	~	4 6%	6 3%	8 2%	5 0.8%	54 1%	32 1%*	30 2%*	27 1%	35 1%
01	38 0.8%	5 0.9%	3 0.4%	3 0.5%	11 1%	14 1%	~	32 0.8%	~	~	~	~	~	4 1%	1 0.2%*	34 0.8%	17 0.5%*	20 1%*	14 0.7%	22 0.8%
02	65 1%	5 1%	10 1%	10 1%	19 2%	20 1%	~	50 1%	~	~	~	3 4%	4 2%	5 1%	5 0.8%	59 1%*	27 0.8%*	38 2%*	21 1%	43 1%
03	98 2%	9 2%	17 2%	19 3%	31 3%*	18 1%*	5 1%	77 2%	~	~	~	1 2%	6 3%	14 4%*	8 1%	87 2%	61 2%	33 2%	25 1%*	72 2%*
04	132 3%	15 3%	20 3%	27 4%	31 3%	34 2%	3 0.6%*	108 3%	3 5%	1 1%	~	~	5 3%	7 2%	11 2%	113 3%	87 3%	43 3%	49 2%	82 3%
05	486 10%	55 11%	80 11%	87 12%	110 10%	125 9%	19 5%*	403 10%*	4 7%	7 7%	1 12%~	13 17%	14 8%	35 10%	31 5%*	441 10%*	305 9%	174 11%	191 10%	286 10%
06	367 7%	33 6%	74 10%*	55 7%	82 8%	97 7%	20 5%*	320 8%*	6 9%	7 6%	~	4 6%	4 2%*	17 5%*	24 4%*	335 8%*	222 7%*	140 9%*	132 7%	229 8%
07	656 13%	83 16%*	114 16%	100 14%	132 12%	161 11%*	48 11%	535 14%*	5 8%	17 16%	~	7 10%	14 8%*	44 13%	47 8%*	573 14%*	446 14%	188 12%	268 14%	369 13%
08	928 19%	103 20%	148 20%	136 19%	193 18%	272 19%	60 14%*	742 19%	13 21%	21 19%	4 31%~	13 17%	31 17%	65 19%	84 14%*	821 20%*	625 19%	273 17%	364 19%	549 19%
09	765 15%	73 14%	100 14%	99 13%	175 16%	224 16%	83 20%*	593 15%	15 23%	16 15%	3 27%~	10 14%	26 14%	53 15%	109 18%*	626 15%*	518 16%	234 15%	320 16%	436 15%
BEST HEALTH PLAN POSSIBLE	1379 28%	127 25%	155 21%*	187 25%	278 26%	419 30%*	182 43%*	1004 26%*	16 25%	37 35%	4 30%~	18 24%	74 40%*	96 28%	267 45%*	1066 25%*	912 28%	416 26%	540 28%	811 28%
#8-10 (NET)	3072 62%	303 59%	403 55%*	422 57%*	647 60%	915 65%*	326 77%*	2338 60%*	44 69%	74 70%	11 88%~	41 56%	130 71%*	214 62%	460 78%*	2513 60%*	2055 63%*	924 58%*	1223 63%	1797 61%

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	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
9-10 (NET)	2144 43%	200 39%	255 35%*	286 39%*	453 42%	643 46%*	265 63%*	1597 41%*	31 48%	53 50%	7 57%~	28 38%	100 54%*	149 43%	377 64%*	1692 40%*	1430 44%	651 41%*	859 44%	1248 43%
NOT ANSWERED	615	48	45	52	77	111	53	307	5	10	3	7	10	20	31	342	244	131	147	238
VALID CASES	4978	509	731	734	1078	1404	421	3899	64	106	12	75	185	347	592	4209	3251	1590	1951	2934
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%
MEAN	7.70	7.67	7.43	7.49	7.55	7.81	8.62	7.64	7.92	8.31	8.52	7.10	7.90	7.55	8.50	7.59	7.80	7.45	7.76	7.66
p stat_(*=Sig @ p<=.05)		.756	.000*	.006*	.017*	.024*	.000*	.002*	.419	.000*	~.069	.275	.257	.000*	.000*	.000*	.000*	.119	.143	

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	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	FE- MALE	MALE	
Q35A YES	664 13%	21 4%*	51 7%*	70 9%*	157 14%	234 16%*	121 27%*	528 13%	7 12%	12 10%	1 7%~	10 12%	20 10%	60 17%*	43 7%*	591 13%*	251 7%*	399 24%*	251 12%	398 13%
NO	4593 87%	528 96%*	718 93%*	704 91%*	968 86%	1239 84%*	335 73%*	3599 87%	57 88%	101 90%	13 93%~	69 88%	172 90%	303 83%*	567 93%*	3868 87%*	3187 93%*	1267 76%*	1797 88%	2712 87%
NOT ANSWERED	337	8	7	12	29	41	17	79	4	3	1	3	4	4	12	92	57	55	50	62
VALID CASES	5256	549	769	774	1126	1474	457	4127	65	113	14	79	191	363	611	4459	3438	1666	2048	3110
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE
Q35B NEVER	144 22%	10 42%~	16 34%~	18 24%	39 24%	44 19%	14 12%*	111 21%	2 29%~	1 6%~	3 ~ 29%~	3 20%~	18 29%	8 21%~	128 21%	61 24%	80 20%	57 22%	83 21%	
SOMETIMES	76 11%	1 4%~	10 21%~	8 12%	16 10%	29 13%	10 9%	59 11%	~	~	~ 12%~	1 5%~	11 19%	7 16%~	70 12%	25 10%	48 12%	23 9%	53 13%	
USUALLY	173 26%	6 25%~	6 12%~	21 29%	41 26%	63 27%	37 31%	133 25%	2 29%~	7 66%~	4 ~ 42%~	5 30%~	15 25%	12 29%~	157 26%	59 23%	111 28%	71 28%	102 25%	
ALWAYS	273 41%	7 29%~	15 33%~	25 35%	65 40%	98 42%	57 48%	230 43%	3 43%~	3 28%~	1 100%~	2 17%~	8 45%~	16 27%*	14 34%~	245 41%	107 43%	153 39%	102 40%	163 41%
#ALWAYS + USUALLY (NET)	446 67%	12 54%~	21 45%~	46 64%	106 66%	160 68%	94 80%*	363 68%	5 71%~	10 94%~	1 100%~	5 59%~	13 76%~	31 52%*	26 63%~	402 67%	166 66%	265 67%	172 68%	265 66%
TOP BOX SCORE	273 41%	7 29%~	15 33%~	25 35%	65 40%	98 42%	57 48%	230 43%	3 43%~	3 28%~	1 100%~	2 17%~	8 45%~	16 27%*	14 34%~	245 41%	107 43%	153 39%	102 40%	163 41%
NOT ANSWERED	28		1	3	5	12	8	22		1		1	2	2	4	22	9	18	9	19
VALID CASES	666	23	47	72	160	234	118	534	7	11	1	9	17	60	41	600	251	393	252	401
NUMBER OF RESPONDENTS	694	23	48	75	165	246	126	556	7	12	1	10	19	62	45	622	260	411	261	420
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35A = YES]

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q35C YES	754 15%	45 8%*	66 9%*	87 11%*	200 18%*	265 18%*	78 17%	594 15%	11 16%	12 11%	1 5%~	11 14%	20 11%	74 21%*	57 10%*	669 15%*	357 10%*	387 23%*	255 13%*	487 16%*
NO	4443 85%	504 92%*	693 91%*	677 89%*	912 82%*	1190 82%*	377 83%	3492 85%	55 84%	99 89%	14 95%~	68 86%	164 89%	283 79%*	536 90%*	3750 85%*	3045 90%*	1259 77%*	1774 87%*	2585 84%*
NOT ANSWERED	396	8	17	21	44	60	18	120	3	5		3	11	10	30	132	93	75	68	100
VALID CASES	5197	549	759	765	1111	1455	456	4086	66	111	15	79	184	357	593	4419	3402	1646	2030	3072
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	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 & POOR	MALE	FE- MALE	
Q35D NEVER	212 29%	14 33%~	23 39%	28 32%	68 35%*	70 27%	6 8%*	159 27%	1 10%~	2 17%~	3 ~ 35%~	9 41%~	28 43%*	16 29%	187 29%	100 29%	105 28%	61 24%*	148 31%*	
SOMETIMES	130 18%	8 18%~	11 19%	19 22%	34 17%	39 15%	16 21%	100 17%	1 10%~	4 34%~	3 ~ 29%~	4 18%~	12 18%	10 18%	114 17%	52 15%	76 20%	48 19%	77 16%	
USUALLY	157 21%	8 20%~	14 24%	14 17%	42 21%	63 24%	15 19%	132 22%	3 30%~	3 26%~	4 ~ 36%~	7 32%~	5 7%*	10 19%	144 22%	71 21%	83 22%	56 22%	101 21%	
ALWAYS	236 32%	12 29%~	10 18%*	25 29%	53 27%	91 35%	41 53%*	195 33%	5 50%~	3 22%~	1 100%~	2 ~ 9%~	20 31%	19 35%	209 32%	119 35%	113 30%	87 35%	146 31%	
#ALWAYS + USUALLY (NET)	393 53%	21 49%~	24 42%	39 46%	95 48%	155 59%*	56 72%*	327 56%*	8 80%~	6 48%~	1 100%~	4 36%~	9 41%~	25 38%*	29 53%	353 54%	191 56%	196 52%	144 57%	247 52%
TOP BOX SCORE	236 32%	12 29%~	10 18%*	25 29%	53 27%	91 35%	41 53%*	195 33%	5 50%~	3 22%~	1 100%~	2 ~ 9%~	20 31%	19 35%	209 32%	119 35%	113 30%	87 35%	146 31%	
NOT ANSWERED	30	4	4	9	9	3	23				1	1	4	3	26	13	15	10	20	
VALID CASES	735	42	58	85	197	263	78	586	10	12	1	10	21	65	55	654	343	377	252	472
NUMBER OF RESPONDENTS	765	42	62	89	206	272	81	609	10	12	1	11	22	69	58	680	356	392	262	492
	100%	100%	100%	100%	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?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMER	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
Q35E YES	2891 55%	201 36%*	377 49%*	426 55%	684 61%*	892 60%*	265 58%	2333 56%*	27 41%*	41 36%*	6 37%~	43 53%	81 43%*	235 65%*	257 42%*	2537 57%*	1660 48%*	1166 69%*	1031 50%*	1813 58%*
NO	2369 45%	351 64%*	392 51%*	353 45%	443 39%*	592 40%*	188 42%	1801 44%*	39 59%*	73 64%*	9 63%~	37 47%	109 57%*	125 35%*	350 58%*	1932 43%*	1780 52%*	514 31%*	1028 50%*	1296 42%*
NOT ANSWERED	333	6	7	7	29	31	22	72	3	2		2	5	6	16	82	55	41	39	63
VALID CASES	5260	551	769	779	1126	1484	452	4134	66	114	15	80	190	361	607	4469	3440	1680	2059	3109
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q35F																				
NO EFFORT AT ALL	116 4%	5 3%	13 3%	18 4%	34 5%	29 3%	16 6%	80 4%*	3 10%~	1 3%~	4 ~	11 11%~	8 13%*	3 3%	17 7%	93 4%*	53 3%*	62 5%*	51 5%	64 4%
A LITTLE EFFORT WAS MADE	237 8%	20 10%	27 7%	46 11%*	63 9%	55 6%*	22 8%	184 8%	2 8%~	4 11%~	4 ~	6 9%~	25 8%	11% 11%	27 11%	202 8%	101 6%*	130 11%*	72 7%	160 9%
SOME EFFORT WAS MADE	672 24%	52 26%	123 33%*	101 24%	149 22%	190 22%	48 19%*	533 23%	2 8%~	16 38%~	3 57%~	15 38%~	25 31%	55 24%	62 25%	590 24%	375 23%	287 25%	234 23%	431 24%
A LOT OF EFFORT WAS MADE	1814 64%	120 61%	209 56%*	248 60%	425 63%	608 69%*	171 67%	1482 65%*	20 75%~	20 48%~	2 43%~	17 43%~	39 48%*	144 62%	143 57%*	1617 65%*	1097 67%*	662 58%*	647 64%	1137 63%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2486 88%	172 87%	331 89%	349 84%	574 86%	798 91%*	220 86%	2015 88%*	22 82%~	36 87%~	5 100%~	32 80%~	64 79%	199 86%	205 82%*	2207 88%*	1472 91%*	948 83%*	882 88%	1568 88%
TOP BOX SCORE	1814 64%	120 61%	209 56%*	248 60%	425 63%	608 69%*	171 67%	1482 65%*	20 75%~	20 48%~	2 43%~	17 43%~	39 48%*	144 62%	143 57%*	1617 65%*	1097 67%*	662 58%*	647 64%	1137 63%
NOT ANSWERED	80	3	4	17	20	20	13	64		1		2	1	5	4	65	42	31	26	48
VALID CASES	2839	198	371	413	672	882	257	2279	27	42	5	40	81	232	250	2503	1627	1140	1005	1791
NUMBER OF RESPONDENTS	2919	201	375	430	692	902	270	2343	27	43	5	42	82	237	254	2568	1669	1171	1031	1839
	100%	100%	100%	100%	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?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	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 & POOR	MALE	FE- MALE	
Q35G																				
NO EFFORT AT ALL	150 5%	12 6%	17 4%	31 7%	40 6%	41 5%	8 3%	108 5%*	1 4%~	3 6%~	5 ~ 14%~	13 16%*	12 5%	21 9%*	123 5%*	63 4%*	83 7%*	55 5%	92 5%	
A LITTLE EFFORT WAS MADE	235 8%	22 11%	32 9%	35 8%	55 8%	63 7%	25 10%	173 8%*	2 8%~	6 13%~	6 ~ 15%~	4 4%	29 12%*	24 10%	202 8%	110 7%*	120 11%*	75 7%	158 9%	
SOME EFFORT WAS MADE	676 24%	47 23%	112 30%*	117 28%*	161 24%	176 20%*	55 21%	540 24%	7 25%~	14 32%~	3 57%~	9 23%~	19 24%	57 24%	59 24%	592 24%	368 22%*	298 26%*	239 24%	426 24%
A LOT OF EFFORT WAS MADE	1778 63%	119 60%	211 57%*	236 56%*	414 62%	596 68%*	172 66%	1456 64%*	17 63%~	21 49%~	2 43%~	19 48%~	46 56%	135 58%	144 58%	1586 63%*	1093 67%*	633 56%*	634 63%	1117 62%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2455 86%	166 83%	323 87%	353 84%	574 86%	772 88%	227 87%	1996 88%*	24 88%~	35 81%~	5 100%~	29 71%~	65 80%	192 82%	203 82%*	2178 87%*	1461 89%*	931 82%*	873 87%	1543 86%
TOP BOX SCORE	1778 63%	119 60%	211 57%*	236 56%*	414 62%	596 68%*	172 66%	1456 64%*	17 63%~	21 49%~	2 43%~	19 48%~	46 56%	135 58%	144 58%	1586 63%*	1093 67%*	633 56%*	634 63%	1117 62%
NOT ANSWERED	79	1	4	11	23	26	10	66				2	1	4	5	64	35	36	28	46
VALID CASES	2840	200	371	419	669	876	260	2277	27	43	5	40	81	233	249	2504	1634	1135	1003	1793
NUMBER OF RESPONDENTS	2919	201	375	430	692	902	270	2343	27	43	5	42	82	237	254	2568	1669	1171	1031	1839
	100%	100%	100%	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?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	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 & POOR	MALE	FE- MALE	
Q35H NO EFFORT AT ALL	204 7%	13 6%	24 7%	34 8%	58 9%	60 7%	13 5%	146 6%*	2 8%~	1 3%~	5 ~ 12%~	14 17%*	20 9%	27 11%*	167 7%*	91 6%*	107 9%*	70 7%	130 7%	
A LITTLE EFFORT WAS MADE	253 9%	20 10%	34 9%	42 10%	75 11%*	57 6%*	23 9%	197 9%	4 14%~	6 13%~	5 ~ 13%~	7 9%	22 9%	27 11%	220 9%	103 6%*	147 13%*	79 8%	172 10%	
SOME EFFORT WAS MADE	754 27%	51 26%	117 32%*	118 29%	166 25%	227 26%	66 26%	606 27%	4 16%~	15 36%~	3 57%~	14 35%~	19 24%	63 28%	64 26%	667 27%	408 25%*	332 29%*	287 29%	456 25%
A LOT OF EFFORT WAS MADE	1615 57%	115 58%	193 52%	218 53%	376 56%	531 61%*	155 60%	1326 58%*	17 63%~	20 48%~	2 43%~	16 40%~	41 51%	124 54%	127 52%	1444 58%	1017 63%*	554 49%*	561 56%	1033 58%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2370 84%	166 84%	311 84%	337 82%	541 80%*	758 87%*	220 86%	1932 85%*	21 79%~	35 84%~	5 100%~	30 76%~	60 74%*	188 82%	191 78%*	2111 85%*	1425 88%*	886 78%*	848 85%	1489 83%
TOP BOX SCORE	1615 57%	115 58%	193 52%	218 53%	376 56%	531 61%*	155 60%	1326 58%*	17 63%~	20 48%~	2 43%~	16 40%~	41 51%	124 54%	127 52%	1444 58%	1017 63%*	554 49%*	561 56%	1033 58%
NOT ANSWERED	93	2	6	17	18	28	14	68		1		2	1	8	8	70	50	31	34	49
VALID CASES	2826	199	369	413	674	874	256	2275	27	42	5	40	81	229	246	2498	1619	1140	997	1790
NUMBER OF RESPONDENTS	2919 100%	201 100%	375 100%	430 100%	692 100%	902 100%	270 100%	2343 100%	27 100%	43 100%	5 100%	42 100%	82 100%	237 100%	254 100%	2568 100%	1669 100%	1171 100%	1031 100%	1839 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?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	MALE			
Q35I YES	1846 36%	155 28%*	256 34%	256 33%	411 37%	555 38%*	182 41%*	1453 35%	29 43%	28 26%*	4 27%~	29 36%	54 29%*	144 41%*	199 33%	1589 36%	1129 33%*	674 40%*	674 33%*	1148 37%*
NO	3348 64%	393 72%*	505 66%	514 67%	707 63%	909 62%*	265 59%*	2648 65%	37 57%	83 74%*	11 73%~	51 64%	134 71%*	209 59%*	397 67%	2848 64%	2273 67%*	990 60%*	1354 67%*	1944 63%*
NOT ANSWERED	399	9	16	16	37	51	27	105	3	5		2	7	13	27	114	92	57	70	80
VALID CASES	5194	548	760	770	1118	1464	447	4101	66	111	15	80	188	354	596	4437	3403	1664	2028	3092
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q35J #YES	1542 87%	126 85%	221 89%	211 86%	353 88%	467 87%	138 84%	1226 87%	26 91%~	22 83%~	4 82%~	24 90%~	43 81%	114 84%	174 90%	1328 87%	946 87%	559 87%	563 87%	959 87%
NO	237 13%	22 15%	28 11%	35 14%	46 12%	71 13%	27 16%	178 13%	3 9%~	5 17%~	1 18%~	3 10%~	10 19%	22 16%	19 10%	207 13%	146 13%	87 13%	88 13%	144 13%
NOT ANSWERED	61	3	4	12	9	17	16	54		1		1	1	2	7	47	30	23	18	43
VALID CASES	1779	147	249	246	400	539	166	1403	29	27	5	27	53	136	193	1535	1091	646	651	1102
NUMBER OF RESPONDENTS	1840	150	253	258	409	556	182	1457	29	28	5	28	54	138	200	1582	1121	669	669	1145
	100%	100%	100%	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?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q35K #YES	1471 83%	118 82%	210 84%	206 84%	340 86%	430 80%	142 85%	1166 84%	23 78%~	22 83%~	5 100%~	24 90%~	42 80%	105 79%	165 86%	1262 83%	916 84%	520 81%	533 82%	919 84%
NO	301 17%	26 18%	40 16%	40 16%	57 14%	105 20%	24 15%	230 16%	6 22%~	5 17%~		3 ~ 10%~	11 20%	28 21%	27 14%	263 17%	175 16%	120 19%	113 18%	180 16%
NOT ANSWERED	69	5	3	11	12	21	15	60		1		1	1	4	8	57	30	29	23	45
VALID CASES	1771	145	250	247	397	535	167	1397	29	27	5	27	53	134	192	1525	1091	640	646	1100
NUMBER OF RESPONDENTS	1840 100%	150 100%	253 100%	258 100%	409 100%	556 100%	182 100%	1457 100%	29 100%	28 100%	5 100%	28 100%	54 100%	138 100%	200 100%	1582 100%	1121 100%	669 100%	669 100%	1145 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?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE
Q35L NEVER	703 14%	78 14%	92 12%	120 16%	172 15%	183 13%	44 10%*	537 13%	9 13%	22 19%	1 5%~	14 18%	32 17%	40 11%	96 16%	581 13%*	479 14%	207 12%*	365 18%*	327 11%*
SOMETIMES	566 11%	88 16%*	85 11%	90 12%	125 11%	124 9%*	43 9%	408 10%*	12 17%	21 19%*	2 11%~	10 14%	20 11%	48 14%	78 13%	463 11%*	305 9%*	257 15%*	206 10%	348 11%
USUALLY	1158 23%	126 23%	199 27%*	177 24%	237 21%	304 21%	107 24%	909 23%	14 20%	31 27%	3 20%~	13 16%	49 26%	85 24%	148 25%	983 22%	725 22%*	418 25%*	436 22%	713 23%
ALWAYS	2686 53%	249 46%*	367 49%	360 48%*	576 52%	837 58%*	262 57%*	2172 54%*	34 50%	40 35%*	10 64%~	40 52%	87 46%	180 51%	273 46%*	2345 54%*	1825 55%*	799 48%*	995 50%*	1661 54%*
#ALWAYS + USUALLY (NET)	3844 75%	374 69%*	565 76%	536 72%*	813 73%	1141 79%*	369 81%*	3081 77%*	48 70%	71 62%*	13 84%~	53 68%	136 72%	265 75%	421 71%*	3328 76%*	2550 76%*	1217 72%*	1431 71%*	2374 78%*
TOP BOX SCORE	2686 53%	249 46%*	367 49%	360 48%*	576 52%	837 58%*	262 57%*	2172 54%*	34 50%	40 35%*	10 64%~	40 52%	87 46%	180 51%	273 46%*	2345 54%*	1825 55%*	799 48%*	995 50%*	1661 54%*
NOT ANSWERED	480	17	33	39	45	68	19	180		2		5	7	14	28	179	161	40	96	123
VALID CASES	5113	540	743	747	1110	1447	455	4026	69	114	15	77	188	353	595	4372	3334	1681	2002	3049
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE
Q35M ALWAYS	364 7%	34 6%	51 7%	55 7%	76 7%	105 7%	35 8%	268 7%*	8 12%	5 4%	7 ~ 10%	14 7%	37 10%*	55 9%	294 7%*	209 6%*	142 8%*	147 7%	212 7%	
USUALLY	268 5%	31 6%	41 5%	58 8%*	62 6%	50 3%*	20 4%	175 4%*	2 3%	17 15%*	3 ~ 4%	16 8%	30 9%*	35 6%	219 5%	128 4%*	135 8%*	99 5%	162 5%	
SOMETIMES	897 17%	93 17%	132 18%	139 19%	193 17%	240 17%	87 19%	678 17%*	15 23%	23 20%	4 28%~	19 24%	34 18%	72 21%	106 18%	747 17%	509 15%*	367 22%*	322 16%*	563 18%*
NEVER	3602 70%	388 71%	529 70%	496 66%*	779 70%	1056 73%*	315 69%	2928 72%*	42 62%	69 61%*	11 72%~	48 62%	127 67%	213 61%*	409 68%	3122 71%*	2513 75%*	1034 62%*	1443 72%*	2126 69%
#NEVER + SOMETIMES (NET)	4499 88%	482 88%	661 88%	635 85%*	972 88%	1295 89%*	402 88%	3606 89%*	58 85%	92 81%	15 100%~	67 86%	161 84%	285 81%*	515 85%	3869 88%*	3021 90%*	1402 83%*	1765 88%	2689 88%
TOP BOX SCORE	3602 70%	388 71%	529 70%	496 66%*	779 70%	1056 73%*	315 69%	2928 72%*	42 62%	69 61%*	11 72%~	48 62%	127 67%	213 61%*	409 68%	3122 71%*	2513 75%*	1034 62%*	1443 72%*	2126 69%
NOT ANSWERED	462	11	22	38	44	64	16	157	1	2	4	4	15	18	169	137	42	87	109	
VALID CASES	5131	546	754	748	1111	1451	458	4049	68	114	15	78	191	605	4382	3358	1679	2011	3063	
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35N ALWAYS	112 2%	9 2%	24 3%	28 4%*	12 1%*	31 2%	4 0.9%*	79 2%	3 5%	3 2%	4 ~	5 5%	10 3%	10 2%	97 2%	62 2%*	45 3%	40 2%	70 2%	
USUALLY	118 2%	10 2%	22 3%	18 2%	27 2%	31 2%	11 2%	90 2%	1 2%	2 2%	3 ~	4 4%	15 2%	6 1%*	104 2%	53 2%*	64 4%*	43 2%	75 2%	
SOMETIMES	746 15%	66 12%	104 14%	135 18%*	151 14%	203 14%	80 17%	583 14%	7 11%	13 11%	3 18%~	20 26%*	18 10%*	80 22%*	64 11%*	654 15%*	387 11%*	354 21%*	268 13%*	470 15%*
NEVER	4168 81%	461 84%*	601 80%	570 76%*	923 83%	1195 82%	365 79%	3305 81%	57 83%	96 85%	12 82%~	49 64%*	161 85%	251 71%*	524 87%*	3541 81%*	2867 85%*	1225 73%*	1673 83%*	2450 80%*
#NEVER + SOMETIMES (NET)	4914 96%	527 97%	705 94%*	705 94%*	1074 97%*	1398 96%	445 97%	3888 96%	65 94%	109 96%	15 100%~	69 90%	179 95%	331 93%*	588 97%*	4195 95%	3253 97%*	1579 94%*	1941 96%	2919 95%
TOP BOX SCORE	4168 81%	461 84%*	601 80%	570 76%*	923 83%	1195 82%	365 79%	3305 81%	57 83%	96 85%	12 82%~	49 64%*	161 85%	251 71%*	524 87%*	3541 81%*	2867 85%*	1225 73%*	1673 83%*	2450 80%*
NOT ANSWERED	449	11	24	35	43	55	15	149		3		5	6	11	19	155	127	33	74	107
VALID CASES	5144	546	752	751	1112	1460	459	4057	69	113	15	77	189	356	604	4396	3368	1688	2024	3065
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMR AS- IAN	NATV HAW/ PAC ILND	AMR IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q350 ALWAYS	88 2%	7 1%	15 2%	17 2%	15 1%	24 2%	8 2%	63 2%	2 3%	1 0.6%	3 ~	3 3%	13 4%	4 0.6%*	78 2%	43 1%*	44 3%*	29 1%	56 2%	
USUALLY	104 2%	8 2%	22 3%	24 3%*	13 1%*	25 2%	10 2%	75 2%	1 2%	4 3%	1 ~	7 1%	10 3%	6 1%*	92 2%	45 1%*	59 3%*	38 2%	63 2%	
SOMETIMES	500 10%	41 8%*	81 11%	100 13%*	116 10%	127 9%	31 7%*	384 10%	5 8%	9 8%	3 22%~	13 17%	16 8%	51 14%*	44 7%*	436 10%	262 8%*	231 14%*	162 8%*	337 11%*
NEVER	4426 86%	489 90%*	632 84%	608 81%*	966 87%	1274 88%	409 89%*	3515 87%*	59 87%*	100 87%	12 78%~	61 79%	166 87%	282 79%*	555 91%*	3769 86%	3002 90%*	1351 80%*	1789 89%*	2595 85%*
#NEVER + SOMETIMES (NET)	4927 96%	530 97%	713 95%	707 95%*	1082 97%*	1400 97%	440 96%	3899 97%*	65 95%	109 96%	15 100%~	74 95%	182 95%	333 94%*	599 98%*	4206 96%	3264 97%*	1582 94%*	1951 97%	2932 96%
TOP BOX SCORE	4426 86%	489 90%*	632 84%	608 81%*	966 87%	1274 88%	409 89%*	3515 87%*	59 87%	100 89%	12 78%~	61 79%	166 87%	282 79%*	555 91%*	3769 86%	3002 90%*	1351 80%*	1789 89%*	2595 85%*
NOT ANSWERED	474	12	27	38	45	66	17	169	1	3	4	4	12	14	175	143	37	80	120	
VALID CASES	5119	545	749	748	1110	1449	457	4037	68	113	15	78	191	355	609	4376	3352	1684	2018	3052
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE						RACE						ETHNIC-ITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q35P #YES DEFINITELY	3398 67%	363 68%	494 66%	472 63%*	704 63%*	1009 70%*	327 72%*	2737 68%*	49 71%	80 70%	9 58%~	47 62%	115 60%	213 59%*	388 66%	2939 67%	2355 71%*	983 59%*	1317 66%	2056 68%
YES SOMEWHAT	1233 24%	128 24%	197 26%	192 26%	292 26%	311 22%*	99 22%	950 24%	15 21%	29 25%	6 42%~	18 24%	46 24%	110 31%*	111 19%*	1079 25%*	725 22%*	494 30%*	481 24%	740 24%
NO	445 9%	46 9%	54 7%	81 11%*	113 10%	113 8%	26 6%*	322 8%*	5 8%	6 5%	10 ~ 14%	30 16%*	35 10%	88 15%*	341 8%*	247 7%*	191 11%*	195 10%*	242 8%*	
NOT ANSWERED	517	21	30	41	46	82	23	197		1		6	4	9	36	192	169	52	105	134
VALID CASES	5076	536	746	745	1109	1433	451	4009	69	115	15	76	191	358	587	4359	3326	1669	1993	3038
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q35Q YES	2824 54%	324 59%*	459 60%*	461 59%*	596 52%	755 51%*	199 44%*	2246 55%	38 55%	61 55%	9 59%~	38 50%	98 51%	186 51%	333 55%	2417 54%	1971 57%*	798 48%*	1008 49%*	1793 58%*
NO	2372 46%	221 41%*	305 40%*	314 41%*	542 48%	713 49%*	254 56%*	1862 45%	30 45%	51 45%	6 41%~	39 50%	94 49%	179 49%	273 45%	2036 46%	1473 43%*	876 52%*	1047 51%*	1304 42%*
NOT ANSWERED	396	13	12	11	17	47	21	99	1	4		5	4	2	17	98	51	46	43	75
VALID CASES	5197	544	764	775	1138	1468	453	4107	68	112	15	77	191	365	606	4453	3444	1675	2055	3097
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q35R NEVER	851 37%	77 29%*	128 35%	130 35%	232 43%*	210 37%	63 40%	649 38%	11 25%~	22 43%	1 6%~	13 35%~	35 38%	67 32%	111 35%	710 37%	506 34%*	332 42%*	345 39%	495 36%
SOMETIMES	468 20%	75 28%*	102 28%*	81 22%	84 16%*	86 15%*	31 20%	305 18%*	13 31%~	11 23%	5 42%~	10 27%~	17 18%	59 28%*	73 23%	380 20%	308 21%	155 19%	156 17%*	306 22%*
USUALLY	436 19%	61 23%	69 19%	59 16%	100 19%	118 21%	26 16%	334 20%	8 20%~	10 20%	2 14%~	9 23%~	16 18%	38 18%	54 17%	368 19%	293 20%	139 17%	177 20%	258 19%
ALWAYS	546 24%	54 20%	67 18%*	100 27%	123 23%	154 27%*	38 24%	413 24%	10 24%~	7 14%	4 38%~	6 15%~	23 26%	47 22%	78 25%	451 24%	369 25%*	171 21%	218 24%	320 23%
#ALWAYS + USUALLY (NET)	981 43%	115 43%	136 37%*	158 43%	223 41%	271 48%*	64 40%	747 44%	18 44%~	17 34%	6 52%~	14 38%~	40 43%	85 40%	132 42%	820 43%	662 45%*	309 39%*	394 44%	578 42%
TOP BOX SCORE	546 24%	54 20%	67 18%*	100 27%	123 23%	154 27%*	38 24%	413 24%	10 24%~	7 14%	4 38%~	6 15%~	23 26%	47 22%	78 25%	451 24%	369 25%*	171 21%	218 24%	320 23%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2818	279	388	397	581	875	282	2350	26	63	4	42	100	140	275	2490	1916	862	1128	1675
NOT ANSWERED	475	11	22	19	35	73	34	155		3		3	4	16	31	151	104	62	74	118
VALID CASES	2300	267	367	369	539	567	159	1701	43	51	11	38	92	211	317	1910	1475	797	896	1379
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE
Q36 EXCELLENT	474 9%	97 18%*	95 12%*	69 9%	89 8%	89 6%*	28 6%*	348 8%*	14 20%*	14 12%	3 22%~	3 4%*	23 12%	28 8%	78 13%*	381 9%*	466 13%*	~	225 11%*	242 8%*
VERY GOOD	1266 24%	187 34%*	252 33%*	208 27%	232 20%*	296 20%*	76 16%*	1036 25%*	12 18%	29 25%	2 11%~	14 18%	41 22%	82 23%	142 23%	1097 25%	1245 36%*	~	489 24%	770 25%
GOOD	1815 35%	195 35%	275 36%	308 40%*	387 34%	500 34%	135 29%*	1473 36%*	24 35%	47 41%	7 45%~	24 30%	50 26%*	113 32%	191 31%*	1583 35%*	1784 51%~	~	733 35%	1071 34%
FAIR	1239 24%	58 11%*	118 15%*	147 19%*	300 26%*	445 30%*	161 35%*	961 23%	14 21%	19 16%*	3 17%~	25 32%	68 36%*	81 23%	178 29%*	1025 23%*	1289 ~ 75%*	~	466 23%	760 24%
POOR	416 8%	13 2%*	24 3%*	41 5%*	131 11%*	144 10%*	61 13%*	315 8%	4 5%	7 6%	1 5%~	12 16%	8 4%*	53 15%*	21 3%*	381 9%*	432 ~ 25%~	~	152 7%	262 8%
#EXCELLENT + VERY GOOD + GOOD (NET)	3555 68%	479 87%*	623 81%*	585 76%*	708 62%*	886 60%*	239 52%*	2857 69%*	50 73%	89 77%*	12 78%~	41 52%*	113 60%*	224 62%*	411 67%	3061 69%	3495 100%~	~	1446 70%*	2084 67%*
NOT ANSWERED	383	7	11	14	16	41	13	73	1	1		3	6	9	13	84			34	67
VALID CASES	5210	550	765	772	1139	1474	461	4133	68	115	15	79	189	358	610	4467	3495	1721	2064	3105
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	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	VERY GOOD & FAIR & POOR	MALE	FE- MALE
Q37 EXCELLENT	956 18%	145 26%*	171 22%*	130 17%	180 16%*	248 17%	73 16%	722 17%*	17 25%	25 22%	3 22%~	13 17%	45 23%	63 17%	146 24%*	791 18%*	841 24%*	95 6%*	429 21%*	521 17%*
VERY GOOD	1355 26%	162 29%	231 30%*	214 28%	296 26%	338 23%*	109 23%	1083 26%	17 25%	32 28%	6 37%~	15 19%	46 24%	102 28%	153 25%	1184 26%	1110 32%*	223 13%*	526 25%	823 26%
GOOD	1572 30%	144 26%*	207 27%*	251 32%	344 30%	475 32%	140 30%	1287 31%*	16 24%	37 33%	2 14%~	21 27%	53 27%	91 25%*	186 30%	1350 30%	1067 31%	488 29%	626 30%	943 30%
FAIR	1001 19%	82 15%*	127 17%*	134 17%	225 20%	306 21%	115 25%*	780 19%	12 18%	17 15%	3 17%~	24 30%*	38 20%	81 22%	105 17%	860 19%	378 11%*	622 37%*	353 17%*	631 20%*
POOR	355 7%	20 4%*	32 4%*	49 6%	100 9%*	121 8%*	27 6%	286 7%	6 8%	2 2%*	1 10%~	6 8%	10 5%	24 7%	23 4%*	314 7%	81 2%*	275 16%*	139 7%	211 7%
#EXCELLENT + VERY GOOD + GOOD (NET)	3884 74%	450 81%*	609 79%*	595 76%	820 72%*	1061 71%*	322 69%*	3091 74%	51 74%	95 83%*	11 73%~	49 62%*	144 75%	257 71%	485 79%*	3325 74%	3018 87%*	805 47%*	1581 76%*	2287 73%*
NOT ANSWERED	353	4	8	7	10	26	10	49		2		3	3	5	9	53	18	18	25	43
VALID CASES	5240	553	768	779	1145	1489	464	4157	69	114	15	79	192	362	614	4498	3477	1703	2073	3129
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2014?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q38 #YES	2056 40%	165 32%*	227 30%*	242 32%*	442 40%	683 46%*	285 62%*	1619 40%	27 41%	55 51%*	9 59%~	33 43%	73 40%	132 37%	268 45%*	1732 39%*	1204 35%*	823 49%*	724 36%*	1320 43%*
NO	3085 60%	354 68%*	531 70%*	519 68%*	675 60%	802 54%*	175 38%*	2471 60%	39 59%	53 49%*	6 41%~	45 57%	111 60%	224 63%	326 55%*	2695 61%*	2197 65%*	844 51%*	1301 64%*	1762 57%*
DON'T KNOW	108	33	13	19	29	9	5	77	2	4			9	8	21	81	68	40	48	58
NOT ANSWERED	344	5	5	6	10	21	10	39	1	3		4	2	4	8	44	26	15	24	32
VALID CASES	5141	519	758	761	1116	1485	460	4090	66	109	15	78	184	355	594	4426	3401	1667	2025	3082
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	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- WHT	AMER IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q39 EVERY DAY	1154 22%	65 12%*	167 22%	167 22%	329 29%*	357 24%*	56 12%*	980 24%*	10 14%*	5 5%*	5 34%~	18 23%	15 8%*	99 28%*	58 9%*	1063 24%*	657 19%*	493 29%*	528 26%*	614 20%*
SOME DAYS	518 10%	40 7%*	88 12%	81 11%	139 12%*	142 10%	23 5%*	391 9%	16 24%*	5 5%*	20 ~ 26%*	19 10%	38 11%	52 9%	452 10%	309 9%*	204 12%*	251 12%*	261 8%*	
NOT AT ALL	3522 68%	444 81%*	508 67%	524 68%	665 59%*	980 66%	377 83%*	2758 67%*	42 62%	103 90%*	9 66%~	40 51%*	157 82%*	218 61%*	498 82%*	2947 66%*	2471 72%*	990 59%*	1275 62%*	2230 72%*
DON'T KNOW	45	3	11	4	9	9	7	28	1	1	2	2	1	6	4	39	30	13	19	25
NOT ANSWERED	355	5	2	10	13	27	11	49		1		3	4	5	12	51	29	22	25	41
VALID CASES	5193	549	763	772	1133	1479	456	4129	68	114	13	78	191	355	607	4461	3436	1686	2054	3105
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE		
Q40 NEVER	463 27%	39 38%*	89 35%*	70 28%	127 26%	112 22%*	20 25%	365 26%	7 27%~	4 44%~	1 34%~	9 24%~	15 40%~	42 30%	30 29%	415 27%	316 32%*	138 20%*	247 31%*	211 24%*
SOMETIMES	364 21%	25 24%	58 23%	64 26%	101 21%	100 19%	12 14%	303 22%	6 25%~	4 41%~		10 ~ 25%~	5 13%~	23 17%	21 21%	335 22%	200 20%	164 24%	175 22%	187 21%
USUALLY	297 18%	15 15%	41 16%	51 20%	82 17%	91 18%	15 18%	256 18%	3 13%~	1 9%~		9 ~ 24%~	6 16%~	20 14%	20 19%	272 18%	170 17%	121 17%	145 18%	150 17%
ALWAYS	570 34%	23 22%*	64 25%*	67 26%*	168 35%	215 42%*	35 43%	467 34%	9 35%~	1 6%~	3 66%~	11 27%~	12 31%~	55 39%	32 31%	526 34%	298 30%*	272 39%*	225 28%*	343 38%*
#ALWAYS + USUALLY (NET)	868 51%	38 37%*	105 42%*	118 47%	250 52%	306 59%*	50 61%	723 52%	12 48%~	2 15%~	3 66%~	20 51%~	17 47%~	75 53%	52 50%	798 52%	467 48%*	392 57%*	370 47%*	492 55%*
TOP BOX SCORE	570 34%	23 22%*	64 25%*	67 26%*	168 35%	215 42%*	35 43%	467 34%	9 35%~	1 6%~	3 66%~	11 27%~	12 31%~	55 39%	32 31%	526 34%	298 30%*	272 39%*	225 28%*	343 38%*
NOT ANSWERED	26	2	3	2	6	8	1	18						3	2	20	14	11	12	10
VALID CASES	1695	102	251	252	478	518	82	1391	25	10	4	39	37	141	103	1547	983	694	791	890
NUMBER OF RESPONDENTS	1721 100%	104 100%	254 100%	254 100%	484 100%	526 100%	83 100%	1409 100%	25 100%	10 100%	4 100%	39 100%	37 100%	144 100%	105 100%	1567 100%	997 100%	705 100%	803 100%	900 100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC	AMER ALSK NATV	MUL- THR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q41 NEVER	870 52%	69 67%*	148 59%*	130 52%	233 49%	240 47%*	41 50%	702 51%	13 52%~	6 57%~	2 50%~	25 65%~	23 65%~	70 50%	56 54%	789 51%	536 55%*	324 47%*	428 54%*	432 49%*
SOMETIMES	354 21%	26 25%	55 22%	62 25%	98 21%	94 18%	18 22%	308 22%*	3 13%~	3 28%~		4 ~ 11%~	4 11%~	27 19%	22 21%	327 21%	203 21%	150 22%	162 20%	193 22%
USUALLY	208 12%	4 4%*	23 9%*	32 13%	65 14%	77 15%*	8 9%	175 13%	4 17%~	2 15%~		4 ~ 11%~	2 5%~	14 10%	12 12%	191 12%	110 11%	97 14%	83 10%*	124 14%*
ALWAYS	250 15%	4 4%*	25 10%*	28 11%*	75 16%	103 20%*	15 19%	197 14%	5 19%~		2 ~ 50%~	5 14%~	7 19%~	28 20%	13 13%	228 15%	131 13%*	114 17%	117 15%	131 15%
#ALWAYS + USUALLY (NET)	459 27%	9 8%*	48 19%*	59 24%	141 30%	180 35%*	23 28%	372 27%	9 35%~	2 15%~	2 50%~	9 24%~	9 24%~	42 30%	26 25%	419 27%	241 25%*	212 31%*	200 25%	255 29%
TOP BOX SCORE	250 15%	4 4%*	25 10%*	28 11%*	75 16%	103 20%*	15 19%	197 14%	5 19%~		2 ~ 50%~	5 14%~	7 19%~	28 20%	13 13%	228 15%	131 13%*	114 17%	117 15%	131 15%
NOT ANSWERED	37	1	3	3	12	13	1	28				1	1	5	2	32	17	20	13	20
VALID CASES	1684	103	251	251	472	513	82	1381	25	10	4	38	36	139	103	1535	980	685	790	880
NUMBER OF RESPONDENTS	1721 100%	104 100%	254 100%	254 100%	484 100%	526 100%	83 100%	1409 100%	25 100%	10 100%	4 100%	39 100%	37 100%	144 100%	105 100%	1567 100%	997 100%	705 100%	803 100%	900 100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC	AMER ALSK NATV	MUL- THR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q42 NEVER	946 57%	67 67%*	151 60%	145 58%	259 55%	267 53%*	43 53%	768 56%	14 54%~	5 47%~	1 34%~	20 55%~	24 70%~	82 58%	859 56%	574 59%*	361 53%*	455 58%	479 55%	
SOMETIMES	325 19%	21 21%	51 20%	55 22%	87 19%	91 18%	20 24%	281 20%*	4 17%~	5 47%~		4 ~ 11%~	5 14%~	21 15%	21 21%	297 19%	183 19%	141 21%	159 20%	166 19%
USUALLY	195 12%	6 6%*	27 11%	25 10%	49 10%	81 16%*	7 8%	159 12%	5 21%~	1 6%~		5 ~ 14%~	1 3%~	14 10%	8 8%	185 12%*	105 11%	88 13%	86 11%	106 12%
ALWAYS	208 12%	6 6%*	21 8%*	27 11%	74 16%*	68 13%	12 15%	165 12%	2 8%~		3 ~ 66%~	7 20%~	5 14%~	24 17%	14 14%	187 12%	108 11%	96 14%	83 11%*	124 14%*
#ALWAYS + USUALLY (NET)	402 24%	12 12%*	48 19%*	51 20%	124 26%	150 29%*	19 23%	323 24%	7 29%~	1 6%~	3 66%~	12 34%~	6 17%~	38 27%	22 22%	372 24%	213 22%*	184 27%*	168 22%*	230 26%*
TOP BOX SCORE	208 12%	6 6%*	21 8%*	27 11%	74 16%*	68 13%	12 15%	165 12%	2 8%~		3 ~ 66%~	7 20%~	5 14%~	24 17%	14 14%	187 12%	108 11%	96 14%	83 11%*	124 14%*
NOT ANSWERED	48	4	4	3	14	17	1	37				2	2	3	4	39	27	20	21	24
VALID CASES	1673	100	250	251	470	509	82	1372	25	10	4	37	35	141	101	1528	970	685	782	876
NUMBER OF RESPONDENTS	1721 100%	104 100%	254 100%	254 100%	484 100%	526 100%	83 100%	1409 100%	25 100%	10 100%	4 100%	39 100%	37 100%	144 100%	105 100%	1567 100%	997 100%	705 100%	803 100%	900 100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

	AGE						RACE							ETHNIC-ITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q43 YES	1159 22%	34 6%*	43 6%*	73 9%*	233 21%	531 36%*	241 52%*	947 23%	18 25%	23 21%	3 21%~	15 19%	28 15%*	87 24%	107 18%*	1018 23%*	591 17%*	555 33%*	504 24%*	648 21%*
NO	4037 78%	511 94%*	716 94%*	703 91%*	898 79%	958 64%*	219 48%*	3191 77%	51 75%	87 79%	12 79%~	63 81%	165 85%*	270 76%	502 82%*	3451 77%*	2843 83%*	1134 67%*	1554 76%*	2464 79%*
DON'T KNOW	50	8	8	4	13	11	6	32		4			1	5	4	44	34	14	18	31
NOT ANSWERED	347	4	9	5	11	15	9	35		2		4	1	5	10	38	27	18	22	29
VALID CASES	5196	545	759	776	1132	1489	459	4138	69	110	15	78	193	357	609	4469	3434	1689	2058	3112
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE						ETHNIC-ITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q44 YES	458 10%	12 2%*	28 4%*	57 8%	125 12%*	169 13%*	64 16%*	364 10%	3 5%	4 4%*	11 ~ 15%	18 10%	42 13%	35 6%*	408 10%*	186 6%*	270 19%*	132 7%*	324 11%*	
NO	4333 90%	521 98%*	697 96%*	671 92%	916 88%*	1155 87%*	345 84%*	3448 90%	58 95%	95 96%*	15 100%~	59 85%	161 90%	288 87%	533 94%*	3702 90%*	3080 94%*	1188 81%*	1805 93%*	2503 89%*
DON'T KNOW	441	19	44	51	103	167	54	348	7	13	9	14	32	47	389	196	241	132	306	
NOT ANSWERED	361	6	7	7	11	24	11	46		4	4	2	5	7	52	34	22	29	39	
VALID CASES	4791	532	725	728	1041	1324	409	3812	62	99	15	69	179	330	569	4110	3265	1459	1937	2827
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q45 YES	1780 34%	75 14%*	147 19%*	162 21%*	374 33%	724 49%*	289 63%*	1408 34%	31 46%	41 36%	5 34%~	34 43%	58 30%	137 38%	180 29%*	1556 35%*	1001 29%*	751 45%*	732 35%	1042 33%
NO	3425 66%	475 86%*	624 81%*	609 79%*	760 67%	766 51%*	166 37%*	2733 66%	37 54%	72 64%	10 66%~	44 57%	135 70%	224 62%	432 71%*	2924 65%*	2444 71%*	936 55%*	1331 65%	2073 67%
NOT ANSWERED	388	7	6	15	21	26	19	65	1	4		4	2	6	11	70	50	34	35	57
VALID CASES	5205	550	770	771	1134	1489	455	4141	68	112	15	78	193	361	612	4481	3445	1687	2063	3115
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE							ETHNIC- ITY	HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q46.1 YES	1274 23%	24 4%*	56 7%*	118 15%*	326 28%*	554 37%*	193 41%*	1007 24%*	14 21%	39 34%*	2 11%~	23 28%	52 27%	86 23%	141 23%	1099 24%*	663 19%*	596 35%*	488 23%	780 25%*
NO	4319 77%	533 96%*	720 93%*	668 85%*	829 72%*	961 63%*	281 59%*	3199 76%*	55 79%	77 66%*	13 89%~	59 72%	143 73%	281 77%	482 77%	3452 76%*	2832 81%*	1125 65%*	1610 77%	2392 75%*
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q46.2 YES	1656 30%	45 8%*	93 12%*	165 21%*	398 34%*	673 44%*	274 58%*	1291 31%*	32 47%*	48 41%*	7 44%~	34 42%*	43 22%*	122 33%	144 23%*	1465 32%*	809 23%*	827 48%*	694 33%*	956 30%
NO	3937 70%	512 92%*	683 88%*	621 79%*	757 66%*	842 56%*	200 42%*	2915 69%*	37 53%*	68 59%*	8 56%~	48 58%*	152 78%*	245 67%	479 77%*	3086 68%*	2686 77%*	894 52%*	1404 67%*	2216 70%
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE		
Q46.3 YES	937 17%	52 9%*	78 10%*	116 15%	257 22%*	336 22%*	93 20%	741 18%*	12 17%	7 6%*	3 20%~	17 21%	26 14%	94 26%*	80 13%*	840 18%*	466 13%*	458 27%*	348 17%	583 18%*
NO	4656 83%	505 91%*	698 90%*	670 85%	898 78%*	1179 78%*	381 80%	3465 82%*	57 83%	109 94%*	12 80%~	65 79%	169 86%	273 74%*	543 87%*	3711 82%*	3029 87%*	1263 73%*	1750 83%	2589 82%*
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE
Q47.1 YES	275 5%	5 0.9%*	4 0.5%*	19 2%*	56 5%	127 8%*	65 14%*	212 5%	5 8%	4 4%	1 6%~	5 6%	7 4%	28 8%*	17 3%*	251 6%*	91 3%*	180 10%*	126 6%*	146 5%
NO	5318 95%	552 99%*	772 100%*	767 98%*	1099 95%	1388 92%*	409 86%*	3994 95%	64 92%	112 96%	14 94%~	77 94%	188 96%	339 92%*	606 97%*	4300 94%*	3404 97%*	1541 90%*	1972 94%*	3026 95%
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q47.2 YES	242 4%	~	~	15 2%*	44 4%	117 8%*	66 14%*	192 5%	3 5%	5 4%	1 6%~	4 5%	5 3%	24 7%	18 3%*	217 5%*	63 2%*	176 10%*	111 5%*	129 4%
NO	5351 96%	557 100%~	776 100%~	771 98%*	1111 96%	1398 92%*	408 86%*	4014 95%	66 95%	111 96%	14 94%~	78 95%	190 97%	343 93%	605 97%*	4334 95%*	3432 98%*	1545 90%*	1987 95%*	3043 96%
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
Q47.3 YES	241 4%	2 0.3%*	8 1%*	24 3%*	47 4%	97 6%*	60 13%*	188 4%	1 2%	6 5%	7 ~	5 9%	23 3%	18 3%*	216 5%*	95 3%*	144 8%*	102 5%	137 4%	
NO	5352 96%	555 100%*	768 99%*	762 97%*	1108 96%	1418 94%*	414 87%*	4018 96%	68 98%	110 95%	15 100%~	75 91%	190 97%	344 94%	605 97%*	4335 95%*	3400 97%*	1577 92%*	1996 95%	3035 96%
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AMER AS-	NATV PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE			
Q47.4 YES	973 17%	19 3%*	48 6%*	111 14%*	257 22%*	372 25%*	163 34%*	747 18%	12 17%	30 26%*	4 28%~	23 28%*	33 17%	69 19%	115 18%	833 18%*	431 12%*	534 31%*	371 18%	596 19%*
NO	4620 83%	538 97%*	728 94%*	675 86%*	898 78%*	1143 75%*	311 66%*	3459 82%	57 83%	86 74%*	11 72%~	59 72%*	162 83%	298 81%	508 82%	3718 82%*	3064 88%*	1187 69%*	1727 82%	2576 81%*
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q48 YES	1690 32%	98 18%*	214 28%*	247 32%	444 39%*	506 34%	175 38%*	1346 32%	22 32%	29 25%	6 39%~	30 37%	46 24%*	151 42%*	149 24%*	1498 33%*	804 23%*	870 51%*	586 28%*	1098 35%*
NO	3535 68%	449 82%*	558 72%*	535 68%	701 61%*	985 66%	288 62%*	2813 68%	47 68%	85 75%	9 61%~	51 63%	145 76%*	212 58%*	461 76%*	3008 67%*	2644 77%*	820 49%*	1493 72%*	2031 65%*
NOT ANSWERED	368	9	4	4	10	23	12	47		2		1	4	3	13	45	47	31	19	42
VALID CASES	5225	548	772	782	1145	1492	462	4159	69	114	15	81	191	364	610	4506	3448	1690	2079	3130
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	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
Q49 YES	1422 85%	68 70%*	160 75%*	215 89%*	384 88%	445 87%	147 89%	1143 85%	14 72%~	21 77%~	3 56%~	26 100%~	42 87%~	135 90%	116 81%	1277 86%	639 80%*	755 90%*	489 86%	928 85%
NO	249 15%	29 30%*	52 25%*	26 11%*	53 12%	67 13%	18 11%	197 15%	6 28%~	6 23%~	2 44%~		7 ~ 13%~	16 10%	27 19%	213 14%	158 20%*	86 10%*	82 14%	167 15%
NOT ANSWERED	64	2	2	7	16	20	14	48	1	2		4		1	10	48	24	39	23	39
VALID CASES	1671	97	213	241	438	512	165	1341	20	27	5	26	49	150	144	1491	797	841	571	1095
NUMBER OF RESPONDENTS	1735 100%	99 100%	215 100%	248 100%	454 100%	532 100%	179 100%	1389 100%	21 100%	29 100%	5 100%	30 100%	49 100%	151 100%	154 100%	1539 100%	821 100%	880 100%	594 100%	1134 100%

[ASKED IF Q48 = YES]

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q50 YES	3308 63%	167 30%*	350 46%*	448 57%*	789 69%*	1158 77%*	388 83%*	2691 65%*	41 61%	65 57%	9 57%~	54 67%	101 53%*	236 65%	290 48%*	2943 65%*	1823 53%*	1443 86%*	1239 60%*	2058 66%*
NO	1915 37%	381 70%*	419 54%*	332 43%*	351 31%*	339 23%*	79 17%*	1474 35%*	26 39%	49 43%	6 43%~	27 33%	89 47%*	127 35%	315 52%*	1569 35%*	1626 47%*	242 14%*	832 40%*	1079 34%*
NOT ANSWERED	369	9	7	6	15	18	8	42	2	2		1	4	4	18	39	45	36	28	35
VALID CASES	5224	548	769	780	1140	1497	466	4164	67	114	15	81	191	363	605	4512	3450	1685	2070	3137
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
Q51 YES	3034 93%	146 88%*	304 87%*	416 93%	739 95%	1072 95%*	347 95%	2478 94%*	30 76%~	56 90%	8 100%~	52 97%	93 92%	227 97%*	248 89%*	2722 94%*	1637 92%*	1337 95%*	1125 94%	1898 93%
NO	215 7%	19 12%*	45 13%*	30 7%	43 5%	59 5%*	18 5%	160 6%*	9 24%~	7 10%	2 ~	8 3%	8 8%	32 3%*	32 11%*	178 6%*	143 8%*	69 5%*	76 6%	138 7%
NOT ANSWERED	107	4	6	10	20	36	26	89	1	2	1	1	3	10	87	62	42	43	60	
VALID CASES	3248	165	349	446	782	1131	365	2638	39	63	8	54	101	236	279	2900	1780	1406	1201	2036
NUMBER OF RESPONDENTS	3355 100%	169 100%	355 100%	456 100%	802 100%	1167 100%	391 100%	2727 100%	40 100%	65 100%	8 100%	55 100%	102 100%	239 100%	289 100%	2987 100%	1842 100%	1448 100%	1244 100%	2096 100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	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	MALE	FE-MALE	
NQ52																				
18 TO 24	591 11%	557 100%~	~	~	~	~	~	399 9%*	7 10%	14 12%	2 16%~	3 3%*	30 15%	49 13%	152 24%*	394 9%*	469 13%*	74 4%*	238 11%	313 10%
25 TO 34	878 16%	~	776 ~100%~	~	~	~	~	631 15%*	10 14%	7 6%*	5 31%~	9 11%	22 11%	79 22%*	93 15%	691 15%*	625 18%*	152 9%*	294 14%*	492 16%
35 TO 44	850 15%	~	~	786 ~100%~	~	~	~	632 15%	7 11%	17 15%	1 10%~	15 18%	41 21%*	46 13%	90 14%	692 15%	581 17%*	198 12%*	308 15%	482 15%
45 TO 54	1198 21%	~	~	~	1155 ~100%~	~	~	901 21%	18 26%	20 17%	3 17%~	23 28%	51 26%	76 21%	142 23%	976 21%	696 20%*	447 26%*	462 22%	681 21%
55 TO 64	1604 29%	~	~	~	~	1515 ~100%~	~	1297 31%*	26 38%	19 17%*	3 20%~	26 32%	42 21%*	88 24%*	106 17%*	1401 31%*	894 26%*	629 37%*	638 30%*	907 29%
65 TO 74	302 5%	~	~	~	~	297 63%*	~	222 5%	1 2%*	18 15%*	1 6%~	5 6%	4 2%*	19 5%	24 4%*	255 6%	149 4%*	136 8%*	110 5%	177 6%
75 OR OLDER	170 3%	~	~	~	~	177 37%*	~	124 3%	~	20 18%*	~	1 1%	5 3%	10 3%	17 3%	142 3%	80 2%*	84 5%*	48 2%*	121 4%*
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
NQ53 MALE	2243 40%	242 43%	292 38%	309 39%	469 41%	627 41%	166 35%*	1634 39%*	36 52%	43 37%	11 70%~	39 47%	83 43%	162 44%	258 41%	1806 40%	1437 41%*	651 38%*	2098 100%~	~
FEMALE	3350 60%	315 57%	484 62%	477 61%	686 59%	888 59%	308 65%*	2572 61%*	33 48%	73 63%	4 30%~	43 53%	112 57%	205 56%	365 59%	2745 60%	2058 59%*	1070 62%*	3172 ~100%~	~
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 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							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHTE	AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE-MALE	
Q54																				
8TH GRADE OR LESS	295 6%	6 1%*	24 3%*	31 4%*	79 7%*	81 5%	74 16%*	163 4%*	4 6%	18 16%*	1 5%~	6 7%	38 20%*	15 4%	134 22%*	157 3%*	143 4%*	147 9%*	132 6%	161 5%*
SOME HIGH SCHOOL BUT DID NOT GRADUATE	764 15%	100 18%*	82 11%*	97 13%	176 15%	227 15%	78 17%	553 13%*	15 23%	21 19%	4 27%~	16 20%	44 23%*	54 15%	118 20%*	620 14%*	428 12%*	319 19%*	346 17%*	418 13%*
HIGH SCHOOL GRADUATE OR GED	1780 34%	272 50%*	276 36%	246 32%	373 33%	467 31%*	144 31%	1478 36%*	15 23%*	23 21%*	8 54%~	22 28%	49 26%*	123 34%	208 35%	1539 34%	1189 35%	555 33%	776 38%*	1001 32%*
SOME COLLEGE OR 2-YEAR DEGREE	1790 34%	156 29%*	282 36%	302 39%*	388 34%	536 36%	116 25%*	1465 35%*	25 37%	35 32%	1 5%~	29 36%	42 22%*	150 41%*	103 17%*	1660 37%*	1227 36%*	536 32%*	592 29%*	1199 38%*
4-YEAR COLLEGE GRADUATE	369 7%	8 2%*	92 12%*	62 8%	78 7%	99 7%	29 6%	324 8%*	5 7%	6 6%	1 10%~	7 8%	8 4%	15 4%*	24 4%*	341 8%*	292 8%*	73 4%*	134 7%	229 7%
MORE THAN 4-YEAR COLLEGE DEGREE	210 4%	4 0.7%*	18 2%*	36 5%	44 4%	84 6%*	23 5%	179 4%*	3 4%	7 6%	~	1 1%*	8 4%	7 2%*	11 2%*	194 4%*	156 5%*	51 3%*	82 4%	126 4%
NOT ANSWERED	386	10	4	12	16	21	11	42	1	6		2	5	3	25	39	60	41	35	38
VALID CASES	5207	547	772	774	1139	1494	463	4164	68	110	15	80	190	364	598	4512	3435	1680	2063	3134
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q55 YES HISPANIC OR LATINO	598 12%	147 27%*	88 11%	85 11%	136 12%	98 7%*	40 9%*	244 6%*	3 4%*	4 4%*	9 ~ 11%	133 70%*	37 10%	623 100%~	~	388 ~ 11%	199 12%	244 12%	352 11%	
NO NOT HISPANIC OR LATINO	4567 88%	397 73%*	683 89%	689 89%	990 88%	1377 93%*	415 91%*	3908 94%*	62 96%*	107 96%*	13 100%~	71 89%	56 30%*	320 90%	4551 ~100%~	3020 89%	1467 88%	1801 88%	2756 89%	
NOT ANSWERED	428	12	5	12	29	40	19	54	4	5	2	3	5	10		87	54	53	64	
VALID CASES	5165	545	771	774	1126	1475	455	4152	65	111	13	79	190	357	623	4551	3408	1667	2045	3108
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

	AGE							RACE							ETHNIC-ITY	HEALTH STATUS	GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	MALE	FE- MALE	
Q56.1 YES	4428 79%	436 78%	680 88%*	653 83%*	955 83%*	1312 87%*	376 79%	4206 100%~	~	~	~	~	~	343 93%*	283 45%*	4081 90%*	2931 84%*	1421 83%*	1735 83%*	2680 84%*
NO	1165 21%	121 22%	96 12%*	133 17%*	200 17%*	203 13%*	98 21%	~	69 ~100%	116 ~100%	15 ~100%	82 ~100%	195 ~100%	24 7%*	340 55%*	470 10%*	564 16%*	300 17%*	363 17%*	492 16%*
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE							ETHNIC- ITY	HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q56.2 YES	177 3%	22 4%	34 4%	25 3%	38 3%	50 3%	4 0.9%*	69 ~100%	~	~	~	~	49 ~13%*	7 1%*	159 3%*	126 4%*	44 3%	78 4%	99 3%	
NO	5416 97%	535 96%	742 96%	761 97%	1117 97%	1465 97%	470 99%*	4206 100%*	116 ~100%	15 ~100%	82 ~100%	195 ~100%	318 ~87%*	616 99%*	4392 97%*	3369 96%*	1677 97%	2020 96%	3073 97%	
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

	AGE							RACE							ETHNIC- ITY	HEALTH STATUS	GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q56.3 YES	195 3%	23 4%	21 3%	31 4%	29 3%*	35 2%*	59 13%*	~	~100%~	~	~	~	~	9%*	7 1%*	179 4%*	146 4%*	47 3%*	73 3%	123 4%
NO	5398 97%	534 96%	755 97%	755 96%	1126 97%*	1480 98%*	415 87%*	4206 100%*	69 100%~	15 ~100%~	82 ~100%~	195 ~100%~	334 91%*	616 99%*	4372 96%*	3349 96%*	1674 97%*	2025 97%	3049 96%	
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	FE- MALE			
Q56.4 YES	47 0.8%	7 1%	17 2%*0.5%	4 0.8%	9 0.5%*0.5%	7 0.5%*0.5%	3	~	~	15 ~100%~	~	~	28 8%*0.3%*0.9%	2	41 0.3%*0.9%	33 0.9%	14 0.8%	27 1%*0.6%	20	
NO	5546 99%	550 99%	759 98%*100%	782 99%	1146 100%*	1508 99%	471	4206 100%~100%~	69 100%~100%~	116 ~100%~	82 ~100%~	195 100%~	339 92%*	621 100%*	4510 99%	3462 99%	1707 99%	2071 99%*	3152 99%	
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

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

	AGE							RACE							ETHNIC- ITY	HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q56.5 YES	360 6%	30 5%	67 9%*	45 6%	92 8%*	92 6%	32 7%	~	~	~	~100%~	~	~	~	~	~	~	~	~	~
NO	5233 94%	527 95%	709 91%*	741 94%	1063 92%*	1423 94%	442 93%	4206 100%	69 100%	116 100%	15 100%	~	195 ~100%~	113 31%*	595 95%*	4229 93%*	3295 94%*	1567 91%*	1929 92%*	2982 94%
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

	AGE							RACE							ETHNIC- ITY	HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q56.6 YES	294 5%	51 9%*	41 5%	51 7%	66 6%	68 4%	16 3%*	~	~	~	~	195 ~100%	98 27%*	165 26%*	127 3%*	173 5%	114 7%*	123 6%	170 5%	
NO	5299 95%	506 91%*	735 95%	735 93%	1089 94%	1447 96%	458 97%*	4206 100%	69 100%	116 100%	15 100%	82 100%	269 ~ 73%*	458 74%*	4424 97%*	3322 95%	1607 93%*	1975 94%	3002 95%	
VALID CASES	5593	557	776	786	1155	1515	474	4206	69	116	15	82	195	367	623	4551	3495	1721	2098	3172
NUMBER OF RESPONDENTS	5593 100%	557 100%	776 100%	786 100%	1155 100%	1515 100%	474 100%	4206 100%	69 100%	116 100%	15 100%	82 100%	195 100%	367 100%	623 100%	4551 100%	3495 100%	1721 100%	2098 100%	3172 100%

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q57 YES	571 13%	67 17%*	83 15%	55 9%*	85 9%*	139 10%*	144 34%*	398 11%*	10 19%	54 50%*	4 32%~	9 13%	25 16%	20 12%	90 20%*	456 12%*	321 11%*	243 18%*	306 18%*	257 10%*
NO	3700 87%	322 83%*	467 85%	548 91%*	863 91%*	1195 90%*	278 66%*	3134 89%*	42 81%	53 50%*	8 68%~	63 87%	131 84%	150 88%	367 80%*	3275 88%*	2477 89%*	1141 82%*	1368 82%*	2315 90%*
NOT ANSWERED	61	7	2	3	11	8	5	23	1	1	1		2		10	17	26	16	18	19
VALID CASES	4271	389	550	603	948	1334	421	3532	52	107	11	72	156	170	457	3730	2797	1384	1674	2572
NUMBER OF RESPONDENTS	4332 100%	396 100%	552 100%	606 100%	959 100%	1342 100%	426 100%	3555 100%	53 100%	108 100%	12 100%	72 100%	158 100%	170 100%	467 100%	3747 100%	2823 100%	1400 100%	1692 100%	2591 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	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE	
Q58.1 YES	284 49%	27 39%	39 48%	21 35%*	48 56%	88 62%*	58 43%	199 47%	7 64%~	22 42%	2 55%~	5 57%~	15 56%~	17 89%~	58 64%*	210 46%*	138 43%*	145 61%*	163 51%	120 48%
NO	290 51%	42 61%	43 52%	37 65%*	38 44%	53 38%*	76 57%	221 53%	4 36%~	31 58%	1 45%~	4 43%~	12 44%~	2 11%~	33 36%*	248 54%*	185 57%*	94 39%*	154 49%	131 52%
VALID CASES	574	69	82	58	86	141	134	420	11	53	3	9	27	19	91	458	323	239	317	251
NUMBER OF RESPONDENTS	574 100%	69 100%	82 100%	58 100%	86 100%	141 100%	134 100%	420 100%	11 100%	53 100%	3 100%	9 100%	27 100%	19 100%	91 100%	458 100%	323 100%	239 100%	317 100%	251 100%

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

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q58.2 YES	236 41%	19 28%*	33 40%	21 37%	38 44%	76 54%*	44 33%*	173 41%	7 63%~	13 24%*	1 28%~	6 72%~	14 53%~	13 70%~	41 45%	183 40%	108 33%*	122 51%*	141 44%	92 37%
NO	338 59%	50 72%*	49 60%	37 63%	48 56%	65 46%*	90 67%*	247 59%	4 37%~	40 76%*	2 72%~	3 28%~	13 47%~	6 30%~	50 55%	275 60%	215 67%*	117 49%*	176 56%	159 63%
VALID CASES	574	69	82	58	86	141	134	420	11	53	3	9	27	19	91	458	323	239	317	251
NUMBER OF RESPONDENTS	574 100%	69 100%	82 100%	58 100%	86 100%	141 100%	134 100%	420 100%	11 100%	53 100%	3 100%	9 100%	27 100%	19 100%	91 100%	458 100%	323 100%	239 100%	317 100%	251 100%

[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			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q58.3 YES	186 32%	27 39%	35 42%*	20 34%	27 32%	31 22%*	46 34%	161 38%*	1 11%~	7 13%*	2 72%~	2 20%~	9 33%~	2 10%~	21 23%*	159 35%*	122 38%*	59 25%*	112 35%	75 30%
NO	388 68%	42 61%	47 58%*	38 66%	59 68%	110 78%*	88 66%	259 62%*	10 89%~	46 87%*	1 28%~	7 80%~	18 67%~	17 90%~	70 77%*	299 65%*	201 62%*	180 75%*	205 65%	176 70%
VALID CASES	574	69	82	58	86	141	134	420	11	53	3	9	27	19	91	458	323	239	317	251
NUMBER OF RESPONDENTS	574 100%	69 100%	82 100%	58 100%	86 100%	141 100%	134 100%	420 100%	11 100%	53 100%	3 100%	9 100%	27 100%	19 100%	91 100%	458 100%	323 100%	239 100%	317 100%	251 100%

[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	
	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 IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTH R	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q58.4 YES	65 11%	2 3%*	5 6%*	5 9%	10 12%	14 10%	28 21%*	22 5%*	1 11%~	26 50%*	1 28%~	3 ~ 10%~	10 ~ 11%	53 12%	49 15%*	16 7%*	29 9%	36 14%		
NO	509 89%	67 97%*	77 94%*	53 91%	76 88%	127 90%	106 79%*	398 95%*	10 89%~	27 50%*	2 72%~	9 100%~	24 90%~	19 100%~	81 89%	405 88%	274 85%*	223 93%*	288 91%	215 86%
VALID CASES	574	69	82	58	86	141	134	420	11	53	3	9	27	19	91	458	323	239	317	251
NUMBER OF RESPONDENTS	574 100%	69 100%	82 100%	58 100%	86 100%	141 100%	134 100%	420 100%	11 100%	53 100%	3 100%	9 100%	27 100%	19 100%	91 100%	458 100%	323 100%	239 100%	317 100%	251 100%

[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	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE	
Q58.5 YES	44 8%	14 20%*	9 11%	2 3%	4 5%	10 7%	5 4%*	34 8%	2 15%~	3 6%	~	~	2 7%~	1 7%~	3 3%*	41 9%*	26 8%	18 8%	19 6%	22 9%
NO	530 92%	55 80%*	73 89%	56 97%	82 95%	131 93%	129 96%*	386 92%	9 85%~	50 94%	3 100%~	9 100%~	25 93%~	18 93%~	88 97%*	417 91%*	297 92%	221 92%	298 94%	229 91%
VALID CASES	574	69	82	58	86	141	134	420	11	53	3	9	27	19	91	458	323	239	317	251
NUMBER OF RESPONDENTS	574 100%	69 100%	82 100%	58 100%	86 100%	141 100%	134 100%	420 100%	11 100%	53 100%	3 100%	9 100%	27 100%	19 100%	91 100%	458 100%	323 100%	239 100%	317 100%	251 100%

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

NQ13 RATING OF ALL HEALTH CARE

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
NQ13 0-6	803 21%	66 21%	125 25%	142 25%*	187 23%	200 18%*	59 17%*	628 21%	8 22%~	13 22%	11 ~	26 25%~	64 25%	64 17%*	704 22%*	372 16%*	400 30%*	254 19%*	523 22%	
7-8	1287 34%	126 39%	183 37%	206 37%	289 35%	350 28%*	98 35%	1052 35%	8 22%~	18 30%	3 37%~	17 39%~	34 28%	96 37%	105 27%*	1130 35%*	800 35%	439 33%	464 35%	790 34%
9-10	1650 44%	129 40%	192 38%*	210 38%*	348 42%	535 49%*	198 56%*	1314 44%	19 55%~	27 47%	4 63%~	15 36%~	58 49%	101 39%	220 57%*	1363 43%*	1088 48%*	502 37%*	593 45%	1018 44%
VALID CASES	3741	321	499	558	824	1085	355	2994	34	58	7	43	118	261	389	3197	2261	1341	1311	2331
NUMBER OF RESPONDENTS	3741 100%	321 100%	499 100%	558 100%	824 100%	1085 100%	355 100%	2994 100%	34 100%	58 100%	7 100%	43 100%	118 100%	261 100%	389 100%	3197 100%	2261 100%	1341 100%	1311 100%	2331 100%
MEAN	2.23	2.20	2.13	2.12	2.20	2.31	2.39	2.23	2.33	2.25	2.63	2.10	2.27	2.14	2.40	2.21	2.32	2.08	2.26	2.21
p stat_(*=Sig @ p<=.05)		.462	.005*	.001*	.192	.000*	.000*	.706	~.849	~	~	~.519	.056	.000*	.000*	.000*	.000*	.065	.154	

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
NQ23 0-6	605 15%	59 16%	102 19%*	100 18%	138 16%	146 13%*	42 11%*	488 15%	2 7%~	4 7%*	6 ~	15 13%~	51 12%	43 10%*	537 16%*	329 13%*	263 19%*	202 14%	389 16%	
7-8	1016 26%	115 31%*	157 30%*	140 24%	239 27%	276 24%	72 20%*	823 26%	10 30%~	15 27%	2 21%~	11 26%~	30 23%	79 28%	79 18%*	902 27%*	633 26%	364 26%	410 29%*	590 24%*
9-10	2338 59%	195 53%*	271 51%*	331 58%	499 57%	734 63%*	254 69%*	1853 59%	20 63%~	37 66%	6 79%~	26 61%~	86 65%	153 54%	311 72%*	1931 57%*	1503 61%*	753 55%*	813 57%	1472 60%
VALID CASES	3959	369	530	571	877	1156	369	3164	32	56	8	42	131	283	433	3371	2465	1380	1425	2451
NUMBER OF RESPONDENTS	3959 100%	369 100%	530 100%	571 100%	877 100%	1156 100%	369 100%	3164 100%	32 100%	56 100%	8 100%	42 100%	131 100%	283 100%	433 100%	3371 100%	2465 100%	1380 100%	1425 100%	2451 100%
MEAN	2.44	2.37	2.32	2.40	2.41	2.51	2.57	2.43	2.56	2.59	2.79	2.48	2.54	2.36	2.62	2.41	2.48	2.35	2.43	2.44
p stat_(*=Sig @ p<=.05)		.054	.000*	.228	.230	.000*	.000*	.304	~.123	~	~	~.126	.065	0.000*	.000*	.000*	.000*	.550	.686	

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
NQ27 0-6	248 13%	21 19%	30 15%	38 16%	68 16%	70 11%*	17 9%*	195 13%	3 17%~	4 11%~	2 ~	8 7%~	26 16%	19 12%	219 13%	113 11%*	132 16%*	79 12%	165 14%	
7-8	459 25%	29 27%	52 27%	67 28%	114 26%	160 24%	29 15%*	386 26%	4 22%~	10 30%~	8 ~	11 35%~	23 21%	31 20%	413 25%	249 25%	201 24%	158 24%	296 25%	
9-10	1143 62%	60 54%	110 57%	137 56%	254 58%	424 65%*	142 75%*	924 61%	12 61%~	20 59%~	3 100%~	14 58%~	32 63%	87 64%	107 68%	1005 61%	629 64%	491 60%	415 64%	711 61%
VALID CASES	1850	110	192	242	437	655	189	1505	20	34	3	24	51	136	157	1638	991	824	652	1172
NUMBER OF RESPONDENTS	1850	110	192	242	437	655	189	1505	20	34	3	24	51	136	157	1638	991	824	652	1172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.48	2.35	2.42	2.41	2.43	2.54	2.66	2.48	2.44	2.49	3.00	2.51	2.47	2.45	2.56	2.48	2.52	2.44	2.51	2.47
p stat_(*=Sig @ p<=.05)		.047*	.191	.078	.052	.009*	.000*	.989	~	~	~	~	.868	.624	.149	.503	.014*	.014*	.172	.154

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

NQ35 RATING OF HEALTH PLAN

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
NQ35 0-6	1222 25%	120 24%	212 30%*	208 29%*	291 28%*	320 23%*	46 11%*	1012 26%*	9 20%~	12 18%	2 16%~	18 31%	39 22%	89 27%	79 14%*	1101 27%*	730 23%*	470 30%*	448 24%	754 26%*
7-8	1551 32%	183 37%*	256 36%*	228 32%	322 31%	430 31%	98 24%*	1276 33%*	14 30%~	21 30%	3 25%~	17 29%	42 24%*	105 31%	130 22%*	1363 33%*	1047 33%*	454 29%*	612 32%	904 31%
9-10	2087 43%	196 39%	247 35%*	279 39%*	436 42%	633 46%*	260 64%*	1587 41%*	23 50%~	35 52%	6 59%~	24 41%	96 54%*	140 42%	372 64%*	1643 40%*	1390 44%	638 41%*	833 44%	1219 42%
VALID CASES	4860	499	715	715	1048	1382	405	3875	46	68	10	60	178	334	581	4107	3167	1562	1893	2877
NUMBER OF RESPONDENTS	4860 100%	499 100%	715 100%	715 100%	1048 100%	1382 100%	405 100%	3875 100%	46 100%	68 100%	10 100%	60 100%	178 100%	334 100%	581 100%	4107 100%	3167 100%	1562 100%	1893 100%	2877 100%
MEAN	2.18	2.15	2.05	2.10	2.14	2.23	2.53	2.15	2.29	2.34	2.43	2.10	2.32	2.15	2.50	2.13	2.21	2.11	2.20	2.16
p stat_(*=Sig @ p<=.05)		.447	.000*	.005*	.076	.007*	.000*	.000*	~.102		~.463	.016*	.580		.000*	.000*	.000*	.000*	.084	.088

GETTING NEEDED CARE

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTH	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE		
NPRBSEE4 NQ25	2.25	2.13	2.10	2.13	2.23	2.33	2.42	2.27	2.37	1.92	2.27	2.18	2.13	2.12	2.29	2.25	2.29	2.20	2.31	2.22
p stat_(*=Sig @ p<=.05)	.103	.005*	.011*	.602	.001*	.002*	.017*	~	~	~	~	.293	.047*	.504	.867	.008*	.013*	.010*	.023*	
NCARNES4 NQ14	2.27	2.27	2.13	2.18	2.24	2.35	2.44	2.29	2.49	2.17	2.63	2.02	2.18	2.15	2.32	2.26	2.35	2.13	2.33	2.24
p stat_(*=Sig @ p<=.05)	.897	.000*	.003*	.135	.000*	.000*	.058	~	.366	~	~	.175	.006*	.218	.125	.000*	.000*	.001*	.000*	
COMPOSITE	2.26	2.20	2.12	2.16	2.23	2.34	2.43	2.28	2.43	2.05	2.45	2.10	2.15	2.14	2.30	2.26	2.32	2.17	2.32	2.23
p stat_(*=Sig @ p<=.05)	.105	.000*	.001*	.275	.000*	.000*	.008*	~	.090	~	~	.127	.006*	.202	.528	.000*	.000*	.000*	.001*	

GETTING CARE QUICKLY

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
NCARSN4 NQ4	2.37	2.30	2.23	2.38	2.31	2.44	2.55	2.39	2.41	2.42	2.69	2.02	2.32	2.23	2.33	2.37	2.45	2.28	2.41	2.35
p stat_(*=Sig @ p<=.05)	.272	.001*	.695	.067	.007*	.000*	.013*	~	~	~	~	.634	.042*	.502	.366	.000*	.000*	.083	.188	
NAPGET4 NQ6	2.28	2.00	2.10	2.25	2.34	2.35	2.52	2.32	2.22	2.17	1.83	2.10	2.15	2.19	2.21	2.29	2.29	2.28	2.29	2.28
p stat_(*=Sig @ p<=.05)	.000*	.000*	.383	.030*	.003*	.000*	.000*	~	~	~	~	.094	.057	.059	.178	.903	.849	.714	.672	
COMPOSITE	2.33	2.15	2.17	2.32	2.33	2.40	2.54	2.36	2.32	2.30	2.26	2.06	2.24	2.21	2.27	2.33	2.37	2.28	2.35	2.31
p stat_(*=Sig @ p<=.05)	.000*	.000*	.836	1.00	.001*	.000*	.000*	~	.834	~	~	.243	.042*	.124	.201	.000*	.010*	.213	.305	

HOW WELL DOCTORS COMMUNICATE

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- AMER	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
NDREXPL4 NQ17	2.62	2.52	2.59	2.62	2.63	2.65	2.64	2.63	2.66	2.54	2.77	2.57	2.61	2.57	2.62	2.62	2.68	2.53	2.61	2.63
p stat_(*=Sig @ p<=.05)	.016*	.201	.915	.639	.075	.592	.189	~	~	~	~.814	.223	.912	.875	.000*	.000*	.305	.264		
NDRLSTN4 NQ18	2.58	2.59	2.49	2.54	2.57	2.61	2.70	2.58	2.72	2.63	3.00	2.58	2.68	2.46	2.67	2.57	2.65	2.47	2.60	2.57
p stat_(*=Sig @ p<=.05)	.818	.004*	.140	.561	.083	.000*	.903	~	~	~	~.148	.011*	.007*	.029*	.000*	.000*	.332	.412		
NDRESPU4 NQ19	2.65	2.70	2.58	2.60	2.64	2.67	2.70	2.64	2.75	2.62	3.00	2.67	2.72	2.58	2.74	2.63	2.71	2.55	2.65	2.64
p stat_(*=Sig @ p<=.05)	.160	.019*	.088	.740	.206	.084	.776	~	~	~	~.234	.099	.003*	.002*	.000*	.000*	.626	.440		
NDRTMEN4 NQ20	2.50	2.42	2.36	2.47	2.52	2.55	2.60	2.51	2.57	2.55	2.89	2.65	2.41	2.44	2.43	2.51	2.56	2.40	2.51	2.50
p stat_(*=Sig @ p<=.05)	.052	.000*	.406	.429	.010*	.002*	.255	~	~	~	~.244	.219	.055	.074	.000*	.000*	.553	.738		
COMPOSITE	2.59	2.56	2.50	2.56	2.59	2.62	2.66	2.59	2.67	2.58	2.92	2.62	2.61	2.51	2.61	2.58	2.65	2.49	2.59	2.59
p stat_(*=Sig @ p<=.05)	.620	.080	.487	.953	.250	.087	.703	~	~	~	~.857	.251	.596	.645	.000*	.000*	.857	.886		

CUSTOMER SERVICE

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV ILND	AMER ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
NPBCLCS4 NQ31	2.23	2.15	2.09	2.16	2.26	2.28	2.43	2.25	2.50	2.11	2.00	2.08	2.26	2.02	2.17	2.24	2.28	2.12	2.22	2.24
p stat_(*=Sig @ p<=.05)	.230	.007*	.202	.404	.106	.008*	.088	~	~	~	~	.790	.013*	.287	.341	.001*	.000*	.756	.687	
NCSRESP NQ32	2.64	2.54	2.58	2.59	2.62	2.70	2.78	2.65	2.80	2.39	3.00	2.45	2.67	2.52	2.66	2.64	2.68	2.57	2.61	2.65
p stat_(*=Sig @ p<=.05)	.108	.137	.227	.435	.008*	.006*	.323	~	~	~	~	.700	.080	.638	.816	.002*	.004*	.275	.315	
COMPOSITE	2.44	2.34	2.34	2.38	2.44	2.49	2.60	2.45	2.65	2.25	2.50	2.26	2.46	2.27	2.42	2.44	2.48	2.34	2.42	2.44
p stat_(*=Sig @ p<=.05)	.340	.158	.415	.932	.222	.014*	.357	~	~	~	~	.799	.118	.772	.762	.032*	.018*	.668	.657	

SHARED DECISION MAKING

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
NNRXWHY NQ10	2.84	2.85	2.85	2.84	2.88	2.84	2.76	2.85	2.71	2.88	3.00	2.87	2.62	2.82	2.73	2.85	2.83	2.87	2.84	2.84
p stat_(*=Sig @ p<=.05)	.780	.805	.891	.060	.837	.052	.116	~	~	~	~.048*	.505	.026*	.020*	.225	.094	.940	.779		
NNRXWYNT NQ11	2.44	2.41	2.50	2.49	2.47	2.39	2.37	2.45	2.24	2.25	1.76	2.60	1.91	2.58	2.27	2.45	2.43	2.44	2.39	2.46
p stat_(*=Sig @ p<=.05)	.706	.238	.266	.443	.122	.265	.467	~	~	~	~.000*	.038*	.018*	.106	.495	.812	.063	.098		
NRXBST NQ12	2.52	2.61	2.59	2.47	2.47	2.53	2.47	2.51	2.81	2.81	2.59	2.38	2.60	2.47	2.57	2.51	2.56	2.45	2.56	2.49
p stat_(*=Sig @ p<=.05)	.187	.119	.269	.220	.688	.416	.287	~	~	~	~.434	.508	.394	.346	.009*	.002*	.120	.119		
COMPOSITE	2.60	2.62	2.65	2.60	2.61	2.59	2.53	2.60	2.59	2.65	2.45	2.62	2.38	2.62	2.52	2.60	2.61	2.59	2.59	2.60
p stat_(*=Sig @ p<=.05)	.770	.435	.994	.858	.720	.355	.831	~	~	~	~.105	.773	.327	.527	.760	.630	.903	.924		

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

	AGE						RACE							ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	OTH-	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	FE-	MALE	
PRBSEE4 Q25	77%	72%	71%	71%	76%	81%	80%	79%	71%	58%	77%	70%	72%	72%	80%	77%	80%	74%	81%	75%
CARNES4 Q14	80%	81%	75%	78%	80%	84%	85%	82%	84%	75%	92%	75%	77%	75%	81%	81%	83%	75%	83%	79%
AVERAGE	78.75	76.38	72.89	74.52	78.01	82.55	82.66	80.07	77.46	66.56	84.56	72.86	74.91	73.33	80.58	78.74	81.45	74.59	81.92	77.04

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	OTH-	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	FE-	MALE	
CARSN4 Q4	82%	81%	76%	82%	80%	85%	89%	83%	80%	75%	100%	75%	83%	73%	84%	82%	85%	79%	84%	81%
APGET4 Q6	78%	65%	69%	75%	81%	81%	86%	80%	74%	66%	57%	68%	71%	73%	75%	78%	77%	79%	77%	78%
AVERAGE	79.76	73.17	72.22	78.78	80.64	83.19	87.87	81.71	77.02	70.30	78.28	71.50	77.29	72.82	79.89	80.03	80.94	78.57	80.69	79.51

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE	
DREXPL4 Q17	92%	87%	93%	92%	92%	94%	91%	93%	90%	80%	92%	93%	92%	90%	94%	92%	94%	89%	92%	92%
DRLSTN4 Q18	90%	89%	88%	87%	90%	91%	92%	90%	95%	92%	100%	93%	93%	85%	93%	89%	92%	85%	91%	89%
DRESPU4 Q19	91%	92%	90%	89%	92%	93%	91%	92%	90%	89%	84%	96%	94%	89%	94%	91%	94%	88%	93%	91%
DRTMEN4 Q20	88%	84%	85%	88%	89%	89%	91%	89%	89%	87%	100%	92%	86%	83%	87%	88%	91%	84%	89%	88%
AVERAGE	90.3	88.1	89.2	89.0	90.9	91.5	91.1	90.9	91.1	86.7	94.0	93.3	91.3	86.8	92.0	90.2	92.8	86.3	91.1	90.0

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

	AGE						RACE							ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	OTHER	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	FE- MALE	
PBCLCS4 Q31	75%	74%	67%	70%	76%	79%	85%	76%	85%	67%	42%	67%	76%	67%	71%	76%	78%	69%	74%	77%
CSRESP Q32	92%	88%	91%	88%	92%	94%	95%	92%	100%	77%	100%	88%	93%	86%	92%	92%	94%	89%	91%	92%
AVERAGE	83.64	81.08	79.43	78.99	84.09	86.62	89.91	84.31	92.37	72.11	71.22	77.58	84.30	76.58	81.43	83.86	85.85	78.84	82.32	84.41

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	ETHNICITY	ETHNICITY	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	FE- MALE		
NRXWHY Q10	92%	93%	93%	92%	94%	92%	88%	93%	86%	94%	100%	94%	81%	91%	86%	93%	91%	93%	92%	92%
NRXWYNT Q11	72%	70%	75%	75%	73%	70%	69%	72%	62%	62%	38%	80%	45%	79%	64%	72%	71%	72%	69%	73%
RXBST Q12	76%	80%	80%	73%	74%	76%	74%	75%	90%	91%	79%	69%	80%	74%	78%	76%	78%	72%	78%	75%
AVERAGE	79.9	81.2	82.4	79.9	80.3	79.3	76.7	80.1	79.3	82.4	72.4	80.9	68.8	81.1	76.1	80.2	80.3	79.3	79.7	80.0

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q1 YES	5436 100%	23 100%	886 100%	1396 100%	1605 100%	1527 100%	3390 100%	62 100%	101 100%	26 100%	93 100%	317 100%	552 100%	1855 100%	3184 100%	4823 100%	274 100%	4208 100%	1228 100%
NOT ANSWERED	71		10	16	16	28	44	1	2			4	4	35	34	62	5	61	10
VALID CASES	5436	23	886	1396	1605	1527	3390	62	101	26	93	317	552	1855	3184	4823	274	4208	1228
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 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		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q3 YES	1900 35%	7 31%~	370 42%*	522 38%*	474 30%*	521 34%	1253 37%*	21 35%	22 22%*	6 26%~	45 49%*	101 32%	197 36%	562 30%*	1199 38%*	1666 35%*	129 47%*	1298 31%*	604 49%*
Q3 NO	3479 65%	15 69%~	506 58%*	867 62%*	1101 70%*	995 66%	2146 63%*	39 65%	79 78%*	19 74%~	47 51%*	219 68%	354 64%	1290 70%*	1987 62%*	3158 65%*	146 53%*	2860 69%*	617 51%*
Q3 NOT ANSWERED	129	1	20	23	46	40	35	3	2	1	1	2	5	37	32	61	5	111	17
VALID CASES	5378	22	876	1389	1575	1515	3399	60	101	25	92	319	551	1853	3186	4824	274	4158	1221
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHRTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q4 NEVER	15 0.9%	6 ~ 2%	3 0.7%	6 ~ 1%	6 13 AND OVER	10 0.9%	1 5%~	~	~	~	1 ~0.8%	1 0.7%	7 1%	8 0.7%	13 0.9%	1 0.7%	11 1%	4 0.8%	
SOMETIMES	142 8%	31 ~ 9%	26 6%*	34 8%	52 12%*	86 8%	1 9%~	4 20%~	2 34%~	3 10%~	10 10%	12 7%	66 14%*	72 7%*	123 8%	13 11%	98 9%	44 8%	
USUALLY	286 17%	50 ~ 15%	82 18%	73 17%	82 18%	186 17%	1 5%~	6 30%~	3 52%~	5 14%~	13 14%	33 17%	102 21%*	169 16%*	247 17%	29 23%	195 17%	92 17%	
ALWAYS	1233 74%	8 100%~	256 75%	349 76%	310 74%	308 69%*	826 75%	13 81%~	9 50%~	1 14%~	24 76%~	70 75%	144 76%	314 64%*	836 77%*	1084 74%	80 65%*	830 73%	403 74%
#ALWAYS + USUALLY (NET)	1519 91%	8 100%~	306 89%	431 94%*	383 92%	390 87%*	1012 91%	14 86%~	15 80%~	4 66%~	29 90%~	83 89%	177 93%	416 85%*	1005 93%*	1331 91%	109 89%	1025 90%	495 91%
TOP BOX SCORE	1233 74%	8 100%~	256 75%	349 76%	310 74%	308 69%*	826 75%	13 81%~	9 50%~	1 14%~	24 76%~	70 75%	144 76%	314 64%*	836 77%*	1084 74%	80 65%*	830 73%	403 74%
NOT ANSWERED	146	1	16	38	33	59	93	1	3	2	3	4	12	39	96	123	11	99	47
VALID CASES	1677	8	342	461	417	448	1108	17	18	6	32	93	191	489	1085	1467	123	1134	543
NUMBER OF RESPONDENTS	1823 100%	9 100%	358 100%	499 100%	450 100%	507 100%	1201 100%	18 100%	21 100%	8 100%	35 100%	97 100%	203 100%	528 100%	1181 100%	1590 100%	134 100%	1233 100%	590 100%

[ASKED IF Q3 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS-	NATV ILND	AMER PAC	IND/ ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q5																			
YES	3499 66%	15 71%~	717 83%*	948 69%*	921 59%*	885 59%*	2218 65%	43 72%	65 65%	17 69%~	61 66%	218 69%	369 69%	1215 66%	2081 66%	3119 65%*	218 80%*	2543 62%*	958 79%*
NO	1824 34%	6 29%~	151 17%*	420 31%*	634 41%*	624 41%*	1173 35%	17 28%	36 35%	8 31%~	32 34%	100 31%	167 31%	621 34%	1090 34%	1674 35%*	56 20%*	1561 38%*	261 21%*
NOT ANSWERED	184	1	28	43	66	46	43	3	2	1		3	20	54	47	93	5	165	19
VALID CASES	5323	22	868	1369	1555	1509	3391	60	101	25	93	318	536	1836	3171	4792	274	4104	1219
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 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		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q6 NEVER	45 1%	~	7 1%	16 2%	13 1%	9 1%	31 2%	~	~	~	~	5 2%	5 1%	17 2%	25 1%	39 1%	3 2%	31 1%	15 2%
SOMETIMES	477 15%	3 20%~	81 12%*	128 15%	137 16%	130 16%	263 13%*	7 17%~	17 30%*	8 44%~	3 6%*	33 17%	44 13%	226 20%*	230 12%*	408 14%*	56 27%*	361 16%*	115 13%*
USUALLY	833 26%	2 10%~	171 26%	202 23%	239 28%	219 27%	519 25%	6 14%~	12 21%	4 23%~	17 29%	53 27%	116 33%*	312 28%	493 26%	744 26%	57 27%	559 24%*	275 31%*
ALWAYS	1873 58%	11 70%~	402 61%	518 60%	479 55%	459 56%	1232 60%*	27 68%~	28 50%	6 33%~	38 65%	104 53%	186 53%*	567 50%*	1172 61%*	1678 58%	90 44%*	1377 59%*	496 55%*
#ALWAYS + USUALLY (NET)	2706 84%	13 80%~	573 87%*	721 83%	718 83%	678 83%	1750 86%*	33 83%~	39 70%*	10 56%~	55 94%*	158 81%	303 86%	879 78%*	1664 87%*	2422 84%*	147 71%*	1936 83%	771 86%
TOP BOX SCORE	1873 58%	11 70%~	402 61%	518 60%	479 55%	459 56%	1232 60%*	27 68%~	28 50%	6 33%~	38 65%	104 53%	186 53%*	567 50%*	1172 61%*	1678 58%	90 44%*	1377 59%*	496 55%*
NOT ANSWERED	216	1	35	58	54	70	135	4	6	1	3	13	12	67	128	190	7	164	52
VALID CASES	3228	16	661	865	867	817	2044	40	56	18	59	196	352	1123	1919	2870	206	2328	900
NUMBER OF RESPONDENTS	3444	17	696	923	921	887	2179	44	62	18	62	209	364	1190	2047	3060	213	2492	952
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

Q7 IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES 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?

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q7 NONE	1519 29%	2 10%~	144 17%*	323 24%*	549 35%*	510 34%*	951 28%	15 25%	36 36%	11 43%~	25 27%	83 26%	136 25%*	592 33%*	862 27%*	1409 30%*	47 18%*	1331 33%*	186 15%*
1 TIME	1511 29%	4 18%~	247 29%	419 31%*	460 30%	381 26%*	997 29%	13 21%	33 33%	5 19%~	29 31%	97 31%	162 30%	477 26%*	940 30%*	1395 29%*	47 18%*	1242 31%*	269 22%*
2	1094 21%	4 19%~	206 24%*	313 23%*	287 18%*	282 19%*	702 21%	17 28%	19 19%	8 30%~	25 27%	56 18%	124 23%	351 19%	689 22%*	1004 21%	56 21%	796 20%*	299 25%*
3	554 11%	5 23%~	108 13%*	152 11%	138 9%*	149 10%	373 11%	4 7%	7 7%	1 2%~	10 11%	27 9%	54 10%	196 11%	327 10%	475 10%*	48 18%*	367 9%*	188 15%*
4	275 5%	1 3%~	78 9%*	66 5%	60 4%*	67 5%	181 5%	3 5%	3 3%	1 4%~	2 2%	33 11%*	18 3%*	109 6%	154 5%	239 5%*	24 9%*	177 4%*	98 8%*
5 TO 9	224 4%	1 7%~	44 5%	62 5%	51 3%*	66 4%	136 4%	6 10%	2 2%	1 2%~	2 2%*	12 4%	26 5%	70 4%	131 4%	179 4%*	32 12%*	101 2%*	124 10%*
10 OR MORE TIMES	79 2%	5 21%~	22 3%*	16 1%	9 0.6%*	27 2%	44 1%	3 5%	1 0.9%	~	~	6 2%	16 3%*	12 0.6%*	61 2%*	63 1%*	14 5%*	25 0.6%*	55 4%*
NOT ANSWERED	251	1	48	61	67	73	51	4	2	1	1	7	19	82	54	123	11	231	20
VALID CASES	5256	22	848	1351	1554	1482	3383	59	101	25	92	314	537	1808	3164	4762	268	4038	1218
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	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 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		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK AFR-	AS- IAN	NATV ILND	AMER ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q8 #YES	2470 69%	14 77%~	484 72%*	666 69%	654 66%*	649 68%	1622 69%	34 75%~	38 63%	10 63%~	48 72%	129 60%*	274 70%	807 69%	1536 69%	2204 68%*	163 76%*	1718 67%*	754 74%*
NO	1125 31%	4 23%~	189 28%*	292 31%	338 34%*	305 32%	723 31%	12 25%~	23 37%	6 37%~	19 28%	87 40%*	120 30%	360 31%	704 31%	1026 32%*	51 24%*	862 33%*	262 26%*
NOT ANSWERED	77	18	22	16	20	36		5	1	1	8	8	29	37	64	2	67	10	
VALID CASES	3595	18	674	958	992	954	2344	46	61	15	67	216	393	1167	2240	3230	214	2580	1015
NUMBER OF RESPONDENTS	3672 100%	18 100%	692 100%	980 100%	1008 100%	974 100%	2380 100%	46 100%	66 100%	16 100%	68 100%	224 100%	401 100%	1196 100%	2277 100%	3294 100%	216 100%	2647 100%	1025 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		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC
Q9 NEVER	71 2%	4 19%	6 0.8%*	17 2%	24 2%	22 2%	35 1%*	2 4%	5 8%	2 ~	7 2%	10 3%	20 2%	48 2%	66 2%	3 2%	61 2%*	10 1%*	
SOMETIMES	344 10%	68 ~ 10%	81 8%	98 10%	98 10%	183 8%*	7 15%~	16 26%*	3 22%~	8 11%	25 12%	41 10%	138 12%*	188 8%*	290 9%*	42 20%*	232 9%	113 11%	
USUALLY	815 23%	1 7%~	149 22%	205 21%	233 24%	228 24%	519 22%	6 13%~	11 17%	3 17%~	17 25%	58 27%	87 22%	308 27%*	470 21%*	711 22%*	73 34%*	561 22%*	254 25%*
ALWAYS	2355 66%	13 73%~	449 67%	658 69%*	626 64%	606 63%	1604 69%*	30 68%~	30 49%*	9 61%~	41 61%	124 58%*	261 65%	694 60%*	1540 69%*	2161 67%*	94 44%*	1714 67%*	641 63%*
#ALWAYS + USUALLY (NET)	3170 88%	14 81%~	598 89%	863 90%	859 88%	834 87%	2123 91%*	35 80%~	41 66%*	12 78%~	58 86%	182 85%	348 87%	1003 86%*	2010 89%*	2873 89%*	168 79%*	2275 89%	896 88%
TOP BOX SCORE	2355 66%	13 73%~	449 67%	658 69%*	626 64%	606 63%	1604 69%*	30 68%~	30 49%*	9 61%~	41 61%	124 58%*	261 65%	694 60%*	1540 69%*	2161 67%*	94 44%*	1714 67%*	641 63%*
NOT ANSWERED	87	20	20	28	20	39	2	4	1	1	9	2	36	31	65	3	80	6	
VALID CASES	3585	18	672	960	980	954	2341	44	62	15	67	215	399	1160	2246	3229	213	2567	1019
NUMBER OF RESPONDENTS	3672 100%	18 100%	692 100%	980 100%	1008 100%	974 100%	2380 100%	46 100%	66 100%	16 100%	68 100%	224 100%	401 100%	1196 100%	2277 100%	3294 100%	216 100%	2647 100%	1025 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		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q10 YES	1153 32%	5 26%~	195 29%*	307 32%	305 31%	345 36%*	775 33%	16 34%~	18 28%	5 30%~	29 44%	50 23%*	126 32%	323 28%*	765 34%*	1004 31%*	100 47%*	647 25%*	511 50%*
Q10 NO	2422 68%	13 74%~	477 71%*	648 68%	676 69%	605 64%*	1564 67%	30 66%~	45 72%	11 70%~	38 56%	164 77%*	270 68%	827 72%*	1483 66%*	2220 69%*	113 53%*	1913 75%*	505 50%*
NOT ANSWERED	97	20	25	27	24	42		4	1	1	10	5	46	30	70	3	87	9	
VALID CASES	3575	18	672	955	981	950	2338	46	62	15	67	214	396	1150	2247	3224	213	2560	1016
NUMBER OF RESPONDENTS	3672 100%	18 100%	692 100%	980 100%	1008 100%	974 100%	2380 100%	46 100%	66 100%	16 100%	68 100%	224 100%	401 100%	1196 100%	2277 100%	3294 100%	216 100%	2647 100%	1025 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		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q11 #YES	1041 94%	4 80%~	181 96%	273 93%	272 93%	309 95%	723 96%*	14 94%~	16 90%~	6 100%~	22 97%~	40 96%~	118 91%	253 95%*	723 94%	900 94%	95 98%*	559 93%	489 95%
NO	65 6%	1 20%~	8 4%	20 7%	21 7%	15 5%	33 4%*	1 6%~	2 10%~	~	1 3%~	2 4%~	11 9%	24 9%	37 5%*	57 6%	2 2%*	40 7%	25 5%
NOT ANSWERED	400	4	84	99	109	105	120	4	6	2	3	24	24	170	94	240	19	349	44
VALID CASES	1106	5	189	293	293	325	757	15	18	6	23	42	129	277	759	957	97	599	514
NUMBER OF RESPONDENTS	1506 100%	9 100%	273 100%	392 100%	402 100%	430 100%	877 100%	19 100%	24 100%	8 100%	26 100%	66 100%	153 100%	447 100%	853 100%	1197 100%	116 100%	948 100%	558 100%

[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		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q12 #YES	747 69%	3 60%~	130 69%	190 68%	193 66%	232 71%	498 67%	11 69%~	13 68%~	5 89%~	20 92%~	28 69%~	94 72%	177 66%	530 70%	648 69%	68 74%	374 64%*	376 74%*
NO	339 31%	2 40%~	59 31%	87 32%	98 34%	93 29%	242 33%	5 31%~	6 32%~	1 11%~	2 8%~	13 31%~	37 28%	93 34%	228 30%	295 31%	24 26%	209 36%*	129 26%*
NOT ANSWERED	61	2	13	17	15	13	30		1		1	7	1	43	15	52	5	44	15
VALID CASES	1086	5	189	277	291	325	740	16	19	6	22	41	131	270	759	943	93	583	505
NUMBER OF RESPONDENTS	1147 100%	7 100%	202 100%	294 100%	306 100%	338 100%	770 100%	16 100%	20 100%	6 100%	23 100%	48 100%	132 100%	313 100%	774 100%	995 100%	98 100%	627 100%	520 100%

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

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q13 #YES	839 75%	3 50%~	137 70%	220 75%	218 74%	260 80%*	562 75%	12 80%~	17 85%~	5 89%~	15 68%~	41 85%~	90 69%	234 77%	563 74%	726 75%	69 71%	440 73%*	400 79%*
NO	276 25%	3 50%~	58 30%	72 25%	78 26%	65 20%*	191 25%	3 20%~	3 15%~	1 11%~	7 32%~	7 15%~	40 31%	70 23%	193 26%	242 25%	28 29%	166 27%*	109 21%*
NOT ANSWERED	32	1	7	3	9	13	17	1			1		3	9	19	27	1	21	11
VALID CASES	1115	6	195	291	297	325	753	15	20	6	22	48	129	304	755	968	97	606	509
NUMBER OF RESPONDENTS	1147 100%	7 100%	202 100%	294 100%	306 100%	338 100%	770 100%	16 100%	20 100%	6 100%	23 100%	48 100%	132 100%	313 100%	774 100%	995 100%	98 100%	627 100%	520 100%

[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?

	OHP TOT CHLD	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL-OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q14 WORST HEALTH CARE POSSIBLE	7 0.2%	~	~0.1%	0.5%	0.2%	0.1%	2 4%	~	~	~0.4%	1	~0.1%	5 0.2%	6 0.2%	1 0.4%	5 0.2%	1 0.1%		
01	9 0.3%	~0.2%	0.1%	0.1%	0.6%	0.3%	~	~	~0.8%	0.4%	1	~0.2%	7 0.3%	6 0.2%	3 1%	4 0.2%	5 0.5%		
02	13 0.4%	~0.3%	0.1%	0.3%	0.7%	0.3%	~	1%	~	~0.7%	0.3%	1 0.3%	8 0.4%	12 0.4%	~	7 0.3%	6 0.6%		
03	27 0.8%	~0.3%	0.9%	0.8%	1%	0.6%	~	~	~	~0.7%	2%	13 1%	13 0.6%	15 0.5%*	10 5%*	13 0.5%*	14 1%*		
04	52 1%	4%~	2%	0.6%*	1%	2%	~	~	~	1% 0.7%	1%	9 0.8%*	36 2%	38 1%*	11 5%*	29 1%*	23 2%*		
05	130 4%	4%~	3%	3%	4%	4%	4%	4%~	4%	~	6%	4 3%	7 5%	19 4%	82 4%	114 4%	16 7%*	77 3%*	54 5%*
06	162 5%	~	5%	4%	5%	4%	10%~	5%	~	2%	2%*	6 3%*	26 5%*	33 4%*	116 5%*	138 4%*	16 8%	112 4%	50 5%
07	319 9%	4%~	7%	9%	10%	9%	10%~	12%	8%~	6%	11%	7 7%*	27 9%	84 8%*	209 13%	274 9%	28 13%	217 9%	102 10%
08	807 23%	46%~	20%*	24%	23%	22%	22%~	27%	14%~	20%	27%*	106 22%	106 23%	253 22%*	507 23%	711 22%*	54 25%	565 22%	242 24%
09	716 20%	22%~	21%	22%	18%*	19%	21%	18%~	16%	20%~	23%	73 21%	73 20%	248 21%*	449 20%	670 21%*	30 14%*	506 20%	211 21%
BEST HEALTH CARE POSSIBLE	1330 37%	21%~	42%*	36%	38%	35%	37%	31%~	33%	57%~	42%	131 41%*	131 36%*	473 38%*	804 21%*	1239 40%*	45 30%*	1022 40%*	307 30%*
#8-10 (NET)	2853 80%	89%~	82%*	82%*	78%	77%*	80%	71%~	77%	92%~	84%	310 84%*	310 79%*	974 81%*	1759 60%*	2620 82%*	129 60%*	2093 82%*	760 75%*

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		
	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
9-10 (NET)	2046 57%	8 43%~	423 63%*	555 58%	545 56%	512 54%*	1361 58%	23 49%~	30 50%	12 78%~	43 64%	114 53%	204 52%*	721 62%*	1252 56%*	1908 59%*	75 35%*	1528 60%*	518 51%*
NOT ANSWERED	100		21	29	28	22	42		6	1	2	9	6	32	41	71	2	90	10
VALID CASES	3572	18	671	951	980	952	2338	46	60	15	66	215	395	1164	2236	3223	214	2557	1015
NUMBER OF RESPONDENTS	3672	18	692	980	1008	974	2380	46	66	16	68	224	401	1196	2277	3294	216	2647	1025
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.51	8.34	8.67	8.60	8.45	8.34	8.52	8.05	8.39	9.28	8.68	8.43	8.35	8.66	8.46	8.58	7.49	8.62	8.21
p stat_(*=Sig @ p<=.05)		~.005*	.037*	.260	.001*	.440		~.584		~.400	.513	.049*	.000*	.006*	.000*	0.000*	.000*	.000*	.000*

[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	
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q15 NEVER	57 2%	6 ~0.9%*	15 2%	14 1%	22 2%	37 2%	1 2%~	2 3%	1 ~	5 1%	3 0.8%	27 2%*	28 1%*	45 1%*	11 5%*	30 1%*	27 3%*	
SOMETIMES	364 10%	2 11%~	66 10%	79 8%*	118 12%*	102 11%	194 8%*	6 12%~	9 15%	4 25%~	3 4%*	23 11%	58 15%*	130 11%	212 9%*	299 9%*	51 24%*	143 9%*
USUALLY	1095 31%	7 40%~	189 28%	293 31%	305 31%	303 32%	669 29%*	9 20%~	22 37%	8 52%~	19 29%	84 39%*	122 31%	408 35%*	637 29%*	969 30%*	76 36%	339 33%*
ALWAYS	2043 57%	9 49%~	409 61%*	562 59%	538 55%	522 55%	1430 61%*	30 65%~	28 46%	4 23%~	44 66%	102 48%*	215 54%	592 51%*	1358 61%*	1903 59%*	76 36%*	504 50%*
#ALWAYS + USUALLY (NET)	3138 88%	16 89%~	597 89%	854 90%*	843 86%	825 87%	2098 90%*	39 85%~	50 82%	11 75%~	63 95%*	186 87%	337 85%*	1000 86%*	1995 89%*	2872 89%*	153 71%*	843 90%*
TOP BOX SCORE	2043 57%	9 49%~	409 61%*	562 59%	538 55%	522 55%	1430 61%*	30 65%~	28 46%	4 23%~	44 66%	102 48%*	215 54%	592 51%*	1358 61%*	1903 59%*	76 36%*	504 50%*
NOT ANSWERED	113	23	32	33	25	50	5	1	2	9	3	38	41	77	2	100	12	
VALID CASES	3559	18	669	948	975	949	2330	46	61	15	66	215	398	1158	2236	3217	214	1013
NUMBER OF RESPONDENTS	3672	18	692	980	1008	974	2380	46	66	16	68	224	401	1196	2277	3294	216	1025
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q16 YES	3904 74%	6 27%~	216 25%*	1100 80%*	1378 89%*	1232 82%*	2546 75%*	49 85%*	70 70%	19 75%~	75 81%	189 59%*	431 78%*	1225 66%*	2452 77%*	3550 74%	208 76%	2859 70%*	1047 85%*
NO	1391 26%	16 73%~	644 75%*	270 20%*	170 11%*	263 18%*	859 25%*	9 15%*	30 30%	6 25%~	17 19%	128 41%*	124 22%*	629 34%*	736 23%*	1274 26%	66 24%	1208 30%*	181 15%*
NOT ANSWERED	212	1	36	42	74	60	29	4	3	1	1	4	1	36	31	60	5	202	10
VALID CASES	5295	22	860	1370	1547	1495	3405	59	100	25	92	317	555	1854	3187	4825	274	4067	1228
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q17 YES	371 10%	31 ~ 16%*	116 11%	124 10%	99 9%*	216 9%*	5 10%~	3 5%	2 16%~	8 11%	27 14%	44 11%	164 14%*	203 9%*	310 9%*	51 26%*	169 6%*	204 20%*	
NO	3254 90%	4 100%~	162 84%*	912 89%	1154 90%	1023 91%*	2151 91%*	44 90%~	56 95%	13 84%~	66 89%	158 86%	361 89%	1007 86%*	2083 91%*	2977 91%*	146 74%*	2461 94%*	792 80%*
NOT ANSWERED	255	14	58	86	97	187	1	8	3	2	13	16	68	171	244	6	204	51	
VALID CASES	3625	4	193	1028	1278	1122	2367	49	59	15	74	185	406	1171	2286	3287	197	2630	995
NUMBER OF RESPONDENTS	3880	4	207	1086	1364	1219	2554	50	67	18	76	198	422	1239	2457	3531	203	2834	1046
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q18 #YES	347 91%	21 ~ 76%	111 ~ 90%	112 93%	105 96%*	206 92%	5 100%	2 ~ 67%	3 ~ 100%	6 ~ 63%	25 94%	43 93%	134 87%*	195 94%*	286 91%	46 92%	163 88%	184 94%
NO	33 9%	6 ~ 24%	13 ~ 10%	8 7%	4 4%*	18 8%		1 ~ 33%		3 ~ 37%	2 6%	3 7%	20 13%*	12 6%*	28 9%	4 8%	21 12%	12 6%
NOT ANSWERED	8		3	3	2	2		1				4	1	6	6	2	4	4
VALID CASES	380	27	124	120	109	223	5	3	3	9	27	46	154	208	314	50	184	196
NUMBER OF RESPONDENTS	388	27	127	123	111	225	5	4	3	9	27	50	155	214	320	52	188	200
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES AND Q17 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	IAN	NATV ILND	AMER ALSK	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q19 YES	209 4%	5 24%~	29 3%	61 4%	63 4%	52 3%	129 4%	4 7%	1 0.9%*	2 ~	10 3%	37 7%*	63 3%	137 4%	168 3%*	37 13%*	76 2%*	134 11%*	
NO	5083 96%	16 76%~	831 97%	1311 96%	1483 96%	1441 97%	3276 96%	57 93%	100 99%*	26 100%~	91 97%	302 93%*	519 97%	1792 97%	3063 96%	4664 97%*	238 87%*	3989 98%*	1094 89%*
NOT ANSWERED	215	1	36	41	75	62	30	2	2		10	1	36	18	53	4	204	11	
VALID CASES	5292	22	860	1371	1546	1493	3404	61	101	26	93	311	555	1854	3200	4832	275	4065	1227
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q20 NEVER	28 14%	1 14%~	3 7%~	5 8%	11 19%	8 17%~	16 13%	1 23%~	1 100%~	1 ~	2 23%~	4 17%~	2 4%*	24 17%*	19 12%~	8 23%~	7 9%	20 16%	
SOMETIMES	32 16%	1 14%~	1 2%~	9 16%	9 17%	11 23%~	18 14%	~	~	~	1 23%~	1 8%~	6 19%~	11 20%	18 13%	25 16%~	4 11%~	10 12%	22 18%
USUALLY	46 23%	~	9 25%~	15 24%	16 28%	7 15%~	24 20%	~	~	~	~	1 8%~	12 39%~	14 25%	31 22%	40 25%~	5 13%~	22 29%	24 19%
ALWAYS	96 48%	2 73%~	24 66%~	31 52%	20 36%*	21 45%~	66 53%	4 77%~	~	~	2 54%~	8 67%~	8 28%~	28 51%	65 47%	76 47%~	18 53%~	39 50%	58 47%
#ALWAYS + USUALLY (NET)	142 71%	2 73%~	33 90%~	46 76%	35 64%	28 60%~	90 73%	4 77%~	~	~	2 54%~	9 75%~	20 67%~	42 76%	96 70%	116 72%~	23 66%~	61 78%	82 66%
TOP BOX SCORE	96 48%	2 73%~	24 66%~	31 52%	20 36%*	21 45%~	66 53%	4 77%~	~	~	2 54%~	8 67%~	8 28%~	28 51%	65 47%	76 47%~	18 53%~	39 50%	58 47%
NOT ANSWERED	3	~	2	1	1	1	4	~	~	~	~	~	2	1	3	1	3	1	
VALID CASES	202	3	36	60	55	46	123	5	1	~	4	12	30	56	138	160	34	78	123
NUMBER OF RESPONDENTS	205	3	38	61	56	47	127	5	1	~	4	12	30	58	139	163	35	81	124
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC		
Q21 #YES	151 77%	1 14%~	31 85%~	46 83%	41 74%	35 74%~	97 81%	4 77%~		3 ~	11 ~	18 77%~	45 80%	101 75%	120 75%~	26 84%~	63 81%	89 74%		
NO	46 23%	3 86%~	5 15%~	9 17%	14 26%	12 26%~	23 19%	1 23%~	1 100%~		1 ~	1 23%~	12 8%~	39 39%~	11 20%	34 25%	40 25%~	5 16%~	14 19%	31 26%
NOT ANSWERED	8		2	5	1		8						2	5	3	4	4	4		
VALID CASES	197	3	36	56	55	47	119	5	1		4	12	30	56	134	160	31	77	120	
NUMBER OF RESPONDENTS	205	3	38	61	56	47	127	5	1		4	12	30	58	139	163	35	81	124	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q19 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q22 YES	429 8%	1 3%~	60 7%	140 10%*	121 8%	107 7%	270 8%	3 5%	6 6%	1 3%~	6 6%	24 8%	47 9%	136 7%	265 8%	350 7%*	66 25%*	194 5%*	236 19%*
Q22 NO	4837 92%	21 97%~	798 93%	1220 90%*	1422 92%	1375 93%	3121 92%	56 95%	96 94%	25 97%~	87 94%	292 92%	504 91%	1721 93%	2916 92%	4471 93%*	204 75%*	3853 95%*	982 81%*
NOT ANSWERED	242	1	38	51	78	73	43	4	1	1		5	5	33	37	64	9	222	20
VALID CASES	5265	22	858	1361	1543	1482	3391	59	102	26	93	316	551	1857	3181	4821	270	4047	1218
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q23 NEVER	85 21%	12 ~ 19%	21 15%*	29 29%*	21 20%	49 20%	1 ~ 14%~		3 ~ 37%~	1 3%	15 31%~	14 10%*	59 24%*	58 17%*	21 34%*	34 19%	51 21%		
SOMETIMES	72 17%	13 ~ 21%	24 16%	15 15%	20 19%	39 15%	3 70%~	2 29%~	3 ~ 30%~	10 40%~	7 15%~	28 20%	41 16%	57 17%	11 17%	24 13%	49 21%		
USUALLY	100 24%	14 ~ 22%	37 25%	24 25%	25 23%	64 25%	1 30%~	3 43%~	2 ~ 23%~	4 16%~	8 17%~	43 30%	57 23%	78 23%	21 34%	42 24%	58 24%		
ALWAYS	157 38%	1 100%~	25 39%	64 44%	30 30%	39 37%	1 ~ 14%~	1 100%~	1 10%~	10 40%~	17 37%~	58 41%	93 37%	142 42%*	9 15%*	76 43%*	80 34%*		
#ALWAYS + USUALLY (NET)	256 62%	1 100%~	38 61%	101 69%*	54 55%	64 61%	1 65%	4 57%~	1 100%~	3 33%~	14 57%~	25 53%~	150 71%*	150 60%	31 66%*	118 67%	138 58%		
TOP BOX SCORE	157 38%	1 100%~	25 39%	64 44%	30 30%	39 37%	1 ~ 14%~	1 100%~	1 10%~	10 40%~	17 37%~	58 41%	93 37%	142 42%*	9 15%*	76 43%*	80 34%*		
NOT ANSWERED	20	1	6	9	4	18					1	4	13	16	2	13	7		
VALID CASES	413	1	63	146	98	105	252	4	7	1	9	25	47	141	251	335	63	175	238
NUMBER OF RESPONDENTS	433	1	64	152	107	109	270	4	7	1	9	25	48	145	264	351	65	188	245
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q24 #YES	261 64%	1 100%~	46 74%	86 60%	53 51%*	77 76%*	154 61%	2 40%~	6 86%~	1 100%~	8 87%~	17 66%~	31 66%~	84 61%	160 64%	202 61%*	47 74%	104 58%*	158 68%*
NO	149 36%		16 ~ 26%	57 40%	50 49%*	24 24%*	99 39%	2 60%~	1 14%~		1 ~ 13%~	8 34%~	16 34%~	54 39%	90 36%	129 39%*	17 26%	75 42%*	73 32%*
NOT ANSWERED	23		1	9	4	8	17						1	7	13	20	2	9	14
VALID CASES	410	1	63	143	103	101	253	4	7	1	9	25	47	138	251	331	63	179	231
NUMBER OF RESPONDENTS	433	1	64	152	107	109	270	4	7	1	9	25	48	145	264	351	65	188	245
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q25																			
YES	629 12%	1 3%~	31 4%*	137 10%*	222 14%*	245 17%*	418 12%	2 4%*	4 4%*	3 11%~	10 11%	41 13%	70 13%	207 11%	388 12%	527 11%*	71 26%*	192 5%*	440 36%*
NO	4638 88%	21 97%~	829 96%*	1228 90%*	1318 86%*	1236 83%*	2979 88%	57 96%*	98 96%*	23 89%~	82 89%	272 87%	481 87%	1657 89%	2791 88%	4290 89%*	203 74%*	3851 95%*	784 64%*
NOT ANSWERED	240	1	37	47	82	74	38	4	1		1	8	4	26	39	69	5	226	14
VALID CASES	5267	22	859	1365	1539	1481	3396	59	102	26	92	313	552	1864	3179	4816	274	4043	1224
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	OHP TOT CHLD	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q26 NEVER	92 14%	7 ~ 20%	21 ~ 16%	32 14%	32 12%	60 14%	1 ~ 15%	2 84%	1 6%	3 8%	17 20%	29 15%	59 14%	73 13%	16 22%	20 10%*	72 16%*	
SOMETIMES	114 18%	4 ~ 11%	22 ~ 17%	43 19%	46 18%	74 18%	3 85%	2 38%	5 ~ 30%	5 13%	10 12%	32 17%	75 18%	94 17%	15 20%	38 20%	76 17%	
USUALLY	152 23%	5 ~ 15%	38 ~ 29%	56 24%	53 20%	93 22%	1 15%	2 47%	6 ~ 36%	16 42%	20 25%	53 27%	96 23%	125 23%	20 28%	35 18%*	116 25%*	
ALWAYS	293 45%	1 100%	17 ~ 54%	51 ~ 39%	97 43%	128 50%	196 46%	1 ~ 16%	5 29%	14 37%	35 43%	80 41%	195 46%	257 47%*	21 30%*	100 52%*	193 42%*	
#ALWAYS + USUALLY (NET)	445 68%	1 100%	22 ~ 69%	89 ~ 67%	153 67%	181 70%	289 68%	1 15%	2 47%	1 16%	10 64%	30 79%	56 68%	133 68%	291 69%	382 70%	41 58%	310 68%
TOP BOX SCORE	293 45%	1 100%	17 ~ 54%	51 ~ 39%	97 43%	128 50%	196 46%	1 ~ 16%	5 29%	14 37%	35 43%	80 41%	195 46%	257 47%*	21 30%*	100 52%*	193 42%*	
NOT ANSWERED	15			2	4	10	13			1		1	2	12	11	2	8	7
VALID CASES	651	1	32	132	227	258	424	3	5	2	16	38	82	195	425	549	72	458
NUMBER OF RESPONDENTS	666	1	32	134	231	268	437	3	5	2	17	38	83	197	437	560	74	465
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q27 #YES	309 48%	1 100%	21 66%	62 48%	104 46%	121 47%	202 48%	1 43%	4 71%	8 46%	18 47%	39 48%	94 48%	199 47%	255 47%	36 50%	77 41%*	233 51%*	
NO	337 52%	~	11 34%	68 52%	122 54%	136 53%	219 52%	2 57%	1 29%	2 100%	9 54%	20 53%	43 52%	102 52%	223 53%	291 53%	36 50%	111 59%*	225 49%*
NOT ANSWERED	20			3	5	11	16					1	1	15	15	2	13	7	
VALID CASES	646	1	32	131	226	257	421	3	5	2	17	38	82	196	422	545	72	188	458
NUMBER OF RESPONDENTS	666	1	32	134	231	268	437	3	5	2	17	38	83	197	437	560	74	201	465
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q28 YES	1037 20%	6 26%~	165 19%	260 19%	274 18%*	332 23%*	706 21%*	13 23%	6 6%*	2 8%~	11 12%*	58 19%	128 23%*	307 17%*	677 21%*	887 18%*	115 42%*	526 13%*	513 42%*
Q28 NO	4219 80%	16 74%~	692 81%	1101 81%	1265 82%*	1143 77%*	2689 79%*	45 77%	96 94%*	24 92%~	81 88%*	254 81%	423 77%*	1549 83%*	2505 79%*	3927 82%*	157 58%*	3504 87%*	712 58%*
NOT ANSWERED	251	1	39	51	81	80	39	5	1		1	9	6	34	37	71	6	239	12
VALID CASES	5256	22	857	1361	1540	1475	3395	58	102	26	92	312	550	1856	3181	4814	273	4030	1226
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 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		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q29 #YES	610 60%	3 38%	107 65%	161 62%	150 56%	188 59%	412 60%	8 67%	7 100%	3 100%	10 56%	21 39%*	80 61%	185 63%	400 59%	516 59%	68 65%	319 60%	290 59%
NO	408 40%	5 63%	57 35%	98 38%	117 44%	133 41%	271 40%	4 33%	~	~	8 44%	32 61%*	52 39%	111 37%	280 41%	357 41%	37 35%	209 40%	199 41%
NOT ANSWERED	39	9	7	11	12	31	1			1		3	6	31	33	4	29	11	
VALID CASES	1018	8	163	259	267	321	684	11	7	3	17	53	132	295	680	874	105	528	489
NUMBER OF RESPONDENTS	1057	8	172	266	278	333	715	12	7	3	18	53	135	301	711	907	109	557	500
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q30 YES	4586 88%	19 90%~	766 90%*	1240 92%*	1330 87%	1228 84%*	3025 90%*	53 89%	76 75%*	15 63%~	69 77%*	257 84%*	485 89%	1573 85%*	2808 89%*	4205 88%	241 88%	3450 86%*	1137 93%*
NO	628 12%	2 10%~	81 10%*	108 8%*	200 13%	240 16%*	346 10%*	6 11%	25 25%*	9 37%~	20 23%*	50 16%*	59 11%	281 15%*	335 11%*	568 12%	34 12%	545 14%*	82 7%*
NOT ANSWERED	293	1	50	64	91	87	63	4	2	2	4	14	13	36	75	112	4	274	18
VALID CASES	5214	22	846	1348	1530	1468	3371	59	101	24	89	307	543	1854	3143	4773	275	3995	1220
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	OHP TOT CHLD	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q31 NONE	1197 27%	1 7%~	110 15%*	294 25%*	424 34%*	376 32%*	795 27%	15 28%	20 27%	4 23%~	13 17%*	50 21%*	125 26%	430 29%	728 27%	1122 28%*	46 20%*	1000 30%*	195 18%*	
1 TIME	1471 33%		259 ~ 35%	389 33%	434 34%	388 33%	996 34%	11 21%*	26 36%	5 27%~	30 41%	82 34%	163 34%	466 31%	941 34%	1374 34%*	54 24%*	1162 35%*	308 28%*	
2	869 20%	7 42%~	165 22%	279 23%*	207 16%*	207 17%*	563 19%	16 31%	16 22%	4 24%~	18 24%	46 19%	96 20%	284 19%	545 20%	813 20%*	33 15%*	607 18%*	263 24%*	
3	474 11%	4 24%~	106 14%*	121 10%	116 9%*	124 10%	315 11%	7 13%	5 7%	3 19%~	5 7%	32 14%	47 10%	147 10%	306 11%	413 10%*	41 18%*	308 9%*	166 15%*	
4	200 5%		54 ~ 7%*	50 4%	51 4%	44 4%	126 4%	3 5%	3 5%		8 ~ 10%	19 8%	14 3%*	77 5%	119 4%	176 4%*	20 9%*	116 4%*	85 8%*	
5 TO 9	143 3%	1 7%~	31 4%	45 4%	28 2%*	37 3%	87 3%		2 ~ 2%	1 6%~		7 ~ 3%	20 4%	62 4%*	73 3%*	107 3%*	26 12%*	75 2%*	69 6%*	
10 OR MORE TIMES	46 1%	4 19%~	12 2%	13 1%	4 0.3%*	11 1%	20 0.7%*	1 2%					2 ~ 1%	9 2%	16 1%	28 1%	39 1%	7 3%	21 0.6%*	25 2%*
NOT ANSWERED	187		20	48	59	61	117	1	1	1	1	15	18	71	103	160	12	152	35	
VALID CASES	4400	18	738	1191	1264	1188	2903	53	72	16	74	239	475	1483	2741	4044	229	3290	1110	
NUMBER OF RESPONDENTS	4587	18	758	1239	1323	1249	3020	54	73	17	75	254	493	1554	2844	4204	241	3442	1145	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q30 = YES]

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

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q31A ALWAYS	70 2%	13 ~ 2%	18 2%	28 3%*	11 1%*	33 2%*	2 5%~	4 7%	1 ~ 1%	6 4%	7 2%	52 5%*	21 1%*	60 2%	7 4%	60 3%*	10 1%*		
USUALLY	38 1%	4 ~0.7%	13 1%	9 1%	12 1%	15 0.7%*	1 ~ 2%	1 ~	1 ~	5 ~0.8%	5 1%	32 3%*	10 0.5%*	35 1%	3 2%	32 1%*	6 0.6%*		
SOMETIMES	186 6%	1 4%~	39 6%	56 7%	47 6%	42 5%	79 4%*	1 0.9%~	12 23%*	4 ~	26 8%	10 15%*	127 3%*	56 13%*	150 5%*	30 16%*	137 6%	49 5%	
NEVER	2817 91%	15 96%~	550 91%	766 90%	758 90%	728 92%	1919 94%*	38 94%~	37 69%*	11 100%~	54 91%	141 81%*	327 94%*	799 79%*	1886 96%*	2591 91%*	141 78%*	1957 90%*	862 93%*
#NEVER + SOMETIMES (NET)	3003 97%	16 100%~	589 97%	823 96%	805 96%	770 97%	1997 98%*	38 95%~	49 92%	11 100%~	58 99%	166 95%	337 97%	926 92%*	1942 98%*	2741 97%	171 94%	2094 96%*	911 98%*
TOP BOX SCORE	2817 91%	15 96%~	550 91%	766 90%	758 90%	728 92%	1919 94%*	38 94%~	37 69%*	11 100%~	54 91%	141 81%*	327 94%*	799 79%*	1886 96%*	2591 91%*	141 78%*	1957 90%*	862 93%*
NOT ANSWERED	40	10	12	7	10	29						4	14	21	32	2	37	2	
VALID CASES	3111	16	606	854	843	793	2045	40	54	11	59	174	349	1010	1973	2836	181	2185	927
NUMBER OF RESPONDENTS	3151 100%	16 100%	616 100%	866 100%	850 100%	803 100%	2074 100%	40 100%	54 100%	11 100%	59 100%	174 100%	353 100%	1024 100%	1994 100%	2868 100%	183 100%	2222 100%	929 100%

[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			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
Q32 NEVER	72 2%		6 1%*	27 3%	14 2%	25 3%	33 2%*	1 3%~	1 2%	2 21%~		9 ~	9 5%	36 4%*	32 2%*	59 2%*	11 6%*	55 2%	17 2%	
SOMETIMES	105 3%	1 4%~	15 2%	34 4%	27 3%	29 4%	56 3%*	1 3%~	3 5%			1 ~	9 5%	12 3%	59 6%*	43 2%*	82 3%*	23 12%*	70 3%	36 4%
USUALLY	508 16%	5 33%~	95 16%	136 16%	141 17%	131 17%	304 15%*	6 14%~	11 20%	2 21%~	17 29%*	37 22%	55 15%	214 21%*	288 15%*	455 16%	44 24%*	332 15%*	178 19%*	
ALWAYS	2427 78%	10 63%~	493 81%*	655 77%	659 78%	609 77%	1655 81%*	32 81%~	39 74%	6 58%~	41 70%	118 68%*	277 79%	707 70%*	1610 82%*	2250 79%*	105 58%*	1735 79%*	690 75%*	
#ALWAYS + USUALLY (NET)	2935 94%	15 96%~	588 96%*	791 93%*	800 95%	741 93%	1959 96%*	38 95%~	50 94%	9 79%~	58 99%*	155 89%*	332 94%	922 91%*	1899 96%*	2705 95%*	149 82%*	2067 94%	868 94%	
TOP BOX SCORE	2427 78%	10 63%~	493 81%*	655 77%	659 78%	609 77%	1655 81%*	32 81%~	39 74%	6 58%~	41 70%	118 68%*	277 79%	707 70%*	1610 82%*	2250 79%*	105 58%*	1735 79%*	690 75%*	
NOT ANSWERED	39		7	14	9	9	27		1			1	1	7	20	22	1	31	8	
VALID CASES	3112	16	609	852	841	794	2047	40	53	11	59	173	352	1017	1974	2846	182	2191	921	
NUMBER OF RESPONDENTS	3151	16	616	866	850	803	2074	40	54	11	59	174	353	1024	1994	2868	183	2222	929	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q33 NEVER	36 1%	8 ~	11 1%	4 0.5%*	13 2%	20 1%	1 3%~	2 3%		3 ~	5 ~	11 1%	23 1%	30 1%	5 3%	19 0.9%*	18 2%*		
SOMETIMES	138 4%	1 4%~	23 4%	37 4%	40 5%	38 5%	82 4%	5 ~	10 10%	6 ~	10 10%	19 6%	19 5%	54 5%	82 4%	119 4%	17 10%*	83 4%*	56 6%*
USUALLY	532 17%	5 29%~	82 14%*	151 18%	145 17%	150 19%	329 16%	5 13%~	10 18%	3 30%~	11 19%	31 18%	72 20%	178 17%	332 17%	472 17%*	48 26%*	359 16%	174 19%
ALWAYS	2411 77%	11 67%~	496 81%*	654 77%	652 78%	597 75%	1623 79%*	34 84%~	37 69%	8 70%~	42 72%	130 75%	257 73%*	774 76%	1545 78%	2227 78%*	113 62%*	1731 79%*	679 73%*
#ALWAYS + USUALLY (NET)	2943 94%	15 96%~	578 95%	805 94%	797 95%	747 94%	1952 95%	39 97%~	47 87%	11 100%~	53 90%	161 93%	329 93%	952 94%	1877 95%	2699 95%*	161 88%*	2090 95%*	853 92%*
TOP BOX SCORE	2411 77%	11 67%~	496 81%*	654 77%	652 78%	597 75%	1623 79%*	34 84%~	37 69%	8 70%~	42 72%	130 75%	257 73%*	774 76%	1545 78%	2227 78%*	113 62%*	1731 79%*	679 73%*
NOT ANSWERED	34	7	14	9	4	20						1	1	7	12	20		31	3
VALID CASES	3117	16	609	852	841	799	2054	40	54	11	59	173	352	1017	1982	2848	183	2191	926
NUMBER OF RESPONDENTS	3151	16	616	866	850	803	2074	40	54	11	59	174	353	1024	1994	2868	183	2222	929
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q34 NEVER	21 0.7%	3 ~0.4%	10 1%	2 0.3%	6 0.7%	13 0.6%	~	~	~	~	2 1%	4 1%	10 1%	11 0.5%	18 0.6%	2 0.9%	12 0.6%	9 1%	
SOMETIMES	118 4%	1 4%	19 3%	32 4%	38 5%	29 4%	74 4%	1 3%	5 10%	5 ~	7 9%	17 4%	27 3%*	85 4%*	101 4%*	17 9%*	59 3%*	61 7%*	
USUALLY	460 15%	5 29%	82 14%	127 15%	129 15%	117 15%	278 14%*	3 8%	13 23%	3 30%	12 20%	23 13%	64 18%	154 15%	285 14%	409 14%*	40 22%*	317 15%	143 15%
ALWAYS	2511 81%	11 67%	504 83%	678 80%	672 80%	646 81%	1689 82%*	36 89%	36 67%*	8 70%	42 72%	138 81%	266 76%*	824 81%	1598 81%	2316 81%*	123 68%*	1796 82%*	713 77%*
#ALWAYS + USUALLY (NET)	2970 96%	15 96%	586 97%	805 95%	800 95%	763 96%	1967 96%	39 97%	49 90%	11 100%	54 91%	161 95%	330 94%	978 96%	1882 95%	2726 96%*	164 90%*	2113 97%*	856 92%*
TOP BOX SCORE	2511 81%	11 67%	504 83%	678 80%	672 80%	646 81%	1689 82%*	36 89%	36 67%*	8 70%	42 72%	138 81%	266 76%*	824 81%	1598 81%	2316 81%*	123 68%*	1796 82%*	713 77%*
NOT ANSWERED	42	8	18	9	5	20					4	2	9	16	23	1	38	3	
VALID CASES	3109	16	608	848	841	798	2054	40	54	11	59	170	351	1015	1978	2845	182	2184	926
NUMBER OF RESPONDENTS	3151	16	616	866	850	803	2074	40	54	11	59	174	353	1024	1994	2868	183	2222	929
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q35 YES	2053 67%	68 ~ 11%*	538 64%*	733 88%*	754 96%*	1377 68%	23 65%~	35 65%	7 64%~	35 59%	111 64%	234 66%	639 64%*	1336 68%*	1878 67%	127 70%	1390 64%*	666 74%*	
NO	1025 33%	16 100%~	531 89%*	306 36%*	99 12%*	32 4%*	657 32%	13 35%~	19 35%	4 36%~	24 41%	61 36%	119 34%	361 36%*	627 32%*	939 33%	54 30%	783 36%*	238 26%*
NOT ANSWERED	74	17	21	18	17	41	4				1	1	24	31	50	2	49	25	
VALID CASES	3077	16	599	845	832	786	2033	36	54	11	59	173	352	1000	1963	2818	181	2173	904
NUMBER OF RESPONDENTS	3151	16	616	866	850	803	2074	40	54	11	59	174	353	1024	1994	2868	183	2222	929
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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?

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER				
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q36 NEVER	24 1%	~	1%	10%	9%	4%	10%	0.7%*	~	~	~	2%	~	~	2%	11%	8%	16%	3%	14%	10%
SOMETIMES	129 6%	~	9%	39%	49%	33%	76%	5%	5%	11%	~	8%	8%	9%	22%	38%	88%	111%	17%	76%	53%
USUALLY	485 23%	~	30%	149%	146%	165%	296%	21%	31%	19%	~	20%	26%	30%	24%	305%	443%	33%	338%	147%	
ALWAYS	1446 69%	~	61%	342%	514%	542%	1000%	72%	64%	70%	~	100%	70%	66%	58%	457%	939%	1334%	73%	987%	459%
#ALWAYS + USUALLY (NET)	1931 93%	~	90%	491%	660%	707%	1296%	94%	95%	89%	~	100%	90%	92%	89%	620%	1244%	1777%	106%	1325%	606%
TOP BOX SCORE	1446 69%	~	61%	342%	514%	542%	1000%	72%	64%	70%	~	100%	70%	66%	58%	457%	939%	1334%	73%	987%	459%
NOT ANSWERED	28		2	6	10	10	19	2				1	1		11	17	25	2	21	7	
VALID CASES	2083		81	540	719	743	1381	22	34	8	40	111	238		668	1340	1904	126	1415	668	
NUMBER OF RESPONDENTS	2111 100%		83	546	729	753	1400	24	34	8	40	112	239		679	1357	1929	128	1436	675	
			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	

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

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

	OHP TOT CHLD	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q37 NEVER	81 3%	16 ~	23 3%	22 3%	20 3%	39 2%*	1 4%~	5 10%			9 ~	7 ~	37 4%*	36 2%*	67 2%*	13 7%*	58 3%	23 3%	
SOMETIMES	308 10%	1 4%~	71 12%	85 10%	88 11%	62 8%*	164 8%*	5 13%~	9 17%	2 21%~	8 14%	16 9%	33 10%	139 14%*	157 8%*	262 9%*	31 17%*	215 10%	93 10%
USUALLY	750 24%	8 47%~	147 24%	220 26%	201 24%	174 22%	463 23%*	6 16%~	16 29%	2 16%~	18 30%	64 37%*	89 26%	324 32%*	423 21%*	681 24%	60 33%*	526 24%	225 24%
ALWAYS	1955 63%	8 49%~	370 61%	521 61%	523 63%	536 68%*	1384 68%*	26 67%~	24 44%*	7 63%~	33 56%	85 49%*	217 63%	512 51%*	1354 69%*	1824 64%*	75 42%*	1371 63%	585 63%
#ALWAYS + USUALLY (NET)	2706 87%	15 96%~	517 86%	741 87%	724 87%	710 90%*	1847 90%*	33 84%~	40 73%*	9 79%~	51 86%	149 86%	306 88%	836 83%*	1777 90%*	2505 88%*	136 75%*	1897 87%	809 87%
TOP BOX SCORE	1955 63%	8 49%~	370 61%	521 61%	523 63%	536 68%*	1384 68%*	26 67%~	24 44%*	7 63%~	33 56%	85 49%*	217 63%	512 51%*	1354 69%*	1824 64%*	75 42%*	1371 63%	585 63%
NOT ANSWERED	56	13	17	15	10	24	1					1	7	12	24	34	3	52	3
VALID CASES	3095	16	603	849	835	793	2050	39	54	11	59	173	346	1012	1970	2834	180	2170	926
NUMBER OF RESPONDENTS	3151	16	616	866	850	803	2074	40	54	11	59	174	353	1024	1994	2868	183	2222	929
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS-	IAN	NATV ILND	AMER ALSK	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q38 #YES	2602 84%	11 74%~	567 94%*	726 85%	685 82%	606 77%*	1715 84%	34 84%~	41 77%	9 79%~	55 93%*	146 84%	291 83%	864 85%	1646 83%	2387 84%	144 79%	1824 84%	779 84%
NO	499 16%	4 26%~	39 6%*	125 15%	153 18%	185 23%*	330 16%	6 16%~	13 23%	2 21%~	4 7%*	27 16%	61 17%	149 15%	330 17%	453 16%	38 21%	356 16%	143 16%
NOT ANSWERED	49	1	9	15	12	13	29					1	1	12	18	28	1	42	7
VALID CASES	3102	15	607	851	838	790	2045	40	54	11	59	173	352	1012	1976	2840	182	2180	922
NUMBER OF RESPONDENTS	3151 100%	16 100%	616 100%	866 100%	850 100%	803 100%	2074 100%	40 100%	54 100%	11 100%	59 100%	174 100%	353 100%	1024 100%	1994 100%	2868 100%	183 100%	2222 100%	929 100%

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

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q39 YES	1182 38%	8 49%~	233 38%	295 35%*	317 38%	330 42%*	801 39%	17 43%~	9 16%*	2 19%~	28 48%	66 38%	134 38%	376 37%	763 39%	1044 37%*	114 63%*	669 31%*	523 57%*
Q39 NO	1918 62%	8 51%~	373 62%	555 65%*	515 62%	465 58%*	1246 61%	23 57%~	45 84%*	9 81%~	30 52%	107 62%	217 62%	632 63%	1215 61%	1797 63%*	66 37%*	1508 69%*	400 43%*
NOT ANSWERED	51		9	17	18	7	27				1	1	2	16	16	28	2	45	5
VALID CASES	3100	16	607	849	832	796	2047	40	54	11	58	173	351	1008	1978	2840	181	2177	924
NUMBER OF RESPONDENTS	3151 100%	16 100%	616 100%	866 100%	850 100%	803 100%	2074 100%	40 100%	54 100%	11 100%	59 100%	174 100%	353 100%	1024 100%	1994 100%	2868 100%	183 100%	2222 100%	929 100%

[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?

	OHP TOT CHLD	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q40 NEVER	100 8%	1 8%~	13 5%*	23 8%	32 10%	33 10%	74 9%	~	~	~	~	3 4%	15 11%	18 5%*	74 10%*	89 9%	9 9%	50 7%	50 10%
SOMETIMES	161 14%	~	35 15%	46 15%	38 12%	41 13%	110 14%	~	2 20%~	~	3 13%~	12 16%	14 11%	65 17%*	91 12%*	136 13%	22 20%	86 13%	74 15%
USUALLY	289 24%	1 16%~	53 22%	67 22%	91 29%*	77 24%	198 25%	3 18%~	3 30%~	1 50%~	5 24%~	23 32%	32 24%	97 26%	183 24%	245 23%*	37 34%*	159 23%	131 26%
ALWAYS	632 53%	6 76%~	136 57%	165 55%	151 48%*	173 53%	422 53%	12 82%~	5 50%~	1 50%~	13 63%~	34 48%	71 54%	196 52%	421 55%	578 55%*	41 37%*	387 57%*	245 49%*
#ALWAYS + USUALLY (NET)	922 78%	7 92%~	190 80%	232 77%	242 78%	250 77%	619 77%	15 100%~	8 80%~	2 100%~	18 87%~	57 80%	103 78%	293 78%	603 78%	822 79%	78 71%	546 80%*	376 75%*
TOP BOX SCORE	632 53%	6 76%~	136 57%	165 55%	151 48%*	173 53%	422 53%	12 82%~	5 50%~	1 50%~	13 63%~	34 48%	71 54%	196 52%	421 55%	578 55%*	41 37%*	387 57%*	245 49%*
NOT ANSWERED	37		3	10	10	14	36						2	5	31	36		24	13
VALID CASES	1183	8	237	301	312	325	803	15	10	2	21	71	132	376	769	1047	109	682	501
NUMBER OF RESPONDENTS	1220	8	240	311	322	339	839	15	10	2	21	71	134	381	800	1083	109	706	514
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q31 >= 1 TIME AND 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						
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	NATV AMER AS-	HAW/ PAC ILND	IND/ ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC				
Q41 WORST PERSONAL DOCTOR POSSIBLE	15 0.3%	~	~0.6%	0.1%	0.6%	0.2%	3%	~	~	~	~0.9%	4	6	9	0.4%	0.3%	14	1	5	10	0.2%*0.9%*	
01	6 0.1%	~0.3%	2	1	1	2	5	~	~	~	~0.3%	1	1	2	4	0.1%	0.1%	5	1	4	3	0.1% 0.3%
02	9 0.2%	~0.2%	1	1	1	5	8	~	~	~0.8%	~	~	2	6	0.2%	0.2%	7	2	4	5	0.1% 0.5%	
03	16 0.4%	~0.1%	0.4%	0.5%	0.4%	9	0.3%	~	~	~	~0.9%	4	3	12	0.2%	0.4%	11	5	6	10	0.3% 2%*0.2%*0.9%*	
04	48 1%	~ 1%	0.6%*	1%	1%	33	1%	~ 1%	1	1	2	3	11	34	0.7%	1%	39	7	39	9	1% 0.8%	
05	150 3%	~ 3%	2%	2%*	4%	91	4	7%	1%	~ 2%	4	26	64	88	4%	3%	142	8	110	40	3% 4%	
06	132 3%	1 4%~	24 3%	52 4%*	24 2%*	30 3%	86 3%	~ 5%	4	~ 8%	6	2 1%*	24 5%*	42 3%	88 3%	115 3%*	16 7%*	86 3%*	46 4%*			
07	292 7%	1 4%~	38 5%	71 6%	92 7%	91 8%	189 7%	8 16%	4 6%	~ 2%*	2 7%	17 7%	31 5%*	76 7%	194 7%	257 6%*	29 12%*	199 6%*	93 8%*			
08	709 16%	6 34%~	106 15%	201 17%	221 18%	174 15%	469 16%	6 11%	17 23%	~ 19%	14 16%	39 16%	76 16%	235 16%	449 16%	659 16%	33 14%	541 17%	167 15%			
09	769 18%	2 11%~	136 19%	193 16%	211 17%	227 19%	516 18%	6 12%	13 17%	5 28%~	14 19%	55 23%*	84 18%	259 17%	493 18%	714 18%	42 18%	574 18%	196 18%			
BEST PERSONAL DOCTOR POSSIBLE	2212 51%	9 47%~	388 53%	623 52%	626 50%	564 48%*	1480 51%	27 51%	34 46%	11 69%~	35 48%	117 49%	220 47%*	789 53%*	1351 50%*	2062 51%*	90 39%*	1683 52%*	528 48%*			
#8-10 (NET)	3690 85%	17 93%~	630 87%	1017 86%	1058 84%	965 82%*	2465 85%	39 74%	63 87%	16 97%~	63 85%	212 89%*	380 80%*	1282 86%*	2293 84%	3434 85%*	165 71%*	2798 86%*	892 80%*			

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		
	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
9-10 (NET)	2981 68%	11 58%~	524 72%*	816 69%	837 67%	791 68%	1996 69%	33 62%	46 64%	16 97%~	50 67%	173 72%	304 64%*	1048 70%	1844 68%	2775 69%*	132 57%*	2256 69%*	724 65%*
NOT ANSWERED	230	32	51	69	78	129	1	1	1	1	16	20	66	117	180	9	192	37	
VALID CASES	4357	18	726	1188	1254	1171	2891	53	72	16	74	238	473	1488	2727	4024	232	3250	1108
NUMBER OF RESPONDENTS	4587	18	758	1239	1323	1249	3020	54	73	17	75	254	493	1554	2844	4204	241	3442	1145
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.85	8.95	8.96	8.90	8.83	8.74	8.88	8.49	8.86	9.54	8.79	9.01	8.62	8.91	8.82	8.88	8.28	8.91	8.66
p stat_(*=Sig @ p<=.05)		~.030*	.244	.591	.013*	.119	.234	.943		~.735	.058	.003*	.114	.065	.001*	.000*	.000*	.000*	.000*

[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		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q42 YES	1049 24%	1 4%~	91 12%*	212 18%*	394 31%*	362 30%*	719 25%	24 44%*	8 11%*	1 8%~	20 27%	44 18%*	136 29%*	227 15%*	763 28%*	883 22%*	146 62%*	239 7%*	821 73%*
NO	3337 76%	17 96%~	638 88%*	978 82%*	867 69%*	825 70%*	2194 75%	30 56%*	65 89%*	16 92%~	55 73%	193 82%*	339 71%*	1271 85%*	1982 72%*	3167 78%*	89 38%*	3030 93%*	296 27%*
NOT ANSWERED	201		29	48	62	63	108				1	17	18	56	99	154	6	173	28
VALID CASES	4386	18	729	1191	1261	1186	2912	54	73	17	74	237	475	1498	2745	4050	235	3269	1117
NUMBER OF RESPONDENTS	4587	18	758	1239	1323	1249	3020	54	73	17	75	254	493	1554	2844	4204	241	3442	1145
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q43 #YES	913 88%	1 100%~	76 80%*	194 86%	307 87%	336 93%*	643 89%	18 87%~	9 100%~	2 100%~	20 91%~	32 83%~	129 86%	189 82%*	694 89%*	787 90%*	103 77%*	201 85%	712 89%
NO	122 12%	~	19 20%*	31 14%	46 13%	24 7%*	76 11%	3 13%~	~	~	2 9%~	6 17%~	22 14%	40 18%*	82 11%*	91 10%*	30 23%*	36 15%	86 11%
NOT ANSWERED	36			11	14	12	23	2	1				5	7	28	30	4	9	27
VALID CASES	1035	1	95	225	353	360	719	20	9	2	22	38	150	229	775	878	133	237	798
NUMBER OF RESPONDENTS	1071 100%	1 100%	95 100%	236 100%	367 100%	372 100%	742 100%	22 100%	10 100%	2 100%	22 100%	38 100%	155 100%	236 100%	803 100%	908 100%	137 100%	246 100%	825 100%

[ASKED IF Q30 = YES AND Q42 = YES]

Q44 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW YOUR CHILD'S MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR FAMILY'S DAY-TO-DAY LIFE?

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q44 #YES	865 84%	1 100%~	70 74%*	181 80%	298 85%	315 88%*	597 84%	19 96%~	7 77%~	2 100%~	19 88%~	30 78%~	124 81%	179 79%*	656 85%	750 86%*	93 70%*	184 79%*	681 85%*
NO	164 16%		24 ~ 26%*	46 20%	51 15%	42 12%*	114 16%	1 4%~	2 23%~		3 ~ 12%~	8 22%~	29 19%	49 21%*	115 15%	123 14%*	40 30%*	48 21%*	116 15%*
NOT ANSWERED	42		1	9	17	15	31	2	1				2	8	32	35	4	14	28
VALID CASES	1029	1	94	227	350	357	711	20	9	2	22	38	153	228	771	873	133	232	797
NUMBER OF RESPONDENTS	1071	1	95	236	367	372	742	22	10	2	22	38	155	236	803	908	137	246	825
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK NATV	OTH	MUL-TI	HIS-IC	NOT HIS-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
OHP TOT CHLD																			
Q45 YES	778 15%	1 7%~	106 13%*	177 13%*	209 14%	287 19%*	509 15%	12 21%	12 12%	1 3%~	13 14%	43 14%	91 17%	220 12%*	509 16%*	643 13%*	116 42%*	360 9%*	421 34%*
NO	4441 85%	20 93%~	738 87%*	1179 87%*	1316 86%	1186 81%*	2902 85%	48 79%	89 88%	25 97%~	80 86%	274 86%	460 83%	1650 88%*	2685 84%*	4199 87%*	159 58%*	3630 91%*	809 66%*
NOT ANSWERED	287	1	52	56	96	82	23	3	2		1	4	5	20	24	44	4	279	8
VALID CASES	5220	22	844	1356	1525	1473	3411	60	101	26	92	317	551	1870	3194	4841	275	3990	1230
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	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			
	<1	1-3	4-7	8-12	13 AND OVER	WHRTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q46 NEVER	62 8%	7 ~ 7%	12 7%	25 12%	19 7%	29 6%*	1 8%	4 34%~	1 ~ 4%	6 16%~	14 16%*	13 6%	46 9%	49 8%	10 9%	21 6%	41 10%		
SOMETIMES	113 15%	13 ~ 13%	25 15%	32 15%	43 16%	86 17%	2 ~ 17%	2 ~ 6%	1 21%~	9 13%	11 13%	30 14%	81 16%	87 14%	26 25%*	46 13%	68 16%		
USUALLY	212 28%	19 ~ 19%*	44 26%	62 30%	88 33%*	136 27%	5 39%~	3 28%~	4 ~ 32%	12 29%~	27 30%	66 31%	145 28%	165 26%*	40 39%*	79 23%*	133 32%*		
ALWAYS	361 48%	2 100%~	62 61%*	90 53%	91 43%	115 43%*	260 51%	7 53%~	2 21%~	1 100%~	8 58%~	14 34%~	38 42%	104 49%	243 47%	323 52%*	28 27%*	192 57%*	169 41%*
#ALWAYS + USUALLY (NET)	573 77%	2 100%~	80 80%	134 78%	153 73%	203 76%	396 78%	12 92%~	6 48%~	1 100%~	12 90%~	25 63%~	65 72%	170 80%	388 75%	488 78%	68 66%*	272 80%*	301 74%*
TOP BOX SCORE	361 48%	2 100%~	62 61%*	90 53%	91 43%	115 43%*	260 51%	7 53%~	2 21%~	1 100%~	8 58%~	14 34%~	38 42%	104 49%	243 47%	323 52%*	28 27%*	192 57%*	169 41%*
NOT ANSWERED	33	1	9	7	17	17					2	4	8	16	29	2	26	7	
VALID CASES	748	2	100	171	209	265	510	13	12	1	13	40	91	214	515	625	104	338	410
NUMBER OF RESPONDENTS	781	2	101	180	216	282	527	13	12	1	13	42	95	222	531	654	106	364	417
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q47 NONE	59 8%	~	5%	6%	9%	9%	31 6%*	1 8%~	3 27%~	~	1 4%~	4 9%~	10 11%	23 11%	36 7%	49 8%	9 9%	28 8%	31 7%
1 SPECIALIST	515 68%	100%~	77%*	72%	60%*	67%	360 70%	8 63%~	6 52%~	1 100%~	10 74%~	23 58%~	59 64%	138 65%	357 69%	457 72%*	47 46%*	276 80%*	239 58%*
2	122 16%	~	13%	14%	20%	16%	88 17%	~	1 7%~	~	1 9%~	9 23%~	15 16%	34 16%	83 16%	91 14%*	25 25%*	29 8%*	92 22%*
3	41 5%	~	1%*	4%	8%*	6%	26 5%	3 22%~	1 7%~	~	1 4%~	3 8%~	4 5%	13 6%	27 5%	24 4%*	17 16%*	9 3%*	32 8%*
4	7 0.9%	~	~	2%	1%	0.7%	2 0.5%	~	1 7%~	~	1 4%~	~	1 ~	1 0.4%	5 1%	4 0.7%	2 2%	1 0.2%*	6 1%*
5 OR MORE SPECIALISTS	14 2%	~	4%	2%	1%	2%	8 1%	1 8%~	~	~	1 4%~	1 2%~	2 2%	3 2%	10 2%	11 2%	3 3%	2 0.6%*	12 3%*
NOT ANSWERED	24		1	5	5	14	12					2	4	10	12	17	4	19	5
VALID CASES	757	2	100	175	211	268	515	13	12	1	13	40	91	212	519	637	102	345	412
NUMBER OF RESPONDENTS	781	2	101	180	216	282	527	13	12	1	13	42	95	222	531	654	106	364	417
	100%	100%	100%	100%	100%	100%	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?

	AGE					RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER					
	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR		HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q48 WORST SPECIALIST POSSIBLE	4 0.7%	~	~	5 3%	~	5 1%	~	~	~	~	~	~	4 ~0.9%	5 ~0.8%	~	4 1%			
01	2 0.3%	1 ~0.7%	~	1 ~0.6%	1	2 0.5%	~	~	~	~	~	1 ~0.5%	1 0.3%	1 0.2%	1 0.8%	2 ~0.6%			
02	2 0.3%	~	~	2 0.8%	1 0.3%	2 0.5%	~	~	~	~	~	2 ~0.4%	2 ~0.4%	~	1 ~0.2%	1 0.4%			
03	6 0.9%	1 ~1%	~	2 ~0.8%	3 1%	4 0.8%	1 8%	~	~	1 ~2%	~	1 ~0.5%	5 1%	4 0.7%	2 2%	1 0.5%	5 1%		
04	7 1%	1 ~0.7%	1 0.4%	2 1%	4 1%	5 1%	1 ~11%	~	1 ~6%	~	~	2 ~0.9%	5 1%	5 0.9%	2 2%	4 1%	3 0.9%		
05	15 2%	4 ~4%	3 2%	1 0.4%	6 3%	13 3%	1 ~11%	~	~	1 ~2%	1 2%	9 5%	8 2%	12 2%	3 3%	7 2%	8 2%		
06	23 3%	~	6 ~4%	9 5%	8 3%	19 4%	~	~	1 ~5%	~	3 ~3%	5 3%	18 4%	14 2%*	9 10%*	5 2%*	17 5%*		
07	55 8%	6 ~7%	8 5%	12 7%	28 11%*	34 7%	1 8%	2 21%	~	~	8 ~22%	7 8%	9 5%	42 9%	15 7%*	16 17%*	38 5%*		
08	109 16%	8 ~8%*	16 10%*	37 20%	50 21%*	78 16%	2 15%	2 26%	~	3 ~21%	5 13%	13 15%	26 14%	78 16%	89 15%	17 18%	44 14%	66 17%	
09	131 19%	1 50%	21 23%	40 25%*	31 16%	37 15%*	86 18%	1 8%	1 11%	1 ~100%	3 29%	10 28%	18 21%	48 26%*	82 17%*	115 20%	15 17%	67 22%	64 17%
BEST SPECIALIST POSSIBLE	334 48%	1 50%	52 55%	85 54%	88 47%	107 43%*	226 48%	7 60%	2 21%	~	5 ~39%	12 33%	42 50%	85 46%	234 49%	295 51%*	29 31%*	167 53%*	167 44%*

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		
	<1	1-3	4-7	8-12	13 AND OVER	WHITE	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	GOOD & POOR	NO CCC	CCC		
#8-10 (NET)	574 83%	2 100%~	80 86%	141 89%*	156 83%	194 79%*	390 82%	10 84%~	5 58%~	1 100%~	11 89%~	26 74%~	72 87%	159 86%	394 82%	499 86%*	61 66%*	278 89%*	296 79%*
9-10 (NET)	465 67%	2 100%~	73 78%*	125 79%*	119 63%	144 59%*	312 66%	8 68%~	3 32%~	1 100%~	8 68%~	21 61%~	59 72%	133 72%	316 66%	410 71%*	44 48%*	235 75%*	231 61%*
NOT ANSWERED	5			1	3	1	3		1			1	2	3	5			3	2
VALID CASES	689	2	93	159	189	246	474	12	9	1	12	35	82	185	480	580	93	313	376
NUMBER OF RESPONDENTS	694 100%	2 100%	93 100%	160 100%	192 100%	247 100%	477 100%	12 100%	10 100%	1 100%	12 100%	35 100%	83 100%	187 100%	483 100%	585 100%	93 100%	316 100%	378 100%
MEAN	8.77	9.50	8.99	9.12	8.58	8.58	8.68	8.79	7.58	9.00	8.74	8.56	9.02	8.84	8.73	8.87	8.08	9.05	8.54
p stat_(*=Sig @ p<=.05)		~.172	.001*	.088	.030*	.052	~	~	~	~	~.061	.525	.234	.001*	.000*	.000*	.000*	.000*	.000*

[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		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q49 YES	1231 24%	6 26%~	224 27%*	361 27%*	332 22%*	306 21%*	742 22%*	13 22%	29 28%	5 19%~	19 20%	102 32%*	123 22%	559 30%*	654 21%*	1114 23%*	87 32%*	917 23%	315 26%
NO	3947 76%	16 74%~	616 73%*	977 73%*	1184 78%*	1158 79%*	2656 78%*	46 78%	72 72%	21 81%~	74 80%	214 68%*	429 78%	1298 70%*	2530 79%*	3708 77%*	184 68%*	3038 77%	909 74%
NOT ANSWERED	329	1	56	75	105	92	35	4	3		1	5	4	34	34	63	8	314	14
VALID CASES	5178	22	840	1337	1516	1463	3399	59	100	26	92	316	552	1856	3184	4822	271	3955	1224
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER HAW/IND/PAC ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q50 NEVER	49 4%	6 ~ 3%	18 5%	14 4%	11 4%	31 4%	1 7%~	~	~	3 16%~	3 3%	6 5%	13 2%*	34 5%*	44 4%	5 6%	34 4%	15 5%	
SOMETIMES	226 19%	3 38%~	41 20%	53 16%	67 20%	63 21%	141 19%	1 10%~	15 48%~	2 48%~	3 14%~	21 21%	18 15%	96 18%	125 20%	198 18%	24 29%*	161 18%	65 21%
USUALLY	354 29%	2 25%~	65 31%	107 32%	103 30%	76 25%*	210 29%	3 24%~	5 15%~	2 43%~	8 40%~	25 25%	37 31%	158 30%	184 29%	322 29%	29 35%	258 29%	96 32%
ALWAYS	573 48%	3 38%~	99 47%	160 47%	157 46%	154 51%	344 47%	8 59%~	11 37%~	1 9%~	6 29%~	50 50%	58 49%	265 50%	290 46%	530 48%	25 30%*	448 50%*	126 42%*
#ALWAYS + USUALLY (NET)	927 77%	5 63%~	164 78%	267 79%	260 76%	231 76%	554 76%	12 83%~	16 52%~	3 52%~	15 70%~	75 75%	95 80%	423 80%	474 75%*	852 78%	54 65%*	706 78%	222 74%
TOP BOX SCORE	573 48%	3 38%~	99 47%	160 47%	157 46%	154 51%	344 47%	8 59%~	11 37%~	1 9%~	6 29%~	50 50%	58 49%	265 50%	290 46%	530 48%	25 30%*	448 50%*	126 42%*
NOT ANSWERED	46	5	16	11	14	34					2	1	26	18	43	2	44	3	
VALID CASES	1203	8	211	338	341	305	725	14	31	5	21	100	119	532	634	1094	83	901	301
NUMBER OF RESPONDENTS	1249	8	216	354	352	319	759	14	31	5	21	102	120	558	652	1137	85	945	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q51 NEVER	25 2%		1 ~0.6%*	4 1%	17 5%*	4 1%	18 3%	1 ~ 2%~		1 ~ 0.8%*	5 4%	4 0.8%*	19 3%*	22 2%	3 4%	20 2%	6 2%		
SOMETIMES	63 5%	2 25%~	12 6%	13 4%	21 6%	16 5%	34 5%	2 ~ 6%~	1 ~ 4%~	9 9%	8 6%	33 6%	30 5%	50 5%*	9 11%	48 5%	14 5%		
USUALLY	285 24%	1 13%~	44 21%	81 24%	82 24%	78 25%	180 25%	7 49%~	6 20%~	1 17%~	9 41%~	17 17%	25 21%	112 21%	160 25%	249 23%*	33 40%*	190 21%*	94 31%*
ALWAYS	824 69%	5 63%~	150 72%	239 71%	221 65%	207 68%	492 68%	7 51%~	22 72%~	2 83%~	11 55%~	72 73%	81 68%	381 72%	422 67%	767 70%*	38 46%*	638 71%*	187 62%*
#ALWAYS + USUALLY (NET)	1109 93%	6 75%~	194 94%	319 95%*	303 89%*	285 93%	672 93%	14 100%~	29 92%~	3 100%~	20 96%~	89 90%	107 90%	493 93%	581 92%	1016 93%*	71 85%	827 92%	281 93%
TOP BOX SCORE	824 69%	5 63%~	150 72%	239 71%	221 65%	207 68%	492 68%	7 51%~	22 72%~	2 83%~	11 55%~	72 73%	81 68%	381 72%	422 67%	767 70%*	38 46%*	638 71%*	187 62%*
NOT ANSWERED	52		9	17	11	14	35		2	3	1	29	22	49	2	50	3		
VALID CASES	1197	8	207	337	341	305	724	14	31	3	21	99	119	529	630	1088	83	895	301
NUMBER OF RESPONDENTS	1249	8	216	354	352	319	759	14	31	5	21	102	120	558	652	1137	85	945	304
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q52 YES	1823 36%	5 25%	315 38%	496 37%	506 34%	498 35%	1172 35%	20 37%	27 27%	12 49%	28 31%	113 36%	207 38%	761 41%*	1039 33%*	1697 36%	91 33%	1408 36%	414 34%
NO	3301 64%	16 75%	515 62%	834 63%	995 66%	943 65%	2203 65%	35 63%	73 73%	12 51%	64 69%	204 64%	335 62%	1084 59%*	2107 67%*	3075 64%	181 67%	2505 64%	797 66%
NOT ANSWERED	383	1	66	82	120	115	59	7	3	2	1	4	15	45	73	113	7	356	27
VALID CASES	5124	22	830	1330	1501	1440	3375	56	100	24	92	317	541	1845	3145	4772	272	3913	1211
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
PQ53 NEVER	83 2%	7 ~0.8%*	21 2%	27 2%	28 2%	54 2%	1 ~0.9%	1 4%~	5 ~	11 2%	31 2%	50 2%	77 2%	5 2%	60 2%	23 2%			
SOMETIMES	319 6%	1 3%~	44 5%	87 7%	99 7%	190 6%*	3 6%	8 8%	3 12%~	8 9%	18 6%	36 7%	142 8%*	172 6%*	292 6%	22 8%	249 6%	71 6%	
USUALLY	593 12%	3 12%~	95 12%	179 14%*	153 10%	163 11%	390 12%	5 8%	10 10%	2 6%~	6 6%*	45 14%	73 14%	241 13%*	351 11%	557 12%	30 11%	437 11%	156 13%
ALWAYS	4042 80%	18 85%~	674 82%	1010 78%*	1187 81%	1153 80%	2685 81%	48 86%	77 80%	19 78%~	77 84%	242 78%	416 78%	1377 77%*	2545 82%*	3768 80%	208 79%	3095 81%	947 79%
#ALWAYS + USUALLY (NET)	4635 92%	20 97%~	769 94%*	1189 92%	1339 91%	1316 92%	3075 93%*	53 94%	87 91%	21 84%~	83 91%	287 93%	489 91%	1619 90%*	2896 93%*	4324 92%	239 90%	3532 92%	1103 92%
TOP BOX SCORE	4042 80%	18 85%~	674 82%	1010 78%*	1187 81%	1153 80%	2685 81%	48 86%	77 80%	19 78%~	77 84%	242 78%	416 78%	1377 77%*	2545 82%*	3768 80%	208 79%	3095 81%	947 79%
NOT ANSWERED	84	7	25	29	22	49	1	3			6	5	48	32	75	5	71	12	
VALID CASES	5037	21	820	1297	1466	1434	3319	56	96	25	91	310	536	1792	3117	4694	265	3841	1197
NUMBER OF RESPONDENTS	5121 100%	21 100%	827 100%	1322 100%	1495 100%	1456 100%	3368 100%	57 100%	99 100%	25 100%	91 100%	316 100%	541 100%	1840 100%	3149 100%	4769 100%	270 100%	3912 100%	1209 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			
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q54 WORST HEALTH PLAN POSSIBLE	25 0.5%	1 ~0.1%	7 0.5%	10 0.7%	7 0.5%	14 0.4%	2 3%	~	~	3 3%	3 ~0.5%	3 0.1%	20 0.6%	20 0.4%	3 1%	18 0.5%	6 0.5%		
01	19 0.4%	4 ~0.5%	1 0.1%	11 0.8%	2 0.2%	12 0.3%	~	~	~	3 3%	1 0.3%	2 0.3%	3 0.2%	14 0.5%	14 0.3%*	6 2%*	16 0.4%	4 0.3%	
02	38 0.7%	4 ~0.5%	7 0.5%	11 0.8%	15 1%	30 0.9%	~	~	~	2 2%	1 0.3%	4 0.7%	5 0.3%*	30 1%*	35 0.7%	3 1%	24 0.6%	13 1%	
03	53 1%	8 ~1%	10 0.7%	7 0.5%*	28 2%*	31 0.9%	~0.9%	1	~0.8%	1	4 1%	5 1%	5 0.3%*	36 1%	42 0.9%*	7 3%	30 0.8%*	23 2%*	
04	79 2%	3 ~0.3%*	22 2%	29 2%	27 2%	57 2%	~	~	~	4 4%	~	14 3%	20 1%*	57 2%*	73 2%	5 2%	34 0.9%*	46 4%*	
05	270 5%	31 ~4%*	63 5%	79 5%	98 7%*	200 6%*	5 8%	5 5%	~	2 2%*	8 2%*	30 5%	61 3%*	192 6%*	245 5%	19 7%	185 5%*	86 7%*	
06	255 5%	1 3%~	28 3%*	79 6%	74 5%	74 5%	168 5%	2 4%	2 2%*	~	7 8%	11 3%	49 9%*	51 3%*	193 6%*	241 5%	13 5%	179 5%*	77 6%*
07	574 11%	7 31%~	87 10%	137 10%	171 11%	173 12%	395 12%	7 13%	13 13%	3 11%~	4 5%*	28 9%	81 15%*	106 6%*	432 14%*	528 11%	38 14%	399 10%*	176 14%*
08	968 19%	7 31%~	134 16%*	234 18%	285 19%	310 22%*	660 20%	17 28%	21 21%	4 14%~	18 20%	51 16%	91 17%	300 16%*	631 20%*	902 19%	48 18%	716 18%	252 21%
09	876 17%	1 7%~	153 18%	240 18%	270 18%	210 15%*	583 17%	6 11%	18 19%	6 21%~	12 14%	59 19%	99 18%	334 18%	526 17%	827 17%	38 14%	674 17%	201 17%
BEST HEALTH PLAN POSSIBLE	1969 38%	6 28%~	381 46%*	531 40%	554 37%	491 34%*	1209 36%*	20 33%	40 40%	14 54%~	35 39%	154 49%*	172 31%*	975 52%*	1007 32%*	1856 39%*	89 33%	1633 42%*	335 27%*
#8-10 (NET)	3812 74%	14 66%~	668 80%*	1006 76%	1109 74%	1011 70%*	2451 73%*	43 72%	79 80%	23 89%~	65 72%	264 83%*	363 66%*	1609 86%*	2164 69%*	3585 75%*	175 65%*	3023 77%*	788 65%*

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		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	IAN	NATV ILND	AMER ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
9-10 (NET)	2844 55%	8 35%~	534 64%*	772 58%*	824 55%	701 49%*	1791 53%*	26 44%	58 59%	20 75%~	47 52%	213 67%*	272 49%*	1309 70%*	1533 49%*	2683 56%*	127 47%*	2307 59%*	536 44%*
NOT ANSWERED	382	1	62	80	120	119	75	4	4		4	5	5	28	79	102	10	361	20
VALID CASES	5125	22	834	1332	1501	1436	3359	59	99	26	89	316	551	1862	3139	4783	269	3908	1218
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.35	8.26	8.68	8.43	8.29	8.11	8.27	8.08	8.63	9.18	7.84	8.83	8.06	8.92	8.10	8.38	7.84	8.50	7.86
p stat_(*=Sig @ p<=.05)		~.000*	.048*	.214	.000*	.000*	.325	.132		~.076	.000*	.000*	0.000*	0.000*	0.000*	0.000*	0.000*	0.000*	0.000*

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q55 YES	2156 42%	11 53%~	370 44%	591 44%	582 38%*	599 41%	1445 42%	35 57%*	35 35%	8 32%~	43 47%	112 35%*	244 44%	687 37%*	1403 44%*	1957 40%*	173 64%*	1248 32%*	913 74%*
NO	3033 58%	10 47%~	469 56%	759 56%	931 62%*	866 59%	1965 58%	26 43%*	65 65%	18 68%~	49 53%	205 65%*	310 56%	1173 63%*	1795 56%*	2886 60%*	99 36%*	2710 68%*	319 26%*
NOT ANSWERED	318	1	57	62	108	90	25	3	3		1	4	2	29	20	42	7	311	6
VALID CASES	5189	22	839	1350	1513	1465	3409	60	100	26	92	317	554	1861	3198	4843	272	3958	1232
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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				
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC			
Q56 NEVER	38 2%		8 ~ 2%	11 2%	9 2%	10 2%	21 1%	1 3%	2 5%		~	2 ~	7 2%	3 3%	14 2%	23 2%	34 2%	2 1%	27 2%	11 1%
SOMETIMES	231 11%	1 6%	39 11%	55 10%	72 13%	64 11%	119 9%*	3 8%	7 19%	3 28%	2 5%	14 13%	49 20%*	73 11%	147 11%	192 10%*	33 20%*	97 8%*	135 15%*	
USUALLY	452 22%	1 6%	73 21%	106 19%	128 22%	147 25%*	305 22%	5 16%	9 24%	3 36%	6 14%	27 25%	55 23%	148 23%	295 21%	396 21%*	56 33%*	207 18%*	248 28%*	
ALWAYS	1348 65%	10 87%	227 65%	383 69%*	363 63%	363 62%	953 68%*	25 74%	19 52%	3 37%	36 81%	65 60%	132 54%*	403 63%	920 66%*	1256 67%*	76 46%*	839 72%*	505 56%*	
#ALWAYS + USUALLY (NET)	1800 87%	10 94%	300 86%	488 88%	491 86%	509 87%	1259 90%*	30 89%	28 76%	6 72%	42 95%	92 85%	188 77%*	551 86%	1215 88%	1651 88%*	131 79%*	1047 89%*	753 84%*	
TOP BOX SCORE	1348 65%	10 87%	227 65%	383 69%*	363 63%	363 62%	953 68%*	25 74%	19 52%	3 37%	36 81%	65 60%	132 54%*	403 63%	920 66%*	1256 67%*	76 46%*	839 72%*	505 56%*	
NOT ANSWERED	47		3	17	7	21	34		1		1	3	3	21	27	37	6	34	13	
VALID CASES	2069	11	347	554	573	583	1399	34	36	9	44	108	244	639	1385	1878	166	1171	898	
NUMBER OF RESPONDENTS	2116	11	350	571	580	604	1433	34	37	9	45	111	247	660	1412	1915	172	1205	911	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q55 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q57 #YES	1143 55%	5 44%~	189 54%	301 55%	311 55%	338 58%	754 54%	18 56%~	28 80%~	7 82%~	21 48%~	71 67%*	125 51%	414 65%*	715 52%*	1016 54%*	115 69%*	602 52%*	543 61%*
NO	917 45%	6 56%~	158 46%	247 45%	257 45%	249 42%	644 46%	15 44%~	7 20%~	2 18%~	23 52%~	36 33%*	118 49%	227 35%*	661 48%*	849 46%*	52 31%*	563 48%*	353 39%*
NOT ANSWERED	56	1	4	23	12	17	35	1	2		1	5	5	20	36	51	4	40	16
VALID CASES	2060	10	346	548	568	587	1398	33	35	9	44	106	242	640	1376	1864	168	1165	895
NUMBER OF RESPONDENTS	2116 100%	11 100%	350 100%	571 100%	580 100%	604 100%	1433 100%	34 100%	37 100%	9 100%	45 100%	111 100%	247 100%	660 100%	1412 100%	1915 100%	172 100%	1205 100%	911 100%

[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		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	IAN	NATV ILND	AMER ALSK	OTH	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q57A YES	3981 79%	17 79%~	416 51%*	1061 81%*	1323 88%*	1181 83%*	2601 78%	43 74%	86 87%*	12 51%~	69 80%	252 83%	421 77%	1501 83%*	2394 77%*	3712 79%	218 80%	2973 77%*	1009 82%*
NO	1080 21%	4 21%~	398 49%*	242 19%*	174 12%*	246 17%*	731 22%	15 26%	13 13%*	12 49%~	17 20%	52 17%	128 23%	309 17%*	733 23%*	1011 21%	53 20%	865 23%*	215 18%*
NOT ANSWERED	446	2	82	109	124	128	102	6	4	1	7	17	6	80	91	163	8	431	14
VALID CASES	5061	21	814	1303	1497	1427	3332	57	99	25	86	304	550	1810	3127	4722	271	3838	1224
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 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?

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q57B NEVER	658 29%	8 51%~	102 34%	169 27%	166 24%*	214 36%*	367 29%	9 34%~	24 48%~	5 35%~	15 32%~	64 43%*	65 22%*	285 30%	369 30%	604 29%	44 27%	517 30%	142 27%
SOMETIMES	423 19%	1 9%~	49 16%	112 18%	133 19%	129 22%	226 18%	2 9%~	11 23%~	6 41%~	4 9%~	21 14%	65 22%	192 20%	221 18%	370 18%*	49 31%*	316 18%	107 21%
USUALLY	479 21%	1 5%~	57 19%	148 23%	165 24%	110 18%*	295 23%	2 9%~	5 10%~	1 7%~	17 36%~	21 14%*	75 26%	200 21%	277 22%	448 22%*	23 15%*	355 21%	124 24%
ALWAYS	680 30%	5 34%~	93 31%	204 32%	235 34%*	143 24%*	397 31%	13 49%~	9 19%~	3 17%~	11 23%~	42 29%	90 30%	280 29%	377 30%	627 31%	44 27%	538 31%	142 28%
#ALWAYS + USUALLY (NET)	1159 52%	6 39%~	150 50%	353 56%*	400 57%*	252 42%*	692 54%*	15 57%~	14 29%~	4 24%~	27 60%~	63 43%*	165 56%	480 50%	654 53%	1074 52%*	67 42%*	893 52%	266 52%
TOP BOX SCORE	680 30%	5 34%~	93 31%	204 32%	235 34%*	143 24%*	397 31%	13 49%~	9 19%~	3 17%~	11 23%~	42 29%	90 30%	280 29%	377 30%	627 31%	44 27%	538 31%	142 28%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2833	6	508	686	791	840	2062	32	52	11	44	165	246	867	1889	2689	112	2134	700
NOT ANSWERED	433	2	87	93	132	119	87	5	2		4	9	15	66	85	147	7	410	23
VALID CASES	2240	15	301	634	698	595	1285	26	49	15	46	148	296	957	1244	2049	160	1726	515
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 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?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
OHP TOT CHLD																			
Q57C YES	1050 21%	1 7%~	179 22%	294 22%	300 20%	275 19%	677 20%	17 29%	15 15%	5 19%~	14 15%	50 16%*	134 25%*	380 21%	645 21%	945 20%*	89 33%*	664 17%*	388 32%*
NO	3986 79%	20 93%~	626 78%	1023 78%	1174 80%	1144 81%	2658 80%	41 71%	85 85%	21 81%~	78 85%	261 84%*	400 75%*	1433 79%	2488 79%	3782 80%*	180 67%*	3161 83%*	824 68%*
NOT ANSWERED	471	1	91	95	148	136	99	6	3	1	1	10	22	77	85	158	9	444	26
VALID CASES	5036	22	805	1317	1473	1419	3335	57	100	26	92	311	534	1813	3133	4727	270	3825	1212
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	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?

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q57D #YES	893 88%	2 100%~	156 92%*	257 84%*	245 86%	232 90%	575 89%	11 73%~	10 79%~	2 51%~	15 100%~	54 97%*	136 91%	320 85%	557 90%*	802 88%	83 92%	556 86%*	337 91%*
NO	123 12%	~	14 8%*	48 16%*	38 14%	24 10%	69 11%	4 27%~	3 21%~	2 49%~	~	2 3%*	13 9%	56 15%	64 10%*	111 12%	7 8%	91 14%*	32 9%*
NOT ANSWERED	12	1	1	1	9	4	3	1	6	6	12	7	5						
VALID CASES	1016	2	170	305	284	256	643	15	12	4	15	56	149	376	620	913	90	647	369
NUMBER OF RESPONDENTS	1028	2	171	305	285	265	647	15	15	4	15	57	149	382	626	925	90	654	374
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q57E #YES	889 88%	2 100%~	154 92%	262 87%	246 88%	223 88%	567 89%	13 89%~	11 93%~	2 51%~	15 100%~	55 98%*	127 89%	323 86%	548 90%	805 89%	71 80%*	559 88%	329 89%
NO	116 12%	~	14 8%	39 13%	33 12%	30 12%	70 11%	2 11%~	1 7%~	2 49%~	~	1 2%*	16 11%	52 14%	64 10%	99 11%	18 20%*	76 12%	40 11%
NOT ANSWERED	23		3	4	6	12	9		3			1	6	7	14	21	2	19	4
VALID CASES	1005	2	168	301	279	253	638	15	12	4	15	56	143	375	612	904	88	635	370
NUMBER OF RESPONDENTS	1028	2	171	305	285	265	647	15	15	4	15	57	149	382	626	925	90	654	374
	100%	100%	100%	100%	100%	100%	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?

	OHP TOT CHLD	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC		
Q57F NEVER	20 2%	~	4 2%	5 2%	6 2%	6 2%	10 2%	2 10%	~	~	~	~	3 2%	8 2%	12 2%	19 2%	2 2%	14 2%	6 2%	
SOMETIMES	87 9%	~	6 4%*	35 11%	17 6%*	30 12%	44 7%*	~	2 14%~	3 63%~	4 25%~	3 6%	14 10%	42 11%	47 8%	76 8%	12 13%	64 10%*	23 6%*	
USUALLY	259 26%	~	46 27%	79 26%	77 27%	57 23%	164 26%	2 11%~	2 14%~	1 22%~	1 9%~	18 33%	33 23%	101 27%	148 24%	225 25%	28 31%	153 24%	106 28%	
ALWAYS	637 64%	100%~	2 67%	112 61%	184 61%	182 65%	157 63%	419 66%	12 78%~	9 71%~	1 15%~	10 65%~	34 61%	93 65%	227 60%	402 66%*	584 65%*	49 54%	400 63%	237 64%
#ALWAYS + USUALLY (NET)	896 89%	100%~	2 94%*	158 87%	264 87%	258 92%	214 86%	583 92%*	13 90%~	10 86%~	1 37%~	11 75%~	53 94%	126 88%	327 87%	550 90%	809 90%	76 85%	554 88%*	343 92%*
TOP BOX SCORE	637 64%	100%~	2 67%	112 61%	184 61%	182 65%	157 63%	419 66%	12 78%~	9 71%~	1 15%~	10 65%~	34 61%	93 65%	227 60%	402 66%*	584 65%*	49 54%	400 63%	237 64%
NOT ANSWERED	24		3	1	4	16	10		3			1	6	4	16	21		22	2	
VALID CASES	1004	2	168	304	281	249	637	15	12	4	15	56	143	378	610	904	90	632	372	
NUMBER OF RESPONDENTS	1028	2	171	305	285	265	647	15	15	4	15	57	149	382	626	925	90	654	374	
	100%	100%	100%	100%	100%	100%	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?

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q57G NEVER	60 6%	11 ~	20 6%	6 7%	23 2%*	44 7%	1 6%~	~	~	~	2 3%	6 4%	17 5%	39 6%	59 6%*	2 2%*	46 7%*	15 4%*
SOMETIMES	93 9%	12 ~	28 7%	24 9%	29 11%	47 7%*	2 11%~	1 7%~	3 63%~	1 8%~	4 8%	14 10%	48 13%*	49 8%*	78 9%*	15 18%*	65 10%	28 8%
USUALLY	240 24%	40 ~	75 24%	66 25%	60 24%	150 23%	2 10%~	1 7%~	1 22%~	1 9%~	17 29%	38 27%	96 25%	142 23%	213 23%	30 34%*	135 21%*	105 28%*
ALWAYS	609 61%	2 100%~	105 63%	179 59%	143 65%	400 62%	11 73%~	10 86%~	1 15%~	12 83%~	33 60%	84 59%	218 58%	384 63%	561 62%	40 46%*	385 61%	224 60%
#ALWAYS + USUALLY (NET)	850 85%	2 100%~	145 86%	253 84%	203 89%*	550 86%	12 83%~	11 93%~	1 37%~	14 92%~	50 89%	122 86%	315 83%	525 86%	774 85%	70 80%	520 82%*	329 88%*
TOP BOX SCORE	609 61%	2 100%~	105 63%	179 59%	143 65%	400 62%	11 73%~	10 86%~	1 15%~	12 83%~	33 60%	84 59%	218 58%	384 63%	561 62%	40 46%*	385 61%	224 60%
NOT ANSWERED	25	3	3	9	9	5	3				1	6	3	13	14	3	23	2
VALID CASES	1003	2	168	302	276	642	15	12	4	15	56	143	379	613	911	87	631	372
NUMBER OF RESPONDENTS	1028	2	171	305	285	647	15	15	4	15	57	149	382	626	925	90	654	374
	100%	100%	100%	100%	100%	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?

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q57H NEVER	23 2%	~	8 5%	5 2%	8 3%	1 0.5%*	13 2%	~	~	2 49%~	~	~	1 ~0.9%	14 4%	10 2%	17 2%	7 7%*	17 3%	6 2%
SOMETIMES	77 8%	~	12 7%	29 9%	12 4%*	25 10%	42 7%	2 11%~	1 7%~	1 15%~	1 8%~	4 8%	8 5%	37 10%	38 6%*	66 7%	12 13%	52 8%	25 7%
USUALLY	193 19%	~	25 15%	71 23%*	50 18%	47 19%	116 18%	~	1 7%~	1 22%~	6 40%~	15 27%	29 20%	90 24%*	108 18%	175 19%	19 21%	111 18%	82 22%
ALWAYS	711 71%	100%~	2 73%	122 65%*	198 75%	208 71%	181 73%*	13 89%~	10 86%~	1 15%~	8 52%~	36 65%	107 74%	238 63%*	458 74%*	652 72%	53 58%*	453 72%	258 70%
#ALWAYS + USUALLY (NET)	904 90%	100%~	2 88%	147 89%	268 93%*	228 90%	585 91%	13 89%~	11 93%~	1 37%~	14 92%~	51 92%	136 94%	327 86%*	566 92%*	827 91%*	71 79%*	564 89%	340 92%
TOP BOX SCORE	711 71%	100%~	2 73%	122 65%*	198 75%	208 71%	469 73%*	13 89%~	10 86%~	1 15%~	8 52%~	36 65%	107 74%	238 63%*	458 74%*	652 72%	53 58%*	453 72%	258 70%
NOT ANSWERED	24		3	3	6	11	6		3			2	4	3	11	15		21	3
VALID CASES	1004	2	168	302	279	254	641	15	12	4	15	55	145	379	615	910	90	633	371
NUMBER OF RESPONDENTS	1028	2	171	305	285	265	647	15	15	4	15	57	149	382	626	925	90	654	374
	100%	100%	100%	100%	100%	100%	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		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q58																			
EXCELLENT	2136 41%	11 51%~	417 50%*	601 44%*	583 39%*	518 36%*	1428 42%	29 46%	42 42%	10 38%~	44 48%	112 35%*	240 43%	643 34%*	1421 44%*	2120 43%~	1895 ~ 48%*	238 19%*	
VERY GOOD	1820 35%	8 39%~	283 34%	459 34%	527 35%	543 37%	1266 37%*	20 32%	37 37%	9 35%~	32 35%	108 34%	185 33%	596 32%*	1183 37%*	1806 37%~	1355 ~ 34%*	465 38%*	
GOOD	965 19%	2 10%~	105 13%*	250 19%	310 21%*	302 21%*	598 18%*	11 17%	14 14%	7 26%~	10 11%*	70 22%	98 18%	495 26%*	488 15%*	958 20%~	588 ~ 15%*	379 31%*	
FAIR	234 5%	~	25 3%*	36 3%*	83 6%*	91 6%*	112 3%*	1 2%	8 8%	~	5 5%	29 9%*	29 5%	144 8%*	101 3%*	262 ~ 94%~	103 3%*	132 11%*	
POOR	16 0.3%	~	1 ~0.1%*	4 0.3%	6 0.4%	5 0.3%	8 0.2%	2 3%	~	~	1 1%	~	~	4 ~0.2%	10 0.3%	17 ~ 6%*	4 0.1%*	12 1%*	
#EXCELLENT + VERY GOOD + GOOD (NET)	4921 95%	21 100%~	805 97%*	1311 97%*	1419 94%*	1362 93%*	3293 96%*	59 96%	94 92%	26 100%~	87 94%	290 91%*	523 95%	1733 92%*	3092 97%*	4885 100%~	3838 ~ 97%*	1082 88%*	
NOT ANSWERED	336	2	65	61	112	97	22	1	2			2	4	8	15		324	11	
VALID CASES	5171	21	831	1351	1509	1458	3412	62	101	26	93	319	552	1882	3203	4885	279	3945	1227
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	OHP TOT CHLD	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q59 EXCELLENT	2359 46%	11 54%~	539 65%*	692 51%*	601 40%*	502 34%*	1579 46%	25 40%	53 52%	16 61%~	43 47%	147 44%	242 44%	854 45%	1466 46%	2303 47%*	38 14%*	2115 54%*	242 20%*
VERY GOOD	1409 27%	3 14%~	188 23%*	369 27%	438 29%	414 28%	950 28%	12 19%	30 30%	3 11%~	24 26%	90 28%	158 28%	476 25%*	900 28%*	1365 28%*	35 13%*	1120 28%*	289 23%*
GOOD	943 18%	7 32%~	83 10%*	213 16%*	323 21%*	324 22%*	588 17%*	17 28%	17 16%	7 26%~	15 16%	50 16%	101 18%	399 21%*	541 17%*	860 18%*	78 28%*	573 15%*	372 30%*
FAIR	376 7%	~	17 2%*	63 5%*	127 8%	174 12%*	237 7%	7 12%	1 0.8%*	1 2%~	7 8%	26 8%	44 8%	125 7%	242 8%	284 6%*	93 34%*	124 3%*	254 21%*
POOR	82 2%	~	1 0.2%*	9 0.7%*	22 1%	50 3%*	56 2%	1 2%	2 2%	~	4 4%	5 1%	9 2%	26 1%	55 2%	55 1%*	29 11%*	7 0.2%*	75 6%*
#EXCELLENT + VERY GOOD + GOOD (NET)	4712 91%	21 100%~	810 98%*	1274 95%*	1361 90%	1240 85%*	3116 91%	54 87%	100 97%*	26 98%~	81 88%	287 90%	501 91%	1730 92%	2907 91%	4529 93%*	151 55%*	3807 97%*	903 73%*
NOT ANSWERED	338	2	68	65	111	91	25	1	1		1	4	3	10	14	17	5	331	6
VALID CASES	5169	21	828	1347	1510	1464	3409	62	102	26	92	317	553	1880	3204	4868	274	3938	1232
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q60 YES	1117 22%	2 10%~	120 14%*	221 16%*	372 25%*	409 28%*	775 23%*	22 37%*	20 19%	4 17%~	17 18%	47 15%*	124 22%	315 17%*	768 24%*	984 20%*	133 48%*	279 7%*	844 69%*
NO	4041 78%	19 90%~	709 86%*	1125 84%*	1134 75%*	1048 72%*	2640 77%*	38 63%*	82 81%	21 83%~	76 82%	268 85%*	427 78%	1558 83%*	2435 76%*	3871 80%*	143 52%*	3649 93%*	388 31%*
NOT ANSWERED	348	2	67	66	115	98	19	3	1	1		6	5	17	16	30	3	341	7
VALID CASES	5159	21	829	1346	1506	1457	3415	60	102	25	93	315	551	1873	3202	4855	276	3928	1231
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	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?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q61 YES	914 81%	2 67%~	92 73%*	199 81%	303 86%*	318 79%	632 81%	19 100%~	16 84%~	4 100%~	20 88%~	35 73%~	118 84%	219 70%*	673 84%*	792 80%*	118 89%*	104 37%*	804 95%*
NO	215 19%	1 33%~	34 27%*	48 19%	50 14%*	83 21%	147 19%	3 ~ 16%~		3 ~ 12%~	13 27%~	23 16%	95 30%*	125 16%*	198 20%*	15 11%*	179 63%*	41 5%*	
NOT ANSWERED	25		1	6	10	8	12	1		1	3	2	13	13	22	3	16	9	
VALID CASES	1128	3	126	247	352	400	780	19	19	4	22	48	141	314	798	990	133	283	845
NUMBER OF RESPONDENTS	1153 100%	3 100%	127 100%	253 100%	362 100%	408 100%	792 100%	20 100%	19 100%	4 100%	23 100%	51 100%	143 100%	327 100%	811 100%	1012 100%	136 100%	299 100%	854 100%

[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		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q62 YES	787 89%	1 50%~	66 78%*	153 83%*	266 91%	301 95%*	572 92%*	16 87%~	7 48%~	1 41%~	18 95%~	28 78%~	100 90%	177 86%	595 90%	682 89%	100 89%	796 ~ 99%~	
NO	93 11%	1 50%~	19 22%*	31 17%*	26 9%	17 5%*	52 8%*	2 13%~	7 52%~	2 59%~	1 5%~	8 22%~	11 10%	30 14%	64 10%	82 11%	12 11%	77 100%~	8 1%*
NOT ANSWERED	14		2	3	6	2	8		1	1		1	2	9	5	12	2	12	1
VALID CASES	880	2	85	184	292	318	624	18	15	4	19	36	110	207	660	764	112	77	804
NUMBER OF RESPONDENTS	894 100%	2 100%	87 100%	187 100%	298 100%	320 100%	632 100%	18 100%	15 100%	4 100%	19 100%	37 100%	112 100%	216 100%	665 100%	776 100%	114 100%	89 100%	805 100%

[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		
	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q63 YES	761 15%	77 ~ 9%*	166 12%*	256 17%*	266 18%*	514 15%	12 20%	7 7%*	1 4%~	14 15%	37 12%	108 19%*	197 11%*	538 17%*	621 13%*	138 50%*	95 2%*	670 55%*	
Q63 NO	4374 85%	21 100%~	751 91%*	1174 88%*	1244 83%*	1179 82%*	2892 85%	48 80%	95 93%*	25 96%~	79 85%	277 88%	445 81%*	1657 89%*	2665 83%*	4211 87%*	136 50%*	3820 98%*	550 45%*
NOT ANSWERED	373	2	69	72	121	110	28	4	1		7	3	36	15	54	6	354	18	
VALID CASES	5134	21	827	1340	1500	1445	3406	59	102	26	93	314	553	1854	3203	4831	273	3915	1220
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q64 YES	629 85%	52 ~ 75%*	140 85%	213 87%	224 86%	443 88%*	9 83%~	7 88%~	1 62%~	11 73%~	22 69%~	92 83%	142 77%*	477 87%*	516 84%*	106 92%*	24 25%*	600 93%*
NO	111 15%	17 ~ 25%*	26 15%	32 13%	36 14%	62 12%*	2 17%~	1 13%~	1 38%~	4 27%~	10 31%~	18 17%	42 23%*	71 13%*	101 16%*	10 8%*	69 75%*	46 7%*
NOT ANSWERED	23	3	5	7	9	19	1			1		1	6	18	20	3	10	14
VALID CASES	740	69	166	245	259	505	11	8	2	14	32	110	184	548	617	115	93	646
NUMBER OF RESPONDENTS	763 100%	72 100%	171 100%	252 100%	268 100%	524 100%	12 100%	8 100%	2 100%	15 100%	32 100%	111 100%	190 100%	566 100%	637 100%	118 100%	103 100%	660 100%

[ASKED IF Q63 = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q65 YES	598 96%	51 ~ 99%	129 95%	203 96%	215 97%	415 96%*100%	9 ~100%	7 ~100%	1 ~100%	12 ~100%	23 ~100%	92 99%	125 92%*	465 98%*	496 97%	97 93%	597 ~ 99%~	
NO	22 4%	1 ~ 1%	7 5%	8 4%	7 3%	20 4%*	~	~	~	~	~	1 1%	11 8%*	11 2%*	15 3%	7 7%	16 100%~	6 1%~
NOT ANSWERED	9	1	4	2	2	5						1	4	5	7	2	6	2
VALID CASES	619	51	135	211	222	435	9	7	1	12	23	93	136	476	510	104	16	604
NUMBER OF RESPONDENTS	628 100%	52 100%	139 100%	213 100%	224 100%	440 100%	9 100%	7 100%	1 100%	12 100%	23 100%	94 100%	140 100%	481 100%	517 100%	106 100%	22 100%	606 100%

[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		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q66 YES	615 12%	1 7%~	76 9%*	130 10%*	170 11%	240 17%*	416 12%	11 18%	14 14%	1 2%~	12 13%	29 9%	75 13%	161 9%*	430 13%*	508 11%*	109 40%*	119 3%*	499 41%*
NO	4517 88%	19 93%~	750 91%*	1209 90%*	1326 89%	1210 83%*	2987 88%	48 82%	87 86%	25 98%~	80 87%	285 91%	479 87%	1700 91%*	2766 87%*	4324 89%*	166 60%*	3790 97%*	724 59%*
NOT ANSWERED	375	2	71	72	125	105	31	4	3	1	1	7	2	29	21	53	4	360	14
VALID CASES	5132	21	825	1340	1496	1450	3403	59	100	25	92	314	554	1861	3197	4832	275	3909	1224
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q67 YES	465 79%	1 50%~	40 54%*	97 76%	152 89%*	178 81%	328 83%*	6 48%~	5 37%~	7 ~	17 59%~	75 74%~	98 65%*	354 82%*	376 76%*	86 92%*	17 16%*	453 93%*	
NO	127 21%	1 50%~	33 46%*	31 24%	19 11%*	40 19%	66 17%*	6 52%~	8 63%~	1 100%~	5 41%~	6 26%~	11 13%*	52 35%*	77 18%*	119 24%*	8 8%*	87 84%*	35 7%*
NOT ANSWERED	13			4	6	4	9				1	2	10	4	12	1	7	6	
VALID CASES	592	2	73	127	171	218	394	12	13	1	12	23	86	150	431	495	94	104	488
NUMBER OF RESPONDENTS	605	2	73	131	177	222	403	12	13	1	13	25	86	160	435	507	95	111	494
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES]

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q68 YES	448 96%	1 100%~	40 97%~	91 95%	136 96%	181 97%	314 95%	6 100%~	6 100%~	8 ~100%~	15 96%~	69 99%*	90 92%	350 97%	363 96%	83 95%	451 ~ 99%~		
NO	18 4%	~	1 3%~	5 5%	5 4%	6 3%	15 5%	~	~	~	~	1 4%~	1 0.9%*	8 8%	11 3%	13 4%	4 5%	12 100%~	3 0.6%~
NOT ANSWERED	7				6	1	5					2	1	6	7		3	4	
VALID CASES	466	1	41	96	141	187	329	6	6	8	16	69	98	361	377	87	12	454	
NUMBER OF RESPONDENTS	473	1	41	96	147	188	334	6	6	8	16	71	99	367	384	87	15	458	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q66 = YES AND Q67 = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q69 YES	468 9%	~	50 6%*	163 12%*	145 10%	111 8%*	311 9%	8 14%	7 7%	1 2%~	9 9%	30 9%	50 9%	143 8%*	314 10%*	399 8%*	73 26%*	154 4%*	316 26%*
NO	4676 91%	21 100%~	775 94%*	1180 88%*	1354 90%	1345 92%*	3102 91%	51 86%	94 93%	26 98%~	83 91%	286 91%	498 91%	1729 92%*	2884 90%*	4444 92%*	202 74%*	3762 96%*	913 74%*
NOT ANSWERED	363	2	71	69	122	99	21	4	2		1	5	7	18	20	42	4	353	9
VALID CASES	5144	21	825	1343	1499	1456	3413	59	101	26	92	316	549	1872	3198	4843	275	3916	1229
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q70 YES	279 61%	28 ~ 50%	86 51%*	85 67%	77 76%*	177 58%	8 88%~	4 50%~	8 ~ 85%~	15 63%~	40 71%	77 56%	196 63%	222 57%*	56 90%*	15 11%*	270 85%*	
NO	176 39%	28 ~ 50%	84 49%*	43 33%	24 24%*	125 42%	1 12%~	4 50%~	1 100%~	2 15%~	9 37%~	16 29%	61 44%	114 37%	169 43%*	6 10%*	123 89%*	46 15%*
NOT ANSWERED	20	2	8	5	5	14				1	1	9	10	17	2	10	10	
VALID CASES	454	57	169	128	100	302	9	8	1	10	24	57	137	310	391	62	138	316
NUMBER OF RESPONDENTS	474	59	177	133	105	316	9	8	1	10	25	58	146	320	408	64	148	326
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q71 YES	260 92%	27 ~ 94%	77 ~ 99%*	85 88%	71 89%	178 95%	7 87%	4 ~ 100%	7 ~ 90%	9 68%	36 91%	73 95%	184 91%	216 94%	44 86%	264 ~ 95%		
NO	22 8%	2 ~ 6%	1 ~ 0.9%*	11 12%	8 11%	10 5%	1 13%	~	1 ~ 10%	5 32%	3 9%	3 5%	18 9%	14 6%	7 14%	7 100%	13 5%	
NOT ANSWERED	8	1	4	1	2	7					1	2	6	7	1	6	1	
VALID CASES	282	28	78	96	80	187	8	4	8	14	39	76	202	231	51	7	276	
NUMBER OF RESPONDENTS	290	29	82	97	82	194	8	4	8	14	40	78	208	238	52	13	277	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q69 = YES AND Q70 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q72																			
YES	704 14%	33 ~ 4%*	124 9%*	252 17%*	302 21%*	476 14%	15 25%*	4 4%*	1 2%~	12 14%	41 13%	86 15%	200 11%*	481 15%*	597 12%*	104 38%*	79 2%*	630 51%*	
NO	4423 86%	21 100%~	790 96%*	1206 91%*	1250 83%*	1148 79%*	2923 86%	45 75%*	98 96%*	26 98%~	79 86%	274 87%	468 85%	1656 89%*	2714 85%*	4226 88%*	172 62%*	3822 98%*	597 49%*
NOT ANSWERED	381	2	73	81	119	105	35	4	1		1	6	2	33	23	63	3	369	11
VALID CASES	5126	21	823	1331	1502	1450	3399	59	102	26	92	315	554	1857	3195	4822	276	3900	1227
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q73 YES	630 91%	34 ~ 91%	115 ~ 93%	231 94%*	250 87%*	442 92%	12 100%~	4 71%~	15 ~ 89%	30 81%~	84 93%	167 88%	460 93%*	542 90%	83 94%	632 ~ 98%~		
NO	64 9%	3 ~ 9%	9 ~ 7%	15 6%*	36 13%*	36 8%	1 ~ 29%	1 ~ 100%	2 ~ 11%	7 19%~	6 7%	23 12%	37 7%*	59 10%	6 6%	47 100%~	15 2%~	
NOT ANSWERED	46	2	11	13	19	37	2			1	1	10	35	43	4	33	12	
VALID CASES	693	38	124	246	286	478	12	5	1	17	37	91	190	497	600	88	47	647
NUMBER OF RESPONDENTS	739	40	135	259	305	515	14	5	1	17	38	92	200	532	643	92	80	659
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NQ74 LESS THAN 1 YEAR OLD	23 0.4%	23 100%	~	~	~	~	8 0.2%*	1 0.8%	~	1 0.2%	5 0.9%	9 0.5%	12 0.4%	21 0.4%	21 0.5%*	1 0.1%*			
1 TO 3 YEARS OLD	942 17%	~100%	~	~	~	~	593 17%	10 16%	15 15%	4 16%~	13 14%	49 15%	101 18%	333 17%	542 17%	841 17%	30 11%*	822 19%*	120 10%*
4 TO 7 YEARS OLD	1429 26%	~	~100%	~	~	~	920 27%	12 19%	17 16%*	4 17%~	38 41%*	87 27%	150 27%	556 29%*	796 25%*	1317 27%*	46 16%*	1171 27%*	258 21%*
8 TO 12 YEARS OLD	1580 29%	~	~	~100%	~	~	942 27%*	21 34%	27 26%	7 27%~	21 23%	88 28%	173 31%	571 30%	894 28%*	1374 28%*	97 35%*	1175 28%*	406 33%*
13 OR OLDER	1532 28%	~	~	~	~100%	~	971 28%	19 31%	43 42%*	11 41%~	21 22%	96 30%	128 23%*	420 22%*	974 30%*	1333 27%*	105 38%*	1080 25%*	453 37%*
VALID CASES	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 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		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ75 MALE	2776 50%	11 46%~	450 50%	708 50%	827 51%	782 50%	1761 51%	33 53%	45 44%	15 57%~	46 49%	152 47%	267 48%	933 49%	1644 51%	2468 51%	147 53%	2087 49%*	691 56%*
FEMALE	2731 50%	12 54%~	446 50%	704 50%	794 49%	773 50%	1673 49%	30 47%	58 56%	11 43%~	47 51%	169 53%	289 52%	957 51%	1574 49%	2417 49%	132 47%	2182 51%*	547 44%*
VALID CASES	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 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		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q76 HISPANIC OR LATINO	1610 32%	8 39%~	270 33%	468 35%*	499 33%	364 25%*	766 22%*	3 6%*	2 2%*	2 8%~	15 16%*	265 84%*	132 24%*	1890 100%~	1466 ~ 31%*	141 51%*	1344 35%*	265 22%*	
NOT HISPANIC OR LATINO	3495 68%	13 61%~	560 67%	853 65%*	996 67%	1074 75%*	2642 78%*	58 94%*	99 98%*	24 92%~	78 84%*	51 16%*	423 76%*	3218 ~100%~	3334 69%*	135 49%*	2541 65%*	955 78%*	
NOT ANSWERED	403	2	66	91	126	118	26	2	2		1	5	2		86	3	383	19	
VALID CASES	5104	21	830	1321	1495	1437	3408	61	101	26	92	316	554	1890	3218	4799	276	3886	1219
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	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		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	NATV AMER HAW/ IND/ AS- PAC ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC					
Q77.1 YES	3898 71%	14 60%	647 72%	1033 73%*	1115 69%*	1087 70%	3434 100%~	~	~	~	~	~	520 93%*	1026 54%*	2760 86%*	3698 76%*	165 59%*	2904 68%*	995 80%*
NO	1609 29%	9 40%	249 28%	379 27%*	506 31%*	468 30%	63 ~100%	103 ~100%	26 ~100%	93 ~100%	321 ~100%	36 7%*	864 46%*	458 14%*	1187 24%*	114 41%*	1365 32%*	243 20%*	
VALID CASES	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	AGE						RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.2 YES	335 6%	5 20%~	48 5%	74 5%	122 8%*	88 6%	63 ~100%~					161 ~ 29%*	51 3%*	264 8%*	319 7%*	13 5%	218 5%*	117 9%*	
NO	5172 94%	18 80%~	848 95%	1338 95%	1499 92%*	1467 94%	3434 100%~	103 ~100%~	26 ~100%~	93 ~100%~	321 ~100%~	395 71%*	1839 97%*	2954 92%*	4566 93%*	266 95%	4051 95%*	1121 91%*	
VALID CASES	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	AGE					RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.3 YES	264 5%	1 5%~	52 6%	60 4%	60 4%*	91 6%*	~	~100%~	~	~	~	~19%*	23 1%*	223 7%*	247 5%*	15 5%	232 5%*	31 3%*	
NO	5243 95%	22 95%~	844 94%	1352 96%	1561 96%*	1464 94%*	3434 100%~	63 100%~	26 ~100%~	93 ~100%~	321 ~100%~	453 81%*	1867 99%*	2995 93%*	4638 95%*	264 95%	4037 95%*	1207 97%*	
VALID CASES	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.4 YES	118 2%	26 ~	24 3%	32 2%	36 2%			26 ~100%			61 ~	11%*	26 1%*	87 3%*	114 2%*	3 1%	99 2%	20 2%	
NO	5389 98%	23 100%	870 ~97%	1388 98%	1589 98%	1519 98%	3434 100%	63 ~100%	103 ~100%		93 ~100%	321 ~100%	495 89%*	1864 99%*	3131 97%*	4771 98%*	276 99%	4170 98%	1218 98%
VALID CASES	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	AGE					RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.5 YES	432 8%	2 9%~	77 9%	128 9%	126 8%	97 6%*	~	~	~	~100%~	93 ~	252 45%*	97 5%*	320 10%*	392 8%	37 13%*	302 7%*	130 11%*	
NO	5075 92%	21 91%~	819 91%	1284 91%	1495 92%	1458 94%*	3434 100%~	63 100%~	103 100%~	26 100%~	93 ~	321 100%~	304 55%*	1793 95%*	2898 90%*	4493 92%	242 87%*	3967 93%*	1108 89%*
VALID CASES	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.6 YES	437 8%	1 3%	61 7%	122 9%	131 8%	123 8%	~	~	~	~	~	321 ~100%	119 21%*	384 20%*	96 3%*	398 8%	38 14%*	346 8%	90 7%
NO	5070 92%	22 97%	835 93%	1290 91%	1490 92%	1432 92%	3434 100%	63 100%	103 100%	26 100%	93 100%	437 ~79%*	1506 80%*	3122 97%*	4487 92%	241 86%*	3923 92%	1148 93%	
VALID CASES	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

Q78 WHAT IS YOUR AGE?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q78 UNDER 18	240 5%	5 25%~	30 4%	48 4%*	74 5%	83 6%*	161 5%	10 17%*	4 4%	1 ~	9 1%*	21 3%*	78 4%	152 5%	221 5%	9 3%	172 4%	68 6%	
18 TO 24	225 4%	2 10%~	127 15%*	74 6%*	8 0.6%*	6 0.4%*	136 4%	1 0.5%*	4 4%	2 8%~	4 4%	14 4%	41 7%*	94 5%	132 4%	208 4%	16 6%	196 5%*	29 2%*
25 TO 34	1715 33%	8 38%~	471 57%*	658 49%*	456 30%*	103 7%*	1217 36%*	14 22%*	15 15%*	7 28%~	35 38%	93 29%	186 34%	693 37%*	1022 32%*	1647 34%*	58 21%*	1388 35%*	327 27%*
35 TO 44	1788 35%	6 27%~	164 20%*	408 31%*	633 42%*	588 41%*	1127 33%*	23 38%	37 36%	7 28%~	30 33%	128 40%	184 33%	742 40%*	1041 33%*	1668 35%	113 42%*	1372 35%	417 34%
45 TO 54	756 15%	~	20 2%*	95 7%*	215 14%	436 30%*	485 14%	12 19%	33 32%*	5 21%~	15 17%	43 14%	79 14%	199 11%*	533 17%*	698 14%	52 19%	536 14%*	221 18%*
55 TO 64	263 5%	~	10 1%*	36 3%*	70 5%	150 10%*	193 6%*	1 1%*	9 8%	1 4%~	5 5%	20 6%	23 4%	38 2%*	205 6%*	249 5%	11 4%	158 4%*	106 9%*
65 TO 74	116 2%	~	6 0.8%*	17 1%*	42 3%	52 4%*	72 2%	2 3%	1 0.5%*	3 11%~	1 0.6%*	13 4%	18 3%	18 0.9%*	89 3%*	100 2%*	12 5%	65 2%*	51 4%*
75 OR OLDER	29 0.6%	~	2 0.3%	1 0.1%*	4 0.2%*	23 2%*	26 0.8%*	~	~	~	1 ~0.8%	1 0.2%	2 0.3%	2 0.1%*	25 0.8%*	27 0.6%	2 0.6%	24 0.6%	5 0.4%
NOT ANSWERED	375	2	64	75	119	114	17	2			1	2	2	27	20	67	6	359	15
VALID CASES	5132	21	832	1337	1502	1441	3417	61	103	26	92	319	554	1863	3198	4818	273	3910	1223
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q79 ARE YOU MALE OR FEMALE?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q79																			
MALE	715 14%	2 9%~	66 8%*	157 12%*	226 15%	269 19%*	429 13%*	6 9%	39 38%*	5 17%~	17 18%	59 19%*	85 15%	194 10%*	494 15%*	668 14%	38 14%	583 15%*	132 11%*
FEMALE	4424 86%	19 91%~	762 92%*	1176 88%*	1283 85%	1179 81%*	2993 87%*	57 91%	64 62%*	21 83%~	76 82%	258 81%*	469 85%	1669 90%*	2708 85%*	4155 86%	238 86%	3335 85%*	1090 89%*
NOT ANSWERED	368	2	68	78	112	107	12	1				3	2	27	16	62	3	351	16
VALID CASES	5139	21	828	1334	1509	1448	3422	62	103	26	93	318	554	1863	3202	4823	276	3918	1222
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	OHP TOT CHLD	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- AMER	IAN	NATV HAW/ ILLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q80 8TH GRADE OR LESS	485 9%	1 4%~	51 6%*	136 10%	152 10%	147 10%	218 6%*	7 11%	9 9%	1 4%~	5 5%	80 25%*	15 3%*	479 26%*	59 2%*	415 9%*	66 24%*	423 11%*	61 5%*
SOME HIGH SCHOOL BUT DID NOT GRADUATE	601 12%	7 37%~	105 13%	165 12%	159 11%	163 11%	340 10%*	2 3%*	10 10%	4 15%~	13 14%	76 24%*	50 9%*	360 20%*	269 8%*	552 12%*	44 16%*	481 12%*	120 10%*
HIGH SCHOOL GRADUATE OR GED	1493 29%	6 29%~	274 33%*	366 28%	413 28%	431 30%	1030 30%	15 25%	29 29%	10 38%~	28 30%	85 27%	138 25%*	594 32%*	898 28%*	1421 30%*	57 21%*	1194 31%*	298 24%*
SOME COLLEGE OR 2-YEAR DEGREE	1842 36%	5 25%~	312 38%	471 35%	578 39%*	476 33%*	1339 39%*	25 40%	24 24%*	8 31%~	33 36%	36 11%*	278 51%*	332 18%*	1412 44%*	1757 37%*	74 27%*	1285 33%*	559 46%*
4-YEAR COLLEGE GRADUATE	486 10%	1 6%~	59 7%*	146 11%*	146 10%	134 9%	342 10%	9 15%	16 16%	11 ~	11 12%	25 8%	55 10%	59 3%*	390 12%*	467 10%*	15 6%*	377 10%	109 9%
MORE THAN 4-YEAR COLLEGE DEGREE	204 4%	~	28 3%	44 3%	49 3%	83 6%*	145 4%	4 6%	11 11%*	3 12%~	2 3%	16 5%	13 2%*	21 1%*	166 5%*	190 4%	13 5%	131 3%*	73 6%*
NOT ANSWERED	396	3	65	83	124	121	20	1	2		1	3	6	45	23	83	10	378	17
VALID CASES	5111	20	831	1329	1497	1434	3414	62	101	26	92	318	550	1845	3195	4802	269	3891	1221
NUMBER OF RESPONDENTS	5507	23	896	1412	1621	1555	3434	63	103	26	93	321	556	1890	3218	4885	279	4269	1238
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

	OHP TOT CHLD	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q81																			
MOTHER OR FATHER	4727 93%	21 100%~	792 95%*	1246 94%	1387 93%	1278 91%*	3128 93%	54 89%	100 97%*	24 92%~	79 89%	296 94%	507 93%	1802 97%*	2880 92%*	4444 93%	247 90%	3679 95%*	1048 88%*
GRANDPARENT	206 4%	~	21 3%*	47 4%	58 4%	81 6%*	154 5%*	2 3%	~	~	2 3%	15 5%	20 4%	33 2%*	155 5%*	190 4%	15 5%	124 3%*	82 7%*
AUNT OR UNCLE	25 0.5%	~	1 0.1%*	6 0.4%	6 0.4%	12 0.9%*	14 0.4%	1 0.8%	1 4%~	1 1%	2 0.5%	4 0.7%	6 0.3%	18 0.6%	24 0.5%	1 0.3%	18 0.5%	7 0.6%	
OLDER BROTHER OR SISTER	5 0.1%	~	1 0.1%	~	2 0.1%	2 0.2%	4 0.1%	1 0.8%	~	~	~	~	~	2 0.1%	3 0.1%	5 0.1%~	~	5 0.1%*	~
OTHER RELATIVE	6 0.1%	~	1 0.1%	4 0.3%	~	1 0.1%	5 0.1%	~	~	~	~	~	1 0.1%	3 0.1%	3 0.1%	6 0.1%~	~	6 0.2%~	~
LEGAL GUARDIAN	61 1%	~	7 0.8%	16 1%	21 1%	17 1%	34 1%	1 2%	~	1 4%~	5 5%	2 0.8%	9 2%	11 0.6%*	46 1%*	58 1%	2 0.9%	31 0.8%*	30 2%*
SOMEONE ELSE	48 1%	~	9 1%	11 0.8%	11 0.7%	17 1%	30 0.9%	4 6%	1 0.8%	~	1 1%	~	7 1%	5 0.3%*	40 1%*	39 0.8%*	10 4%*	23 0.6%*	25 2%*
NOT ANSWERED	430	2	65	83	135	146	67	3	1		5	6	8	28	72	119	4	383	47
VALID CASES	5077	21	831	1329	1486	1409	3367	60	102	26	88	315	548	1862	3146	4766	275	3886	1191
NUMBER OF RESPONDENTS	5507 100%	23 100%	896 100%	1412 100%	1621 100%	1555 100%	3434 100%	63 100%	103 100%	26 100%	93 100%	321 100%	556 100%	1890 100%	3218 100%	4885 100%	279 100%	4269 100%	1238 100%

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q82 YES	96 3%	1 7%~	10 2%*	27 3%	17 2%*	42 4%*	40 2%*	2 5%~	8 9%*	~	~	20 9%*	6 2%	51 5%*	47 2%*	86 3%	7 5%	72 3%	24 3%
NO	3325 97%	10 93%~	550 98%*	809 97%	965 98%*	991 96%*	2390 98%*	40 95%~	79 91%*	19 100%~	74 100%~	209 91%*	239 98%	1052 95%*	2218 98%*	3157 97%	138 95%	2515 97%	810 97%
NOT ANSWERED	36		3	9	14	10	8		1			3	2	15	12	29	2	32	4
VALID CASES	3421	11	560	835	982	1033	2430	42	86	19	74	229	244	1102	2265	3243	145	2587	834
NUMBER OF RESPONDENTS	3457 100%	11 100%	563 100%	844 100%	996 100%	1043 100%	2438 100%	42 100%	87 100%	19 100%	74 100%	232 100%	246 100%	1117 100%	2277 100%	3272 100%	147 100%	2619 100%	838 100%

[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		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q83.1 YES	59 61%	7 ~ 67%	19 ~ 80%	12 ~ 50%	20 ~ 51%	22 54%	1 50%	3 33%			14 ~ 68%	3 ~ 77%	39 74%	21 48%	51 59%	6 67%	51 71%	7 27%
NO	39 39%	1 100%	3 33%	5 20%	12 50%	19 49%	1 46%	6 50%			6 ~ 32%	1 23%	13 26%	23 52%	36 41%	3 33%	21 29%	19 73%
VALID CASES	98	1	10	24	24	39	41	2	9		20	4	52	44	87	9	72	26
NUMBER OF RESPONDENTS	98 100%	1 100%	10 100%	24 100%	24 100%	39 100%	41 100%	2 100%	9 100%		20 100%	4 100%	52 100%	44 100%	87 100%	9 100%	72 100%	26 100%

[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		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q83.2 YES	39 40%	2 ~	13 19%	8 55%	15 33%	15 36%	2 100%	2 22%			6 30%	2 53%	20 39%	17 39%	34 39%	4 44%	33 46%	5 21%
NO	59 60%	1 100%	8 81%	11 45%	16 67%	24 61%	26 64%	7 78%			14 70%	2 47%	32 61%	27 61%	53 61%	5 56%	39 54%	21 79%
VALID CASES	98	1	10	24	24	39	41	2	9		20	4	52	44	87	9	72	26
NUMBER OF RESPONDENTS	98 100%	1 100%	10 100%	24 100%	24 100%	39 100%	41 100%	2 100%	9 100%		20 100%	4 100%	52 100%	44 100%	87 100%	9 100%	72 100%	26 100%

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

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

	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q83.3 YES	17 18%	1 100%	2 21%	1 5%	4 17%	9 24%	9 21%	3 33%			1 4%	1 23%	6 11%	11 24%	16 18%	2 22%	7 9%	12 45%	
NO	81 82%		8 79%	23 95%	20 83%	30 76%	32 79%	2 100%	6 67%			19 96%	3 77%	46 89%	33 76%	71 82%	7 78%	65 91%	14 55%
VALID CASES	98	1	10	24	24	39	41	2	9			20	4	52	44	87	9	72	26
NUMBER OF RESPONDENTS	98 100%	1 100%	10 100%	24 100%	24 100%	39 100%	41 100%	2 100%	9 100%			20 100%	4 100%	52 100%	44 100%	87 100%	9 100%	72 100%	26 100%

[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			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q83.4 YES	19 19%	2 ~ 23%	4 19%	4 17%	8 19%	5 11%	1 50%	6 67%		4 ~ 21%		7 ~ 14%	9 20%	15 18%	1 11%	17 23%	2 6%	
NO	79 81%	1 100%	8 77%	20 81%	20 83%	31 81%	36 89%	1 50%	3 33%		16 ~ 79%	4 100%	45 86%	35 80%	72 82%	8 89%	55 77%	24 94%
VALID CASES	98	1	10	24	24	39	41	2	9		20	4	52	44	87	9	72	26
NUMBER OF RESPONDENTS	98 100%	1 100%	10 100%	24 100%	24 100%	39 100%	41 100%	2 100%	9 100%		20 100%	4 100%	52 100%	44 100%	87 100%	9 100%	72 100%	26 100%

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

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

	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q83.5 YES	7 7%	1 ~ 11%	1 5%	2 8%	3 7%	6 16%	~	~	~	~	1 4%	~	2 3%	5 11%	7 8%	~	3 4%	4 17%	
NO	91 93%	1 100%	9 89%	23 95%	22 92%	36 93%	35 84%	2 100%	9 100%	~	~	19 96%	4 100%	50 97%	39 89%	80 92%	9 100%	69 96%	22 83%
VALID CASES	98	1	10	24	24	39	41	2	9		20	4	52	44	87	9	72	26	
NUMBER OF RESPONDENTS	98 100%	1 100%	10 100%	24 100%	24 100%	39 100%	41 100%	2 100%	9 100%		20 100%	4 100%	52 100%	44 100%	87 100%	9 100%	72 100%	26 100%	

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ14 0-6	390 11%	1 8%~	69 10%	79 9%*	122 13%	122 13%*	254 11%	7 24%~	6 14%~	5 ~	18 9%~	56 8%	102 9%*	263 12%*	320 10%*	56 27%*	238 10%*	153 16%*	
7-8	1098 32%	9 53%~	179 27%*	300 33%	308 32%	304 33%	720 31%	10 34%~	16 40%~	3 24%~	15 30%~	82 38%*	126 34%	333 29%*	696 32%	960 31%*	78 38%	765 31%	333 34%
9-10	1978 57%	7 39%~	409 62%*	538 59%	528 55%	493 54%*	1343 58%	12 41%~	19 47%~	10 76%~	30 60%~	114 53%	191 51%*	717 62%*	1189 55%*	1842 59%*	73 35%*	1479 60%*	497 51%*
VALID CASES	3466	17	657	917	957	918	2317	28	41	13	49	214	373	1152	2147	3122	207	2483	983
NUMBER OF RESPONDENTS	3466	17	657	917	957	918	2317	28	41	13	49	214	373	1152	2147	3122	207	2483	983
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.46	2.31	2.52	2.50	2.42	2.40	2.47	2.17	2.33	2.76	2.51	2.45	2.36	2.53	2.43	2.49	2.08	2.50	2.35
p stat_(*=Sig @ p<=.05)		~.012*	.024*	.077	.006*	.178	~	~	~	~.868	.004*	.000*	.001*	.000*	.000*	.000*	.000*	.000*	.000*

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ41 0-6	378 9%	1 4%~	59 8%	99 9%	105 9%	116 10%	236 8%*	6 17%~	4 9%~	1 3%~	9 15%	10 4%*	63 14%*	131 9%	241 9%	335 9%*	39 17%*	256 8%*	123 11%*
7-8	972 23%	7 40%~	142 20%*	256 22%	310 25%*	260 23%	656 23%	12 35%~	16 35%~		12 ~ 19%	55 24%	101 22%	310 21%*	624 24%	893 23%	60 27%	714 23%	259 24%
9-10	2877 68%	9 56%~	511 72%*	784 69%	811 66%	759 67%	1979 69%	16 48%~	26 56%~	14 97%~	40 66%	163 72%	288 64%*	1030 70%	1759 67%*	2681 69%*	125 56%*	2176 69%*	700 65%*
VALID CASES	4228	17	712	1139	1225	1135	2871	33	47	14	61	228	452	1471	2624	3909	224	3146	1082
NUMBER OF RESPONDENTS	4228 100%	17 100%	712 100%	1139 100%	1225 100%	1135 100%	2871 100%	33 100%	47 100%	14 100%	61 100%	228 100%	452 100%	1471 100%	2624 100%	3909 100%	224 100%	3146 100%	1082 100%
MEAN	2.59	2.52	2.64	2.60	2.58	2.57	2.61	2.31	2.47	2.93	2.52	2.67	2.50	2.61	2.58	2.60	2.39	2.61	2.53
p stat_(*=Sig @ p<=.05)		~.044*	.508	.341	.139	.038*	~	~	~.431	.024*	.003*	.174	.065	.003*	.000*	.001*	.001*		

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
NQ48 0-6	61 9%	~	6 7%	10 7%	20 11%	24 10%	50 11%*	1 14%~	2 21%~	1 ~ 11%~	1 4%~	4 5%	17 9%	44 9%	44 8%*	17 18%*	19 6%*	42 11%*	
7-8	166 25%	~	14 15%*	24 16%*	50 27%	80 33%*	113 24%	3 40%~	4 47%~	3 ~ 21%~	12 35%~	19 25%	36 20%	122 26%	129 23%*	33 36%*	62 20%*	103 28%*	
9-10	449 66%	100%~	72 78%*	121 78%*	116 62%	136 57%*	307 65%	3 46%~	3 32%~	1 100%~	8 68%~	21 61%~	55 70%	131 71%	303 65%	397 70%*	42 46%*	226 74%*	224 61%*
VALID CASES	675	2	92	155	186	240	471	7	9	1	12	35	78	184	469	569	91	306	369
NUMBER OF RESPONDENTS	675 100%	2 100%	92 100%	155 100%	186 100%	240 100%	471 100%	7 100%	9 100%	1 100%	12 100%	35 100%	78 100%	184 100%	469 100%	569 100%	91 100%	306 100%	369 100%
MEAN	2.57	3.00	2.71	2.71	2.51	2.47	2.55	2.33	2.11	3.00	2.57	2.57	2.65	2.62	2.55	2.62	2.27	2.68	2.49
p stat_(*=Sig @ p<=.05)		~	.021*	.003*	.132	.002*	.103	~	~	~	~	~	~.235	.342	.140	.000*	.000*	.000*	.000*

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

NQ54 RATING OF CHILD'S HEALTH PLAN

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- AMER	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ54 0-6	725 15%	1 3%~	77 9%*	181 14%	216 15%	254 18%*	514 15%*	6 16%~	5 8%	17 ~ 23%	25 8%*	100 19%*	147 8%*	530 18%*	658 14%*	55 21%*	475 12%*	250 21%*	
7-8	1521 30%	13 65%~	218 27%*	362 28%*	449 31%	481 34%*	1067 32%*	20 50%~	25 39%	6 26%~	19 27%	76 25%*	161 31%	408 22%*	1044 35%*	1411 30%	82 31%	1104 29%*	418 35%*
9-10	2748 55%	6 31%~	520 64%*	739 58%*	801 55%	675 48%*	1769 53%*	14 34%~	34 53%	18 74%~	36 50%	208 67%*	255 49%*	1294 70%*	1450 48%*	2591 56%*	126 48%*	2236 59%*	511 43%*
VALID CASES	4994	20	815	1282	1466	1411	3350	40	64	24	72	309	516	1849	3024	4660	263	3815	1179
NUMBER OF RESPONDENTS	4994	20	815	1282	1466	1411	3350	40	64	24	72	309	516	1849	3024	4660	263	3815	1179
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.41	2.28	2.54	2.44	2.40	2.30	2.37	2.18	2.44	2.74	2.27	2.59	2.30	2.62	2.30	2.41	2.27	2.46	2.22
p stat_(*=Sig @ p<=.05)		~.000*	.089	.696	.000*	.000*	~.689			~.165	.000*	.001*	.000*	.000*	.000*	.000*	.002*	.000*	.000*

GETTING NEEDED CARE

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
NPRBSEE4 NQ46	2.24	3.00	2.41	2.28	2.15	2.19	2.27	2.28	1.69	3.00	2.48	1.97	2.13	2.27	2.21	2.28	1.91	2.34	2.15
p stat_(*=Sig @ p<=.05)		~.019*	.406	.086	.250	.108	~	~	~	~	~.187	.486	.115	.001*	.000*	.001*	.001*		
NCARNES4 NQ15	2.45	2.40	2.49	2.49	2.41	2.41	2.51	2.37	2.27	1.92	2.54	2.34	2.39	2.37	2.49	2.48	2.06	2.50	2.31
p stat_(*=Sig @ p<=.05)		~.071	.036*	.048*	.059	.000*	~	~	~	~.022*	.070	.000*	.000*	.000*	0.000*	.000*	.000*		
COMPOSITE	2.34	2.70	2.45	2.39	2.28	2.30	2.39	2.32	1.98	2.46	2.51	2.16	2.26	2.32	2.35	2.38	1.99	2.42	2.23
p stat_(*=Sig @ p<=.05)		~.025*	.279	.079	.277	.003*	~	~	~.538	.008*	.240	.486	.645	.000*	.000*	.000*	.004*		

GETTING CARE QUICKLY

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD	POOR	NO CCC	CCC
NCARSN4 NQ4	2.64	3.00	2.64	2.70	2.66	2.57	2.66	2.55	2.25	1.92	2.63	2.63	2.69	2.49	2.70	2.65	2.52	2.64	2.66
p stat_(*=Sig @ p<=.05)		~.869	.025*	.464	.006*	.085	~	~	~	~.831	.249	.000*	.000*	.293	.039*	.562	.560		
NAPGET4 NQ6	2.42	2.51	2.47	2.45	2.38	2.37	2.46	2.42	2.16	1.87	2.59	2.36	2.40	2.30	2.47	2.43	2.14	2.43	2.39
p stat_(*=Sig @ p<=.05)		~.043*	.116	.083	.046*	.000*	~	~	~	~.245	.571	.000*	.000*	.022*	.000*	.265	.260		
COMPOSITE	2.53	2.75	2.55	2.58	2.52	2.47	2.56	2.48	2.20	1.89	2.61	2.49	2.54	2.40	2.59	2.54	2.33	2.53	2.52
p stat_(*=Sig @ p<=.05)		~.717	.395	.848	.203	.154	~	~	~	~.751	.867	.001*	.018*	.438	.045*	.939	.913		

HOW WELL DOCTORS COMMUNICATE

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC		
NDREXPL4 NQ32	2.73	2.56	2.77	2.71	2.73	2.70	2.77	2.78	2.75	2.34	2.67	2.62	2.72	2.60	2.78	2.75	2.38	2.74	2.69
p stat_(*=Sig @ p<=.05)		~.015*	.471	.935	.184	.000*	~	~	~	~.020*	.874	.000*	.000*	.000*	.000*	.017*	.016*		
NDRLSTN4 NQ33	2.71	2.61	2.76	2.71	2.71	2.69	2.74	2.80	2.49	2.68	2.58	2.68	2.66	2.69	2.72	2.73	2.48	2.74	2.65
p stat_(*=Sig @ p<=.05)		~.027*	.648	.986	.114	.004*	~	~	~	~.390	.046*	.146	.210	.000*	.000*	.000*	.000*		
NDRESPU4 NQ34	2.76	2.61	2.79	2.75	2.75	2.77	2.78	2.89	2.51	2.68	2.59	2.79	2.70	2.78	2.76	2.77	2.56	2.79	2.69
p stat_(*=Sig @ p<=.05)		~.124	.561	.338	.750	.041*	~	~	~	~.448	.027*	.360	.455	.001*	.000*	.000*	.000*		
NDRTMEN4 NQ37	2.50	2.48	2.47	2.48	2.49	2.58	2.58	2.43	2.17	2.39	2.38	2.33	2.50	2.33	2.59	2.53	2.16	2.51	2.49
p stat_(*=Sig @ p<=.05)		~.172	.231	.534	.001*	.000*	~	~	~	~.001*	.870	.000*	.000*	.000*	.000*	.000*	.000*	.556	.545
COMPOSITE	2.68	2.56	2.70	2.66	2.67	2.68	2.72	2.72	2.48	2.52	2.56	2.60	2.64	2.60	2.72	2.69	2.40	2.70	2.63
p stat_(*=Sig @ p<=.05)		~.821	.850	.920	.931	.206	~	~	~	~.645	.810	.160	.233	.167	.036*	.484	.448		

CUSTOMER SERVICE

	AGE					RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER		
OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD	POOR	NO CCC	CCC
NPBCLCS4 NQ50	2.24	2.00	2.25	2.26	2.22	2.23	2.40	1.77	1.61	1.76	2.22	2.27	2.29	2.19	2.25	1.98	2.27	2.13
p stat_(*=Sig @ p<=.05)		~.838	.440	.607	.710	.715	~	~	~	~.871	.661	.074	.024*	.106	.007*	.010*	.010*	
NCSRESP NQ51	2.62	2.38	2.66	2.69	2.53	2.61	2.60	2.61	2.83	2.48	2.62	2.58	2.66	2.59	2.64	2.28	2.64	2.56
p stat_(*=Sig @ p<=.05)		~.287	.008*	.008*	.540	.473	~	~	~	~.967	.510	.063	.062	.000*	.000*	.050*	.050*	
COMPOSITE	2.43	2.19	2.45	2.48	2.37	2.42	2.50	2.19	2.22	2.12	2.42	2.42	2.47	2.39	2.45	2.13	2.46	2.34
p stat_(*=Sig @ p<=.05)		~.864	.636	.556	.870	.851	~	~	~	~.980	.992	.489	.528	.332	.054	.411	.438	

SHARED DECISION MAKING

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD	POOR	NO CCC	CCC	
NNRXWHY NQ11	2.88	2.60	2.92	2.86	2.85	2.91	2.91	2.88	2.80	3.00	2.94	2.93	2.83	2.90	2.88	2.95	2.87	2.90	
p stat_(*=Sig @ p<=.05)		~.264	.381	.264	.249	.005*	~	~	~	~	~.143	.076	.010*	.767	.038*	.230	.228		
NNRXWYNT NQ12	2.38	2.20	2.37	2.37	2.33	2.43	2.35	2.38	2.37	2.78	2.83	2.37	2.43	2.31	2.40	2.37	2.47	2.28	2.49
p stat_(*=Sig @ p<=.05)		~.979	.880	.300	.217	.163	~	~	~	~	~.449	.229	.165	.872	.288	.000*	.000*		
NRXBST NQ13	2.50	2.00	2.40	2.51	2.47	2.60	2.49	2.61	2.70	2.78	2.36	2.69	2.39	2.54	2.49	2.50	2.42	2.45	2.57
p stat_(*=Sig @ p<=.05)		~.084	.968	.461	.013*	.524	~	~	~	~	~.110	.393	.337	.645	.358	.023*	.022*		
COMPOSITE	2.59	2.27	2.56	2.58	2.55	2.65	2.58	2.62	2.62	2.85	2.71	2.66	2.55	2.56	2.60	2.58	2.62	2.53	2.65
p stat_(*=Sig @ p<=.05)		~.882	.944	.739	.585	.936	~	~	~	~	~.845	.801	.830	.923	.902	.406	.381		

ACCESS TO SPECIALIZED SERVICES

	AGE						RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
NEZMDEQ NQ20	2.19	2.45	2.56	2.22	2.03	2.08	2.26	3.00	1.00	1.67	2.42	2.02	2.22	2.19	2.19	2.24	2.34	2.10	
p stat_(*=Sig @ p<=.05)		~	~.756	.106		~.148	~	~	~	~	~	~.754	.948		~	~.057	.057		
NEZTHP NQ23	2.02	3.00	1.98	2.18	1.82	2.03	2.05	1.00	1.83	3.00	1.50	2.17	1.89	2.12	2.00	2.11	1.62	2.15	1.92
p stat_(*=Sig @ p<=.05)		~.741	.008*	.009*	.923	.402	~	~	~	~	~	~.120	.652	.000*	.000*	.006*	.006*		
NEZTC NQ26	2.13	3.00	2.23	2.05	2.11	2.19	2.15	1.26	1.00	1.32	1.73	2.17	2.08	2.09	2.14	2.16	1.85	2.22	2.09
p stat_(*=Sig @ p<=.05)		~	~.213	.580	.210	.622	~	~	~	~	~.555	.448	.641	.031*	.005*	.108	.108		
COMPOSITE	2.11	2.82	2.26	2.15	1.99	2.10	2.15	1.75	1.28	2.16	1.63	2.25	2.00	2.14	2.11	2.16	1.90	2.24	2.04
p stat_(*=Sig @ p<=.05)		~.226	.563	.007*	.764	.098	~	~	~	~.238	.205	.527	1.00	.002*	.028*	.003*	.003*		

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	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	NO CCC	CCC
PRBSEE4 Q46	77%	100%	80%	78%	73%	76%	78%	92%	48%	100%	90%	63%	72%	80%	75%	78%	66%	80%	74%
CARNES4 Q15	88%	89%	89%	90%	86%	87%	90%	85%	82%	75%	95%	87%	85%	86%	89%	89%	71%	90%	83%
AVERAGE	82.39	94.49	84.69	84.27	79.81	81.69	83.81	88.96	65.42	87.48	92.19	74.89	78.25	83.06	82.24	83.70	68.38	85.21	78.41

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

	OHP TOT CHLD	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	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	NO CCC	CCC
CARSN4 Q4	91%	100%	89%	94%	92%	87%	91%	86%	80%	66%	90%	89%	93%	85%	93%	91%	89%	90%	91%
APGET4 Q6	84%	80%	87%	83%	83%	83%	86%	83%	70%	56%	94%	81%	86%	78%	87%	84%	71%	83%	86%
AVERAGE	87.21	90.15	88.04	88.49	87.27	85.03	88.51	84.47	75.38	61.01	92.17	84.82	89.40	81.68	89.67	87.56	79.86	86.75	88.37

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
DREXPL4 Q32	94%	96%	96%	93%	95%	93%	96%	95%	94%	79%	99%	89%	94%	91%	96%	95%	82%	94%	94%
DRLSTN4 Q33	94%	96%	95%	94%	95%	94%	95%	97%	87%	100%	90%	93%	93%	94%	95%	95%	88%	95%	92%
DRESPU4 Q34	96%	96%	97%	95%	95%	96%	96%	97%	90%	100%	91%	95%	94%	96%	95%	96%	90%	97%	92%
DRTMEN4 Q37	87%	96%	86%	87%	87%	90%	90%	84%	73%	79%	86%	86%	88%	83%	90%	88%	75%	87%	87%
AVERAGE	92.9	96.0	93.4	92.4	93.0	93.0	94.1	93.4	86.2	89.5	91.8	90.7	92.5	90.8	94.1	93.5	83.7	93.5	91.5

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

	OHP TOT CHLD	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	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	NO CCC	CCC
PBCLCS4 Q50	77%	63%	78%	79%	76%	76%	83%	52%	52%	70%	75%	80%	80%	75%	78%	65%	78%	74%	
CSRESP Q51	93%	75%	94%	95%	89%	93%	100%	92%	100%	96%	90%	90%	93%	92%	93%	85%	92%	93%	
AVERAGE	84.87	68.75	85.65	86.91	82.60	84.59	84.57	91.47	72.12	76.13	82.86	82.89	84.60	86.33	83.55	85.63	75.37	85.38	83.43

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NRXWHY Q11	94%	80%	96%	93%	93%	95%	96%	94%	90%	100%	97%	96%	91%	95%	94%	98%	93%	95%	
NRXWYNT Q12	69%	60%	69%	68%	66%	71%	67%	69%	68%	89%	92%	69%	72%	66%	70%	69%	74%	64%	74%
RXBST Q13	75%	50%	70%	75%	74%	80%	75%	80%	85%	89%	68%	85%	69%	77%	74%	75%	71%	73%	79%
AVERAGE	79.4	63.3	78.2	78.9	77.5	82.3	79.2	81.1	81.1	92.7	85.7	83.2	77.4	78.1	79.9	79.3	80.8	76.7	82.7

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
EZMDEQ Q20	71%	73%	90%	76%	64%	60%	73%	77%	0%	54%	75%	67%	76%	70%	72%	66%	78%	66%	
EZTHP Q23	62%	100%	61%	69%	55%	61%	65%	30%	57%	100%	33%	57%	53%	71%	60%	66%	49%	67%	58%
EZTC Q26	68%	100%	69%	67%	67%	70%	68%	15%	47%	16%	64%	79%	68%	68%	69%	70%	58%	70%	68%
AVERAGE	67.0	72.6	73.2	70.8	62.1	63.5	68.7	40.6	34.7	57.9	50.6	70.4	62.6	71.7	66.0	69.2	57.5	71.9	63.9

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
DRTLKU Q38	84%	74%	94%	85%	82%	77%	84%	84%	77%	79%	93%	84%	83%	85%	83%	84%	79%	84%	84%
DRUNCON Q43	88%	100%	80%	86%	87%	93%	89%	87%	100%	100%	91%	83%	86%	82%	89%	90%	77%	85%	89%
DRUNFAM Q44	84%	100%	74%	80%	85%	88%	84%	96%	77%	100%	88%	78%	81%	79%	85%	86%	70%	79%	85%
AVERAGE	85.4	74.0	82.7	83.7	84.6	86.0	85.8	89.0	84.5	93.0	90.4	81.8	83.1	82.1	86.0	86.5	75.5	82.7	86.4

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

	OHP TOT CHLD	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
HELPCONT Q18	91%	76%	90%	93%	96%	92%	100%	67%	100%	63%	94%	93%	87%	94%	91%	92%	88%	94%	
HLPCOORD Q29	60%	38%	65%	62%	56%	60%	67%	100%	100%	56%	39%	61%	63%	59%	59%	65%	60%	59%	
AVERAGE	75.6	37.5	70.7	75.8	74.8	77.5	76.2	83.7	83.3	100	59.5	66.3	77.0	74.6	76.4	75.1	78.6	74.4	76.6

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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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6.	ABOUT YOU	
53	Q36	IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL HEALTH?
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, 2014?
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?
62	Q45	HAS A DOCTOR OR HEALTH PROVIDER EVER DISCUSSED WITH YOU THE RISKS AND BENEFITS OF ASPIRIN TO PREVENT HEART ATTACK OR STROKE?

PAGE	QUESTION	TITLE
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
68	Q47.3	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A STROKE
69	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
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?
77	Q55	ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?
78	Q56.1	WHAT IS YOUR RACE? RESPONSE: WHITE
79	Q56.2	WHAT IS YOUR RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN
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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8. RATINGS		
90	NQ13	RATING OF ALL HEALTH CARE [ASKED IF Q7 >= 1 TIME]
91	NQ23	RATING OF PERSONAL DOCTOR [ASKED IF Q15 = YES]
92	NQ27	RATING OF SPECIALIST SEEN MOST OFTEN [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]
93	NQ35	RATING OF HEALTH PLAN
9. COMPOSITES		
94		GETTING NEEDED CARE
95		GETTING CARE QUICKLY
96		HOW WELL DOCTORS COMMUNICATE
97		CUSTOMER SERVICE
98		SHARED DECISION MAKING
10. GLOBAL PROPORTION COMPOSITES		
99		GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
100		GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
101		HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
102		CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
103		SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

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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]

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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

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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

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*

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

- Never
- Sometimes
- Usually
- Always

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

- 0 1 2 3 4 5 6 7 8 9 10
- Worst Health Plan Possible Best Health Plan Possible

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

- Yes
- No → *Go to Question 35c*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 35e*

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

- Never
- Sometimes
- Usually
- Always

ADDITIONAL QUESTIONS

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

35e. In the last 6 months, did you visit a provider for a specific health issue?

- Yes
- No → *Go to Question 35i*

35f. How much effort was made to help you understand your health issue?

- No effort at all
- A little effort was made
- Some effort was made
- A lot of effort was made

35g. How much effort was made to listen to the things that matter most to you about your health issue?

- No effort at all
- A little effort was made
- Some effort was made
- A lot of effort was made

35h. How much effort was made to include what matters most to you in choosing what to do next?

- No effort at all
- A little effort was made
- Some effort was made
- A lot of effort was made

35i. 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?

- Yes
- No → *Go to Question 35l*



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, 2014?
- 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.

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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 doctors 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

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?

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

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

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. DataStat, Inc. no divulgará su información personal sin su permiso.

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Si quiere recibir más información acerca de este estudio, llame al 1-888-506-5136.

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

PREGUNTAS ADICIONALES

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

35e. En los últimos 6 meses, ¿visitó usted a un profesional médico para un problema de salud específico?

- Sí
- No → *Pase a la pregunta 35i*

35f. ¿Cuánto esfuerzo se hizo para ayudarlo/a a entender su problema de salud?

- Ningún esfuerzo en absoluto
- Se hizo un poco de esfuerzo
- Se hizo algún esfuerzo
- Se hizo un gran esfuerzo

35g. ¿Cuánto esfuerzo se hizo para escuchar las cosas que más le importan a usted sobre su problema de salud?

- Ningún esfuerzo en absoluto
- Se hizo un poco de esfuerzo
- Se hizo algún esfuerzo
- Se hizo un gran esfuerzo

35h. ¿Cuánto esfuerzo se hizo para incluir lo que más le importa a usted en escoger que hacer próximamente?

- Ningún esfuerzo en absoluto
- Se hizo un poco de esfuerzo
- Se hizo algún esfuerzo
- Se hizo un gran esfuerzo

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

- Sí
- No → *Pase a la pregunta 35c*

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

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

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

- Sí
- No → *Pase a la pregunta 35e*

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

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

35i. Opciones para su tratamiento o atención médica pueden ser opciones sobre medicinas, cirugías u otros tratamientos. En los últimos 6 meses, ¿le dijo este profesional médico que había más de una opción para su tratamiento o atención médica?

- Sí
- No → *Pase a la pregunta 35l*

35j. En los últimos 6 meses, ¿habló su profesional médico con usted acerca de las ventajas y desventajas de cada opción de tratamiento o atención médica?

- 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 2014, ¿le han puesto la vacuna para la influenza o gripe ya sea en inyección o con un rociador o spray nasal?

- Sí
- No
- No sé

39. Actualmente, ¿fuma cigarrillos o usa tabaco todos los días, algunos días o nunca?

- Todos los días
- Algunos días
- No fumo en absoluto → **Pase a la pregunta 43**
- No sé → **Pase a la pregunta 43**

40. En los últimos 6 meses, ¿qué tan seguido le aconsejó un 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





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Si quiere recibir más información acerca de este estudio, llame al 1-888-506-5136.

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



COMIENZE AQUI



Por favor conteste las preguntas para el niño cuyo nombre está anotado en el sobre. No las conteste para ningún otro niño.

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

- Sí ➔ *Pase a la pregunta 3*
- No

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

**LA ATENCIÓN MÉDICA QUE
RECIBIÓ
SU NIÑO EN LOS ÚLTIMOS 6 MESES**

Estas preguntas son acerca de la atención médica que ha recibido su niño. **No** incluya la atención que recibió su niño cuando pasó la noche hospitalizado. **No** incluya las consultas de su niño con el dentista.

3. En los últimos 6 meses, ¿tuvo su niño una enfermedad, lesión, o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?

Sí
 No → *Pase a la pregunta 5*

4. En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como él o ella lo necesitaba?

Nunca
 A veces
 La mayoría de las veces
 Siempre

5. En los últimos 6 meses, ¿hizo alguna cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica?

Sí
 No → *Pase a la pregunta 7*

6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica tan pronto como su niño la necesitaba?

Nunca
 A veces
 La mayoría de las veces
 Siempre

7. En los últimos 6 meses, sin contar las veces en que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?

Ninguna vez → *Pase a la pregunta 16*
 1 vez
 2
 3
 4
 5 a 9
 10 veces o más

8. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?

Sí
 No

9. En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?

Nunca
 A veces
 La mayoría de las veces
 Siempre

10. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre comenzar o suspender una medicina recetada?

- Sí
- No → *Pase a la pregunta 14*

11. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted quiera que su niño tome una medicina?

- Sí
- No

12. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted no quiera que su niño tome una medicina?

- Sí
- No

13. Cuando hablaron de comenzar o suspender una medicina recetada para su niño, ¿le preguntó un doctor u otro profesional médico sobre lo que usted creía que sería lo mejor para su niño?

- Sí
- No

14. Usando un número del 0 al 10, el 0 siendo la peor atención médica posible y el 10 la mejor atención médica posible, ¿qué número usaría para calificar toda la atención médica que su niño ha recibido en los últimos 6 meses?

- | | | | | | | | | | | |
|---------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| La peor atención médica posible | | | | | | La mejor atención médica posible | | | | |

15. En los últimos 6 meses, ¿con qué frecuencia le fue fácil conseguir la atención, las pruebas o el tratamiento que su niño necesitaba?

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

16. ¿Está matriculado actualmente su niño en algún tipo de escuela o guardería/cuidado infantil?

- Sí
- No → *Pase a la pregunta 19*

17. En los últimos 6 meses, ¿necesitó que los doctores o los otros profesionales médicos de su niño se pusieran en contacto con una escuela o guardería acerca de la salud o la atención médica de su niño?

- Sí
- No → *Pase a la pregunta 19*

18. En los últimos 6 meses, ¿consiguió la ayuda de los doctores o los otros profesionales médicos de su niño que necesitaba para ponerse en contacto con la escuela o guardería de su niño?

- Sí
- No

SERVICIOS ESPECIALIZADOS

19. En el equipo o dispositivo médico especial se incluye un andador, silla de ruedas, nebulizador, tubos de alimentación o equipo de oxígeno. En los últimos 6 meses, ¿consiguió o intentó conseguir algún equipo o dispositivo médico especial para su niño?

- Sí
- No → *Pase a la pregunta 22*

20. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir equipo o dispositivos médicos especiales para su niño?

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

21. ¿Alguien del plan de salud, del consultorio médico o clínica de su niño le ayudó a conseguir el equipo o dispositivos médicos especiales para su niño?

- Sí
- No

22. En los últimos 6 meses, ¿consiguió o intentó conseguir terapia especial para su niño tal como terapia física, ocupacional o del habla?

- Sí
- No → *Pase a la pregunta 25*

23. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir esta terapia para su niño?

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

24. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir esta terapia para su niño?

- Sí
- No

25. En los últimos 6 meses, ¿consiguió o intentó conseguir tratamiento o consejería para su niño, para un problema emocional, de desarrollo o de comportamiento?

- Sí
- No → *Pase a la pregunta 28*

26. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir este tratamiento o consejería para su niño?

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

27. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir este tratamiento o consejería para su niño?

- Sí
- No

28. En los últimos 6 meses, ¿recibió su niño atención de más de un tipo de profesional médico, o usó más de un tipo de servicio de salud?

- Sí
- No → *Pase a la pregunta 30*

29. En los últimos 6 meses, ¿alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a coordinar la atención médica de su niño entre estos profesionales o servicios diferentes?

- Sí
- No

EL DOCTOR PERSONAL DE SU NIÑO

30. El doctor personal es aquel a quien su niño va si necesita un chequeo, 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

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

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



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, 2014?

- 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 NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO
RETURN TO COVERSHEET

RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED
PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX

SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

1. MALE
2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

1. Spanish
2. English

MEMBER

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.