



Trillium Community Health Plan  
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2014



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## METHODOLOGY

### Introduction

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

### Survey Milestones

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

### Sampling

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

### Questionnaires

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

### Selection of Cases for Analysis

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

## Composites, Overall Ratings, and Measures for Reporting

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

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

### **Composite: Getting Needed Care**

- Q14/14. Got care, tests or treatment you thought you needed
- Q25/28. Getting appointments with specialists

### **Composite: Getting Care Quickly**

- Q4/4. Got care for illness/injury/condition as soon as you thought you/child needed
- Q6/6. Got an appt. for routine care as soon as you thought you/child needed

### **Composite: How Well Doctors Communicate**

- Q17/17. Personal doctor explained things in a way that was easy to understand
- Q18/18. Personal doctor listened carefully to you
- Q29/19. Personal doctor showed respect for what you had to say
- Q20/22. Personal doctor spent enough time with you

### **Composite: Customer Service**

- Q31/32. Health plan's customer service gave needed information or help
- Q32/33. Treated with courtesy and respect by health plan's customer service staff

### **Composite: Shared Decision Making**

- Q10/10. Doctor talked about reasons you might want to take a medicine
- Q11/11. Doctor talked about reasons you might not want to take a medicine
- Q12/12. Doctor talked about what you thought was best for you when discussing a medication

### **Rating Questions**

- Q13/13. Rating of all health care
- Q23/26. Rating of personal doctor
- Q27/30. Rating of specialist doctor
- Q42/36. Rating of health plan

### **Composite: Access to Specialized Services (Child only)**

- Q--/20. Getting special medical equipment or devices for your child
- Q--/23. Getting special therapy (physical, occupational, speech) for your child
- Q--/26. Getting treatment or counseling for your child

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

- Q--/38. Child's personal doctor talked with you about how child is feeling, growing, behaving
- Q--/43. Child's personal doctor understands how child's health conditions affect child's day-to-day life
- Q--/44. Child's personal doctor understands how child's health conditions affect family's day-to-day life

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

- Q--/18. Got help contacting school and daycare from someone at health plan or doctor's office
- Q--/29. Got help coordinating care among providers from someone at health plan or doctor's office

## Comparisons, Statistical Testing, Scoring, and Weighting

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

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

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

## Sample Disposition

Category	Adult		Child	
	Trillium Community Health Plan	Overall	Trillium Community Health Plan	Overall
<b>**First mailing - sent</b>	900	15300	900	15300
<b>*First mailing - usable survey returned</b>	181	3059	130	2459
<b>Second mailing - sent</b>	681	11718	735	12459
<b>*Second mailing - usable survey returned</b>	64	1039	66	1057
<b>*Phone - usable surveys</b>	93	1456	154	2502
<b>Total - usable surveys</b>	338	5554	350	6018
<b>†Ineligible: According to population criteria‡</b>	24	348	15	362
<b>†Ineligible: Deceased</b>	6	78	0	3
<b>†Ineligible: Mentally or physically unable to complete survey</b>	13	301	0	0
<b>†Ineligible: Language barrier</b>	1	77	1	39
<b>Incorrect address AND incorrect phone number</b>	68	1065	57	991
<b>Refusal/Returned survey blank</b>	42	720	54	783
<b>Nonresponse - Unavailable by mail or phone</b>	408	7157	423	7104
<b>Adjusted Response Rate</b>	<b>39.5%</b>	<b>38.3%</b>	<b>39.6%</b>	<b>40.4%</b>

\*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

## Response/Non-Response Comparison

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

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

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

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

### Adult

Gender / Age	Non-Respondents	Respondents	Difference
Male	165 36.7%	121 35.8%	-0.87%
Female	285 63.3%	217 64.2%	0.87%
18-24	110 24.4%	43 12.7%	-11.72%
25-34	126 28.0%	55 16.3%	-11.73%
35-44	90 20.0%	57 16.9%	-3.14%
45-54	64 14.2%	71 21.0%	6.78%
55-64	41 9.1%	77 22.8%	13.67%
65-74	12 2.7%	24 7.1%	4.43%
75 or Older	7 1.6%	11 3.3%	1.70%

### Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	245 51.4%	172 49.1%	-2.22%
Female	232 48.6%	178 50.9%	2.22%
<1, 1-3	110 23.1%	70 20.0%	-3.06%
4-7	129 27.0%	98 28.0%	0.96%
8-12	127 26.6%	101 28.9%	2.23%
13 or older	111 23.3%	81 23.1%	-0.13%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	OTHER	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q1 YES	333	5403	35	49	53	68	75	34	259	2	4	1	2	11	30	20	288	186	124	113	202
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	5	151	1				1	2	3				1			1	3	3	1	2	2
VALID CASES	333	5403	35	49	53	68	75	34	259	2	4	1	2	11	30	20	288	186	124	113	202
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q3 YES	139 43%	2419 45%	14 39%	18 37%	17 32%	28 44%	36 49%	16 44%	110 43%	1 50%	1 25%	2 ~100%	4 33%	10 34%	6 29%	123 43%	68 36%*	60 50%*	44 39%	86 43%	
Q3 NO	185 57%	2914 55%	22 61%	31 63%	36 68%	35 56%	38 51%	20 56%	146 57%	1 50%	3 75%	1 ~100%	8 ~ 67%	19 66%	15 71%	162 57%	120 64%*	59 50%*	68 61%	114 57%	
NOT ANSWERED	14	220				5	2		6					1		6	1	6	3	4	
VALID CASES	324	5334	36	49	53	63	74	36	256	2	4	1	2	12	29	21	285	188	119	112	200
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q4 NEVER	2 2%	72 3%	1 ~	1 6%~	1 ~	1 4%~	1 ~	2 2%~	~	~	~	~	~	2 2%~	2 ~	2 4%	1 3%~	1 1%~			
SOMETIMES	21 17%	310 15%	3 27%~	4 24%~	5 33%~	2 8%~	1 4%~	1 7%~	13 14%~	~	~	1 ~	2 25%~	2 25%~	1 20%~	15 14%~	10 17%	6 12%	6 16%~	10 13%~	
USUALLY	25 21%	531 26%	2 18%~	5 29%~	4 27%~	2 8%~	9 33%~	1 7%~	21 22%~	~	~	1 ~	1 50%~	1 25%~	1 13%~	2 40%~	22 21%~	11 19%	12 23%	7 19%~	17 23%~
ALWAYS	73 60%	1161 56%	6 55%~	7 41%~	6 40%~	21 81%~	17 63%~	13 87%~	59 62%~	1 100%~	1 100%~	1 ~	2 50%~	5 50%~	5 63%~	2 40%~	67 63%~	37 64%	32 62%	23 62%~	47 63%~
#ALWAYS + USUALLY (NET)	98 81%	1692 82%	8 73%~	12 71%~	10 67%~	23 88%~	26 96%~	14 93%~	80 84%~	1 100%~	1 100%~	2 ~	3 100%~	6 75%~	6 75%~	4 80%~	89 84%~	48 83%	44 85%	30 81%~	64 85%~
TOP BOX SCORE	73 60%	1161 56%	6 55%~	7 41%~	6 40%~	21 81%~	17 63%~	13 87%~	59 62%~	1 100%~	1 100%~	1 ~	2 50%~	5 50%~	5 63%~	2 40%~	67 63%~	37 64%	32 62%	23 62%~	47 63%~
NOT ANSWERED	18	322	3	1	2	2	9	1	15					2	1	17	10	8	7	11	
VALID CASES	121	2074	11	17	15	26	27	15	95	1	1	2	4	8	5	106	58	52	37	75	
NUMBER OF RESPONDENTS	139 100%	2396 100%	14 100%	18 100%	17 100%	28 100%	36 100%	16 100%	110 100%	1 100%	1 100%	2 100%	4 100%	10 100%	6 100%	123 100%	68 100%	60 100%	44 100%	86 100%	

[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?

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q5 YES	242 75%	3840 72%	22 61%~	31 66%~	39 75%	53 80%	62 86%*	27 79%~	192 76%	1 50%~	4 100%~	2 ~100%~	6 50%~	25 86%~	13 62%~	216 77%~	134 73%	99 83%*	79 71%	156 80%*	
NO	79 25%	1468 28%	14 39%~	16 34%~	13 25%	13 20%	10 14%*	7 21%~	60 24%	1 50%~	1 ~100%~	6 ~ 50%~	4 14%~	8 38%~	64 23%~	50 27%	20 17%*	33 29%	40 20%*		
NOT ANSWERED	17	246		2	1	2	4	2	10					1	11	5	6	3	8		
VALID CASES	321	5308	36	47	52	66	72	34	252	2	4	1	2	12	29	21	280	184	119	112	196
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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		
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q6 NEVER	15 7%	83 2%	3 16%	1 4%	2 6%	6 13%	2 4%	11 7%	~	~	~	1 50%	1 17%	~	3 25%	11 6%	7 6%	7 8%	3 5%	11 8%	
SOMETIMES	34 16%	655 19%	5 26%	4 14%	6 19%	4 9%	12 21%	3 13%	26 16%	~	~	~	2 33%	5 23%	4 33%	29 15%	18 16%	15 17%	14 22%	20 14%	
USUALLY	55 26%	957 28%	3 16%	10 36%	12 37%	13 29%	12 21%	2 8%	43 26%	1 100%	1 33%	~	1 50%	~	6 27%	1 8%	50 27%	28 25%	25 28%	17 26%	36 26%
ALWAYS	107 51%	1742 51%	8 42%	13 46%	12 37%	22 49%	30 54%	19 79%	87 52%	~	2 67%	~	3 50%	11 50%	4 33%	98 52%	61 54%	41 47%	31 48%	73 52%	
#ALWAYS + USUALLY (NET)	162 77%	2699 79%	11 58%	23 82%	24 75%	35 78%	42 75%	21 87%	130 78%	1 100%	3 100%	~	1 50%	3 50%	17 77%	5 42%	148 79%	89 78%	66 75%	48 74%	109 78%
TOP BOX SCORE	107 51%	1742 51%	8 42%	13 46%	12 37%	22 49%	30 54%	19 79%	87 52%	~	2 67%	~	3 50%	11 50%	4 33%	98 52%	61 54%	41 47%	31 48%	73 52%	
NOT ANSWERED	31	401	3	3	7	8	6	3	25	1				3	1	28	20	11	14	16	
VALID CASES	211	3437	19	28	32	45	56	24	167	1	3	2	6	22	12	188	114	88	65	140	
NUMBER OF RESPONDENTS	242	3838	22	31	39	53	62	27	192	1	4	2	6	25	13	216	134	99	79	156	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q5 = YES]

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	VERY GOOD & POOR	EX & FAIR & POOR	FE- MALE	MALE	
Q7 NONE	81 25%	1217 23%	15 42%~	17 36%~	14 27%	11 17%*	12 16%*	5 15%~	60 24%	1 50%~	1 ~100%~	4 ~ 33%~	7 24%~	7 35%~	67 24%~	54 29%	19 17%*	34 30%	41 21%*		
1 TIME	48 15%	847 16%	5 14%~	7 15%~	8 15%	12 18%	9 12%	7 21%~	36 14%	2 ~ 50%~	1 ~ 50%~	3 25%~	6 21%~	6 30%~	42 15%~	31 17%	13 11%	16 14%	32 16%		
2	57 18%	1010 19%	8 22%~	8 17%~	9 17%	12 18%	13 18%	6 18%~	47 19%	1 ~ 25%~	1 ~ 50%~	2 17%~	5 17%~	4 20%~	52 18%~	39 21%	17 15%	18 16%	38 19%		
3	41 13%	647 12%	2 6%~	4 9%~	7 13%	7 11%	16 22%*	4 12%~	32 13%	~	~	~	6 ~ 21%~	1 5%~	37 13%~	18 10%*	22 19%*	16 14%	24 12%		
4	25 8%	427 8%	1 3%~	1 2%~	3 6%	7 11%	10 14%	3 9%~	22 9%	1 50%~	~	~	1 ~ 8%~	1 3%~	1 5%~	24 9%~	11 6%	14 12%	6 5%	19 10%	
5 TO 9	45 14%	719 14%	3 8%~	9 19%~	7 13%	11 17%	8 11%	6 18%~	37 15%	1 ~ 25%~	~	2 ~ 17%~	3 10%~	4 ~ 15%~	27 14%	17 15%	16 14%	28 14%			
10 OR MORE TIMES	21 7%	356 7%	2 6%~	1 2%~	4 8%	6 9%	5 7%	2 6%~	19 8%	~	~	~	1 ~ 3%~	1 5%~	18 6%~	7 4%*	13 11%*	6 5%	14 7%		
NOT ANSWERED	20	330	2	1	2	3	3	9					1	1	9	2	10	3	8		
VALID CASES	318	5224	36	47	52	66	73	33	253	2	4	1	2	12	29	20	282	187	115	112	196
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	AS- IAN	NATV PAC ILND	AMER ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q8 #YES	172 74%	2839 72%	9 43%	21 72%	25 71%	40 74%	50 82%	24 86%	141 75%	1 100%	3 75%	1 50%	5 63%	15 68%	7 54%	158 75%	96 74%	70 74%	54 74%	115 74%
NO	60 26%	1080 28%	12 57%	8 28%	10 29%	14 26%	11 18%	4 14%	47 25%	1 25%	1 50%	3 38%	7 32%	6 46%	53 25%	33 26%	25 26%	19 26%	40 26%	
NOT ANSWERED	5	109	1	3	1				5					4	4	1	5			
VALID CASES	232	3919	21	29	35	54	61	28	188	1	4	2	8	22	13	211	129	95	73	155
NUMBER OF RESPONDENTS	237 100%	4028 100%	21 100%	30 100%	38 100%	55 100%	61 100%	28 100%	193 100%	1 100%	4 100%	2 100%	8 100%	22 100%	13 100%	215 100%	133 100%	96 100%	78 100%	155 100%

[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			
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q9 YES	127 55%	2140 54%	6 29%	19 66%	17 49%	30 56%	36 59%	17 61%	109 58%	1 ~	25 ~	~	~	4 50%	10 45%	5 38%	117 55%	68 53%	56 59%	39 53%	86 55%
Q9 NO	105 45%	1796 46%	15 71%	10 34%	18 51%	24 44%	25 41%	11 39%	79 42%	1 100%	3 75%	~	2 ~	4 50%	12 55%	8 62%	94 45%	61 47%	39 41%	34 47%	69 45%
NOT ANSWERED	5	92		1	3	1			5							4	4	1		5	
VALID CASES	232	3936	21	29	35	54	61	28	188	1	4		2	8	22	13	211	129	95	73	155
NUMBER OF RESPONDENTS	237	4028	21	30	38	55	61	28	193	1	4		2	8	22	13	215	133	96	78	155
	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 WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE?

			AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER				
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AMER HAW/ IND/ PAC ALSK	AS- IAN	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q10 NOT AT ALL	3 2%	93 4%	1 ~	2 5%~	2 ~	3 ~	6 6%~	1 ~	13 3%~	~	~	~	~	~	3 3%~	3 5%~	~	3 4%~		
A LITTLE	16 13%	327 16%	1 17%~	2 11%~	2 12%~	3 10%~	6 19%~	1 6%~	13 13%~	~	~	~	~	2 50%~	1 20%~	13 12%~	6 9%~	9 17%~	5 14%~	10 12%~
SOME	48 40%	758 36%	2 33%~	8 42%~	8 47%~	10 34%~	14 44%~	5 31%~	42 41%~	~	~	~	~	4 40%~	1 20%~	45 41%~	25 38%~	21 40%~	17 46%~	30 37%~
#A LOT	54 45%	898 43%	3 50%~	8 42%~	7 41%~	16 55%~	10 31%~	10 63%~	45 44%~	1 ~100%~	~	~	2 50%~	6 60%~	3 60%~	50 45%~	31 48%~	23 43%~	15 41%~	39 48%~
NOT ANSWERED	6	95			1	4	1		6						6	3	3	2	4	
VALID CASES	121	2076	6	19	17	29	32	16	103	1		4	10	5	111	65	53	37	82	
NUMBER OF RESPONDENTS	127	2171	6	19	17	30	36	17	109	1		4	10	5	117	68	56	39	86	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	

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



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

			AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q11																					
NOT AT ALL	21 17%	407 20%		2 ~ 11%	3 18%	5 17%	6 19%	5 29%	21 20%	~	~	~	~	~	21 ~ 19%		9 13%	11 21%	2 5%	19 23%	
A LITTLE	20 16%	411 20%	3 50%	2 11%	2 12%	3 10%	8 25%	1 6%	14 13%	~	~	~	2 50%	2 20%	1 20%	16 14%	11 16%	8 15%	9 24%	10 12%	
SOME	48 39%	704 34%	1 17%	10 53%	6 35%	14 48%	12 38%	4 24%	41 39%	~	~	~	1 25%	5 50%	1 20%	45 40%	25 37%	22 42%	16 42%	31 38%	
#A LOT	33 27%	554 27%	2 33%	5 26%	6 35%	7 24%	6 19%	7 41%	28 27%	1 ~100%	~	~	1 25%	3 30%	3 60%	30 27%	22 33%	11 21%	11 29%	22 27%	
NOT ANSWERED	5	95				1	4		5						5		1	4	1	4	
VALID CASES	122	2076	6	19	17	29	32	17	104	1			4	10	5	112	67	52	38	82	
NUMBER OF RESPONDENTS	127	2171	6	19	17	30	36	17	109	1			4	10	5	117	68	56	39	86	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER		
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q12 #YES	89 72%	1495 72%	5 83%	14 74%	12 75%	17 57%	26 79%	13 76%	71 68%	1 ~100%		4 ~100%	10 100%	5 100%	80 71%	48 72%	38 72%	29 76%	58 70%
NO	34 28%	577 28%	1 17%	5 26%	4 25%	13 43%	7 21%	4 24%	34 32%	~	~	~	~	~	33 ~29%	19 28%	15 28%	9 24%	25 30%
NOT ANSWERED	4	99			1		3		4					4	1	3	1	3	
VALID CASES	123	2072	6	19	16	30	33	17	105	1		4	10	5	113	67	53	38	83
NUMBER OF RESPONDENTS	127 100%	2171 100%	6 100%	19 100%	17 100%	30 100%	36 100%	17 100%	109 100%	1 100%		4 100%	10 100%	5 100%	117 100%	68 100%	56 100%	39 100%	86 100%

[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	
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q13 WORST HEALTH CARE POSSIBLE	2 0.9%	27 0.7%	~	1 3%	~	1 2%	~	2 1%	~	~	~	~	~	~	2 1%	~	1 1%	1 1%			
01	1 0.4%	36 0.9%	~	~	~	1 2%	~	1 0.5%	~	~	~	~	~	1 0.5%	~	1 1%	1 0.7%				
02		49 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~				
03	9 4%	75 2%	1 5%	2 7%	~	5 9%	1 2%	7 4%	~	~	~	~	2 10%	1 8%	8 4%	3 2%	6 6%	3 4%	6 4%		
04	14 6%	144 4%	1 5%	1 3%	3 9%	2 4%	5 8%	1 4%	12 6%	~	~	~	1 5%	13 6%	7 6%	6 6%	4 5%	9 6%			
05	17 7%	268 7%	1 5%	4 13%	1 3%	3 6%	7 12%	1 4%	14 7%	~	~	~	3 14%	1 8%	16 8%	6 5%	10 10%	4 5%	13 8%		
06	16 7%	223 6%	1 5%	6 20%	3 9%	1 2%	5 8%	~	13 7%	~	~	~	1 14%	2 10%	1 8%	15 7%	11 9%	5 5%	2 3%*	14 9%*	
07	24 10%	446 11%	3 14%	3 10%	3 9%	8 15%	5 8%	1 4%	18 10%	~	~	1 50%	2 29%	2 10%	3 25%	19 9%	13 10%	9 9%	11 15%	12 8%	
08	55 24%	874 22%	3 14%	7 23%	10 29%	15 28%	13 22%	5 19%	48 26%	~	2 50%	~	1 14%	2 10%	1 8%	51 24%	27 21%	26 27%	21 29%	32 21%	
09	44 19%	633 16%	6 29%	2 7%	4 11%	11 20%	15 25%	6 23%	34 18%	1 100%	~	1 50%	7 33%	1 8%	42 20%	23 18%	21 22%	17 23%	27 18%		
BEST HEALTH CARE POSSIBLE	48 21%	1114 29%*	5 24%	4 13%	11 31%	7 13%	9 15%	12 46%	39 21%	2 50%	~	3 43%	2 10%	4 33%	43 20%	37 29%*	11 11%*	10 14%*	38 25%*		
#8-10 (NET)	147 64%	2622 67%	14 67%	13 43%	25 71%	33 61%	37 62%	23 88%	121 64%	1 100%	4 100%	~	1 50%	4 57%	11 52%	6 50%	136 65%	87 69%	58 60%	48 66%	97 63%

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				
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN-	VERY GOOD & FAIR & POOR	FE- MALE	MALE		
9-10 (NET)	92 40%	1747 45%	11 52%~	6 20%~	15 43%~	18 33%	24 40%	18 69%~	73 39%~	1 100%~	2 50%~	1 ~	3 50%~	9 43%~	5 42%~	85 40%~	60 47%*	32 33%	27 37%	65 42%	
NOT ANSWERED	7	139			3	1	1	2	5				1	1	1	5	6		5	2	
VALID CASES	230	3889	21	30	35	54	60	26	188	1	4		2	7	21	12	210	127	96	73	153
NUMBER OF RESPONDENTS	237 100%	4028 100%	21 100%	30 100%	38 100%	55 100%	61 100%	28 100%	193 100%	1 100%	4 100%		2 100%	8 100%	22 100%	13 100%	215 100%	133 100%	96 100%	78 100%	155 100%
MEAN	7.60	7.86	7.95	6.70	8.06	7.22	7.53	8.85	7.57	9.00	9.00		8.00	8.29	7.14	7.67	7.60	8.01	7.22	7.60	7.63
p stat_(*=Sig @ p<=.05)		.057	~	~	~.177	.755	~	~	~	~	~	~	~	~	~	~	~.002*	.024*	.994	.814	

[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?

	TCH TOT ADULT	OHP TOT ADULT	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	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q14 NEVER	9 4%	106 3%	2 10%	2 7%	2 ~	2 4%	2 3%	8 4%	~	~	~	~	~	~	~	8 4%	3 2%	4 4%	3 4%	5 3%		
SOMETIMES	41 18%	606 16%	5 24%	9 30%	4 11%	8 15%	12 20%	2 7%	33 18%	1 ~	1 25%	~	~	2 29%	4 19%	4 33%	36 17%	19 15%	21 22%	15 21%	25 16%	
USUALLY	69 30%	1251 32%	7 33%	8 27%	13 37%	20 38%	14 23%	5 19%	53 28%	1 100%	1 25%	~	1 50%	2 29%	7 33%	5 42%	60 29%	37 29%	29 31%	23 32%	44 29%	
ALWAYS	111 48%	1927 50%	7 33%	11 37%	18 51%	23 43%	32 53%	20 74%	94 50%	2 ~	2 50%	~	1 50%	3 43%	10 48%	3 25%	106 50%	69 54%	40 43%	32 44%	79 52%	
#ALWAYS + USUALLY (NET)	180 78%	3178 82%	14 67%	19 63%	31 89%	43 81%	46 77%	25 93%	147 78%	1 100%	3 75%	~	2 100%	5 71%	17 81%	8 67%	166 79%	106 83%	69 73%	55 75%	123 80%	
TOP BOX SCORE	111 48%	1927 50%	7 33%	11 37%	18 51%	23 43%	32 53%	20 74%	94 50%	2 ~	2 50%	~	1 50%	3 43%	10 48%	3 25%	106 50%	69 54%	40 43%	32 44%	79 52%	
NOT ANSWERED	7	138			3	2	1	1	5					1	1	1	5	5	2	5	2	
VALID CASES	230	3890	21	30	35	53	60	27	188	1	4		2	7	21	12	210	128	94	73	153	
NUMBER OF RESPONDENTS	237 100%	4028 100%	21 100%	30 100%	38 100%	55 100%	61 100%	28 100%	193 100%	1 100%	4 100%		2 100%	8 100%	22 100%	13 100%	215 100%	133 100%	96 100%	78 100%	155 100%	

[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?

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	OTH	NOT HIS- PAN-	HIS- PAN-	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q15 YES	289 89%	4471 84%*	30 83%~	41 85%~	45 87%	60 91%	70 92%	32 94%~	229 89%	2 100%	4 100%	1 100%	2 100%	10 91%~	25 83%~	20 100%	253 88%~	165 89%	112 91%	98 87%	181 90%
NO	35 11%	824 16%*	6 17%~	7 15%~	7 13%	6 9%	6 8%	2 6%~	28 11%	~	~	~	~	1 9%~	5 17%~	~	33 12%~	21 11%	11 9%	15 13%	19 10%
NOT ANSWERED	14	259		1	1	2		2	5					1		1	5	3	2	2	4
VALID CASES	324	5295	36	48	52	66	76	34	257	2	4	1	2	11	30	20	286	186	123	113	200
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- AMER	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE	
Q16 NONE	55 21%	737 18%	7 25%~	15 42%~	9 24%~	9 16%	8 12%*	4 13%~	40 19%	1 50%~	~	~	1 50%~	5 50%~	4 17%~	10 53%~	42 18%~	37 25%	13 13%*	19 23%	33 19%
1 TIME	57 22%	904 22%	7 25%~	6 17%~	7 18%~	16 29%	13 20%	6 19%~	47 23%	3 75%~	~	~	1 10%~	3 13%~	4 21%~	50 22%~	37 25%	18 18%	22 26%	33 19%	
2	58 22%	921 22%	6 21%~	6 17%~	9 24%~	12 22%	17 26%	6 19%~	46 22%	1 50%~	~	~	1 10%~	6 26%~	3 16%~	52 22%~	32 21%	24 24%	21 25%	35 21%	
3	39 15%	552 13%	4 14%~	3 8%~	6 16%~	7 13%	11 17%	7 23%~	31 15%	~	~	~	1 50%~	1 10%~	6 26%~	39 17%~	16 11%*	22 22%*	10 12%	29 17%	
4	26 10%	381 9%	~	2 6%~	4 11%~	3 5%	13 20%*	4 13%~	24 12%*	~	~	~	~	1 4%~	26 11%~	10 7%	16 16%*	5 6%	21 12%*		
5 TO 9	20 8%	484 12%*	2 7%~	4 11%~	3 8%~	5 9%	2 3%*	3 10%~	16 8%	1 25%~	~	~	2 20%~	~	1 5%~	17 7%~	14 9%	5 5%	4 5%	15 9%	
10 OR MORE TIMES	7 3%	164 4%	2 7%~	~	~	3 5%	1 2%	1 3%~	4 2%	~	~	~	~	3 13%~	1 5%~	6 3%~	3 2%	4 4%	3 4%	4 2%	
NOT ANSWERED	27	311	2	5	7	5	5	1	21			1		2	1	21	16	10	14	11	
VALID CASES	262	4143	28	36	38	55	65	31	208	2	4		2	10	23	19	232	149	102	84	170
NUMBER OF RESPONDENTS	289	4454	30	41	45	60	70	32	229	2	4	1	2	10	25	20	253	165	112	98	181
	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		
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
Q17 NEVER	10 5%	64 2%*	1 5%~	2 10%~	1 4%~	4 9%~	2 4%	7 4%~	~	~	~	~	~	~	11%~	13%~	9 5%~	5 5%	5 6%	3 5%	7 5%
SOMETIMES	19 9%	221 7%	4 19%~	3 14%~	2 7%~	2 4%~	5 9%	2 7%~	15 9%~	~	~	~	~	~	16%~	25%~	16 8%~	9 8%	8 9%	5 8%	13 10%
USUALLY	46 22%	788 23%	5 24%~	4 19%~	7 25%~	11 24%~	16 28%	3 11%~	43 26%~	2 50%~	~	~	~	~	5%~	13%~	45 24%~	24 22%	22 25%	12 18%	34 25%
ALWAYS	131 64%	2286 68%	11 52%~	12 57%~	18 64%~	29 63%~	34 60%	22 81%~	103 61%~	1 100%~	2 50%~	~	1 100%~	5 100%~	13 68%~	4 50%~	120 63%~	73 66%	54 61%	45 69%	82 60%
#ALWAYS + USUALLY (NET)	177 86%	3074 92%*	16 76%~	16 76%~	25 89%~	40 87%~	50 88%	25 93%~	146 87%~	1 100%~	4 100%~	~	1 100%~	5 100%~	14 74%~	5 63%~	165 87%~	97 87%	76 85%	57 88%	116 85%
TOP BOX SCORE	131 64%	2286 68%	11 52%~	12 57%~	18 64%~	29 63%~	34 60%	22 81%~	103 61%~	1 100%~	2 50%~	~	1 100%~	5 100%~	13 68%~	4 50%~	120 63%~	73 66%	54 61%	45 69%	82 60%
NOT ANSWERED	1	36			1											1	1			1	
VALID CASES	206	3360	21	21	28	46	57	27	168	1	4		1	5	19	8	190	111	89	65	136
NUMBER OF RESPONDENTS	207	3396	21	21	29	46	57	27	168	1	4		1	5	19	9	190	112	89	65	137
	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]



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

	TCH TOT ADULT	OHP TOT ADULT	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	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FEMALE		
Q18 NEVER	11 5%	80 2%*	3 14%~	3 15%~	1 3%~	2 4%~	2 4%	9 5%~	~	~	~	~	~	~	2 11%~	11 6%~	4 4%	7 8%	3 5%	8 6%	
SOMETIMES	24 12%	289 9%	4 19%~	3 15%~	3 10%~	7 15%~	4 7%	2 7%~	20 12%~	~	~	~	~	~	3 16%~	2 22%~	21 11%~	15 13%	7 8%	8 12%	15 11%
USUALLY	34 17%	705 21%	1 5%~	4 20%~	3 10%~	9 20%~	16 28%*	30 18%~	1 100%~	~	~	~	~	1 20%~	3 33%~	29 15%~	13 12%*	20 23%*	9 14%	24 18%	
ALWAYS	137 67%	2267 68%	13 62%~	10 50%~	22 76%~	28 61%~	35 61%	25 93%~	108 65%~	4 ~100%~	~	1 ~100%~	4 80%~	14 74%~	4 44%~	128 68%~	80 71%	54 61%	45 69%	89 65%	
#ALWAYS + USUALLY (NET)	171 83%	2972 89%*	14 67%~	14 70%~	25 86%~	37 80%~	51 89%	25 93%~	138 83%~	1 100%~	4 100%~	~	1 ~100%~	5 100%~	14 74%~	7 78%~	157 83%~	93 83%	74 84%	54 83%	113 83%
TOP BOX SCORE	137 67%	2267 68%	13 62%~	10 50%~	22 76%~	28 61%~	35 61%	25 93%~	108 65%~	4 ~100%~	~	1 ~100%~	4 80%~	14 74%~	4 44%~	128 68%~	80 71%	54 61%	45 69%	89 65%	
NOT ANSWERED	1	55	1						1						1		1			1	
VALID CASES	206	3341	21	20	29	46	57	27	167	1	4		1	5	19	9	189	112	88	65	136
NUMBER OF RESPONDENTS	207 100%	3396 100%	21 100%	21 100%	29 100%	46 100%	57 100%	27 100%	168 100%	1 100%	4 100%		1 100%	5 100%	19 100%	9 100%	190 100%	112 100%	89 100%	65 100%	137 100%

[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		
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q19 NEVER	10 5%	70 2%*	2 10%~	3 14%~	1 3%~	2 4%~	2 4%	9 5%~	~	~	~	~	~	1 5%~	10 ~	5%~	3 3%	7 8%	2 3%	8 6%	
SOMETIMES	21 10%	242 7%	2 10%~	3 14%~	2 7%~	6 13%~	5 9%	2 7%~	15 9%~	~	~	~	~	4 21%~	3 33%~	17 9%~	11 10%	8 9%	6 10%	14 10%	
USUALLY	27 13%	541 16%	3 14%~	2 10%~	5 17%~	5 11%~	12 21%	~	25 15%~	1 100%~	~	~	~	1 5%~	1 11%~	26 14%~	14 12%	13 15%	9 14%	18 13%	
ALWAYS	147 72%	2489 74%	14 67%~	13 62%~	21 72%~	32 71%~	37 66%	25 93%~	117 70%~	4 ~100%~	~	1 ~100%~	5 ~100%~	13 68%~	5 56%~	135 72%~	84 75%	59 68%	46 73%	97 71%	
#ALWAYS + USUALLY (NET)	174 85%	3030 91%*	17 81%~	15 71%~	26 90%~	37 82%~	49 88%	25 93%~	142 86%~	1 100%~	4 100%~	~	1 ~100%~	5 74%~	14 67%~	14 86%~	98 88%	72 83%	55 87%	115 84%	
TOP BOX SCORE	147 72%	2489 74%	14 67%~	13 62%~	21 72%~	32 71%~	37 66%	25 93%~	117 70%~	4 ~100%~	~	1 ~100%~	5 ~100%~	13 68%~	5 56%~	135 72%~	84 75%	59 68%	46 73%	97 71%	
NOT ANSWERED	2	53				1	1		2						2		2		2		
VALID CASES	205	3343	21	21	29	45	56	27	166	1	4		1	5	19	9	188	112	87	63	137
NUMBER OF RESPONDENTS	207 100%	3396 100%	21 100%	21 100%	29 100%	46 100%	57 100%	27 100%	168 100%	1 100%	4 100%		1 100%	5 100%	19 100%	9 100%	190 100%	112 100%	89 100%	65 100%	137 100%

[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?

	TCH TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q20 NEVER	12 6%	102 3%	2 10%	2 10%	1 3%	4 10%	2 4%	1 4%	10 6%	~	~	~	~	~	11%	~	12 7%	6 6%	6 7%	4 6%	8 6%
SOMETIMES	28 14%	343 11%	7 35%	3 14%	3 10%	6 15%	7 12%	~	20 12%	~	~	~	~	~	32%	2 22%	24 13%	16 15%	10 12%	10 16%	16 12%
USUALLY	46 23%	852 27%	3 15%	6 29%	10 34%	8 20%	13 23%	6 23%	37 23%	~	2 50%	~	1 100%	1 20%	4 21%	4 44%	42 23%	23 21%	22 26%	14 23%	32 24%
ALWAYS	113 57%	1905 60%	8 40%	10 48%	15 52%	23 56%	34 61%	19 73%	94 58%	~	2 50%	~	~	4 80%	7 37%	3 33%	104 57%	63 58%	47 55%	34 55%	76 58%
#ALWAYS + USUALLY (NET)	159 80%	2757 86%	11 55%	16 76%	25 86%	31 76%	47 84%	25 96%	131 81%	~	4 100%	~	1 100%	5 100%	11 58%	7 78%	146 80%	86 80%	69 81%	48 77%	108 82%
TOP BOX SCORE	113 57%	1905 60%	8 40%	10 48%	15 52%	23 56%	34 61%	19 73%	94 58%	~	2 50%	~	~	4 80%	7 37%	3 33%	104 57%	63 58%	47 55%	34 55%	76 58%
NOT ANSWERED	8	195	1			5	1	1	7	1							8	4	4	3	5
VALID CASES	199	3201	20	21	29	41	56	26	161		4		1	5	19	9	182	108	85	62	132
NUMBER OF RESPONDENTS	207 100%	3396 100%	21 100%	21 100%	29 100%	46 100%	57 100%	27 100%	168 100%	1 100%	4 100%		1 100%	5 100%	19 100%	9 100%	190 100%	112 100%	89 100%	65 100%	137 100%

[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?

	TCH TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q21 YES	131 66%	1971 62%	11 55%~	16 76%~	16 55%~	25 61%~	41 73%~	19 73%~	102 63%~	2 ~ 50%~	1 ~100%~	3 60%~	17 89%~	7 78%~	118 65%~	65 60%	61 72%	42 67%	86 66%	
NO	68 34%	1225 38%	9 45%~	5 24%~	13 45%~	16 39%~	15 27%~	7 27%~	59 37%~	2 ~ 50%~	~	2 ~ 40%~	2 11%~	2 22%~	64 35%~	43 40%	24 28%	21 33%	45 34%	
NOT ANSWERED	8	201	1			5	1	1	7	1					8	4	4	2	6	
VALID CASES	199	3195	20	21	29	41	56	26	161	4		1	5	19	9	182	108	85	63	131
NUMBER OF RESPONDENTS	207 100%	3396 100%	21 100%	21 100%	29 100%	46 100%	57 100%	27 100%	168 100%	1 100%		1 100%	5 100%	19 100%	9 100%	190 100%	112 100%	89 100%	65 100%	137 100%

[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				
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q22 NEVER	108%	1277%	4~	1~	1~	3~	7~	7%	~	~	~	~	2~	9~	4~	5~	2~	7~		
			25%	6%	4%	8%	7%	~	~	~	~	12%	8%	6%	8%	5%	8%			
SOMETIMES	1814%	26414%	3~	3~	3~	6~	2~	13~	1~	~	~	3~	2~	15~	6~	11~	5~	12~		
			27%	19%	13%	15%	11%	13%	50%	~	~	18%	29%	13%	9%	18%	12%	14%		
USUALLY	4132%	54529%	5~	6~	8~	5~	12~	5~	36~	~	~	1~	4~	2~	38~	19~	21~	11~	30~	
			45%	37%	50%	21%	30%	26%	36%	~	~	33%	24%	29%	33%	30%	35%	27%	35%	
ALWAYS	6047%	93050%	3~	6~	4~	15~	19~	12~	44~	1~	~	1~	2~	8~	3~	54~	35~	23~	23~	36~
			27%	37%	25%	63%	47%	63%	44%	50%	~	100%	67%	47%	43%	47%	55%	38%	56%	42%
#ALWAYS + USUALLY (NET)	10178%	147479%	8~	12~	12~	20~	31~	17~	80~	1~	~	1~	3~	12~	5~	92~	54~	44~	34~	66~
			73%	75%	75%	83%	78%	89%	80%	50%	~	100%	100%	71%	71%	79%	84%	73%	83%	78%
TOP BOX SCORE	6047%	93050%	3~	6~	4~	15~	19~	12~	44~	1~	~	1~	2~	8~	3~	54~	35~	23~	23~	36~
			27%	37%	25%	63%	47%	63%	44%	50%	~	100%	67%	47%	43%	47%	55%	38%	56%	42%
NOT ANSWERED	2	57			1	1		2						2	1	1	1	1		
VALID CASES	129	1865	11	16	16	24	40	19	100	2	1	3	17	7	116	64	60	41	85	
NUMBER OF RESPONDENTS	131	1922	11	16	16	25	41	19	102	2	1	3	17	7	118	65	61	42	86	
	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							
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE					
Q23 WORST PERSONAL DOCTOR POSSIBLE	3 1%	44 1%	~	~	3%	2%	2%	~	1%	~	~	~	~	~	4%	~	3%	1%	2%	2%	3%	1%	0.6%
01	4 2%	31 0.8%	1 4%	2 5%	~	~	1 2%	~	4 2%	~	~	~	~	~	~	~	2%	1%	3%	1%	3%	2%	
02	2 0.8%	33 0.8%	1 4%	~	~	1 2%	~	~	1 0.5%	~	~	~	~	~	4%	~	2%	1%	1%	1%	~	1%	~
03	8 3%	49 1%	~	2 5%	~	2 4%	2 3%	1 3%	4 2%	~	~	~	~	~	9%	1%	6%	3%	2%	4%	~	4%	7%
04	4 2%	91 2%	1 4%	1 3%	1 3%	~	1 2%	~	4 2%	~	~	~	~	~	~	~	2%	4%	3%	~	~	2%	~
05	20 8%	232 6%	5 19%	3 8%	3 8%	3 6%	3 5%	2 7%	17 9%	~	~	1 50%	~	1 4%	3 17%	16 7%	10 7%	9 9%	3 4%	9 10%	4 4%	16 10%	
06	9 4%	158 4%	~	2 5%	~	~	6 9%*	~	8 4%	~	~	~	~	~	~	~	4%	2%	6%	4%	4%	5%	2%
07	20 8%	284 7%	3 12%	5 14%	4 11%	4 9%	3 5%	1 3%	17 9%	~	~	~	1 11%	2 9%	2 11%	16 7%	16 11%*	4 4%*	7 9%	13 8%			
08	38 15%	633 16%	4 15%	9 24%	6 16%	6 13%	6 9%	6 20%	29 15%	~	1 25%	~	~	3 33%	4 17%	2 11%	35 16%	23 16%	14 14%	11 14%	26 16%		
09	51 20%	737 19%	2 8%	7 19%	11 30%	8 17%	16 25%	4 13%	42 21%	~	1 25%	~	~	3 13%	3 17%	44 20%	28 20%	20 20%	22 28%	26 16%*			
BEST PERSONAL DOCTOR POSSIBLE	93 37%	1651 42%	9 35%	6 16%	11 30%	22 47%	25 39%	16 53%	70 35%	1 100%	2 50%	1 50%	5 56%	9 39%	7 39%	82 37%	53 37%	37 37%	29 37%	61 37%			
#8-10 (NET)	182 72%	3021 77%	15 58%	22 59%	28 76%	36 77%	47 73%	26 87%	141 71%	1 100%	4 100%	1 50%	8 89%	16 70%	12 67%	161 73%	104 73%	71 71%	62 78%	113 69%			

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				
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
9-10 (NET)	144 57%	2388 61%	11 42%	13 35%	22 59%	30 64%	41 64%	20 67%	112 57%	1 100%	3 75%	1 ~	5 50%	12 56%	10 52%	126 56%	81 57%	57 57%	51 65%	87 53%	
NOT ANSWERED	37	511	4	4	8	13	6	2	31	1	1	1	2	2	33	23	12	19	18		
VALID CASES	252	3943	26	37	37	47	64	30	198	1	4	2	9	23	18	220	142	100	79	163	
NUMBER OF RESPONDENTS	289 100%	4454 100%	30 100%	41 100%	45 100%	60 100%	70 100%	32 100%	229 100%	2 100%	4 100%	1 100%	2 100%	10 100%	25 100%	20 100%	253 100%	165 100%	112 100%	98 100%	181 100%
MEAN	8.08	8.35	7.42	7.27	8.22	8.32	8.20	8.80	8.06	10.0	9.25	7.50	9.00	7.65	8.06	8.08	8.23	7.88	8.42	7.92	
p stat_(*=Sig @ p<=.05)		.050*	~	~	~	~	.615	~	.848	~	~	~	~	~	~	~	.262	.305	.100	.141	

[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	
TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	MALE					
Q24 YES	120 38%	2057 40%	7 20%~	15 31%~	15 28%	29 48%	36 47%*	18 51%~	102 40%	2 ~	3 ~	11 25%~	37 37%~	2 10%~	115 41%~	55 30%*	61 51%*	43 38%	77 39%		
NO	199 62%	3041 60%	28 80%~	34 69%~	38 72%	32 52%	40 53%*	17 49%~	152 60%	1 100%~	2 50%~	1 100%~	2 100%~	9 75%~	19 63%~	167 90%~	59 59%~	130 70%*	59 49%*	69 62%	121 61%
NOT ANSWERED	19	457	1			7		1	8	1				9	4	5		3	6		
VALID CASES	319	5097	35	49	53	61	76	35	254	1	4	1	2	12	30	21	282	185	120	112	198
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%



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

	TCH TOT ADULT	OHP TOT ADULT	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	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q25 NEVER	3 3%	91 5%	~	1 8%	1 8%	1 4%	~	3 3%	~	~	~	~	~	~	~	2 2%	~	3 5%	2 5%	1 1%	
SOMETIMES	10 9%	329 17%*	1 14%	1 8%	~	2 7%	4 11%	2 11%	10 11%	~	~	~	~	~	~	10 9%	3 6%	7 12%	3 8%	7 9%	
USUALLY	33 29%	546 29%	1 14%	2 15%	7 58%	9 33%	11 31%	3 17%	30 32%	~	1 50%	~	~	~	2 20%	33 31%	12 24%	20 35%	13 34%	20 27%	
ALWAYS	66 59%	927 49%*	5 71%	9 69%	4 33%	15 56%	20 57%	13 72%	52 55%	~	1 50%	~	~	3 100%	8 80%	2 100%	62 58%	36 71%*	27 47%*	20 53%	46 62%
#ALWAYS + USUALLY (NET)	99 88%	1473 78%*	6 86%	11 85%	11 92%	24 89%	31 89%	16 89%	82 86%	~	2 100%	~	~	3 100%	10 100%	2 100%	95 89%	48 94%	47 82%*	33 87%	66 89%
TOP BOX SCORE	66 59%	927 49%*	5 71%	9 69%	4 33%	15 56%	20 57%	13 72%	52 55%	~	1 50%	~	~	3 100%	8 80%	2 100%	62 58%	36 71%*	27 47%*	20 53%	46 62%
NOT ANSWERED	8	107	~	2	3	2	1	~	7	~	~	~	~	1	~	8	4	4	5	3	
VALID CASES	112	1893	7	13	12	27	35	18	95	~	2	~	~	3	10	2	107	51	57	38	74
NUMBER OF RESPONDENTS	120	2000	7	15	15	29	36	18	102	~	2	~	~	3	11	2	115	55	61	43	77
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER		
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q26 NONE	6 5%	66 3%	1 14%~	1 7%~	1 8%~	2 7%~	1 3%~	5 5%~	~	~	~	~	~	1 9%~	5 5%~	1 2%	5 9%	3 8%~	3 4%~
1 SPECIALIST	60 53%	967 51%	5 71%~	9 64%~	9 75%~	11 39%~	14 41%~	12 67%~	46 48%~	2 ~100%~	~	2 ~	8 67%~	1 73%~	57 50%~	34 65%*	23 40%*	19 50%~	41 55%~
2	27 24%	501 26%	1 14%~	3 21%~	1 8%~	8 29%~	10 29%~	4 22%~	25 26%~	~	~	~	1 ~	1 9%~	26 50%~	10 19%	16 28%	9 24%~	18 24%~
3	14 12%	222 12%	~	1 7%~	~	5 18%~	7 21%~	1 6%~	13 14%~	~	~	~	~	1 9%~	14 ~	5 10%	9 16%	5 13%~	9 12%~
4	3 3%	72 4%	~	~	~	2 7%~	1 6%~	3 3%~	~	~	~	~	~	~	3 ~	2 4%	1 2%	2 5%~	1 1%~
5 OR MORE SPECIALISTS	3 3%	70 4%	~	~	1 8%~	~	2 6%~	3 3%~	~	~	~	~	~	~	3 ~	~	3 5%	~	3 4%~
NOT ANSWERED	7	103	~	1	3	1	2	7	~	~	~	~	~	7	3	4	5	2	~
VALID CASES	113	1897	7	14	12	28	34	18	95	2	~	3	11	2	108	52	57	38	75
NUMBER OF RESPONDENTS	120	2000	7	15	15	29	36	18	102	2	~	3	11	2	115	55	61	43	77
	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?

	TCH TOT ADULT	OHP TOT ADULT	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-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q27 WORST SPECIALIST POSSIBLE	10	0.6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
01	12	0.7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
02	19	1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
03	3	3%	29	2%	1	1	1	3	~	~	~	~	~	3	2	1	3	4%		
04	3	3%	30	2%	1	1	2	3	~	~	~	~	~	3	3	3	1	2		
05	3	3%	55	3%	1	1	1	3	~	~	~	~	~	3	2	1	1	2		
06	5	5%	75	4%	1	1	1	5	~	~	~	~	~	5	1	3	5	7%		
07	7	7%	144	8%	1	2	1	7	~	~	~	~	~	7	3	4	1	6		
08	17	16%	332	19%	6	2	1	15	~	1	~	~	1	17	7	10	6	11		
09	20	19%	332	19%	1	2	3	17	~	~	~	~	2	1	18	7	13	6	14	
BEST SPECIALIST POSSIBLE	46	44%	747	42%	3	1	2	35	~	1	~	~	3	6	1	44	28	17	19	27
#8-10 (NET)	83	80%	1411	79%	4	9	7	67	~	2	~	~	3	9	2	79	42	40	31	52

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	
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
9-10 (NET)	66 63%	1080 60%	4 67%	3 23%	5 50%	21 84%	19 59%	14 78%	52 59%	1 ~ 50%	3 ~ 100%	8 89%	2 100%	62 62%	35 70%	30 58%	25 74%	41 59%
NOT ANSWERED	3	31			1	1	1	2				1	3	1			1	2
VALID CASES	104	1786	6	13	10	25	32	18	88	2	3	9	2	100	50	52	34	70
NUMBER OF RESPONDENTS	107 100%	1817 100%	6 100%	13 100%	11 100%	26 100%	33 100%	18 100%	90 100%	2 100%	3 100%	10 100%	2 100%	103 100%	51 100%	52 100%	35 100%	72 100%
MEAN	8.57	8.46	8.50	7.77	7.60	9.24	8.44	9.00	8.39	9.00	10.0	9.56	9.50	8.53	8.84	8.33	9.06	8.33
p stat_(*=Sig @ p<=.05)		.569	~	~	~	~	~	~	~	~	~	~	~	~	~.145	.183	~	~

[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		
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTH- R	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q28 YES	74 23%	1016 20%	7 20%	9 19%	12 23%	15 24%	20 26%	9 26%	57 23%	2 100%	~	~	~	3 25%	9 30%	3 14%	66 23%	43 23%	27 22%	29 26%	43 22%
NO	245 77%	4109 80%	28 80%	39 81%	40 77%	48 76%	56 74%	25 74%	195 77%	4 ~100%	1 ~100%	2 ~100%	9 75%	21 70%	18 86%	215 77%	141 77%	93 78%	83 74%	154 78%	
NOT ANSWERED	19	429	1	1	1	5	2	10							10	5	5	3	7		
VALID CASES	319	5125	35	48	52	63	76	34	252	2	4	1	2	12	30	21	281	184	120	112	197
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q29 IN THE LAST 6 MONTHS, 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				
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q29 NEVER	4 6%	95 10%	1 ~ 11%	1 8%	1 7%	1 5%		3 5%	1 50%					4 6%	2 5%	2 8%	2 8%	2 5%		
SOMETIMES	25 35%	336 35%	2 33%	4 44%	8 67%	5 36%	1 13%	18 32%					5 63%	1 50%	22 34%	11 27%	11 42%	6 23%	17 40%	
USUALLY	19 27%	299 31%	1 17%	1 11%	3 25%	3 21%	6 30%	5 63%							18 28%	10 24%	9 35%	8 31%	11 26%	
ALWAYS	23 32%	228 24%	3 50%	3 33%		5 36%	10 50%	2 25%	16 29%	1 50%			2 100%	3 38%	1 50%	20 31%	18 44%	4 15%	10 38%	13 30%
#ALWAYS + USUALLY (NET)	42 59%	526 55%	4 67%	4 44%	3 25%	8 57%	16 80%	7 88%	35 63%	1 50%			2 100%	3 38%	1 50%	38 59%	28 68%	13 50%	18 69%	24 56%
TOP BOX SCORE	23 32%	228 24%	3 50%	3 33%		5 36%	10 50%	2 25%	16 29%	1 50%			2 100%	3 38%	1 50%	20 31%	18 44%	4 15%	10 38%	13 30%
NOT ANSWERED	3	45	1			1		1					1	2	2	1		3		
VALID CASES	71	957	6	9	12	14	20	8	56	2			2	64	41	26		26	43	
NUMBER OF RESPONDENTS	74	1002	7	9	12	15	20	9	57	2			3	66	43	27		29	43	
	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?

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q30 YES	94 30%	1357 27%	8 23%~	14 29%~	19 36%	19 31%	19 26%	11 31%~	72 28%	2 100%~	~	~	~	42%~	5 34%~	10 34%~	5 25%~	82 29%~	53 29%	36 30%	35 32%	55 28%
NO	224 70%	3728 73%	27 77%~	35 71%~	34 64%	43 69%	54 74%	24 69%~	181 72%	4 ~100%	1 ~100%	2 ~100%	7 58%~	19 66%~	15 75%~	199 71%~	130 71%	84 70%	76 68%	142 72%		
NOT ANSWERED	20	469	1			6	3	1	9						1		1	10	6	5	4	7
VALID CASES	318	5085	35	49	53	62	73	35	253	2	4	1	2	12	29	20	281	183	120	111	197	
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%	

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	
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q31 NEVER	4 4%	46 4%		2 ~ 14%~	1 6%~	1 6%~			4 6%~						4 5%~	1 2%~	3 9%~	1 3%~	3 6%~	
SOMETIMES	15 16%	289 23%	1 13%~	2 14%~	3 17%~	4 22%~	3 17%~	1 9%~	8 12%~	2 100%~			2 40%~	2 20%~	2 40%~	12 15%~	6 12%~	8 23%~	7 21%~	7 13%~
USUALLY	27 30%	401 32%	3 38%~	5 36%~	4 22%~	5 28%~	5 28%~	3 27%~	22 32%~				1 20%~	2 20%~	2 40%~	22 28%~	12 24%~	13 37%~	5 15%~	20 37%~
ALWAYS	45 49%	508 41%	4 50%~	5 36%~	10 56%~	8 44%~	10 56%~	7 64%~	35 51%~				2 40%~	6 60%~	1 20%~	41 52%~	32 63%~	11 31%~	20 61%~	24 44%~
#ALWAYS + USUALLY (NET)	72 79%	909 73%	7 88%~	10 71%~	14 78%~	13 72%~	15 83%~	10 91%~	57 83%~				3 60%~	8 80%~	3 60%~	63 80%~	44 86%~	24 69%~	25 76%~	44 81%~
TOP BOX SCORE	45 49%	508 41%	4 50%~	5 36%~	10 56%~	8 44%~	10 56%~	7 64%~	35 51%~				2 40%~	6 60%~	1 20%~	41 52%~	32 63%~	11 31%~	20 61%~	24 44%~
NOT ANSWERED	3	75			1	1	1		3						3	2	1	2	1	
VALID CASES	91	1245	8	14	18	18	18	11	69	2			5	10	5	79	51	35	33	54
NUMBER OF RESPONDENTS	94	1320	8	14	19	19	19	11	72	2			5	10	5	82	53	36	35	55
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]



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

			AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
Q32 NEVER	1 1%	18 1%	~	~	~	1 6%	~	1 1%	~	~	~	~	~	~	1 1%	~	1 3%	1 3%	~			
SOMETIMES	4 4%	93 7%	~	2 14%	~	~	1 6%	2 3%	1 50%	~	~	~	~	~	3 4%	2 4%	1 3%	1 3%	2 4%			
USUALLY	15 17%	288 23%	1 13%	2 14%	5 28%	3 18%	1 6%	2 18%	10 15%	1 50%	~	~	1 20%	2 20%	1 20%	12 15%	5 10%	9 26%	6 18%	8 15%		
ALWAYS	69 78%	849 68%	7 88%	10 71%	13 72%	13 76%	16 89%	9 82%	55 81%	~	~	~	4 80%	8 80%	4 80%	62 79%	44 86%	23 68%	25 76%	43 81%		
#ALWAYS + USUALLY (NET)	84 94%	1137 91%	8 100%	12 86%	18 100%	16 94%	17 94%	11 100%	65 96%	1 50%	~	~	5 100%	10 100%	5 100%	74 95%	49 96%	32 94%	31 94%	51 96%		
TOP BOX SCORE	69 78%	849 68%	7 88%	10 71%	13 72%	13 76%	16 89%	9 82%	55 81%	~	~	~	4 80%	8 80%	4 80%	62 79%	44 86%	23 68%	25 76%	43 81%		
NOT ANSWERED	5	73			1	2	1		4						4	2	2	2	2			
VALID CASES	89	1247	8	14	18	17	18	11	68	2			5	10	5	78	51	34	33	53		
NUMBER OF RESPONDENTS	94	1320	8	14	19	19	19	11	72	2			5	10	5	82	53	36	35	55		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%		

[ASKED IF Q30 = YES]

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q33 YES	100 32%	1535 30%	13 37%	17 35%	19 37%	15 25%	21 28%	12 36%	71 29%*	~	~	~	~	8 67%	16 53%	9 45%	85 31%	60 33%	34 29%	36 32%	61 32%
NO	212 68%	3528 70%	22 63%	31 65%	33 63%	46 75%	53 72%	21 64%	177 71%*	2 100%	4 100%	1 100%	2 100%	4 33%	14 47%	11 55%	192 69%	120 67%	85 71%	75 68%	132 68%
NOT ANSWERED	26	491	1	1	1	7	2	3	14						1	14	9	6	4	11	
VALID CASES	312	5063	35	48	52	61	74	33	248	2	4	1	2	12	30	20	277	180	119	111	193
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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

	TCH TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
PQ34 NEVER	1 0.3%	53 1%*	1 ~	2 2%	~	~	~	1 ~0.4%	~	~	~	~	~	~	~	1 ~0.4%	~	1 ~0.8%	~	1 ~0.5%	
SOMETIMES	22 7%	302 6%	4 11%	6 13%	4 8%	3 5%	3 4%	1 3%	13 5%	~	~	~	~	4 36%	3 10%	5 26%	16 6%	12 7%	8 7%	8 7%	13 7%
USUALLY	37 12%	589 12%	2 6%	5 11%	9 18%	5 8%	11 15%	5 16%	30 12%	~	~	~	~	7 24%	~	36 13%	~	21 12%	16 14%	12 11%	25 13%
ALWAYS	247 80%	4094 81%	29 83%	35 74%	37 74%	52 87%	60 81%	26 81%	201 82%	2 100%	4 100%	1 100%	2 100%	7 64%	19 66%	14 74%	220 81%	143 81%	93 79%	89 82%	151 79%
#ALWAYS + USUALLY (NET)	284 93%	4682 93%	31 89%	40 85%	46 92%	57 95%	71 96%	31 97%	231 94%	2 100%	4 100%	1 100%	2 100%	7 64%	26 90%	14 74%	256 94%	164 93%	109 92%	101 93%	176 93%
TOP BOX SCORE	247 80%	4094 81%	29 83%	35 74%	37 74%	52 87%	60 81%	26 81%	201 82%	2 100%	4 100%	1 100%	2 100%	7 64%	19 66%	14 74%	220 81%	143 81%	93 79%	89 82%	151 79%
NOT ANSWERED	5	97	1	2	1	1	1	3	3					1	1	1	4	4	1	2	3
VALID CASES	307	5037	35	47	50	60	74	32	245	2	4	1	2	11	29	19	273	176	118	109	190
NUMBER OF RESPONDENTS	312 100%	5134 100%	35 100%	48 100%	52 100%	61 100%	74 100%	33 100%	248 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	20 100%	277 100%	180 100%	119 100%	111 100%	193 100%

[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					
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE			
Q35 WORST HEALTH PLAN POSSIBLE	1 0.3%	48 1%*	~	~	~	2%	~	~	~	~	~	~	~	~	~	~	~	~	~		
01	3 1%	36 0.7%	1 3%	~	~	1 2%	1 1%	2 0.8%	~	~	~	~	~	~	3 1%	3 2%	~	1 0.9%	2 1%		
02	4 1%	58 1%	~	~	1 2%	1 2%	1 1%	2 0.8%	~	~	~	~	~	~	3 1%	2 1%	1 0.8%	~	3 2%		
03	7 2%	85 2%	~	2 4%	1 2%	1 2%	2 3%	1 3%	~	~	~	~	~	~	7 3%	1 0.6%*	6 5%*	3 3%	4 2%		
04	9 3%	108 2%	1 3%	3 6%	1 2%	~	4 5%	~	~	~	~	~	~	~	9 3%	2 1%*	7 6%*	2 2%	7 4%		
05	26 8%	486 10%	~	6 13%	4 8%	6 10%	5 7%	4 12%	~	~	~	~	~	~	~	~	~	~	~	~	
06	17 6%	314 6%	1 3%	1 2%	4 8%	5 8%	4 5%	1 3%	~	~	~	~	~	~	~	~	~	~	~	~	
07	34 11%	595 12%	4 12%	5 10%	9 18%	6 10%	6 8%	3 9%	~	1 25%	~	1 50%	~	~	~	~	~	~	~	~	
08	65 21%	978 20%	11 32%	14 29%	12 24%	9 15%	14 19%	3 9%	~	1 25%	~	~	6 50%	5 17%	4 19%	59 22%	40 22%	24 20%	21 19%	42 22%	
09	59 19%	825 17%	11 32%	9 19%	5 10%*	10 17%	17 23%	6 18%	~	1 25%	~	~	1 8%	5 17%	7 33%	50 18%	38 21%	19 16%	26 24%	32 17%	
BEST HEALTH PLAN POSSIBLE	83 27%	1331 27%	5 15%	8 17%	13 26%	19 32%	19 26%	16 47%	65 27%	1 100%	1 25%	~	1 50%	3 25%	7 24%	5 24%	73 27%	51 29%	28 24%	31 28%	50 26%
#8-10 (NET)	207 67%	3134 64%	27 79%	31 65%	30 60%	38 64%	50 68%	25 74%	164 67%	1 100%	3 75%	~	1 50%	10 83%	17 59%	16 76%	182 67%	129 72%*	71 60%*	78 71%	124 66%

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		
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE				
9-10 (NET)	142 46%	2156 44%	16 47%	17 35%	18 36%	29 49%	36 49%	22 65%	113 46%	1 100%	2 50%	1 50%	4 33%	12 41%	12 57%	123 45%	89 50%	47 39%	57 52%	82 43%	
NOT ANSWERED	30	689	2	1	3	9	3	2	17	1	1			1	19	11	6	5	15		
VALID CASES	308	4865	34	48	50	59	73	34	245	1	4	2	12	29	21	272	178	119	110	189	
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%
MEAN	7.85	7.79	8.12	7.54	7.74	7.80	7.82	8.47	7.86	10.0	8.50	8.50	8.17	7.34	8.29	7.82	8.06	7.56	8.08	7.75	
p stat_(*=Sig @ p<=.05)		.562	~	~	.663	.836	.887	~	.959	~	~	~	~	~	~	~	.053	.059	.148	.278	

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	
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q35A YES	55 17%	908 18%	1 3%	2 4%	6 12%	18 29%*	13 17%	14 40%	42 17%	1 50%	1 25%	~	~	4 33%	4 13%	3 14%	48 17%	19 10%*	34 28%*	22 19%	32 16%	
NO	264 83%	4189 82%	34 97%~	47 96%~	46 88%	45 71%*	63 83%	21 60%	212 83%	1 50%	3 75%	1 100%	2 100%	8 67%~	26 87%	18 86%~	235 83%	165 90%*	88 72%*	92 81%	165 84%	
NOT ANSWERED	19	458	1		1	5		1	8							8	5	3	1	7		
VALID CASES	319	5096	35	49	52	63	76	35	254	2	4	1	2	12	30	21	283	184	122	114	197	
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE
Q35B NEVER	9 18%	172 22%	1 ~ 50%	4 ~ 27%	3 30%	1 7%	8 22%	~	~	~	~	1 25%	~	~	9 21%	4 24%	5 17%	3 15%	6 21%	
SOMETIMES	12 24%	131 17%	1 100%	4 67%	4 27%	1 10%	2 14%	8 22%	1 100%	1 100%	~	1 25%	1 25%	1 50%	11 26%	3 18%	9 30%	5 25%	7 25%	
USUALLY	8 16%	173 22%	~	~	3 20%	2 20%	3 21%	7 19%	~	~	~	~	1 25%	~	7 16%	2 12%	5 17%	3 15%	5 18%	
ALWAYS	20 41%	296 38%	1 50%	2 33%	4 27%	4 40%	8 57%	14 38%	~	~	~	2 50%	2 50%	1 50%	16 37%	8 47%	11 37%	9 45%	10 36%	
#ALWAYS + USUALLY (NET)	28 57%	470 61%	1 50%	2 33%	7 47%	6 60%	11 79%	21 57%	~	~	~	2 50%	3 75%	1 50%	23 53%	10 59%	16 53%	12 60%	15 54%	
TOP BOX SCORE	20 41%	296 38%	1 50%	2 33%	4 27%	4 40%	8 57%	14 38%	~	~	~	2 50%	2 50%	1 50%	16 37%	8 47%	11 37%	9 45%	10 36%	
NOT ANSWERED	6	58			3	3	5							1	5	2	4	2	4	
VALID CASES	49	773	1	2	6	15	10	14	37	1	1	4	4	2	43	17	30	20	28	
NUMBER OF RESPONDENTS	55 100%	831 100%	1 100%	2 100%	6 100%	18 100%	13 100%	14 100%	42 100%	1 100%	1 100%	4 100%	4 100%	3 100%	48 100%	19 100%	34 100%	22 100%	32 100%	

[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				
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE				
Q35C YES	52 16%	876 17%	8 ~ 16%	5 ~ 9%	11 17%	16 21%	10 29%	43 17%	~	~	~	3 ~ 27%	4 13%	2 10%	46 16%	16 9%*	33 27%*	20 18%	30 15%		
NO	270 84%	4320 83%	35 100%	41 84%	48 91%	55 83%	59 79%	25 71%	215 83%	2 100%	4 100%	1 100%	2 100%	8 73%	26 87%	18 90%	241 84%	171 91%*	89 73%*	94 82%	170 85%
NOT ANSWERED	16	357	1		2	1	1	4				1		1	4	2	3	1	4		
VALID CASES	322	5197	35	49	53	66	75	35	258	2	4	1	2	11	30	20	287	187	122	114	200
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%



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			
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q35D NEVER	18 36%	245 32%	3 ~ 43%~	4 80%~	4 36%~	6 38%~	16 38%~	1 50%~	~	~	~	~	1 25%~	17 38%~	6 40%~	11 34%~	5 26%~	12 41%~		
SOMETIMES	9 18%	126 16%	2 ~ 29%~	3 ~ 27%~	2 13%~	1 11%~	7 17%~	~	~	~	~	~	1 25%~	7 16%~	8 25%~	4 21%~	4 14%~			
USUALLY	6 12%	150 20%	~	~	1 9%~	4 25%~	1 11%~	6 14%~	~	~	~	~	~	6 13%~	3 20%~	2 6%~	1 5%~	5 17%~		
ALWAYS	17 34%	244 32%	2 ~ 29%~	1 20%~	3 27%~	4 25%~	7 78%~	13 31%~	~	~	~	~	1 50%~	3 75%~	2 100%~	15 33%~	6 40%~	11 34%~	9 47%~	8 28%~
#ALWAYS + USUALLY (NET)	23 46%	393 51%	2 ~ 29%~	1 20%~	4 36%~	8 50%~	8 89%~	19 45%~	~	~	~	~	1 50%~	3 75%~	2 100%~	21 47%~	9 60%~	13 41%~	10 53%~	13 45%~
TOP BOX SCORE	17 34%	244 32%	2 ~ 29%~	1 20%~	3 27%~	4 25%~	7 78%~	13 31%~	~	~	~	~	1 50%~	3 75%~	2 100%~	15 33%~	6 40%~	11 34%~	9 47%~	8 28%~
NOT ANSWERED	2	42	1				1	1					1	1	1	1	1	1	1	
VALID CASES	50	765	7	5	11	16	9	42					2	4	2	45	15	32	19	29
NUMBER OF RESPONDENTS	52 100%	807 100%	8 100%	5 100%	11 100%	16 100%	10 100%	43 100%					3 100%	4 100%	2 100%	46 100%	16 100%	33 100%	20 100%	30 100%

[ASKED IF Q35C = YES]

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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
Q35E ALWAYS	8 3%	186 4%		2 ~ 4%	1 ~ 2%	3 5%	1 1%	7 3%								7 ~ 2%	4 2%	2 2%	2 2%	5 2%		
USUALLY	15 5%	261 5%	4 11%	1 ~ 2%	1 ~ 2%	5 8%	1 1%*	3 9%	12 5%						3 ~ 10%	14 ~ 5%	7 4%	7 6%	7 6%	8 4%		
SOMETIMES	75 24%	993 19%	12 34%	9 19%	12 23%	16 24%	20 26%	4 12%	62 24%	1 50%			1 ~ 50%	3 30%	4 14%	10 53%	63 22%	36 19%*	37 31%*	22 20%	51 25%	
NEVER	220 69%	3697 72%	19 54%	35 74%	38 73%	42 64%	54 71%	27 79%	176 68%	1 50%	4 100%	1 100%	1 50%	7 70%	22 76%	9 47%	201 71%	139 75%*	74 62%*	79 72%	137 68%	
#NEVER + SOMETIMES (NET)	295 93%	4690 91%	31 89%	44 94%	50 96%	58 88%	74 97%*	31 91%	238 93%	2 100%	4 100%	1 100%	2 100%	10 90%	26 90%	19 100%	264 93%	175 94%	111 93%	101 92%	188 94%	
TOP BOX SCORE	220 69%	3697 72%	19 54%	35 74%	38 73%	42 64%	54 71%	27 79%	176 68%	1 50%	4 100%	1 100%	1 50%	7 70%	22 76%	9 47%	201 71%	139 75%*	74 62%*	79 72%	137 68%	
NOT ANSWERED	20	417	1	2	1	2		2	5						2	1	2	6	3	5	5	3
VALID CASES	318	5137	35	47	52	66	76	34	257	2	4	1	2	10	29	19	285	186	120	110	201	
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%	

Q35F 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			
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35F ALWAYS	6 2%	87 2%	~	~	1 2%	4 6%	~	~	5 2%	~	~	~	~	~	~	5 2%	2 1%	2 2%	2 2%	3 2%	
USUALLY	10 3%	142 3%	~	~	3 6%	~	3 4%	3 9%	7 3%	~	~	~	~	1 10%	1 3%	8 3%	3 2%	5 4%	1 0.9%*	8 4%	
SOMETIMES	57 18%	912 18%	9 26%	8 16%	8 15%	14 21%	14 19%	3 9%	46 18%	1 50%	~	~	1 50%	1 10%	6 21%	6 32%	50 18%	29 16%	27 22%	21 19%	35 18%
NEVER	245 77%	4005 78%	26 74%	41 84%	41 77%	48 73%	56 77%	28 82%	199 77%	1 50%	4 100%	1 100%	1 50%	8 80%	22 76%	13 68%	222 78%	151 82%*	87 72%	87 78%	154 77%
#NEVER + SOMETIMES (NET)	302 95%	4917 96%	35 100%	49 100%	49 100%	62 94%	70 96%	31 91%	245 95%	2 100%	4 100%	1 100%	2 100%	9 90%	28 97%	19 100%	272 95%	180 97%*	114 94%	108 97%	189 94%
TOP BOX SCORE	245 77%	4005 78%	26 74%	41 84%	41 77%	48 73%	56 77%	28 82%	199 77%	1 50%	4 100%	1 100%	1 50%	8 80%	22 76%	13 68%	222 78%	151 82%*	87 72%	87 78%	154 77%
NOT ANSWERED	20	408	1			2	3	2	5					2	1	2	6	4	4	4	4
VALID CASES	318	5146	35	49	53	66	73	34	257	2	4	1	2	10	29	19	285	185	121	111	200
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE			
Q35G ALWAYS	4 1%	75 1%	~	~	2%	3%	1%	~	3%	~	~	~	~	~	1%	~	1%	0.5%	2%	2%	2%	1%
USUALLY	9 3%	99 2%	3%	4%	4%	1%	~	6%	3%	~	~	~	10%	~	~	2%	2%	4%	0.9%	3%	1%	7%
SOMETIMES	49 15%	596 12%*	5%	9%	6%	10%	15%	20%	40%	15%	50%	~	~	50%	10%	10%	32%	14%	11%*	20%	14%	33%
NEVER	258 81%	4397 85%*	29%	37%	44%	54%	59%	30%	209%	1%	4%	1%	1%	8%	25%	13%	236%	161%	90%	95%	159%	79%
#NEVER + SOMETIMES (NET)	307 96%	4993 97%	34%	46%	50%	64%	74%	32%	249%	2%	4%	1%	2%	9%	28%	19%	276%	182%	115%	109%	192%	96%
TOP BOX SCORE	258 81%	4397 85%*	29%	37%	44%	54%	59%	30%	209%	1%	4%	1%	1%	8%	25%	13%	236%	161%	90%	95%	159%	79%
NOT ANSWERED	18	387	1	1		1	1	2	3					2	1	2	4	3	3	3	3	
VALID CASES	320	5167	35	48	53	67	75	34	259	2	4	1	2	10	29	19	287	186	122	112	201	
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AMR AS-	NATV HAW/ PAC	AMR IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN-	VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q35H #YES DEFINITELY	141 44%	2206 43%	8 23%	23 48%	22 42%	33 50%	30 41%	22 63%	121 47%*	2 ~	1 50%	2 ~	10 34%	4 20%	131 46%	81 44%	54 45%	47 42%	91 46%		
YES SOMEWHAT	104 33%	1724 34%	15 43%	17 35%	21 40%	17 26%	28 38%	5 14%	79 31%	1 50%	2 50%	1 100%	6 ~	11 38%	9 45%	92 32%	64 34%	38 32%	40 36%	63 32%	
NO	73 23%	1181 23%	12 34%	8 17%	9 17%	16 24%	16 22%	8 23%	56 22%	1 50%	~	1 ~	3 50%	8 28%	7 35%	61 21%	41 22%	28 23%	25 22%	45 23%	
NOT ANSWERED	20	443	1	1	1	2	2	1	6				1	1	1	7	3	5	3	5	
VALID CASES	318	5111	35	48	52	66	74	35	256	2	4	1	2	11	29	20	284	186	120	112	199
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q35I #YES DEFINITELY	208 66%	3431 67%	21 60%~	34 69%~	34 65%	46 69%	48 66%	22 65%~	169 66%	1 50%~	3 75%~	1 100%~	1 50%~	5 50%~	22 73%~	11 58%~	191 67%~	124 67%	77 64%	75 68%	130 65%
YES SOMEWHAT	85 27%	1348 26%	9 26%~	12 24%~	13 25%	19 28%	19 26%	9 26%~	65 25%	1 50%~	1 25%~	1 ~	1 ~	5 50%~	6 20%~	6 32%~	72 25%~	43 23%	38 31%	25 23%	56 28%
NO	24 8%	341 7%	5 14%~	3 6%~	5 10%	2 3%*	6 8%	3 9%~	21 8%	~	~	~	~	~	2 7%~	2 11%~	21 7%~	17 9%	6 5%	11 10%	13 7%
NOT ANSWERED	21	434	1		1	1	3	2	7					2		2	7	5	4	4	5
VALID CASES	317	5120	35	49	52	67	73	34	255	2	4	1	2	10	30	19	284	184	121	111	199
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE				
Q35J #YES DEFINITELY	244 78%	3907 76%	24 69%~	36 73%~	42 82%	56 85%	57 78%	25 81%~	198 78%	1 50%~	4 100%~	1 100%~	2 100%~	7 70%~	24 83%~	13 68%~	221 79%~	146 80%	93 78%	85 77%	155 79%
YES SOMEWHAT	51 16%	870 17%	8 23%~	9 18%~	8 16%	9 14%	12 16%	3 10%~	41 16%	1 50%~	~	~	~	3 30%~	3 10%~	4 21%~	45 16%~	26 14%	22 18%	19 17%	30 15%
NO	17 5%	334 7%	3 9%~	4 8%~	1 2%	1 2%*	4 5%	3 10%~	14 6%	~	~	~	~	~	2 7%~	2 11%~	15 5%~	11 6%	5 4%	7 6%	10 5%
NOT ANSWERED	26	443	1		2	2	3	5	9					2	1	2	10	6	5	4	9
VALID CASES	312	5111	35	49	51	66	73	31	253	2	4	1	2	10	29	19	281	183	120	111	195
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q35K #YES DEFINITELY	200 63%	3274 64%	17 49%	28 58%	37 73%	42 62%	49 65%	23 70%	160 62%	1 50%	4 100%	1 100%	1 50%	7 70%	19 63%	10 53%	181 64%	123 67%	72 59%	76 68%	121 60%
YES SOMEWHAT	77 24%	1308 25%	12 34%	11 23%	9 18%	18 26%	19 25%	6 18%	60 23%	1 50%	~	~	1 50%	3 30%	8 27%	8 42%	66 23%	43 23%	30 24%	26 23%	49 25%
NO	40 13%	554 11%	6 17%	9 19%	5 10%	8 12%	7 9%	4 12%	36 14%	~	~	~	~	~	3 10%	1 5%	38 13%	17 9%*	21 17%	9 8%	30 15%
NOT ANSWERED	21	417	1	1	2		1	3	6					2		2	6	6	2	4	4
VALID CASES	317	5137	35	48	51	68	75	33	256	2	4	1	2	10	30	19	285	183	123	111	200
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%



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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q35L NEVER	24 8%	281 6%	4 11%	6 12%	5 10%	6 9%	1 1%*	2 6%	20 8%	~	~	~	~	10%~	7%~	1 6%	2 8%	13 7%	10 8%	5 4%	19 10%	
SOMETIMES	49 16%	704 14%	6 17%	7 14%	8 15%	11 16%	13 17%	2 6%	41 16%	~	~	~	50%~	10%~	13%~	4 28%	5 15%	42 12%*	22 20%	24 20%	12 11%	35 18%
USUALLY	74 23%	1231 24%	9 26%	10 20%	14 27%	14 21%	20 27%	7 22%	63 25%	1 50%	1 25%	~	~	20%~	20%~	6 11%	2 24%	70 21%	38 28%	35 28%	31 27%	43 22%
ALWAYS	169 53%	2878 56%	16 46%	26 53%	25 48%	36 54%	41 55%	21 66%	133 52%	1 50%	3 75%	1 100%	1 50%	6 60%	18 60%	10 56%	152 53%	111 60%*	54 44%*	65 58%	101 51%	
#ALWAYS + USUALLY (NET)	243 77%	4109 81%	25 71%	36 73%	39 75%	50 75%	61 81%	28 88%	196 76%	2 100%	4 100%	1 100%	1 50%	8 80%	24 80%	12 67%	222 77%	149 81%*	89 72%	96 85%*	144 73%*	
TOP BOX SCORE	169 53%	2878 56%	16 46%	26 53%	25 48%	36 54%	41 55%	21 66%	133 52%	1 50%	3 75%	1 100%	1 50%	6 60%	18 60%	10 56%	152 53%	111 60%*	54 44%*	65 58%	101 51%	
NOT ANSWERED	22	461	1		1	1	1	4	5					2		3	4	5	2	2	6	
VALID CASES	316	5093	35	49	52	67	75	32	257	2	4	1	2	10	30	18	287	184	123	113	198	
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%	

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

			AGE					RACE						ETHNICITY	HEALTH STATUS		GENDER				
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	ASIAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MULTI	NOT HIS-IC	HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	MALE	FE-MALE			
Q35M ALWAYS	3 0.9%	72 1%	~	~	~	3%	~	0.8%	~	~	~	~	~	~	1 -0.4%	2 1%	~	1 0.9%	1 0.5%		
USUALLY	5 2%	48 0.9%	~	~	1 2%	2 3%	2 6%	2 2%	~	~	~	~	1 3%	~	4 1%	2 1%	3 2%	2 2%	3 2%		
SOMETIMES	11 3%	187 4%	2 6%	1 2%	2 4%	2 3%	3 4%	1 3%	5 2%*	1 50%	~	~	2 20%	3 10%	4 21%	7 2%	3 2%	7 6%	4 4%	7 4%	
NEVER	297 94%	4818 94%	33 94%	48 98%	49 94%	60 91%	72 96%	30 91%	246 96%*	1 50%	4 100%	1 100%	2 100%	8 80%	25 86%	15 79%	273 96%	177 96%	113 92%	104 94%	189 94%
#NEVER + SOMETIMES (NET)	308 97%	5005 98%	35 100%	49 100%	51 98%	62 94%	75 100%	31 94%	251 98%	2 100%	4 100%	1 100%	2 100%	10 97%	28 97%	19 100%	280 98%	180 98%	120 98%	108 97%	196 98%
TOP BOX SCORE	297 94%	4818 94%	33 94%	48 98%	49 94%	60 91%	72 96%	30 91%	246 96%*	1 50%	4 100%	1 100%	2 100%	8 80%	25 86%	15 79%	273 96%	177 96%	113 92%	104 94%	189 94%
NOT ANSWERED	22	430	1		1	2	1	3	5				2	1	2	6	5	2	4	4	
VALID CASES	316	5124	35	49	52	66	75	33	257	2	4	1	2	10	29	19	285	184	123	111	200
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER			
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE	
Q35N ALWAYS	12 4%	130 3%	1 3%	2 4%	~	5 8%	1 1%	2 6%	10 4%	~	~	~	~	~	1 3%	~	10 4%	5 3%	6 5%	4 4%	7 4%
USUALLY	13 4%	191 4%	1 3%	4 8%	2 4%	2 3%	2 3%	2 6%	11 4%	1 50%	~	~	~	~	1 3%	1 5%	11 4%	3 2%*	9 7%*	4 4%	9 5%
SOMETIMES	39 12%	664 13%	5 14%	6 12%	6 12%	9 14%	10 13%	3 9%	34 13%	~	~	~	1 50%	2 18%	2 7%	4 20%	35 12%	22 12%	17 14%	7 6%*	32 16%*
NEVER	251 80%	4121 81%	28 80%	37 76%	44 85%	49 75%	62 83%	27 79%	201 79%	1 50%	4 100%	1 100%	1 50%	9 82%	25 86%	15 75%	228 80%	155 84%*	90 74%*	97 87%*	151 76%*
#NEVER + SOMETIMES (NET)	290 92%	4786 94%	33 94%	43 88%	50 96%	58 89%	72 96%	30 88%	235 92%	1 50%	4 100%	1 100%	2 100%	11 93%	27 93%	19 95%	263 93%	177 96%*	107 88%*	104 93%	183 92%
TOP BOX SCORE	251 80%	4121 81%	28 80%	37 76%	44 85%	49 75%	62 83%	27 79%	201 79%	1 50%	4 100%	1 100%	1 50%	9 82%	25 86%	15 75%	228 80%	155 84%*	90 74%*	97 87%*	151 76%*
NOT ANSWERED	23	448	1		1	3	1	2	6					1	1	1	7	4	3	3	5
VALID CASES	315	5106	35	49	52	65	75	34	256	2	4	1	2	11	29	20	284	185	122	112	199
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q350 NEVER	20 6%	298 6%	3 9%	4 8%	4 8%	3 5%	3 4%	3 9%	17 7%	~	~	~	~	~	2 7%	2 11%	18 6%	12 6%	8 7%	10 9%	10 5%	
SOMETIMES	43 14%	693 14%	5 14%	8 16%	7 13%	11 17%	9 12%	2 6%	35 14%	~	~	~	2 20%	5 17%	4 21%	38 13%	16 9%*	25 21%*	10 9%	32 16%		
USUALLY	84 27%	1328 26%	10 29%	10 20%	14 26%	19 30%	25 34%	5 15%	69 27%	~	1 25%	~	1 50%	5 50%	5 17%	5 26%	75 27%	44 24%	40 33%	27 24%	56 28%	
ALWAYS	166 53%	2777 55%	17 49%	27 55%	28 53%	31 48%	37 50%	23 70%	134 53%	1 100%	3 75%	1 100%	1 50%	3 30%	18 60%	8 42%	152 54%	113 61%*	48 40%*	64 58%	100 51%	
#ALWAYS + USUALLY (NET)	250 80%	4105 81%	27 77%	37 76%	42 79%	50 78%	62 84%	28 85%	203 80%	1 100%	4 100%	1 100%	2 100%	8 80%	23 77%	13 68%	227 80%	157 85%*	88 73%*	91 82%	156 79%	
TOP BOX SCORE	166 53%	2777 55%	17 49%	27 55%	28 53%	31 48%	37 50%	23 70%	134 53%	1 100%	3 75%	1 100%	1 50%	3 30%	18 60%	8 42%	152 54%	113 61%*	48 40%*	64 58%	100 51%	
NOT ANSWERED	25	459	1			4	2	3	7	1			2		2	8	4	4	4	6		
VALID CASES	313	5095	35	49	53	64	74	33	255	1	4	1	2	10	30	19	283	185	121	111	198	
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV PAC ILND	AMER IND/ ALSK	OTH-	MUL- TI	HIS- IC	NOT HIS- PAN- IC	VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE-MALE	MALE	
Q35P NEVER	44 14%	592 12%	8 23%	7 15%	6 12%	8 12%	10 14%	4 12%	36 14%	~	~	1 50%	1 10%	4 14%	4 21%	38 14%	22 12%	21 18%	18 17%	25 13%	
SOMETIMES	51 17%	825 16%	7 20%	8 17%	7 13%	8 12%	16 23%	4 12%	43 17%	1 50%	1 25%	~	~	1 10%	3 11%	5 26%	45 16%	29 16%	20 17%	12 11%*	38 19%
USUALLY	64 21%	1308 26%*	7 20%	12 25%	10 19%	15 23%	14 20%	6 18%	52 21%	~	2 50%	~	~	3 30%	7 25%	3 16%	59 21%	34 18%	29 25%	21 19%	43 22%
ALWAYS	150 49%	2353 46%	13 37%	21 44%	29 56%	35 53%	31 44%	19 58%	122 48%	1 50%	1 25%	1 100%	1 50%	5 50%	14 50%	7 37%	138 49%	99 54%*	48 41%*	58 53%	91 46%
#ALWAYS + USUALLY (NET)	214 69%	3661 72%	20 57%	33 69%	39 75%	50 76%	45 63%	25 76%	174 69%	1 50%	3 75%	1 100%	1 50%	8 80%	21 75%	10 53%	197 70%	133 72%	77 65%	79 72%	134 68%
TOP BOX SCORE	150 49%	2353 46%	13 37%	21 44%	29 56%	35 53%	31 44%	19 58%	122 48%	1 50%	1 25%	1 100%	1 50%	5 50%	14 50%	7 37%	138 49%	99 54%*	48 41%*	58 53%	91 46%
NOT ANSWERED	29	477	1	1	1	2	5	3	9				2	2	2	11	5	7	6	7	
VALID CASES	309	5077	35	48	52	66	71	33	253	2	4	1	2	10	28	19	280	184	118	109	197
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	TCH TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q35Q ALWAYS	103%	1874%	13%~	2~	64%	19%*	11%	73%	~	~	~	~	10%~	7%~	15%~	93%~	42%	54%	44%	63%	
USUALLY	144%	2154%	26%~	12%~	36%	23%	212%~	44%	150%~	125%~	~	~	10%~	3%~	~	5%~	33%	66%	55%	94%	
SOMETIMES	11537%	197339%	1851%~	2041%~	1733%	2132%	743%~	9738%	150%~	125%~	~	50%~	40%~	828%~	1158%~	10236%~	6636%	4940%	4440%	7136%	
NEVER	17556%	269553%	1440%~	2857%~	2957%	3756%	4053%	2267%~	14255%	2~	1100%~	150%~	440%~	1862%~	737%~	16056%~	10859%	6150%	5752%	11457%	
#NEVER + SOMETIMES (NET)	29092%	466892%	3291%~	4898%~	4690%	5888%	7296%~	2988%~	23993%	150%~	375%~	1100%~	2100%~	880%~	2690%~	1895%~	26292%~	17495%	11090%	10192%	18593%
TOP BOX SCORE	17556%	269553%	1440%~	2857%~	2957%	3756%	4053%	2267%~	14255%	2~	1100%~	150%~	440%~	1862%~	737%~	16056%~	10859%	6150%	5752%	11457%	
NOT ANSWERED	24	484	1	2	2	1	3	6					2	1	2	7	5	3	5	4	
VALID CASES	314	5070	35	49	51	66	75	33	256	2	4	1	2	10	29	19	284	184	122	110	200
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35R WHAT IS YOUR PREFERRED LANGUAGE?

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35R ENGLISH	308 98%	4755 93%*	34 97%~	48 98%~	52 98%	66 100%~	73 97%	31 94%~	255 99%*	2 100%~	2 50%~	1 100%~	2 100%~	9 90%~	30 100%~	14 78%~	285 99%~	180 96%*	121 100%~	111 97%	194 98%
SPANISH	4 1%	169 3%*	1 3%~	1 2%~	~	~	2 3%	~	1 0.4%	~	~	~	~	1 10%~	~	4 22%~	~	4 2%*	~	3 3%	1 0.5%
SOME OTHER LANGUAGE	3 1%	191 4%*	~	~	1 2%	~	~	2 6%~	1 0.4%	~	2 50%~	~	~	~	~	~	3 1%~	3 2%	~	~	3 2%~
NOT ANSWERED	23	438	1			2	1	3	5					2		3	3	2	4	1	6
VALID CASES	315	5116	35	49	53	66	75	33	257	2	4	1	2	10	30	18	288	187	121	114	198
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

Q35S HOW WELL DO YOU SPEAK ENGLISH?

	TCH TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE
Q35S VERY WELL	1 14%	11 4%	1 100%	~	~	~	~	1 50%	~	~	~	~	~	1 25%	1 14%	1 33%	~		
WELL	2 29%	41 17%	1 100%	1 100%	~	~	1 50%	~	~	~	1 100%	~	1 25%	1 33%	2 29%	1 33%	1 25%		
NOT WELL	2 29%	119 49%	~	~	~	1 50%	1 50%	~	1 50%	~	~	~	1 25%	1 33%	2 29%	1 33%	1 25%		
NOT AT ALL	2 29%	71 30%	~	~	~	1 50%	1 50%	~	1 50%	~	~	~	1 25%	1 33%	2 29%	~	2 50%		
NOT ANSWERED		8																	
VALID CASES	7	242	1	1	1	2	2	2	2		1		4	3	7	3	4		
NUMBER OF RESPONDENTS	7	250	1	1	1	2	2	2	2		1		4	3	7	3	4		
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%		

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]



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

			AGE					RACE					ETHNIC- ITY	HEALTH STATUS		GENDER	
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE
Q35T NEVER	2 33%	52 22%	1 100%	~	~	~	1 50%	1 100%	~	~	~	~	~	2 50%	2 33%	1 33%	1 33%
SOMETIMES	1 17%	51 22%	~	~	~	1 50%	~	~	~	~	~	~	1 25%	1 17%	~	1 33%	~
USUALLY	2 33%	50 22%	~	1 100%	~	~	1 50%	~	1 50%	~	1 100%	~	1 25%	1 50%	2 33%	1 33%	1 33%
ALWAYS	1 17%	77 34%	~	~	~	~	1 50%	~	1 50%	~	~	~	~	1 50%	1 17%	~	1 33%
#ALWAYS + USUALLY (NET)	3 50%	128 55%	~	1 100%	~	~	2 100%	~	2 100%	~	1 100%	~	1 25%	2 100%	3 50%	1 33%	2 67%
TOP BOX SCORE	1 17%	77 34%	~	~	~	~	1 50%	~	1 50%	~	~	~	~	1 50%	1 17%	~	1 33%
NOT ANSWERED	1	20			1			1						1	1		1
VALID CASES	6	230	1	1			2	1	2		1		4	2	6	3	3
NUMBER OF RESPONDENTS	7	250	1	1	1		2	2	2		1		4	3	7	3	4
	100%	100%	100%	100%			100%	100%	100%		100%		100%	100%	100%	100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

	TCH TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- IAN	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q35U YES	2 29%	134 58%	~	~	~	~	50%	50%	~	~	50%	~	~	~	25%	33%	29%	~	~	50%
NO	5 71%	98 42%	100%	100%	100%	~	50%	50%	100%	~	50%	~	~	100%	75%	67%	71%	~	100%	50%
NOT ANSWERED		19																		
VALID CASES	7	231	1	1	1		2	2	2		2		1		4	3	7		3	4
NUMBER OF RESPONDENTS	7	250	1	1	1		2	2	2		2		1		4	3	7		3	4
	100%	100%	100%	100%	100%		100%	100%	100%		100%		100%		100%	100%	100%		100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

	TCH TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35V NEVER		21 21%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES		13 13%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY		16 16%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS	2 100%	50 50%	~	~	~	~100%	~100%	~	~	~	~	~	~	~100%	~100%	~100%	~	~	~100%
#ALWAYS + USUALLY (NET)	2 100%	66 66%	~	~	~	~100%	~100%	~	~	~	~	~	~	~100%	~100%	~100%	~	~	~100%
TOP BOX SCORE	2 100%	50 50%	~	~	~	~100%	~100%	~	~	~	~	~	~	~100%	~100%	~100%	~	~	~100%
NOT ANSWERED		7																	
VALID CASES	2	100				1	1		1					1	1	2			2
NUMBER OF RESPONDENTS	2 100%	107 100%				1 100%	1 100%		1 100%					1 100%	1 100%	2 100%			2 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER	
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q35W NEVER	1 50%	16 16%	~	~	~	~	1 ~100%	~	~	~	~	~	~	1 ~100%	1 50%	~	1 ~50%	
SOMETIMES		27 27%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
USUALLY	1 50%	21 21%	~	~	~	~	1 ~100%	~	1 ~100%	~	~	~	~	1 ~100%	1 50%	~	1 ~50%	
ALWAYS		37 36%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NOT ANSWERED		6																
VALID CASES	2	101					1		1					1	1		2	
NUMBER OF RESPONDENTS	2	107					1		1					1	1		2	
	100%	100%					100%		100%					100%	100%		100%	

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

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

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

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

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

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

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

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

	TCH TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY	HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE	
Q35Z WORST INTERPRETER POSSIBLE	1	0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
05	5	6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
06	1	1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
07	7	9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
08	19	22%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
09	1	15	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
	100%	18%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
BEST INTERPRETER POSSIBLE	37	44%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
#8-10 (NET)	1	71	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
	100%	84%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
9-10 (NET)	1	52	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
	100%	62%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
VALID CASES NUMBER OF RESPONDENTS	1	85					1		1				1	1			1	
	1	85					1		1				1	1			1	
	100%	100%					100%		100%				100%	100%			100%	
MEAN	9.00	8.74					9.00		9.00				9.00	9.00			9.00	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

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

	TCH TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE
Q35AA NEVER		48 48%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	1 50%	22 22%	~	~	~	~	~	1 ~100%	~	1 ~100%	~	~	~	~	1 ~100%	1 50%	~	1 ~50%
USUALLY		7 7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS	1 50%	23 23%	~	~	~	1 ~100%	~	~	~	~	~	~	~	1 ~100%	1 50%	~	1 ~50%	
NOT ANSWERED		7																
VALID CASES	2	100				1	1		1					1	1	2		2
NUMBER OF RESPONDENTS	2	107				1	1		1					1	1	2		2
	100%	100%				100%	100%		100%					100%	100%	100%		100%

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



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

	TCH TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE
Q35AB NEVER		4 8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	1 50%	18 36%	~	~	~	~	~	1 ~100%	~	1 ~100%	~	~	~	1 ~100%	1 50%	~	1 50%	
USUALLY		14 27%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
ALWAYS	1 50%	15 30%	~	~	~	~	1 ~100%	~	~	~	~	~	~	1 ~100%	1 50%	~	1 50%	
NOT ANSWERED		1																
VALID CASES	2	52					1	1		1				1	1	2	2	
NUMBER OF RESPONDENTS	2 100%	52 100%					1 100%	1 100%		1 100%				1 100%	1 100%	2 100%	2 100%	

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

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
	TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q36 EXCELLENT	30 10%	446 9%	5 14%~	3 6%~	6 11%	5 8%	6 8%	4 12%~	19 7%*	2 ~	1 50%~	1 100%~	2 ~	4 17%~	4 14%~	2 10%~	25 9%~	30 16%*	10 ~	19 10%	
VERY GOOD	59 19%	1044 20%	12 33%~	10 21%~	15 28%	8 12%	8 11%*	6 18%~	49 19%	1 50%~	2 50%~	~	2 ~	3 17%~	3 10%~	6 29%~	53 19%~	59 31%~	24 ~	35 18%	
GOOD	100 32%	1716 34%	14 39%~	20 42%~	17 32%	20 31%	20 27%	8 24%~	82 32%	~	~	1 ~	8 50%~	7 67%~	7 24%~	10 48%~	88 31%~	100 53%~	37 ~	63 32%	
FAIR	91 29%	1325 26%	4 11%~	13 27%~	11 21%	20 31%	30 40%*	13 38%~	80 31%*	~	~	~	~	10 ~	2 34%~	87 10%~	91 31%~	91 ~	30 73%*	61 26%	
POOR	34 11%	590 12%	1 3%~	2 4%~	4 8%	12 18%	11 15%	3 9%~	26 10%	1 50%~	~	1 ~	1 50%~	5 ~	5 17%~	1 5%~	32 11%~	34 ~	13 27%*	20 11%	
#EXCELLENT + VERY GOOD + GOOD (NET)	189 60%	3206 63%	31 86%~	33 69%~	38 72%*	33 51%	34 45%*	18 53%~	150 59%	1 50%~	4 100%~	1 100%~	1 50%~	12 48%~	14 48%~	18 86%~	166 58%~	189 100%~	71 ~	117 59%	
NOT ANSWERED	24	432	1	1	3	1	2	2	6					1		6		1	6		
VALID CASES	314	5122	36	48	53	65	75	34	256	2	4	1	2	12	29	21	285	189	125	114	198
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q37 EXCELLENT	47 15%	724 14%	7 19%	7 14%	9 17%	8 13%	10 13%	5 14%	35 14%	1 50%	2 50%	1 100%	1 50%	1 8%	3 10%	5 24%	38 13%	41 22%*	5 4%*	17 15%	29 14%
VERY GOOD	63 20%	1207 24%	9 25%	9 18%	10 19%	9 14%	18 24%	8 23%	52 20%	~	2 50%	~	~	3 25%	4 14%	7 33%	55 19%	51 27%*	11 9%*	23 21%	40 20%
GOOD	98 31%	1578 31%	12 33%	19 39%	12 23%	19 30%	23 31%	13 37%	74 29%	~	~	~	1 50%	6 50%	15 52%	7 33%	89 31%	67 36%*	29 24%*	34 31%	64 32%
FAIR	70 22%	1184 23%	6 17%	10 20%	15 29%	14 22%	17 23%	7 20%	63 25%*	~	~	~	~	2 17%	5 17%	2 10%	67 24%	24 13%*	46 38%*	23 21%	47 23%
POOR	36 11%	395 8%*	2 6%	4 8%	6 12%	14 22%*	7 9%	2 6%	32 12%	1 50%	~	~	~	~	2 7%	~	35 12%	5 3%*	31 25%*	14 13%	21 10%
#EXCELLENT + VERY GOOD + GOOD (NET)	208 66%	3509 69%	28 78%	35 71%	31 60%	36 56%	51 68%	26 74%	161 63%*	1 50%	4 100%	1 100%	2 100%	10 83%	22 76%	19 90%	182 64%	159 85%*	45 37%*	74 67%	133 66%
NOT ANSWERED	24	466			1	4	1	1	6						1	7	1	3	4	3	
VALID CASES	314	5088	36	49	52	64	75	35	256	2	4	1	2	12	29	21	284	188	122	111	201
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q38 #YES	145 47%	2344 47%	10 28%~	18 38%~	23 45%	31 48%	41 55%	21 62%~	123 48%	1 50%~	1 33%~	1 ~	4 50%~	12 43%~	7 37%~	136 48%~	77 42%*	67 55%*	42 38%*	103 52%*	
NO	166 53%	2668 53%	26 72%~	29 62%~	28 55%	34 52%	34 45%	13 38%~	134 52%	1 50%~	2 67%~	1 100%~	1 50%~	6 60%~	16 57%~	12 63%~	147 52%~	107 58%*	55 45%*	68 62%*	96 48%*
DON'T KNOW	7	137		2	1	1	1	2	2		1		2	2	2	5	4	3	4	3	
NOT ANSWERED	20	405			1	2			3							3	1		1	2	
VALID CASES	311	5013	36	47	51	65	75	34	257	2	3	1	2	10	28	19	283	184	122	110	199
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q39 EVERY DAY	72 23%	1219 24%	4 11%~	12 25%~	12 24%	18 28%	19 25%	6 18%~	64 25%*	1 50%~	~	~	~	1 8%~	5 17%~	3 14%~	69 24%~	38 20%	33 27%	31 28%	41 21%
SOME DAYS	40 13%	519 10%	4 11%~	6 12%~	4 8%	14 22%*	10 13%	2 6%~	31 12%	~	~	~	~	1 8%~	7 24%~	1 5%~	38 13%~	20 11%	20 17%	19 17%	21 11%
NOT AT ALL	199 64%	3357 66%	27 77%~	30 63%~	35 69%	33 51%*	46 61%	26 76%~	158 62%	1 50%~	4 100%~	1 100%~	2 100%~	10 83%~	17 59%~	17 81%~	175 62%~	128 69%*	68 56%*	62 55%*	135 69%*
DON'T KNOW	3	16	1		1	1			2						1		3	1	2	2	1
NOT ANSWERED	24	443		1	1	2	1	2	7								6	2	2	1	6
VALID CASES	311	5095	35	48	51	65	75	34	253	2	4	1	2	12	29	21	282	186	121	112	197
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	TCH TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	NOT HIS- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q40 NEVER	23 21%	387 21%	3 37%	5 28%	3 19%	6 19%	4 14%	1 13%	17 18%	~	~	~	~	1 50%	4 33%	2 50%	21 20%	15 26%	7 13%	14 29%	9 15%
SOMETIMES	31 28%	442 24%	2 25%	3 17%	7 44%	11 34%	7 25%	1 13%	27 29%	1 100%	~	~	~	~	3 25%	1 25%	30 28%	17 30%	14 26%	9 18%	22 35%
USUALLY	20 18%	333 18%	3 37%	3 17%	2 13%	4 13%	4 14%	4 50%	19 20%	~	~	~	~	1 50%	~	1 25%	19 18%	10 18%	10 19%	10 20%	10 16%
ALWAYS	37 33%	687 37%	~	7 39%	4 25%	11 34%	13 46%	2 25%	31 33%	~	~	~	~	~	5 42%	~	36 34%	15 26%	22 42%	16 33%	21 34%
#ALWAYS + USUALLY (NET)	57 51%	1020 55%	3 37%	10 56%	6 38%	15 47%	17 61%	6 75%	50 53%	~	~	~	~	1 50%	5 42%	1 25%	55 52%	25 44%	32 60%	26 53%	31 50%
TOP BOX SCORE	37 33%	687 37%	~	7 39%	4 25%	11 34%	13 46%	2 25%	31 33%	~	~	~	~	~	5 42%	~	36 34%	15 26%	22 42%	16 33%	21 34%
NOT ANSWERED	1	37					1		1							1	1			1	
VALID CASES	111	1849	8	18	16	32	28	8	94	1				2	12	4	106	57	53	49	62
NUMBER OF RESPONDENTS	112	1886	8	18	16	32	29	8	95	1				2	12	4	107	58	53	50	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q41 NEVER	53 49%	839 45%	7 88%	7 39%	10 67%	14 44%	12 44%	2 25%	44 47%					1 50%	6 55%	2 50%	50 48%	37 66%*	15 29%*	25 52%	28 46%
SOMETIMES	26 24%	418 23%	1 13%	6 33%	3 20%	9 28%	5 19%	2 25%	20 22%	1 100%					5 45%	1 25%	25 24%	10 18%	16 31%	8 17%	18 30%
USUALLY	12 11%	263 14%		2 11%	2 13%	3 9%	2 7%	3 38%	11 12%					1 50%		1 25%	11 11%	3 5%	9 17%*	8 17%	4 7%
ALWAYS	18 17%	327 18%		3 17%		6 19%	8 30%	1 13%	18 19%								18 17%	6 11%	12 23%	7 15%	11 18%
#ALWAYS + USUALLY (NET)	30 28%	589 32%		5 28%	2 13%	9 28%	10 37%	4 50%	29 31%					1 50%		1 25%	29 28%	9 16%*	21 40%*	15 31%	15 25%
TOP BOX SCORE	18 17%	327 18%		3 17%		6 19%	8 30%	1 13%	18 19%								18 17%	6 11%	12 23%	7 15%	11 18%
NOT ANSWERED	3	39			1		2		2						1		3	2	1	2	1
VALID CASES	109	1847	8	18	15	32	27	8	93	1				2	11	4	104	56	52	48	61
NUMBER OF RESPONDENTS	112 100%	1886 100%	8 100%	18 100%	16 100%	32 100%	29 100%	8 100%	95 100%	1				2 100%	12 100%	4 100%	107 100%	58 100%	53 100%	50 100%	62 100%

[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.

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR	MALE	FE- MALE			
Q42 NEVER	60 55%	965 52%	7 88%	11 61%	7 44%	16 52%	15 54%	3 38%	49 53%	~	~	~	~	~	2 ~100%	7 58%	3 75%	56 53%	36 63%	23 44%*	28 58%	32 52%
SOMETIMES	22 20%	401 22%	~	4 22%	6 38%	7 23%	3 11%	2 25%	18 19%	1 100%	~	~	~	~	~	3 25%	1 25%	21 20%	11 19%	11 21%	8 17%	14 23%
USUALLY	16 15%	224 12%	1 13%	1 6%	3 19%	5 16%	4 14%	2 25%	14 15%	~	~	~	~	~	2 17%	~	16 15%	7 12%	9 17%	8 17%	8 13%	
ALWAYS	12 11%	255 14%	~	2 11%	~	3 10%	6 21%	1 13%	12 13%	~	~	~	~	~	~	~	12 11%	3 5%	9 17%*	4 8%	8 13%	
#ALWAYS + USUALLY (NET)	28 25%	479 26%	1 13%	3 17%	3 19%	8 26%	10 36%	3 38%	26 28%	~	~	~	~	~	2 17%	~	28 27%	10 18%*	18 35%*	12 25%	16 26%	
TOP BOX SCORE	12 11%	255 14%	~	2 11%	~	3 10%	6 21%	1 13%	12 13%	~	~	~	~	~	~	~	12 11%	3 5%	9 17%*	4 8%	8 13%	
NOT ANSWERED	2	40				1	1		2								2	1	1	2		
VALID CASES	110	1846	8	18	16	31	28	8	93	1					2	12	4	105	57	52	48	62
NUMBER OF RESPONDENTS	112 100%	1886 100%	8 100%	18 100%	16 100%	31 100%	28 100%	8 100%	93 100%	1 100%					2 100%	12 100%	4 100%	107	58	53	50	62

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]



Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q43 YES	69 22%	1277 25%	2 6%	5 10%	1 2%*	16 24%	24 33%*	21 62%	57 22%	1 50%	1 25%	1 ~	3 50%	4 27%	4 14%	5 24%	63 22%	31 17%*	36 29%*	27 24%	42 21%
NO	244 78%	3806 75%	33 94%	44 90%	52 98%*	50 76%	49 67%*	13 38%	199 78%	1 50%	3 75%	1 100%	1 50%	8 73%	25 86%	16 76%	222 78%	154 83%*	87 71%*	85 76%	157 79%
DON'T KNOW	3	62	1				2		2					1		3	3		1	2	
NOT ANSWERED	22	409				2	1	2	4					1		3	1	2	2	3	
VALID CASES	313	5083	35	49	53	66	73	34	256	2	4	1	2	11	29	21	285	185	123	112	199
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE			
Q44 YES	38 13%	646 14%	2 ~	6 4%	10 12%	15 17%	4 23%*	33 14%	~	~	~	~	1 9%	3 12%	37 ~	15 9%*	22 21%*	12 12%	25 14%		
NO	249 87%	4029 86%	35 100%	43 96%	43 88%	48 83%	51 77%*	27 87%	202 86%	2 100%	3 100%	1 100%	2 100%	10 91%	23 88%	20 100%	221 86%	161 91%*	84 79%*	91 88%	157 86%
DON'T KNOW	30	454	1	4	4	8	9	4	24		1			4		30	11	19	9	21	
NOT ANSWERED	21	424				2	1	1	3				1		1	3	2		3	1	
VALID CASES	287	4675	35	45	49	58	66	31	235	2	3	1	2	11	26	20	258	176	106	103	182
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q45 YES	122 38%	2037 40%	3 8%	8 16%	11 21%*	30 45%	41 54%*	29 83%	97 37%	1 50%	3 75%	1 ~	4 50%	14 33%	14 47%	3 14%	116 40%	55 29%*	64 52%*	48 42%	74 36%
NO	196 62%	3086 60%	33 92%	41 84%	42 79%*	37 55%	35 46%*	6 17%	163 63%	1 50%	1 25%	1 100%	1 50%	8 67%	16 53%	18 86%	173 60%	133 71%*	60 48%*	66 58%	129 64%
NOT ANSWERED	20	431				1	1		2							2	1	1	1	1	
VALID CASES	318	5123	36	49	53	67	76	35	260	2	4	1	2	12	30	21	289	188	124	114	203
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLACK OR AFR-	ASIAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q46.1																						
YES	TCH TOT ADLT	90	1388	8	8	29	31	14	76	2	1	1	9	1	88	34	53	36	54			
		27%	25%	~ 16%	~ 15%*	43%*	41%*	39%~	29%*	~ 50%~	~ 50%~	8%~	30%~	5%~	30%~	18%*	42%*	31%	26%			
NO	TCH TOT ADLT	248	4166	36	41	45	39	45	22	186	2	2	1	1	11	21	20	203	155	72	79	150
		73%	75%	100%~	84%~	85%*	57%*	59%*	61%~	71%*	100%~	50%~	100%~	50%~	92%~	70%~	95%~	70%~	82%*	58%*	69%	74%
VALID CASES		338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
NUMBER OF RESPONDENTS		338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q46.2 YES	106 31%	1754 32%	3 8%~	6 12%~	15 28%	26 38%	34 45%*	21 58%~	91 35%*	1 50%~	1 25%~	1 ~	1 50%~	1 8%~	9 30%~	4 19%~	101 35%~	43 23%*	60 48%*	43 37%	63 31%
NO	232 69%	3800 68%	33 92%~	43 88%~	38 72%	42 62%	15 55%*	42%~	171 65%*	1 50%~	3 75%~	1 100%~	1 50%~	11 92%~	21 70%~	17 81%~	190 65%~	146 77%*	65 52%*	72 63%	141 69%
VALID CASES	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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	
TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN-	VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q46.3																					
YES	57 17%	899 16%	2 6%	10 20%	7 13%	16 24%	17 22%	5 14%	45 17%	2 100%	1 ~	8 ~	1 50%	5 19%	26 14%	30 24%*	23 20%	34 17%			
NO	281 83%	4655 84%	34 94%	39 80%	46 87%	52 76%	59 78%	31 86%	217 83%	4 ~100%	1 ~100%	1 50%	12 100%	22 73%	20 95%	236 81%	163 86%	95 76%*	92 80%	170 83%	
VALID CASES	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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		
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q47.1 YES	21 6%	300 5%	18 24	25 34	35 44	45 54	55 64	65 AND OVER	18 7%	2 ~	4 ~	1 ~	2 ~	11 8%	28 7%	21 ~	270 7%	8 4%	12 10%	10 9%	11 5%
NO	317 94%	5254 95%	36 100%	48 98%	53 100%	63 93%	67 88%	30 83%	244 93%	2 100%	4 100%	1 100%	2 100%	11 92%	28 93%	21 100%	270 93%	181 96%	113 90%	105 91%	193 95%
VALID CASES	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q47.2	TCH TOT ADLT	18	25	35	45	55	65														
YES	OHP TOT ADLT	13	1	1	2	7	2	12					1	1	12	2	11	8	5		
		4%	~ 2%	~ 2%	3%	9%*	6%~	5%	~	~	~	~	3%~	5%~	4%~	1%*	9%*	7%	2%		
NO	OHP TOT ADLT	325	48	52	66	69	34	250	2	4	1	2	12	29	20	279	187	114	107	199	
		96%	~ 98%	~ 98%	97%	91%*	94%~	95%	100%~	100%~	100%~	100%~	100%~	97%~	95%~	96%~	99%*	91%*	93%	98%	
VALID CASES	OHP TOT ADLT	338	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204	
NUMBER OF RESPONDENTS		338	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	



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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLACK OR AFR-	ASIAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q47.3	TCH TOT ADLT	18	25	35	45	55	65														
YES	20 6%	295 5%	1 ~	2 2%	5 4%	6 7%	6 17%	16 6%	~	~	~	~	~	4 13%	1 5%	18 6%	9 5%	11 9%	8 7%	12 6%	
NO	318 94%	5259 95%	36 100%	48 98%	51 96%	63 93%	70 92%	30 83%	246 94%	2 100%	4 100%	1 100%	2 100%	12 87%	26 95%	20 95%	273 94%	180 95%	114 91%	107 93%	192 94%
VALID CASES	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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	
TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN-	VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q47.4																					
YES	67 20%	1125 20%	4 ~	10 8%	21 19%	21 31%*	11 28%	55 21%	1 50%	1 25%	1 ~	2 50%	6 17%	3 14%	62 21%	32 17%	34 27%*	30 26%*	37 18%		
NO	271 80%	4429 80%	36 100%	45 92%	43 81%	47 69%*	55 72%	25 69%	207 79%	1 50%	3 75%	1 100%	1 50%	10 83%	24 80%	18 86%	229 79%	157 83%	91 73%*	85 74%*	167 82%
VALID CASES	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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

	TCH TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q48 YES	103 33%	1783 35%	7 19%~	13 27%~	16 31%	28 44%	27 36%	12 33%~	88 34%	1 50%~	~	~	~	2 17%~	11 38%~	3 16%~	99 35%~	46 25%*	56 46%*	33 29%	70 35%
NO	209 67%	3302 65%	29 81%~	36 73%~	36 69%	36 56%	47 64%	24 67%~	170 66%	1 50%~	4 100%~	1 100%~	2 100%~	10 83%~	18 62%~	16 84%~	187 65%~	139 75%*	66 54%*	79 71%	130 65%
NOT ANSWERED	26	469			1	4	2		4						1	2	5	4	3	3	4
VALID CASES	312	5085	36	49	52	64	74	36	258	2	4	1	2	12	29	19	286	185	122	112	200
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q49 YES	86 85%	1476 87%	3 50%~	12 92%~	14 88%~	23 85%~	23 85%~	11 92%~	74 86%~	1 100%~	~	~	~	2 ~100%~	8 73%~	3 100%~	83 86%~	31 70%~	55 98%~	27 82%~	59 87%~
NO	15 15%	228 13%	3 50%~	1 8%~	2 13%~	4 15%~	4 15%~	1 8%~	12 14%~	~	~	~	~	~	3 27%~	~	14 14%~	13 30%~	1 2%~	6 18%~	9 13%~
NOT ANSWERED	2	88	1			1			2								2	2			2
VALID CASES	101	1703	6	13	16	27	27	12	86	1				2	11	3	97	44	56	33	68
NUMBER OF RESPONDENTS	103 100%	1791 100%	7 100%	13 100%	16 100%	28 100%	27 100%	12 100%	88 100%	1 100%				2 100%	11 100%	3 100%	99 100%	46 100%	56 100%	33 100%	70 100%

[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	
TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q50 YES	221 70%	3492 68%	12 33%~	28 57%~	36 68%	56 86%*	60 79%*	29 83%~	189 73%*	1 50%~	3 75%~	1 ~	6 50%~	18 60%~	10 48%~	208 72%~	119 63%*	100 82%*	77 68%	144 71%	
NO	94 30%	1617 32%	24 67%~	21 43%~	17 32%	9 14%*	16 21%*	6 17%~	69 27%*	1 50%~	1 25%~	1 100%~	1 50%~	6 50%~	12 40%~	11 52%~	79 28%~	69 37%*	22 18%*	36 32%	58 29%
NOT ANSWERED	23	446				3	1	4							4	1	3	2	2		
VALID CASES	315	5108	36	49	53	65	76	35	258	2	4	1	2	12	30	21	287	188	122	113	202
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q51 YES	202 94%	3137 94%	6 50%~	26 93%~	32 91%~	55 98%*	55 98%*	28 97%~	173 94%~	1 100%~	3 100%~	1 ~100%~	5 83%~	18 100%~	7 78%~	193 95%~	103 89%*	97 99%*	68 91%	134 95%	
NO	14 6%	193 6%	6 50%~	2 7%~	3 9%~	1 2%*	1 2%*	1 3%~	12 6%~	~	~	~	1 ~17%~	~	2 22%~	11 5%~	13 11%*	1 1%*	7 9%	7 5%	
NOT ANSWERED	5	173			1		4		4						1	4	3	2	2	3	
VALID CASES	216	3330	12	28	35	56	56	29	185	1	3		1	6	18	9	204	116	98	75	141
NUMBER OF RESPONDENTS	221 100%	3503 100%	12 100%	28 100%	36 100%	56 100%	60 100%	29 100%	189 100%	1 100%	3 100%		1 100%	6 100%	18 100%	10 100%	208 100%	119 100%	100 100%	77 100%	144 100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
NQ52																					
18 TO 24	42 12%	872 16%	36 100%	~	~	~	~	25 10%*	~	1 ~100%	1 50%	4 33%	5 17%	8 38%	28 10%	31 16%*	5 4%*	15 13%	21 10%		
25 TO 34	54 16%	867 16%	~	49 ~100%	~	~	45 17%	~	~	~	~	2 17%	3 10%	4 19%	46 16%	35 19%	15 12%	13 11%	37 18%		
35 TO 44	57 17%	843 15%	~	~	53 ~100%	~	41 16%	~	1 25%	~	~	1 8%	9 30%	2 10%	50 17%	38 20%	15 12%	18 16%	35 17%		
45 TO 54	70 21%	1055 19%	~	~	68 ~100%	~	59 23%	1 50%	1 25%	~	1 50%	1 8%	5 17%	1 5%	64 22%	33 17%	32 26%	27 23%	41 20%		
55 TO 64	79 23%	1061 19%*	~	~	~	76 ~100%	62 24%	1 50%	~	~	~	1 8%	8 27%	4 19%	71 24%	34 18%*	42 34%*	31 27%	45 22%		
65 TO 74	26 8%	478 9%	~	~	~	26 72%	23 9%	~	1 25%	~	~	2 17%	~	1 5%	23 8%	13 7%	12 10%	8 7%	18 9%		
75 OR OLDER	10 3%	377 7%*	~	~	~	10 28%	7 3%	~	1 25%	~	~	1 8%	~	1 5%	9 3%	5 3%	4 3%	3 3%	7 3%		
VALID CASES	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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

NQ53 ARE YOU MALE OR FEMALE?

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
NQ53																					
MALE	121 36%	2022 36%	15 42%~	13 27%~	18 34%	27 40%	31 41%	11 31%~	87 33%	2 100%~	1 25%~	1 100%~	6 ~	15 50%~	50%~	7 33%~	103 35%~	71 38%	44 35%	115 100%~	~
FEMALE	217 64%	3532 64%	21 58%~	36 73%~	35 66%	41 60%	45 59%	25 69%~	175 67%	3 ~	3 75%~	2 ~	6 100%~	15 50%~	50%~	14 67%~	188 65%~	118 62%	81 65%	204 ~	100%~
VALID CASES	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

[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?

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q54 8TH GRADE OR LESS	11 3%	280 5%*	~	~	3 6%	3 4%	~	14%~	7 3%	~	1 25%~	~	~	1 8%~	2 7%~	1 5%~	10 3%~	5 3%	6 5%	3 3%	8 4%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	58 18%	804 16%	7 19%~	11 22%~	8 16%	12 18%	12 16%	8 22%~	45 17%	1 50%~	1 25%~	~	~	3 25%~	7 24%~	3 15%~	52 18%~	33 18%	23 19%	20 18%	38 19%
HIGH SCHOOL GRADUATE OR GED	102 32%	1985 39%*	17 47%~	16 33%~	8 16%*	30 44%*	20 27%	10 28%~	90 34%*	~	~	100%~	100%~	2 25%~	3 14%~	4 35%~	93 32%~	60 32%	39 32%	47 42%*	55 27%*
SOME COLLEGE OR 2-YEAR DEGREE	112 35%	1653 32%	12 33%~	18 37%~	22 43%	18 26%	33 44%	9 25%~	92 35%	~	~	~	~	4 33%~	14 48%~	7 35%~	104 36%~	63 34%	48 39%	36 32%	76 37%
4-YEAR COLLEGE GRADUATE	19 6%	237 5%	~	4 8%~	5 10%	3 4%	5 7%	2 6%~	16 6%	~	2 50%~	~	~	~	1 3%~	2 10%~	17 6%~	15 8%*	3 2%*	3 3%*	16 8%*
MORE THAN 4-YEAR COLLEGE DEGREE	14 4%	145 3%	~	~	5 10%	2 3%	5 7%	2 6%~	11 4%	1 50%~	~	~	~	1 8%~	1 3%~	~	14 5%~	10 5%	4 3%	4 4%	10 5%
NOT ANSWERED	22	450			2		1		1						1	1	1	3	2	2	1
VALID CASES	316	5104	36	49	51	68	75	36	261	2	4	1	2	12	29	20	290	186	123	113	203
NUMBER OF RESPONDENTS	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q55																					
YES HISPANIC OR LATINO	21 7%	549 11%*	8 22%~	4 8%~	2 4%	1 2%*	4 5%	2 6%~	6 2%*	~	~	~	1 50%~	8 73%~	2 7%~	21 100%~	~	18 10%*	3 2%*	7 6%	14 7%
NO NOT HISPANIC OR LATINO	291 93%	4520 89%*	28 78%~	45 92%~	50 96%	64 98%*	71 95%	32 94%~	251 98%*	2 100%~	4 100%~	1 100%~	1 50%~	3 27%~	28 93%~	291 ~100%~	~	166 90%*	119 98%*	103 94%	188 93%
NOT ANSWERED	26	485			1	3	1	2	5				1					5	3	5	2
VALID CASES	312	5069	36	49	52	65	75	34	257	2	4	1	2	11	30	21	291	184	122	110	202
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q56.1																						
YES	TCH TOT ADLT	292	4288	30	47	50	64	70	30	262				30	8	279	164	121	102	190		
		86%	77%*	83%~	96%~	94%*	94%*	92%	83%~	100%~	~	~	~	~	~100%~	38%~	96%~	87%	97%*	89%	93%*	
NO		46	1266	6	2	3	4	6	6		2	4	1	2	12	13	12	25	4	13	14	
		14%	23%*	17%~	4%~	6%*	6%*	8%	17%~	~100%~	~100%~	~100%~	~100%~	~100%~	~	62%~	4%~	13%	3%*	11%	7%*	
VALID CASES		338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
NUMBER OF RESPONDENTS		338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q56.2																					
YES	8 2%	207 4%	2 6%	3 ~	1 6%	2 1%	3 3%	2 ~100%	~	~	~	~	6 20%	1 5%	7 2%	5 3%	3 2%	4 3%	4 2%		
NO	330 98%	5347 96%	34 94%	49 ~100%	50 94%	67 99%	74 97%	36 100%	262 100%	4 ~100%	1 ~100%	2 ~100%	12 ~100%	24 80%	20 95%	284 98%	184 97%	122 98%	111 97%	200 98%	
VALID CASES	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.3 YES	5 1%	238 4%*	~	~	1 2%	1 1%	1 1%	2 6%	~	4 ~100%	~	~	1 ~3%	~	5 ~2%	4 2%	1 0.8%	2 2%	3 1%		
NO	333 99%	5316 96%*	100%	100%	98%	99%	99%	94%	100%	100%	~	100%	100%	97%	100%	98%	99%	98%	99%		
VALID CASES	338	5554	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	WHTE AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD POOR	MALE	FE- MALE	
Q56.4 YES	1 0.3%	38 0.7%	1 3%	~	~	~	~	~	~	~	1 ~100%	~	~	~	1 ~0.3%	1 ~0.5%	1 ~0.9%	~	~	~	
NO	337 100%	5516 99%	35 97%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	2 100%	12 100%	30 100%	21 100%	290 100%	188 99%	125 100%	114 99%	204 100%	
VALID CASES	338	5554	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	36 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.5 YES	24 7%	410 7%	4 11%	3 6%	6 11%	6 9%	5 7%	~	~	~	~	2 100%	22 73%	3 14%	21 7%	12 6%	12 10%	13 11%	11 5%		
NO	314 93%	5144 93%	32 89%	46 94%	47 89%	62 91%	71 93%	262 100%	2 100%	4 100%	1 100%	12 100%	8 27%	18 86%	270 93%	177 94%	113 90%	102 89%	193 95%		
VALID CASES	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%	
NUMBER OF RESPONDENTS	338 100%	5554 100%	36 100%	49 100%	53 100%	68 100%	76 100%	262 100%	2 100%	4 100%	1 100%	2 100%	12 100%	30 100%	21 100%	291 100%	189 100%	125 100%	115 100%	204 100%	

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE			
Q56.6																						
YES	TCH TOT ADLT	20	3	3	2	4	3					12	8	10	9	14	5	7	13			
	OHP TOT ADLT	6%	6%	14%	6%	3%	5%	8%	~	~	~	~	~	100%	27%	48%	3%	7%	4%	6%	6%	
NO	TCH TOT ADLT	318	523	31	46	50	66	72	33	262	2	4	1	2	22	11	282	175	120	108	191	
	OHP TOT ADLT	94%	94%	86%	94%	94%	97%	95%	92%	100%	100%	100%	100%	100%	~	73%	52%	97%	93%	96%	94%	94%
VALID CASES	TCH TOT ADLT	338	555	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
NUMBER OF RESPONDENTS	OHP TOT ADLT	338	555	36	49	53	68	76	36	262	2	4	1	2	12	30	21	291	189	125	115	204
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
TCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q57 YES	38 16%	778 19%	6 29%	4 14%	10 26%	8 15%	5 7%*	5 15%	28 13%	4 ~100%	1 ~100%	5 ~33%	1 7%	36 16%	23 16%	14 15%	20 22%*	18 12%*			
NO	205 84%	3221 81%	15 71%	25 86%	29 74%	44 85%	63 93%*	28 85%	181 87%	2 ~100%	1 ~100%	6 ~100%	10 67%	13 93%	188 84%	123 84%	77 85%	69 78%*	136 88%*		
NOT ANSWERED	2	98				1		1						1				1			
VALID CASES	243	3999	21	29	39	52	68	33	209	2	4	1	1	6	15	14	224	146	91	89	154
NUMBER OF RESPONDENTS	245	4097	21	29	39	53	68	33	210	2	4	1	1	6	15	14	225	146	91	90	154
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	WHTE AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.1 YES	15 39%	312 49%	3 50%	3 75%	4 40%	1 13%	3 60%	1 20%	10 36%	1 25%	1 100%	3 60%	1 100%	14 39%	9 39%	5 36%	10 50%	5 28%	
NO	23 61%	325 51%	3 50%	1 25%	6 60%	7 88%	2 40%	4 80%	18 64%	3 75%	~	2 40%	22 61%	14 61%	9 64%	10 50%	13 72%		
VALID CASES	38	637	6	4	10	8	5	5	28	4	1	5	1	36	23	14	20	18	
NUMBER OF RESPONDENTS	38 100%	637 100%	6 100%	4 100%	10 100%	8 100%	5 100%	5 100%	28 100%	4 100%	1 100%	5 100%	1 100%	36 100%	23 100%	14 100%	20 100%	18 100%	

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

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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q58.2 YES	15 39%	277 43%	3 50%	2 50%	5 50%	2 25%	2 40%	1 20%	10 36%	2 ~	1 100%	~	~	2 40%	1 100%	14 39%	10 43%	5 36%	9 45%	6 33%
NO	23 61%	360 57%	3 50%	2 50%	5 50%	6 75%	3 60%	4 80%	18 64%	2 ~	~	~	3 60%	~	22 61%	13 57%	9 64%	11 55%	12 67%	
VALID CASES	38	637	6	4	10	8	5	5	28	4	1		5	1	36	23	14	20	18	
NUMBER OF RESPONDENTS	38 100%	637 100%	6 100%	4 100%	10 100%	8 100%	5 100%	5 100%	28 100%	4 100%	1 100%		5 100%	1 100%	36 100%	23 100%	14 100%	20 100%	18 100%	

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

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q58.3																				
YES	TCH TOT ADLT	16	2	2	5	4	1	2	12		1		3	1	14	10	6	8	8	
	OHP TOT ADLT	225	33%	50%	50%	20%	40%	43%	~	~100%	~	~	60%	100%	39%	43%	43%	40%	44%	
NO	TCH TOT ADLT	22	4	2	5	4	4	3	16		4		2		22	13	8	12	10	
	OHP TOT ADLT	412	67%	50%	50%	80%	60%	57%	~	100%	~	~	40%	~	61%	57%	57%	60%	56%	
VALID CASES	TCH TOT ADLT	38	6	4	10	8	5	5	28		4	1	5	1	36	23	14	20	18	
NUMBER OF RESPONDENTS	OHP TOT ADLT	637	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
Q58.4 YES	1 3%	83 13%	~	~	~	~	~	20%	~	~	25%	~	~	~	~	3%	4%	~	~	6%
NO	37 97%	554 87%	6 100%	4 100%	10 100%	8 100%	5 100%	4 80%	28 100%	~	3 75%	1 100%	~	5 100%	1 100%	35 97%	22 96%	14 100%	20 100%	17 94%
VALID CASES	38	637	6	4	10	8	5	5	28		4	1		5	1	36	23	14	20	18
NUMBER OF RESPONDENTS	38 100%	637 100%	6 100%	4 100%	10 100%	8 100%	5 100%	5 100%	28 100%		4 100%	1 100%		5 100%	1 100%	36 100%	23 100%	14 100%	20 100%	18 100%

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

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.5																				
YES	TCH TOT ADLT	6	59	1	2	2	1	4	1				1	1	5	1	5	2	4	
		16%	9%	17%	~ 20%	25%	20%	~ 14%	~ 25%	~	~	~	20%	100%	14%	4%	36%	10%	22%	
NO	TCH TOT ADLT	32	578	5	4	8	6	4	5	24	3	1	4		31	22	9	18	14	
		84%	91%	83%	100%	80%	75%	80%	100%	86%	~ 75%	100%	~	80%	~ 86%	96%	64%	90%	78%	
VALID CASES		38	637	6	4	10	8	5	5	28	4	1	5	1	36	23	14	20	18	
NUMBER OF RESPONDENTS		38	637	6	4	10	8	5	5	28	4	1	5	1	36	23	14	20	18	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

NQ13 RATING OF ALL HEALTH CARE

	TCH TOT ADLT	OHP TOT ADLT	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	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
NQ13 0-6	59 26%	821 21%	4 19%	14 47%	7 20%	13 24%	18 30%	2 8%	49 26%	~	~	~	~	1 14%	8 38%	3 25%	55 26%	27 21%	29 30%	14 19%	44 29%
7-8	79 34%	1319 34%	6 29%	10 33%	13 37%	23 43%	18 30%	6 23%	66 35%	~	2 50%	~	1 50%	3 43%	4 19%	4 33%	70 33%	40 31%	35 36%	32 44%*	44 29%*
9-10	92 40%	1746 45%	11 52%	6 20%	15 43%	18 33%	24 40%	18 69%	73 39%	1 100%	2 50%	~	1 50%	3 43%	9 43%	5 42%	85 40%	60 47%*	32 33%	27 37%	65 42%
VALID CASES	230	3886	21	30	35	54	60	26	188	1	4	~	2	7	21	12	210	127	96	73	153
NUMBER OF RESPONDENTS	230 100%	3886 100%	21 100%	30 100%	35 100%	54 100%	60 100%	26 100%	188 100%	1 100%	4 100%	~	2 100%	7 100%	21 100%	12 100%	210 100%	127 100%	96 100%	73 100%	153 100%
MEAN	2.14	2.24	2.33	1.73	2.23	2.09	2.10	2.62	2.13	3.00	2.50	~	2.50	2.29	2.05	2.17	2.14	2.26	2.03	2.18	2.14
p stat_(*=Sig @ p<=.05)		.050*	~	~	~.581	.625	~	~	~	~	~	~	~	~	~	~	~	~.014*	.072	.641	.862

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

	TCH TOT ADLT	OHP TOT ADLT	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
NQ23 0-6	50 20%	644 16%	8 31%~	10 27%~	5 14%~	7 15%~	14 22%	3 10%~	40 20%	~	~	1 ~ 50%~	5 ~ 22%~	4 22%~	43 20%~	22 15%	25 25%	10 13%*	37 23%		
7-8	58 23%	927 23%	7 27%~	14 38%~	10 27%~	10 21%~	9 14%*	7 23%~	46 23%	~	1 25%~	~	4 ~ 44%~	6 26%~	4 22%~	51 23%~	39 27%	18 18%	18 23%	39 24%	
9-10	144 57%	2413 61%	11 42%~	13 35%~	22 59%~	30 64%~	41 64%	20 67%~	112 57%	1 100%~	3 75%~	1 ~ 50%~	5 56%~	12 52%~	10 56%~	126 57%~	81 57%	57 57%	51 65%	87 53%	
VALID CASES	252	3984	26	37	37	47	64	30	198	1	4	2	9	23	18	220	142	100	79	163	
NUMBER OF RESPONDENTS	252 100%	3984 100%	26 100%	37 100%	37 100%	47 100%	64 100%	30 100%	198 100%	1 100%	4 100%	2 100%	9 100%	23 100%	18 100%	220 100%	142 100%	100 100%	79 100%	163 100%	
MEAN	2.37	2.44	2.12	2.08	2.46	2.49	2.42	2.57	2.36	3.00	2.75	2.00	2.56	2.30	2.33	2.38	2.42	2.32	2.52	2.31	
p stat_(*=Sig @ p<=.05)		.112	~	~	~	~.582	~	.719	~	~	~	~	~	~	~	~	.345	.403	.038*	.065	

[ASKED IF Q15 = YES]



NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE
NQ27 0-6	14 13%	230 13%	1 17%	2 15%	3 30%	2 8%	4 13%	2 11%	14 16%	~	~	~	~	~	~	14 ~ 14%	5 10%	8 15%	2 6%	12 17%
7-8	24 23%	475 27%	1 17%	8 62%	2 20%	2 8%	9 28%	2 11%	22 25%	~	1 50%	~	~	1 11%	~	24 ~ 24%	10 20%	14 27%	7 21%	17 24%
9-10	66 63%	1078 60%	4 67%	3 23%	5 50%	21 84%	19 59%	14 78%	52 59%	~	1 50%	~	3 ~100%	8 89%	2 100%	62 ~ 62%	35 70%	30 58%	25 74%	41 59%
VALID CASES	104	1782	6	13	10	25	32	18	88	2			3	9	2	100	50	52	34	70
NUMBER OF RESPONDENTS	104 100%	1782 100%	6 100%	13 100%	10 100%	25 100%	32 100%	18 100%	88 100%	2 100%			3 100%	9 100%	2 100%	100 100%	50 100%	52 100%	34 100%	70 100%
MEAN	2.50	2.48	2.50	2.08	2.20	2.76	2.47	2.67	2.43	2.50			3.00	2.89	3.00	2.48	2.60	2.42	2.68	2.41
p stat_(*=Sig @ p<=.05)		.715	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.176	.280	~	~

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

NQ35 RATING OF HEALTH PLAN

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN AMER	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC PAN-	NOT HIS- IC PAN-	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE				
NQ35																						
0-6	67 22%	1152 23%	3 9%	12 25%	11 22%	15 25%	17 23%	6 18%	52 21%	~	~	~	~	2 17%	10 34%	3 14%	61 22%	31 17%*	32 27%	19 17%	45 24%	
7-8	99 32%	1595 32%	15 44%	19 40%	21 42%	15 25%	20 27%	6 18%	80 33%	~	2 50%	~	1 50%	6 50%	7 24%	6 29%	88 32%	58 33%	40 34%	34 31%	62 33%	
9-10	142 46%	2187 44%	16 47%	17 35%	18 36%	29 49%	36 49%	22 65%	113 46%	1 100%	2 50%	~	1 50%	4 33%	12 41%	12 57%	123 45%	89 50%	47 39%	57 52%	82 43%	
VALID CASES	308	4933	34	48	50	59	73	34	245	1	4		2	12	29	21	272	178	119	110	189	
NUMBER OF RESPONDENTS	308 100%	4933 100%	34 100%	48 100%	50 100%	59 100%	73 100%	34 100%	245 100%	1 100%	4 100%		2 100%	12 100%	29 100%	21 100%	272 100%	178 100%	119 100%	110 100%	189 100%	
MEAN	2.24	2.21	2.38	2.10	2.14	2.24	2.26	2.47	2.25	3.00	2.50		2.50	2.17	2.07	2.43	2.23	2.33	2.13	2.35	2.20	
p stat_(*=Sig @ p<=.05)		.428	~	~	.298	.949	.840	~	.814	~	~	~	~	~	~	~	~	~	.034*	.040*	.086	.177

NQ35Z RATING OF INTERPRETER

	TCH TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NQ35Z 0-6		6 8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
7-8		26 31%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
9-10	1 100%	52 62%	~	~	~	~	~	1 ~100%	~	1 ~100%	~	~	~	1 ~100%	1 ~100%	~	~	1 ~100%
VALID CASES NUMBER OF RESPONDENTS	1 100%	85 100%					1 100%	1 100%		1 100%				1 100%	1 100%			1 100%
MEAN	3.00	2.54				3.00		3.00						3.00	3.00			3.00
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

GETTING NEEDED CARE

	TCH TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
NPRBSEE4 NQ25	2.47	2.27	2.57	2.54	2.25	2.44	2.46	2.61	2.41	2.50			3.00	2.80	3.00	2.47	2.65	2.30	2.39	2.51	
p stat_(*=Sig @ p<=.05)		.001*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.015*	.006*	~	~	
NCARNES4 NQ14	2.27	2.31	2.00	2.00	2.40	2.25	2.30	2.67	2.28	2.00	2.25		2.50	2.14	2.29	1.92	2.30	2.37	2.16	2.19	2.32
p stat_(*=Sig @ p<=.05)		.318	~	~	~.830	.694	~	~	~	~	~	~	~	~	~	~	~.030*	.098	.346	.144	
COMPOSITE	2.37	2.29	2.29	2.27	2.32	2.34	2.38	2.64	2.35	2.00	2.38	x	2.50	2.57	2.54	2.46	2.38	2.51	2.23	2.29	2.42
p stat_(*=Sig @ p<=.05)		.214	~	~	~.815	.928	~	~	~	~	~	~	~	~	~	~	~	.008*	.049*	.385	.249

GETTING CARE QUICKLY

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
NCARSN4 NQ4	2.41	2.38	2.27	2.12	2.07	2.69	2.59	2.80	2.46	3.00	3.00	2.50	2.25	2.38	2.20	2.47	2.47	2.46	2.43	2.48	
p stat_(*=Sig @ p<=.05)		.572	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.488	.562	~	~	
NAPGET4 NQ6	2.27	2.29	2.00	2.29	2.12	2.27	2.29	2.67	2.30	2.00	2.67	1.50	2.00	2.27	1.75	2.31	2.32	2.22	2.22	2.30	
p stat_(*=Sig @ p<=.05)		.742	~	~	~	~	.908	~	~	~	~	~	~	~	~	~	.432	.376	.488	.535	
COMPOSITE	2.34	2.33	2.14	2.20	2.10	2.48	2.44	2.73	2.38	2.50	2.83	x	2.00	2.13	2.32	1.97	2.39	2.39	2.34	2.32	2.39
p stat_(*=Sig @ p<=.05)		.881	~	~	~	.242	.366	~	~	~	~	~	~	~	~	~	.438	.944	.828	.337	

HOW WELL DOCTORS COMMUNICATE

	TCH TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
NDREXPL4 NQ17	2.50	2.60	2.29	2.33	2.54	2.50	2.47	2.74	2.48	3.00	2.50	3.00	3.00	2.42	2.13	2.50	2.53	2.46	2.57	2.46
p stat_(*=Sig @ p<=.05)		.036*	~	~	~	~.791	~	~	~	~	~	~	~	~	~	~	.443	.557	.316	.278
NDRLSTN4 NQ18	2.50	2.57	2.29	2.20	2.62	2.41	2.51	2.85	2.47	2.00	3.00	3.00	2.80	2.47	2.22	2.51	2.54	2.45	2.52	2.49
p stat_(*=Sig @ p<=.05)		.146	~	~	~	~.867	~	~	~	~	~	~	~	~	~	~	.315	.512	.724	.799
NDRESPU4 NQ19	2.57	2.65	2.48	2.33	2.62	2.53	2.54	2.85	2.56	2.00	3.00	3.00	3.00	2.42	2.22	2.57	2.63	2.51	2.60	2.55
p stat_(*=Sig @ p<=.05)		.079	~	~	~	~.716	~	~	~	~	~	~	~	~	~	~	.216	.326	.632	.608
NDRTMEN4 NQ20	2.37	2.46	1.95	2.24	2.38	2.32	2.45	2.69	2.40	2.50	2.00	2.80	1.95		2.11	2.37	2.38	2.36	2.32	2.39
p stat_(*=Sig @ p<=.05)		.092	~	~	~	~.367	~	~	~	~	~	~	~	~	~	~	.806	.974	.600	.513
COMPOSITE	2.48	2.57	2.25	2.28	2.54	2.44	2.49	2.78	2.48	2.33	2.75	x 2.75	2.90	2.32	2.17	2.49	2.52	2.45	2.50	2.47
p stat_(*=Sig @ p<=.05)		.371	~	~	~	~.942	~	~	~	~	~	~	~	~	~	~	.628	.736	.856	.872

CUSTOMER SERVICE

	TCH TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
NPBCLCS4 NQ31	2.29	2.14	2.38	2.07	2.33	2.17	2.39	2.55	2.33	1.00				2.00	2.40	1.80	2.32	2.49	2.00	2.36	2.26
p stat_(*=Sig @ p<=.05)		.063	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ32	2.72	2.59	2.88	2.57	2.72	2.71	2.83	2.82	2.76	1.50				2.80	2.80	2.80	2.74	2.82	2.62	2.70	2.77
p stat_(*=Sig @ p<=.05)		.048*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.50	2.37	2.63	2.32	2.53	2.44	2.61	2.68	2.55	1.25	x	x	x	2.40	2.60	2.30	2.53	2.66	2.31	2.53	2.52
p stat_(*=Sig @ p<=.05)		.365	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

	TCH TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE
NRXWHY NQ10	2.29	2.23	2.33	2.26	2.29	2.45	2.06	2.56	2.28	3.00		2.00	2.60	2.40	2.31	2.34	2.26	2.27	2.32
p stat_(*=Sig @ p<=.05)		.364	~	~	~	~	~	~	~	~	~	~	~	~	~	.422	.737	~	~
NRXWYNT NQ11	1.93	1.87	1.83	2.05	2.06	1.97	1.75	2.06	1.93	3.00		1.75	2.10	2.40	1.94	2.03	1.85	2.00	1.91
p stat_(*=Sig @ p<=.05)		.369	~	~	~	~	~	~	~	~	~	~	~	~	~	.136	.282	~	~
NRXBST NQ12	2.45	2.44	2.67	2.47	2.50	2.13	2.58	2.53	2.35	3.00		3.00	3.00	3.00	2.42	2.43	2.43	2.53	2.40
p stat_(*=Sig @ p<=.05)		.956	~	~	~	~	~	~	~	~	~	~	~	~	~	.847	.888	~	~
COMPOSITE	2.22	2.18	2.28	2.26	2.28	2.18	2.13	2.38	2.19	x 3.00	x	x 2.25	2.57	2.60	2.22	2.27	2.18	2.27	2.21
p stat_(*=Sig @ p<=.05)		.694	~	~	~	~	~	~	~	~	~	~	~	~	~	.625	.710	~	~



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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
PRBSEE4 Q25	88%	78%	86%	85%	92%	89%	89%	89%	86%	100%			100%	100%	100%	89%	94%	82%	87%	89%	
CARNES4 Q14	78%	82%	67%	63%	89%	81%	77%	93%	78%	100%	75%		100%	71%	81%	67%	79%	83%	73%	75%	80%
AVERAGE	83.3	79.8	76.2	74.0	90.1	85.0	82.6	90.7	82.3	100	87.5	x	100	85.7	90.5	83.3	83.9	88.5	77.9	81.1	84.8

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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
CARSN4 Q4	81%	82%	73%	71%	67%	88%	96%	93%	84%	100%	100%		100%	75%	75%	80%	84%	83%	85%	81%	85%
APGET4 Q6	77%	79%	58%	82%	75%	78%	75%	87%	78%	100%	100%		50%	50%	77%	42%	79%	78%	75%	74%	78%
AVERAGE	78.9	80.1	65.3	76.4	70.8	83.1	85.6	90.4	81.0	100	100	x	75.0	62.5	76.1	60.8	81.3	80.4	79.8	77.5	81.6

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
DREXPL4 Q17	86%	92%	76%	76%	89%	87%	88%	93%	87%	100%	100%	100%	100%	74%	63%	87%	87%	85%	88%	85%	
DRLSTN4 Q18	83%	89%	67%	70%	86%	80%	89%	93%	83%	100%	100%	100%	100%	74%	78%	83%	83%	84%	83%	83%	
DRESPU4 Q19	85%	91%	81%	71%	90%	82%	88%	93%	86%	100%	100%	100%	100%	74%	67%	86%	88%	83%	87%	84%	
DRTMEN4 Q20	80%	86%	55%	76%	86%	76%	84%	96%	81%	100%	100%	100%	100%	58%	78%	80%	80%	81%	77%	82%	
AVERAGE	83.4	89.3	69.7	73.5	87.8	81.3	87.2	93.5	84.1	100	100	x	100	100	69.7	71.2	83.9	84.4	83.4	83.9	83.5

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

	TCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
PBCLCS4 Q31	79%	73%	88%	71%	78%	72%	83%	91%	83%	0%				60%	80%	60%	80%	86%	69%	76%	81%
CSRESP Q32	94%	91%	100%	86%	100%	94%	94%	100%	96%	50%				100%	100%	100%	95%	96%	94%	94%	96%
AVERAGE	86.8	82.1	93.8	78.6	88.9	83.2	88.9	95.5	89.1	25.0	x	x	x	80.0	90.0	80.0	87.3	91.2	81.3	84.8	88.9

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	TCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
RXWHY Q10	84%	80%	83%	84%	88%	90%	75%	94%	84%	100%		50%	100%	80%	86%	86%	83%	86%	84%		
RXWYNT Q11	66%	61%	50%	79%	71%	72%	56%	65%	66%	100%		50%	80%	80%	67%	70%	63%	71%	65%		
FRXBST Q12	72%	72%	83%	74%	75%	57%	79%	76%	68%	100%		100%	100%	100%	71%	72%	72%	76%	70%		
AVERAGE	74.3	70.8	72.2	78.9	77.9	72.9	70.0	78.3	72.8	x	100	x	x	66.7	93.3	86.7	74.4	76.0	72.7	78.0	72.9

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q1	TCH TOT CHLD																			
YES	345	5863	3	62	94	100	86	230	2	2	1	1	17	50	84	241	318	9	254	91
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	5	155			2	1	2	4							2	3	5		2	3
VALID CASES	345	5863	3	62	94	100	86	230	2	2	1	1	17	50	84	241	318	9	254	91
NUMBER OF RESPONDENTS	350	6018	3	62	96	101	88	234	2	2	1	1	17	50	86	244	323	9	256	94
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q3 YES	110 32%	1775 30%	1 33%	21 34%	28 30%	32 32%	28 33%	72 31%	1 50%	~	~	~	5 31%	19 39%	21 25%	85 35%*	100 31%	5 56%	72 29%*	38 41%*
NO	233 68%	4117 70%	2 67%	40 66%	66 70%	67 68%	58 67%	160 69%	1 50%	2 100%	1 100%	1 100%	11 69%	30 61%	63 75%	156 65%*	218 69%	4 44%	178 71%*	55 59%*
NOT ANSWERED	7	126		1	2	2	2	2					1	1	2	3	5		6	1
VALID CASES	343	5892	3	61	94	99	86	232	2	2	1	1	16	49	84	241	318	9	250	93
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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				
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q4 NEVER	28	2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
SOMETIMES	10 10%	167 10%	~	1 5%	3 11%	4 14%	2 8%	6 9%	~	~	~	~	~	2 11%	2 10%	8 10%	8 9%	1 20%	6 9%	4 11%	
USUALLY	11 11%	270 16%	1 100%	3 16%	2 7%	1 3%	4 15%	7 11%	~	~	~	~	~	1 33%	1 5%	3 15%	8 10%	10 11%	1 20%	4 6%	7 19%
ALWAYS	81 79%	1252 73%	~	15 79%	22 81%	24 83%	20 77%	53 80%	1 100%	~	~	~	~	2 67%	16 84%	15 75%	62 79%	74 80%	3 60%	56 85%	25 69%
#ALWAYS + USUALLY (NET)	92 90%	1522 89%	1 100%	18 95%	24 89%	25 86%	24 92%	60 91%	1 100%	~	~	~	~	3 100%	17 89%	18 90%	70 92%	84 91%	4 80%	60 91%	32 89%
TOP BOX SCORE	81 79%	1252 73%	~	15 79%	22 81%	24 83%	20 77%	53 80%	1 100%	~	~	~	~	2 67%	16 84%	15 75%	62 79%	74 80%	3 60%	56 85%	25 69%
NOT ANSWERED	8	136	~	2	1	3	2	6	~	~	~	~	~	2	~	1	7	8	~	6	2
VALID CASES	102	1718	1	19	27	29	26	66	1	~	~	~	~	3	19	20	78	92	5	66	36
NUMBER OF RESPONDENTS	110	1854	1	21	28	32	28	72	1	~	~	~	~	5	19	21	85	100	5	72	38
	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 FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q5																				
YES	215 63%	3764 65%	3 100%~	46 77%*	59 63%	53 52%*	54 62%	149 64%	2 100%~	~	1 ~100%~	10 59%~	33 67%~	48 56%	156 65%	199 62%~	7 88%~	139 55%*	76 82%*	
NO	129 37%	2063 35%	~	14 23%*	34 37%	48 48%*	33 38%	83 36%	2 ~100%~	1 ~100%~	1 ~	7 ~ 41%~	16 33%~	37 44%	85 35%	121 38%~	1 12%~	112 45%*	17 18%*	
NOT ANSWERED	6	192		2	3		1	2					1	1	3	3	1	5	1	
VALID CASES	344	5826	3	60	93	101	87	232	2	2	1	1	17	49	85	241	320	8	251	93
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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				
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q6 NEVER	1 0.5%	57 2%*	~	2%~	~	~	~	1 0.7%	~	~	~	~	~	1 2%~	1 0.5%~	1 0.8%~	~	~		
SOMETIMES	19 9%	442 13%	~	3 7%~	5 9%	7 15%~	4 8%~	11 8%	~	~	~	1 12%~	4 12%~	6 13%~	13 9%	18 10%~	14 11%~	5 7%		
USUALLY	57 28%	870 25%	~	12 26%~	15 26%~	12 25%~	18 37%~	43 30%	~	~	~	~	5 15%~	10 22%~	42 29%	50 27%~	4 67%~	34 26%	23 33%	
ALWAYS	126 62%	2092 60%	100%~	3 65%~	30 65%~	37 60%~	29 55%~	27 61%	86 100%~	2	~	~	7 88%~	24 73%~	28 62%~	92 63%	119 63%~	2 33%~	84 63%	42 60%
#ALWAYS + USUALLY (NET)	183 90%	2961 86%*	100%~	3 91%~	42 91%~	52 91%~	41 85%~	45 92%~	129 91%	2 100%~	~	~	7 88%~	29 88%~	38 84%~	134 91%	169 90%~	6 100%~	118 89%	65 93%
TOP BOX SCORE	126 62%	2092 60%	100%~	3 65%~	30 65%~	37 60%~	29 55%~	27 61%	86 100%~	2	~	~	7 88%~	24 73%~	28 62%~	92 63%	119 63%~	2 33%~	84 63%	42 60%
NOT ANSWERED	12	259			2	5	5	8				1	2	3	9	11	1	6	6	
VALID CASES	203	3460	3	46	57	48	49	141	2			8	33	45	147	188	6	133	70	
NUMBER OF RESPONDENTS	215	3719	3	46	59	53	54	149	2			1	10	33	48	156	199	7	139	76
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q5 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	NO CCC	CCC			
Q7 NONE	98 29%	1770 31%	10 ~ 16%*	30 32%	37 39%*	21 24%	65 28%	1 ~100%	~	2 ~ 13%	14 29%	25 30%	67 28%	92 29%	1 11%	84 34%*	14 15%*			
1 TIME	101 30%	1587 28%	1 33%	26 42%*	24 26%	30 32%	20 32%	75 32%	~	1 ~100%	1 ~100%	5 31%	12 24%	21 26%	77 32%	98 31%	1 11%	78 31%	23 25%	
2	69 20%	1212 21%	1 33%	12 19%	20 22%	15 16%	21 24%	43 19%	1 50%	~	~	4 ~ 25%	11 22%	21 26%	43 18%	63 20%	1 11%	47 19%	22 24%	
3	40 12%	601 10%	1 33%	7 11%	11 12%	6 6%*	15 17%	28 12%	1 50%	~	~	2 ~ 13%	5 10%	9 11%	30 12%	38 12%	1 11%	24 10%	16 18%	
4	13 4%	266 5%	3 ~ 5%	5 5%	2 2%	3 3%	9 4%	~	~	~	~	2 ~ 13%	2 4%	3 4%	10 4%	13 4%	~	9 4%	4 4%	
5 TO 9	17 5%	243 4%	4 ~ 6%	3 3%	5 5%	5 6%	10 4%	~	~	~	~	1 ~ 6%	5 10%	3 4%	13 5%	11 3%	5 56%	6 2%*	11 12%*	
10 OR MORE TIMES	1 0.3%	84 1%*	~	~	~	~	1 ~0.4%	~	~	~	~	~	~	1 ~0.4%	1 0.3%	~	~	1 ~ 1%		
NOT ANSWERED	11	255			3	6	2	3	1			1	1	4	3	7		8	3	
VALID CASES	339	5763	3	62	93	95	86	231	2	1	1	1	16	49	82	241	316	9	248	91
NUMBER OF RESPONDENTS	350	6018	3	62	96	101	88	234	2	2	1	1	17	50	86	244	323	9	256	94
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q8 #YES	176 74%	2722 69%	2 67%~	37 74%	48 77%	46 79%	43 66%	114 69%*	2 100%~		1 ~100%~	11 85%~	30 88%~	46 82%	123 72%	164 74%~	5 63%~	115 71%	61 79%
NO	62 26%	1206 31%	1 33%~	13 26%	14 23%	12 21%	22 34%	51 31%*	~	1 ~100%~		2 ~15%~	4 12%~	10 18%	49 28%	57 26%~	3 37%~	46 29%	16 21%
NOT ANSWERED	3	97		2	1			1				1	1	1	2	3		3	
VALID CASES	238	3927	3	50	62	58	65	165	2	1	1	13	34	56	172	221	8	161	77
NUMBER OF RESPONDENTS	241	4024	3	52	63	58	65	166	2	1	1	14	35	57	174	224	8	164	77
	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, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER?

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER				
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
Q9 NEVER	2 0.8%	99 3%*	~	~	~	2%	2%	1 0.6%	~	~	1 ~100%	~	~	~	~	2 1%	2 0.9%	~	~	2 1%	~
SOMETIMES	20 8%	362 9%	~	10%	5 8%	2 4%	8 13%	13 8%	1 50%	~	~	~	~	2 6%	5 9%	14 8%	18 8%	1 13%	15 9%	5 6%	
USUALLY	61 26%	854 22%	~	19%	10 31%	19 32%	14 22%	37 22%	~	~	~	~	6 46%	10 29%	16 29%	42 24%	55 25%	4 50%	43 27%	18 23%	
ALWAYS	155 65%	2627 67%	100%	71%	3 61%	37 63%	38 64%	41 69%*	1 50%	~	~	1 ~100%	7 54%	22 65%	35 62%	115 66%	147 66%	3 37%	101 63%	54 70%	
#ALWAYS + USUALLY (NET)	216 91%	3480 88%	100%	90%	3 92%	47 95%	57 86%	54 92%	55 90%	1 50%	~	1 ~100%	13 100%	32 94%	51 91%	157 91%	202 91%	7 88%	144 89%	72 94%	
TOP BOX SCORE	155 65%	2627 67%	100%	71%	3 61%	37 63%	38 64%	41 69%*	1 50%	~	~	1 ~100%	7 54%	22 65%	35 62%	115 66%	147 66%	3 37%	101 63%	54 70%	
NOT ANSWERED	3	83			1	1	1					1	1	1	1	2		3			
VALID CASES	238	3941	3	52	62	57	64	166	2		1	1	13	34	56	173	222	8	161	77	
NUMBER OF RESPONDENTS	241 100%	4024 100%	3 100%	52 100%	62 100%	57 100%	64 100%	166 100%	2 100%		1 100%	1 100%	14 100%	35 100%	57 100%	174 100%	224 100%	8 100%	164 100%	77 100%	

[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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q10 YES	73 31%	1194 30%	~	24%	31%	33%	35%	47 28%	1 50%~	~	1 ~100%~	2 15%~	14 40%~	14 25%	54 31%	64 29%~	5 63%~	36 22%*	37 48%*	
NO	164 69%	2727 70%	100%~	3 76%	39 69%	42 67%	38 65%	42 72%	1 50%~	~100%~	1 ~	11 85%~	21 60%~	41 75%	119 69%	157 71%~	3 37%~	124 78%*	40 52%*	
NOT ANSWERED	4	102		1	2	1		1				1		2	1	3		4		
VALID CASES	237	3922	3	51	61	57	65	165	2		1	1	13	35	55	173	221	8	160	77
NUMBER OF RESPONDENTS	241	4024	3	52	63	58	65	166	2		1	1	14	35	57	174	224	8	164	77
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q11 NOT AT ALL	2 3%	40 4%	~	~	1 5%	1 6%	~	~	~	~	~	~	~	1 7%	1 7%	1 2%	2 3%	~	2 6%	~
A LITTLE	5 7%	110 10%	~	1 9%	1 5%	1 6%	2 9%	1 2%	~	~	~	~	~	1 7%	1 7%	1 2%	3 5%	~	5 15%	~
SOME	18 26%	287 26%	~	1 9%	5 26%	7 39%	5 23%	13 30%	1 100%	~	~	1 ~100%	~	2 ~14%	5 36%	13 25%	16 26%	2 40%	6 18%	12 32%
#A LOT	45 64%	660 60%	~	9 82%	12 63%	9 50%	15 68%	30 68%	~	~	~	~	2 ~100%	10 71%	7 50%	36 71%	40 66%	3 60%	20 61%	25 68%
NOT ANSWERED	3	40		1		1	1	3								3	3		3	
VALID CASES	70	1098		11	19	18	22	44	1			1	2	14	14	51	61	5	33	37
NUMBER OF RESPONDENTS	73	1138		12	19	19	23	47	1			1	2	14	14	54	64	5	36	37
	100%	100%		100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q12 NOT AT ALL	8 12%	204 19%	~	2 18%	1 6%	2 11%	3 13%	4 9%	~	~	~	~	~	2 15%	3 23%	4 8%	7 12%	1 20%	6 19%	2 6%
A LITTLE	13 19%	171 16%	~	3 27%	2 13%	4 22%	4 17%	9 21%	~	~	~	~	~	2 15%	1 8%	10 20%	11 19%	~	6 19%	7 19%
SOME	24 35%	343 31%	~	1 9%	6 38%	8 44%	9 39%	17 40%	1 100%	~	~	1 100%	~	3 23%	2 15%	22 44%	20 34%	4 80%	9 28%	15 42%
#A LOT	23 34%	374 34%	~	5 45%	7 44%	4 22%	7 30%	13 30%	~	~	~	~	~	2 100%	6 46%	7 54%	14 28%	21 36%	11 34%	12 33%
NOT ANSWERED	5	47		1	3	1		4						1	1	4	5		4	1
VALID CASES	68	1091		11	16	18	23	43	1		1	2	13	13	50	59	5		32	36
NUMBER OF RESPONDENTS	73	1138		12	19	19	23	47	1		1	2	14	14	54	64	5		36	37
	100%	100%		100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%

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



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
Q13 #YES	62 87%	872 80%*	~ 82%	16 84%	15 83%	22 96%	39 87%	1 100%	~	~	1 100%	2 100%	13 93%	11 79%	47 90%	54 87%	4 80%	28 82%	34 92%
NO	9 13%	225 20%*	~ 18%	3 16%	3 17%	1 4%	6 13%	~	~	~	~	~	1 7%	3 21%	5 10%	8 13%	1 20%	6 18%	3 8%
NOT ANSWERED	2	42	1		1		2							2	2		2		
VALID CASES	71	1096	11	19	18	23	45	1			1	2	14	14	52	62	5	34	37
NUMBER OF RESPONDENTS	73	1138	12	19	19	23	47	1			1	2	14	14	54	64	5	36	37
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Q14 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q14 WORST HEALTH CARE POSSIBLE	4	0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
01	1	5	~	~	~	~	1	1	~	~	~	~	~	1	1	1	1	~		
	0.4%	0.1%	~	~	~	~	2%	0.6%	~	~	~	~	~	~0.6%	~0.5%	~	~0.6%	~		
02	1	15	~	~	~	1	~	~	~	~	~	~	~	1	~	~	1	~		
	0.4%	0.4%	~	~	~	2%	~	~	~	~	~	~	~	2%	~	~	~0.6%	~		
03	2	33	~	~	~	~	2	2	~	~	~	~	~	2	2	2	1	1		
	0.8%	0.8%	~	~	~	~	3%	1%	~	~	~	~	~	1%	0.9%	~	~0.6%	1%		
04	7	53	~	1	2	1	3	4	1	~	~	~	1	2	5	6	1	4	3	
	3%	1%	~	2%	3%	2%	5%	2%	50%	~	~	~	~	3%	4%	3%	3%	13%	2%	4%
05	7	141	~	1	~	1	5	5	~	~	~	~	1	1	5	5	1	5	2	
	3%	4%	~	2%	~	2%	8%	3%	~	~	~	~	8%	~	2%	3%	2%	13%	3%	3%
06	7	124	~	2	1	3	1	4	~	~	~	~	3	7	7	7	~	5	2	
	3%	3%	~	4%	2%	5%	2%	2%	~	~	~	~	9%	~	4%*	3%	~	3%	3%	
07	18	316	~	4	7	2	5	10	~	~	1	3	1	3	14	15	2	12	6	
	8%	8%	~	8%	11%	4%	8%	6%	~	~100%	~	~23%	~3%	5%	8%	7%	25%	7%	8%	
08	56	886	~	7	18	18	13	40	1	~	~	~	2	6	15	37	52	1	35	21
	24%	23%	~	13%*	30%	32%	20%	24%	50%	~	~	~	15%	17%	27%	22%	24%	13%	22%	28%
09	55	849	67%	2	10	10	15	18	~	~	1	3	5	12	42	52	3	36	19	
	23%	22%	~	19%	16%	27%	28%	26%	~	~	~100%	~23%	~14%	~22%	~24%	~24%	~37%	~22%	~25%	
BEST HEALTH CARE POSSIBLE	82	1476	33%	1	27	23	15	16	~	~	~	~	4	19	21	80	~	61	21	
	35%	38%	~	52%*	38%	27%	25%*	34%	~	~	~	~	31%	54%	38%	34%	~	38%	28%	
#8-10 (NET)	193	3211	100%	3	44	51	48	47	~	~	1	9	30	48	138	184	4	132	61	
	82%	82%	~	85%	84%	86%	73%	84%	50%	~	~100%	~69%	~86%	~87%	~80%	~84%	~50%	~82%	~81%	

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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	NO CCC	CCC	
9-10 (NET)	137 58%	2325 60%	3 100%	37 71%*	33 54%	30 54%	34 53%	98 60%	~	~	~100%	1 54%	7 69%	24 69%	33 60%	101 59%	132 60%	3 37%	97 60%	40 53%
NOT ANSWERED	5	122			2	2	1	2				1		2	2	4		3	2	
VALID CASES	236	3902	3	52	61	56	64	164	2		1	1	13	35	55	172	220	8	161	75
NUMBER OF RESPONDENTS	241 100%	4024 100%	3 100%	52 100%	63 100%	58 100%	65 100%	166 100%	2 100%		1 100%	1 100%	14 100%	35 100%	57 100%	174 100%	224 100%	8 100%	164 100%	77 100%
MEAN	8.49	8.59	9.33	8.94	8.64	8.43	7.98	8.53	6.00		7.00	9.00	8.38	8.91	8.62	8.47	8.58	7.25	8.54	8.37
p stat_(*=Sig @ p<=.05)		.324		~.017*	.366	.758	.019*	.570		~	~	~	~	~	.515	.741		~	~.474	.475

[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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q15 NEVER	5 2%	70 2%	~	2%	~	4 7%	~	3 2%	~	~	~	~	~	~	3 5%	1 0.6%	4 2%	~	5 3%*	~
SOMETIMES	21 9%	378 10%	~	4 8%	5 8%	2 4%*	10 16%	11 7%	1 50%~	~	~	1 100%~	4 33%~	1 3%~	6 11%	14 8%	20 9%~	~	13 8%	8 10%
USUALLY	66 28%	1179 30%	1 33%~	13 25%	20 32%	15 26%	17 27%	45 27%	~	~	1 100%~	~	1 8%~	11 31%~	14 25%	50 29%	59 27%~	6 75%~	43 27%	23 30%
ALWAYS	145 61%	2256 58%	2 67%~	33 65%	37 60%	36 63%	37 58%	107 64%	1 50%~	~	~	~	7 58%~	23 66%~	33 59%	108 62%	139 63%~	2 25%~	99 62%	46 60%
#ALWAYS + USUALLY (NET)	211 89%	3435 88%	3 100%~	46 90%	57 92%	51 89%	54 84%	152 92%	1 50%~	~	1 100%~	~	8 67%~	34 97%~	47 84%	158 91%	198 89%~	8 100%~	142 89%	69 90%
TOP BOX SCORE	145 61%	2256 58%	2 67%~	33 65%	37 60%	36 63%	37 58%	107 64%	1 50%~	~	~	~	7 58%~	23 66%~	33 59%	108 62%	139 63%~	2 25%~	99 62%	46 60%
NOT ANSWERED	4	141		1	1	1	1						2		1	1	2		4	
VALID CASES	237	3883	3	51	62	57	64	166	2		1	1	12	35	56	173	222	8	160	77
NUMBER OF RESPONDENTS	241 100%	4024 100%	3 100%	52 100%	63 100%	58 100%	65 100%	166 100%	2 100%		1 100%	1 100%	14 100%	35 100%	57 100%	174 100%	224 100%	8 100%	164 100%	77 100%

[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		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q16 YES	261 76%	4005 69%*	1 33%~	17 27%*	80 84%*	86 89%*	77 88%*	178 76%	2 100%~	2 100%~	1 100%~	1 100%~	11 65%~	36 72%	55 64%*	193 79%*	242 75%~	8 89%~	180 71%*	81 87%*
NO	84 24%	1827 31%*	2 67%~	45 73%*	15 16%*	11 11%*	11 12%*	55 24%	~	~	~	~	6 35%~	14 28%	31 36%*	50 21%*	80 25%~	1 11%~	72 29%*	12 13%*
NOT ANSWERED	5	187			1	4		1								1	1		4	1
VALID CASES	345	5831	3	62	95	97	88	233	2	2	1	1	17	50	86	243	322	9	252	93
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q17 YES	31 12%	460 12%		5 ~ 29%	8 11%	6 7%	12 16%	20 12%	1 50%				2 25%	8 23%	4 8%	27 15%*	27 12%	4 57%	15 9%*	16 20%*
NO	219 88%	3425 88%	1 100%	12 71%	68 89%	77 93%	61 84%	152 88%	1 50%	2 100%	1 100%	1 100%	6 75%	27 77%	49 92%	158 85%*	206 88%	3 43%	156 91%*	63 80%*
NOT ANSWERED	11	235			4	3	4	6					3	1	2	8	9	1	9	2
VALID CASES	250	3885	1	17	76	83	73	172	2	2	1	1	8	35	53	185	233	7	171	79
NUMBER OF RESPONDENTS	261 100%	4120 100%	1 100%	17 100%	80 100%	86 100%	77 100%	178 100%	2 100%	2 100%	1 100%	1 100%	11 100%	36 100%	55 100%	193 100%	242 100%	8 100%	180 100%	81 100%

[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		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q18 #YES	28 90%	368 88%	3 ~ 60%	8 ~ 100%	6 ~ 100%	11 ~ 92%	18 90%	1 100%	~	~	~	2 ~ 100%	7 88%	4 100%	24 89%	24 89%	4 100%	13 87%	15 94%
NO	3 10%	51 12%	2 ~ 40%	~	~	1 8%	2 10%	~	~	~	~	~	1 12%	3 11%	3 11%	~	2 13%	1 6%	
NOT ANSWERED		1																	
VALID CASES	31	419	5	8	6	12	20	1				2	8	4	27	27	4	15	16
NUMBER OF RESPONDENTS	31	420	5	8	6	12	20	1				2	8	4	27	27	4	15	16
	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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q19 YES	9 3%	202 3%	~	2 3%	1 1%	2 2%	4 5%	5 2%	~	~	~	~	1 6%	2 4%	~	8 3%	7 2%	1 11%	6 2%	3 3%
NO	334 97%	5625 97%	100%	~ 97%	99%	98%	95%	229 98%	2 100%	2 100%	1 100%	1 100%	16 94%	48 96%	86 100%	236 97%	316 98%	8 89%	243 98%	91 97%
NOT ANSWERED	7	191		1	2	4													7	
VALID CASES	343	5827	3	61	94	97	88	234	2	2	1	1	17	50	86	244	323	9	249	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%



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

			AGE					RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER				
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q20 NEVER	1 11%	22 11%	~	~	~	~	1 25%	~	~	~	~	~	1 100%	~	1 13%	1 14%	~	~	1 33%	~
SOMETIMES	4 44%	27 13%	~	~	~	2 100%	2 50%	1 20%	~	~	~	~	2 100%	~	3 37%	2 29%	1 100%	2 33%	2 67%	~
USUALLY		51 24%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS	4 44%	109 52%	~	2 100%	1 100%	~	1 25%	4 80%	~	~	~	~	~	~	4 50%	4 57%	~	4 67%	~	~
#ALWAYS + USUALLY (NET)	4 44%	160 76%	~	2 100%	1 100%	~	1 25%	4 80%	~	~	~	~	~	~	4 50%	4 57%	~	4 67%	~	~
TOP BOX SCORE	4 44%	109 52%	~	2 100%	1 100%	~	1 25%	4 80%	~	~	~	~	~	~	4 50%	4 57%	~	4 67%	~	~
NOT ANSWERED		12																		
VALID CASES	9	210		2	1	2	4	5					1	2	8	7	1	6	3	
NUMBER OF RESPONDENTS	9	222		2	1	2	4	5					1	2	8	7	1	6	3	
	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		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
Q21 #YES	7 88%	178 86%	~	1 50%	1 100%	1 100%	4 100%	4 80%	~	~	~	~	1 ~100%	2 ~100%	7 ~ 88%	6 86%	1 100%	4 80%	3 100%
NO	1 12%	30 14%	~	1 50%	~	~	1 20%	~	~	~	~	~	~	1 ~ 12%	1 14%	~	1 20%	~	
NOT ANSWERED	1	14				1												1	
VALID CASES	8	208		2	1	1	4	5					1	2	8	7	1	5	3
NUMBER OF RESPONDENTS	9	222		2	1	2	4	5					1	2	8	7	1	6	3
	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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q22 YES	18 5%	474 8%*	~	5 8%	5 5%	5 5%	3 3%	12 5%	1 50%~	~	~	~	~	5 10%	4 5%	14 6%	17 5%~	1 11%~	9 4%	9 10%
NO	318 95%	5319 92%*	100%~	92%~	95%~	95%~	97%~	217 95%	1 50%~	2 100%~	1 100%~	1 100%~	17 100%~	45 90%	82 95%	225 94%	301 95%~	8 89%~	235 96%	83 90%
NOT ANSWERED	14	225		3	5	4	2	5							5	5			12	2
VALID CASES	336	5793	3	59	91	97	86	229	2	2	1	1	17	50	86	239	318	9	244	92
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC
Q23 NEVER	3 17%	60 14%	~	~	1 20%	1 20%	1 33%	1 8%	~	~	~	~	~	2 40%	3 21%	2 12%	1 100%	1 11%	2 22%
SOMETIMES	2 11%	71 17%	~	~	1 20%	1 20%	~	1 100%	~	~	~	~	1 20%	1 25%	1 7%	2 12%	~	~	2 22%
USUALLY	4 22%	110 26%	~	1 20%	1 20%	2 40%	~	4 33%	~	~	~	~	~	1 25%	3 21%	4 24%	~	2 22%	2 22%
ALWAYS	9 50%	179 43%	~	4 80%	2 40%	1 20%	2 67%	7 58%	~	~	~	~	2 40%	2 50%	7 50%	9 53%	~	6 67%	3 33%
#ALWAYS + USUALLY (NET)	13 72%	289 69%	~	5 100%	3 60%	3 60%	2 67%	11 92%	~	~	~	~	2 40%	3 75%	10 71%	13 76%	~	8 89%	5 56%
TOP BOX SCORE	9 50%	179 43%	~	4 80%	2 40%	1 20%	2 67%	7 58%	~	~	~	~	2 40%	2 50%	7 50%	9 53%	~	6 67%	3 33%
NOT ANSWERED		24																	
VALID CASES	18	420		5	5	5	3	12	1				5	4	14	17	1	9	9
NUMBER OF RESPONDENTS	18	444		5	5	5	3	12	1				5	4	14	17	1	9	9
	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?

	TCH TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q24 #YES	7 39%	291 69%	2 ~ 40%	2 40%	1 20%	2 67%	4 33%	~	~	~	~	3 60%	1 25%	6 43%	7 41%	~	5 56%	2 22%
NO	11 61%	132 31%	3 ~ 60%	3 60%	4 80%	1 33%	8 67%	1 100%	~	~	~	2 40%	3 75%	8 57%	10 59%	1 100%	4 44%	7 78%
NOT ANSWERED		21																
VALID CASES	18	423	5	5	5	3	12	1			5	4	14	17	1	9	9	
NUMBER OF RESPONDENTS	18	444	5	5	5	3	12	1			5	4	14	17	1	9	9	
	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				
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC			
Q25 YES	59 18%	682 12%*	~	4 7%*	16 17%	16 17%	23 26%*	44 19%	2 100%~	~	~	~	2 12%~	10 20%~	8 10%*	51 21%*	52 16%~	7 78%~	15 6%*	44 48%*	
NO	277 82%	5109 88%*	100%~	3 93%*	54 83%	76 83%	80 74%*	64 81%	186 81%	~100%~	2 100%~	1 100%~	1 100%~	15 88%~	39 80%~	76 90%*	190 79%*	266 84%~	2 22%~	229 94%*	48 52%*
NOT ANSWERED	14	227		4	4	5	1	4						1	2	3	5		12	2	
VALID CASES	336	5791	3	58	92	96	87	230	2	2	1	1	17	49	84	241	318	9	244	92	
NUMBER OF RESPONDENTS	350	6018	3	62	96	101	88	234	2	2	1	1	17	50	86	244	323	9	256	94	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q26 NEVER	6 10%	90 14%	~	25%~	~	6%~	17%~	5 12%~	~	~	~	~	1 50%~	~	6 12%~	3 6%~	3 43%~	2 14%~	4 9%~	
SOMETIMES	8 14%	121 19%	~	~	20%~	6%~	17%~	5 12%~	~	~	~	~	3 30%~	2 25%~	6 12%~	7 14%~	1 14%~	~	8 18%~	
USUALLY	11 19%	156 24%	~	25%~	7%~	31%~	17%~	6 14%~	1 50%~	~	~	~	1 50%~	3 30%~	1 13%~	10 20%~	1 20%~	2 14%~	9 20%~	
ALWAYS	33 57%	284 44%*	~	50%~	73%~	56%~	48%~	27 63%~	1 50%~	~	~	~	4 40%~	5 63%~	28 56%~	31 61%~	2 29%~	10 71%~	23 52%~	
#ALWAYS + USUALLY (NET)	44 76%	440 68%	~	75%~	80%~	88%~	65%~	33 77%~	2 100%~	~	~	~	1 50%~	7 70%~	6 75%~	38 76%~	41 80%~	3 43%~	12 86%~	32 73%~
TOP BOX SCORE	33 57%	284 44%*	~	50%~	73%~	56%~	48%~	27 63%~	1 50%~	~	~	~	4 40%~	5 63%~	28 56%~	31 61%~	2 29%~	10 71%~	23 52%~	
NOT ANSWERED	1	25			1			1							1	1		1		
VALID CASES	58	651		4	15	16	23	43	2				2	10	8	50	51	7	14	44
NUMBER OF RESPONDENTS	59	676		4	16	16	23	44	2				2	10	8	51	52	7	15	44
	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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q27 #YES	28 49%	347 53%	~	2 50%	7 50%	7 44%	12 52%	20 48%	1 50%	~	~	~	1 50%	5 50%	2 25%	26 53%	25 50%	3 43%	7 50%	21 49%
NO	29 51%	304 47%	~	2 50%	7 50%	9 56%	11 48%	22 52%	1 50%	~	~	~	1 50%	5 50%	6 75%	23 47%	25 50%	4 57%	7 50%	22 51%
NOT ANSWERED	2	25			2		2								2	2			1	1
VALID CASES	57	651		4	14	16	23	42	2				2	10	8	49	50	7	14	43
NUMBER OF RESPONDENTS	59	676		4	16	16	23	44	2				2	10	8	51	52	7	15	44
	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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q28 YES	75 22%	1072 19%	~	19%	23%	21%	27%	58 25%	1 50%	~	~	~	5 31%	10 20%	13 15%*	61 25%*	69 22%~	6 67%~	34 14%*	41 45%*
NO	260 78%	4688 81%	100%~	81%	77%	79%	73%	172 75%	1 50%	2 100%	1 100%	1 100%	11 69%	40 80%	72 85%*	179 75%*	249 78%~	3 33%~	209 86%*	51 55%*
NOT ANSWERED	15	257		4	3	5	3	4					1		1	4	5		13	2
VALID CASES	335	5761	3	58	93	96	85	230	2	2	1	1	16	50	85	240	318	9	243	92
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q29 #YES	45 61%	609 56%	6 ~ 55%	12 60%	12 60%	15 65%	34 59%	1 100%	~	~	~	3 75%	7 70%	8 67%	36 59%	40 59%	5 83%	20 61%	25 61%
NO	29 39%	471 44%	5 ~ 45%	8 40%	8 40%	8 35%	24 41%	~	~	~	1 25%	3 30%	4 33%	25 41%	28 41%	1 17%	13 39%	16 39%	
NOT ANSWERED	1	35		1							1		1		1		1		
VALID CASES	74	1080	11	20	20	23	58	1			4	10	12	61	68	6	33	41	
NUMBER OF RESPONDENTS	75	1115	11	21	20	23	58	1			5	10	13	61	69	6	34	41	
	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		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q30 YES	309 92%	4998 86%*	3 100%~	56 95%	85 92%	83 86%*	82 95%	218 94%*	2 100%~	2 100%~	1 100%~	1 100%~	14 82%~	43 88%~	72 85%*	228 95%*	292 92%~	9 100%~	219 90%*	90 97%*
NO	27 8%	790 14%*	~	3 5%	7 8%	13 14%*	4 5%	13 6%*	~	~	~	~	3 18%~	6 12%~	13 15%*	13 5%*	27 8%~	~	24 10%*	3 3%*
NOT ANSWERED	14	230		3	4	5	2	3						1	1	3	4		13	1
VALID CASES	336	5788	3	59	92	96	86	231	2	2	1	1	17	49	85	241	319	9	243	93
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	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 & POOR	FAIR & POOR	NO CCC	CCC		
Q31 NONE	79 26%	1324 27%		6 ~ 11%*	23 29%	28 35%	22 27%	55 26%	2 ~100%~			4 ~ 31%~	11 26%~	18 26%	59 26%	74 26%~	3 33%~	63 30%*	16 18%*	
1 TIME	111 37%	1651 34%	1 33%~	26 46%	29 37%	34 42%	21 26%*	84 40%		1 ~100%~	1 ~100%~	3 23%~	14 33%~	21 30%	87 39%	107 38%~	2 22%~	83 40%	28 31%	
2	62 21%	1029 21%	1 33%~	14 25%	18 23%	9 11%*	20 25%	40 19%	1 50%~			3 ~ 23%~	10 23%~	22 32%*	39 17%*	61 21%~		42 20%	20 22%	
3	29 10%	462 9%		6 ~ 11%	4 5%	6 7%	13 16%	21 10%	1 50%~			1 ~ 8%~	4 9%~	6 9%	22 10%	27 10%~	1 11%~	15 7%*	14 16%*	
4	7 2%	201 4%*	1 33%~	1 2%	3 4%	1 1%	1 1%	6 3%					1 ~ 2%~	1 1%	6 3%	6 2%~	1 11%~	4 2%	3 3%	
5 TO 9	10 3%	173 4%		3 ~ 5%	1 1%	3 4%	3 4%	5 2%				2 ~ 15%~	3 7%~	1 1%	9 4%	8 3%~	2 22%~	2 1%*	8 9%*	
10 OR MORE TIMES	1 0.3%	32 0.6%					1 1%	~0.5%~							1 ~0.4%~	1 ~0.4%~			1 1%	
NOT ANSWERED	10	181			7	2	1	6				1		3	5	8		10		
VALID CASES	299	4872	3	56	78	81	81	212	2	2	1	1	13	43	69	223	284	9	209	90
NUMBER OF RESPONDENTS	309	5053	3	56	85	83	82	218	2	2	1	1	14	43	72	228	292	9	219	90
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC			
Q31A ALWAYS	2 0.9%	68 2%	~	~	1 2%	1 2%	1 0.6%	~	~	~	~	1 11%	~	2 4%	2 1%	~	2 1%	~			
USUALLY	1 0.5%	51 1%*	~	~	~	1 2%	~	~	~	~	~	1 3%	~	1 0.6%	~	1 17%	~	1 1%			
SOMETIMES	14 6%	288 8%	~	2 4%	4 7%	3 6%	5 8%	6 4%*	1 50%	~	1 100%	1 11%	~	11 22%*	3 2%*	13 6%	~	11 8%	3 4%		
NEVER	203 92%	3102 88%*	3 100%	48 96%	50 91%	49 92%	53 90%	150 96%*	1 50%	~	~	1 100%	7 78%	31 97%	38 75%*	160 98%*	195 93%	5 83%	133 91%	70 95%	
#NEVER + SOMETIMES (NET)	217 99%	3390 97%*	3 100%	50 100%	54 98%	52 98%	58 98%	156 99%	2 100%	~	~	1 100%	1 100%	8 89%	31 97%	49 96%	163 99%	208 99%	5 83%	144 99%	73 99%
TOP BOX SCORE	203 92%	3102 88%*	3 100%	48 96%	50 91%	49 92%	53 90%	150 96%*	1 50%	~	~	1 100%	7 78%	31 97%	38 75%*	160 98%*	195 93%	5 83%	133 91%	70 95%	
NOT ANSWERED		31																			
VALID CASES	220	3509	3	50	55	53	59	157	2	1	1	9	32	51	164	210	6	146	74		
NUMBER OF RESPONDENTS	220	3540	3	50	55	53	59	157	2	1	1	9	32	51	164	210	6	146	74		
	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]

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				
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC			
Q32 NEVER	5 2%	74 2%	~	~	3 5%	1 2%	1 2%	1 0.6%	~	~	~	~	~	3 9%	2 4%	2 1%	5 2%	~	2 1%	3 4%	
SOMETIMES	10 5%	183 5%	33%~	3 6%~	1 2%	3 6%	2 3%	5 3%	1 50%~	~	1 ~100%~	~	~	2 6%	3 6%	7 4%	9 4%~	1 17%~	7 5%	3 4%	
USUALLY	34 16%	573 16%	~	2 4%~	10 18%	5 9%	17 29%*	23 15%	~	~	~	~	3 33%~	4 13%~	9 18%	25 15%	30 14%~	3 50%~	21 14%	13 18%	
ALWAYS	170 78%	2676 76%	67%~	44 90%~	41 75%	44 83%	39 66%*	128 82%*	1 50%~	~	~	~	1 ~100%~	6 67%~	23 72%~	37 73%	130 79%	166 79%~	2 33%~	115 79%	55 74%
#ALWAYS + USUALLY (NET)	204 93%	3249 93%	67%~	46 94%~	51 93%	49 92%	56 95%	151 96%*	1 50%~	~	~	1 ~100%~	9 ~100%~	27 84%~	46 90%	155 95%	196 93%~	5 83%~	136 94%	68 92%	
TOP BOX SCORE	170 78%	2676 76%	67%~	44 90%~	41 75%	44 83%	39 66%*	128 82%*	1 50%~	~	~	~	1 ~100%~	6 67%~	23 72%~	37 73%	130 79%	166 79%~	2 33%~	115 79%	55 74%
NOT ANSWERED	1	33		1																1	
VALID CASES	219	3507	3	49	55	53	59	157	2		1	1	9	32	51	164	210	6	145	74	
NUMBER OF RESPONDENTS	220	3540	3	50	55	53	59	157	2		1	1	9	32	51	164	210	6	146	74	
	100%	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?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q33 NEVER	3 1%	29 0.8%	~	~	2%	2%	2%	1 0.6%	1 50%~	~	1 ~100%~	~	~	~	2 2%	1 1%	3 1%~	~	1 ~0.7%	2 3%
SOMETIMES	11 5%	199 6%	~	2 4%~	3 5%	1 2%	5 8%	8 5%	~	~	~	~	~	2 6%~	2 4%	9 5%	10 5%~	1 17%~	7 5%	4 5%
USUALLY	43 20%	611 17%	2 67%~	5 10%~	14 25%	7 13%	15 25%	28 18%	~	~	~	~	4 44%~	5 16%~	8 16%	35 21%	38 18%~	4 67%~	25 17%	18 24%
ALWAYS	162 74%	2666 76%	1 33%~	42 86%~	37 67%	44 83%	38 64%	120 76%	1 50%~	~	~	1 ~100%~	5 56%~	25 78%~	40 78%	118 72%	159 76%~	1 17%~	112 77%	50 68%
#ALWAYS + USUALLY (NET)	205 94%	3277 93%	3 100%~	47 96%~	51 93%	51 96%	53 90%	148 94%	1 50%~	~	~	1 ~100%~	9 100%~	30 94%~	48 94%	153 93%	197 94%~	5 83%~	137 94%	68 92%
TOP BOX SCORE	162 74%	2666 76%	1 33%~	42 86%~	37 67%	44 83%	38 64%	120 76%	1 50%~	~	~	1 ~100%~	5 56%~	25 78%~	40 78%	118 72%	159 76%~	1 17%~	112 77%	50 68%
NOT ANSWERED	1	34		1															1	
VALID CASES	219	3506	3	49	55	53	59	157	2		1	1	9	32	51	164	210	6	145	74
NUMBER OF RESPONDENTS	220	3540	3	50	55	53	59	157	2		1	1	9	32	51	164	210	6	146	74
	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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q34 NEVER	1 0.5%	22 0.6%	~	~	~	2%~	1 0.6%	~	~	~	~	~	~	~	1 ~0.6%	1 0.5%	1 0.5%	1 0.5%	1 0.5%	1 0.5%
SOMETIMES	13 6%	152 4%	~	2 4%~	4 7%	2 4%	5 8%	7 4%	1 50%~	~	1 ~100%~	~	~	2 6%~	3 6%	10 6%	11 5%~	1 17%~	9 6%	4 5%
USUALLY	27 12%	469 13%	~	4 8%~	9 16%	3 6%*	11 19%	18 11%	~	~	~	~	2 22%~	5 16%~	5 10%	22 13%	25 12%~	2 33%~	14 10%	13 18%
ALWAYS	178 81%	2859 82%	3 100%~	43 88%~	42 76%	47 89%	43 73%	131 83%	1 50%~	~	1 ~100%~	7 78%~	25 78%~	43 84%	131 80%	173 82%~	3 50%~	121 83%	57 77%	
#ALWAYS + USUALLY (NET)	205 94%	3328 95%	3 100%~	47 96%~	51 93%	50 94%	54 92%	149 95%	1 50%~	~	1 ~100%~	9 100%~	30 94%~	48 94%	153 93%	198 94%~	5 83%~	135 93%	70 95%	
TOP BOX SCORE	178 81%	2859 82%	3 100%~	43 88%~	42 76%	47 89%	43 73%	131 83%	1 50%~	~	1 ~100%~	7 78%~	25 78%~	43 84%	131 80%	173 82%~	3 50%~	121 83%	57 77%	
NOT ANSWERED	1	38		1															1	
VALID CASES	219	3502	3	49	55	53	59	157	2		1	1	9	32	51	164	210	6	145	74
NUMBER OF RESPONDENTS	220	3540	3	50	55	53	59	157	2		1	1	9	32	51	164	210	6	146	74
	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		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q35 YES	151 69%	2353 68%	1 33%~	10 20%~	36 65%	47 89%*	57 97%*	104 66%	1 50%~	1 ~100%	1 ~100%	7 78%~	26 81%~	31 61%	116 71%	143 68%~	6 100%~	90 62%*	61 82%*
NO	68 31%	1128 32%	2 67%~	39 80%~	19 35%	6 11%*	2 3%*	53 34%	1 50%~	~	~	2 ~22%	6 19%~	20 39%	48 29%	67 32%~	~	55 38%*	13 18%*
NOT ANSWERED	1	60	1																1
VALID CASES	219	3480	3	49	55	53	59	157	2	1	1	9	32	51	164	210	6	145	74
NUMBER OF RESPONDENTS	220	3540	3	50	55	53	59	157	2	1	1	9	32	51	164	210	6	146	74
	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]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q35A ALWAYS	2 1%	43 2%	~	~	~	2%	2%	~	~	~	~	~	~	1 3%	1 0.9%	2 1%	~	2 2%	~	
USUALLY	2 1%	47 2%	~	~	~	4%	1 1%	~	~	~	~	~	1 4%	~	2 0.7%	1 17%	1 ~	~	2 3%	
SOMETIMES	5 3%	152 7%*	~	~	3 8%	2 4%	1 1%	1 100%	~	1 ~100%	~	~	~	2 7%	3 3%	5 4%	~	4 5%	1 2%	
NEVER	139 94%	2045 89%*	1 100%	10 100%	33 92%	44 94%	51 94%	98 96%	~	~	1 ~100%	1 ~100%	7 96%	25 96%	27 90%	108 95%	132 94%	5 83%	82 93%	57 95%
#NEVER + SOMETIMES (NET)	144 97%	2197 96%	1 100%	10 100%	36 100%	46 98%	51 94%	99 97%	1 100%	~	1 ~100%	1 ~100%	7 96%	25 96%	29 97%	111 97%	137 98%	5 83%	86 98%	58 97%
TOP BOX SCORE	139 94%	2045 89%*	1 100%	10 100%	33 92%	44 94%	51 94%	98 96%	~	~	1 ~100%	1 ~100%	7 96%	25 96%	27 90%	108 95%	132 94%	5 83%	82 93%	57 95%
NOT ANSWERED	3	49				3	2							1	2	3		2	1	
VALID CASES	148	2287	1	10	36	47	54	102	1		1	1	7	26	30	114	140	6	88	60
NUMBER OF RESPONDENTS	151	2336	1	10	36	47	57	104	1		1	1	7	26	31	116	143	6	90	61
	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 Q35 = YES]

Q36 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY FOR YOUR CHILD TO UNDERSTAND?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q36 NEVER	4 3%	72 3%	~	~	2 6%	1 2%	1 2%	1 1%	~	~	~	~	~	1 4%	2 7%	2 2%	4 3%	~	3 3%	1 2%
SOMETIMES	8 5%	148 6%	~	~	1 3%	3 6%	4 7%	2 2%	~	~	1 100%	~	~	4 15%	1 3%	7 6%	7 5%	1 17%	4 5%	4 7%
USUALLY	34 23%	454 20%	~	2 25%	13 36%	7 15%	12 22%	22 22%	~	~	~	~	4 57%	7 27%	6 20%	28 25%	30 22%	4 67%	16 18%	18 31%
ALWAYS	101 69%	1606 70%	1 100%	6 75%	20 56%	36 77%	38 69%	76 75%	1 100%	~	~	1 100%	3 43%	14 54%	21 70%	76 67%	98 71%	1 17%	65 74%	36 61%
#ALWAYS + USUALLY (NET)	135 92%	2060 90%	1 100%	8 100%	33 92%	43 91%	50 91%	98 97%	1 100%	~	~	1 100%	7 100%	21 81%	27 90%	104 92%	128 92%	5 83%	81 92%	54 92%
TOP BOX SCORE	101 69%	1606 70%	1 100%	6 75%	20 56%	36 77%	38 69%	76 75%	1 100%	~	~	1 100%	3 43%	14 54%	21 70%	76 67%	98 71%	1 17%	65 74%	36 61%
NOT ANSWERED	4	56		2			2	3						1	3	4		2	2	
VALID CASES	147	2280	1	8	36	47	55	101	1		1	1	7	26	30	113	139	6	88	59
NUMBER OF RESPONDENTS	151	2336	1	10	36	47	57	104	1		1	1	7	26	31	116	143	6	90	61
	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 Q35 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q37 NEVER	4 2%	98 3%	1 33%~	~	~	2 4%	1 2%	1 0.6%	~	1 ~100%~	~	~	1 3%~	1 2%	2 1%	4 2%~	~	4 3%~	~	
SOMETIMES	21 10%	385 11%	~	4 8%~	7 13%	3 6%	7 12%	16 10%	1 50%~	~	~	~	3 9%~	4 8%	17 10%	19 9%~	2 33%~	13 9%	8 11%	
USUALLY	57 26%	856 25%	1 33%~	11 22%~	21 38%*	11 21%	13 22%	37 24%	1 50%~	~	~	~	4 44%~	9 28%~	13 25%	44 27%	55 26%~	1 17%~	31 22%*	26 35%*
ALWAYS	136 62%	2135 61%	1 33%~	34 69%~	27 49%*	36 69%	38 64%	103 66%	~	~	~	1 ~100%~	5 56%~	19 59%~	33 65%	101 62%	132 63%~	3 50%~	96 67%	40 54%
#ALWAYS + USUALLY (NET)	193 89%	2991 86%	2 67%~	45 92%~	48 87%	47 90%	51 86%	140 89%	1 50%~	~	~	1 ~100%~	9 100%~	28 87%~	46 90%	145 88%	187 89%~	4 67%~	127 88%	66 89%
TOP BOX SCORE	136 62%	2135 61%	1 33%~	34 69%~	27 49%*	36 69%	38 64%	103 66%	~	~	~	1 ~100%~	5 56%~	19 59%~	33 65%	101 62%	132 63%~	3 50%~	96 67%	40 54%
NOT ANSWERED	2	67		1		1														2
VALID CASES	218	3473	3	49	55	52	59	157	2		1	1	9	32	51	164	210	6	144	74
NUMBER OF RESPONDENTS	220	3540	3	50	55	53	59	157	2		1	1	9	32	51	164	210	6	146	74
	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		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q38 #YES	185 85%	2956 85%	3 100%	44 90%	49 89%	45 88%	44 75%*	138 88%	2 100%		1 100%	6 67%	26 81%	46 92%	136 83%*	179 85%	5 83%	122 85%	63 85%
NO	32 15%	518 15%		5 10%	6 11%	6 12%	15 25%*	19 12%		1 100%	3 33%	6 19%	4 8%	28 17%*	31 15%	1 17%	21 15%	11 15%	
NOT ANSWERED	3	66		1		2								1				3	
VALID CASES	217	3474	3	49	55	51	59	157	2	1	1	9	32	50	164	210	6	143	74
NUMBER OF RESPONDENTS	220 100%	3540 100%	3 100%	50 100%	55 100%	53 100%	59 100%	157 100%	2 100%	1 100%	1 100%	9 100%	32 100%	51 100%	164 100%	210 100%	6 100%	146 100%	74 100%

[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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q39 YES	97 45%	1340 39%		13 ~ 27%	26 ~ 47%	25 49%	33 56%*	65 41%	1 50%~				6 ~ 67%	17 53%~	22 44%	75 46%	91 43%~	6 100%~	50 35%*	47 64%*
NO	120 55%	2127 61%	3 100%~	36 73%~	29 53%	26 51%	26 44%*	92 59%	1 50%~		1 ~100%	1 ~100%	3 33%~	15 47%~	28 56%	89 54%	119 57%~		93 ~ 65%*	27 36%*
NOT ANSWERED	3	73		1		2								1					3	
VALID CASES	217	3467	3	49	55	51	59	157	2		1	1	9	32	50	164	210	6	143	74
NUMBER OF RESPONDENTS	220	3540	3	50	55	53	59	157	2		1	1	9	32	51	164	210	6	146	74
	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]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q40 NEVER	4 4%	102 8%	~	~	1 4%	1 4%	2 6%	3 5%	~	~	~	~	1 6%	1 5%	3 4%	3 3%	1 17%	2 4%	2 4%	
SOMETIMES	11 12%	189 15%	~	~	3 13%	2 8%	6 19%	4 7%	~	~	~	1 17%	5 29%	2 10%	9 13%	9 10%	2 33%	3 6%	8 18%	
USUALLY	25 27%	353 28%	~	4 31%	5 21%	7 29%	9 28%	18 30%	1 100%	~	~	~	2 33%	1 6%	6 29%	19 26%	23 26%	2 33%	9 19%	16 36%
ALWAYS	53 57%	630 49%	~	9 69%	15 63%	14 58%	15 47%	36 59%	~	~	~	3 50%	10 59%	12 57%	41 57%	52 60%	1 17%	34 71%	19 42%	
#ALWAYS + USUALLY (NET)	78 84%	983 77%	~	13 100%	20 83%	21 88%	24 75%	54 89%	1 100%	~	~	~	5 83%	11 65%	18 86%	60 83%	75 86%	3 50%	43 90%	35 78%
TOP BOX SCORE	53 57%	630 49%	~	9 69%	15 63%	14 58%	15 47%	36 59%	~	~	~	3 50%	10 59%	12 57%	41 57%	52 60%	1 17%	34 71%	19 42%	
NOT ANSWERED	4	48			2	1	1	4						1	3	4		2	2	
VALID CASES	93	1274		13	24	24	32	61	1			6	17	21	72	87	6	48	45	
NUMBER OF RESPONDENTS	97	1322		13	26	25	33	65	1			6	17	22	75	91	6	50	47	
	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	
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q41 WORST PERSONAL DOCTOR POSSIBLE	1 0.3%	7 0.1%	~	~	~	1%	~	0.5%	~	~	~	~	~	~	1	1	~	1%
01	1 0.3%	17 0.4%	~	~	1%	~	~	50%	~	~	~	~	~	1	1	~	~	1%
02	1 0.3%	17 0.3%	~	1	2%	~	~	0.5%	~	~	~	~	~	1	1	~	~	0.5%
03	4 1%	21 0.4%	~	~	~	3%	2	0.9%	~	1	~	~	1	4	3	1	2	2%
04	4 1%	41 0.9%	~	~	~	1%	3	4%	1%	~	~	~	1	4	3	1	3	1%
05	10 3%	139 3%	~	1	2	3%	1	8%	7	3%	~	~	~	1	2	2	8	2%
06	2 0.7%	111 2%*	~	1	1	~	~	0.9%	2	~	~	~	~	2	2	~	2	~
07	16 5%	320 7%	~	3	6	8%	2	3%	5	7%	~	~	~	1	4	12	15	5%
08	49 17%	785 16%	33%	6	14	18%	14	18%	14	35	17%	~	1	~	~	~	2	6
09	64 22%	988 21%	33%	7	17	22%	20	24%	19	46	22%	50%	~	~	~	~	3	7
BEST PERSONAL DOCTOR POSSIBLE	142 48%	2358 49%	33%	36	38	48%	37	30	30	100	47%	~	1	~	1	6	25	36
#8-10 (NET)	255 87%	4130 86%	100%	49	69	87%	71	63	63	181	86%	50%	100%	~	1	11	38	61

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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
9-10 (NET)	206 70%	3346 70%	2 67%~	43 78%	55 70%	57 73%	49 62%	146 69%	1 50%~	1 50%~	1 ~100%~	9 75%~	32 74%~	54 79%*	147 67%*	200 71%~	3 33%~	146 71%	60 67%	
NOT ANSWERED	15	249		1	6	5	3	7				2		4	7	10		14	1	
VALID CASES	294	4804	3	55	79	78	79	211	2	2	1	1	12	43	68	221	282	9	205	89
NUMBER OF RESPONDENTS	309 100%	5053 100%	3 100%	56 100%	85 100%	83 100%	82 100%	218 100%	2 100%	2 100%	1 100%	1 100%	14 100%	43 100%	72 100%	228 100%	292 100%	9 100%	219 100%	90 100%
MEAN	8.82	8.87	9.00	9.18	8.91	8.86	8.43	8.81	5.00	9.00	3.00	10.0	9.00	8.95	9.07	8.73	8.90	6.11	8.89	8.66
p stat_(*=Sig @ p<=.05)		.561	~.061	.551	.820	.029*	.886	~	~	~	~	~	~	.133	.082	~	~	.342	.343	

[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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q42 YES	92 31%	1181 24%*	~	7 13%*	19 24%	31 40%	35 44%*	66 31%	2 100%~	~	1 ~100%~	4 31%~	15 35%~	11 16%*	79 36%*	81 29%~	9 100%~	20 10%*	72 81%*	
NO	202 69%	3655 76%*	100%~	3 87%*	48 76%	60 60%	45 56%*	144 69%	2 ~100%~	1 ~100%~	~	9 ~ 69%~	28 65%~	57 84%*	142 64%*	201 71%~	~	185 90%*	17 19%*	
NOT ANSWERED	15	217		1	6	6	2	8				1		4	7	10		14	1	
VALID CASES	294	4836	3	55	79	77	80	210	2	2	1	1	13	68	221	282	9	205	89	
NUMBER OF RESPONDENTS	309 100%	5053 100%	3 100%	56 100%	85 100%	83 100%	82 100%	218 100%	2 100%	2 100%	1 100%	1 100%	14 100%	43 100%	72 100%	228 100%	292 100%	9 100%	219 100%	90 100%

[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		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q43 #YES	77 89%	1018 86%	6 ~ 86%	13 ~ 76%	27 ~ 90%	31 ~ 94%	56 89%	1 50%	~	1 ~100%	4 ~100%	12 ~ 92%	8 73%	67 91%	70 89%	5 83%	19 95%	58 87%	
NO	10 11%	160 14%	1 ~ 14%	4 ~ 24%	3 ~ 10%	2 ~ 6%	7 11%	1 50%	~	~	~	~	1 8%	3 27%	7 9%	9 11%	1 17%	1 5%	9 13%
NOT ANSWERED	5	36		2	1	2	3					2		5	2	3		5	
VALID CASES	87	1178	7	17	30	33	63	2		1	4	13	11	74	79	6	20	67	
NUMBER OF RESPONDENTS	92 100%	1214 100%	7 100%	19 100%	31 100%	35 100%	66 100%	2 100%		1 100%	4 100%	15 100%	11 100%	79 100%	81 100%	9 100%	20 100%	72 100%	

[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		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	NO CCC	CCC
Q44 #YES	76 86%	992 85%	6 ~ 86%	13 72%	27 90%	30 91%	56 88%	1 50%	~	~	1 100%	4 100%	11 85%	8 73%	66 88%	69 87%	5 71%	18 95%	58 84%
NO	12 14%	179 15%	1 ~ 14%	5 28%	3 10%	3 9%	8 12%	1 50%	~	~	~	~	2 15%	3 27%	9 12%	10 13%	2 29%	1 5%	11 16%
NOT ANSWERED	4	43		1	1	2	2						2	4	2	2	1	3	
VALID CASES	88	1171	7	18	30	33	64	2			1	4	13	11	75	79	7	19	69
NUMBER OF RESPONDENTS	92 100%	1214 100%	7 100%	19 100%	31 100%	35 100%	66 100%	2 100%			1 100%	4 100%	15 100%	11 100%	79 100%	81 100%	9 100%	20 100%	72 100%

[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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q45																				
YES	62 19%	817 14%*		8 ~ 14%	17 18%	16 18%	21 24%	45 19%	1 50%~		~	~	4 ~ 24%~	9 18%	13 16%	48 20%	56 17%~	6 67%~	28 12%*	34 36%*
NO	269 81%	4882 86%*	3 100%~	50 86%	75 82%	75 82%	66 76%	187 81%	1 50%~	2 100%~	1 100%~	1 100%~	13 76%~	41 82%	70 84%	195 80%	264 83%~	3 33%~	209 88%*	60 64%*
NOT ANSWERED	19	319		4	4	10	1	2							3	1	3		19	
VALID CASES	331	5699	3	58	92	91	87	232	2	2	1	1	17	50	83	243	320	9	237	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q46 NEVER		42 5%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	4 6%	149 19%*	~ 13%~	1 6%~	1 6%~	2 10%~	2 4%~	~	~	~	~	~	1 25%~	1 11%~	2 15%~	2 4%~	3 5%~	1 17%~	~	4 12%~
USUALLY	21 34%	195 25%	~ 37%~	3 24%~	4 24%~	6 38%~	8 38%~	18 40%~	~	~	~	~	2 50%~	~	3 23%~	18 38%~	17 30%~	4 67%~	6 21%~	15 44%~
ALWAYS	37 60%	401 51%	~ 50%~	4 50%~	12 71%~	10 63%~	11 52%~	25 56%~	1 100%~	~	~	~	1 25%~	8 89%~	8 62%~	28 58%~	36 64%~	1 17%~	22 79%~	15 44%~
#ALWAYS + USUALLY (NET)	58 94%	596 76%*	~ 88%~	7 88%~	16 94%~	16 100%~	19 90%~	43 96%~	1 100%~	~	~	~	3 75%~	8 89%~	11 85%~	46 96%~	53 95%~	5 83%~	28 100%~	30 88%~
TOP BOX SCORE	37 60%	401 51%	~ 50%~	4 50%~	12 71%~	10 63%~	11 52%~	25 56%~	1 100%~	~	~	~	1 25%~	8 89%~	8 62%~	28 58%~	36 64%~	1 17%~	22 79%~	15 44%~
NOT ANSWERED		26																		
VALID CASES	62	787		8	17	16	21	45	1				4	9	13	48	56	6	28	34
NUMBER OF RESPONDENTS	62	813		8	17	16	21	45	1				4	9	13	48	56	6	28	34
	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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q47 NONE	3 5%	60 8%	~	~	~	19%~	3	2	1	~	~	~	~	~	~	3	3	2	1	7%~ 3%~	
1 SPECIALIST	40 65%	510 64%	~	8	11	10	11	29	~	~	~	~	2	7	9	30	39	1	22	18	79%~ 53%~
2	14 23%	153 19%	~	~	3	2	9	10	~	~	~	~	1	2	2	12	11	3	3	11	11%~ 32%~
3	3 5%	36 5%	~	~	1	1	1	2	~	~	~	~	1	~	1	2	2	1	~	3	~ 9%~
4		16 2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
5 OR MORE SPECIALISTS	2 3%	17 2%	~	~	2	~	~	2	~	~	~	~	~	~	1	1	1	1	1	1	4%~ 3%~
NOT ANSWERED		21																			
VALID CASES	62	792		8	17	16	21	45	1				4	9	13	48	56	6	28	34	
NUMBER OF RESPONDENTS	62	813		8	17	16	21	45	1				4	9	13	48	56	6	28	34	
	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?

	TCH TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q48 WORST SPECIALIST POSSIBLE		3 0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02		1 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
04		5 0.6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
05	1 2%	22 3%	~	~	~	1 8%	~	~	~	~	~	~	1 11%	~	1 2%	1 2%	~	1 3%	
06	2 3%	34 5%	~	~	1 6%	~	1 5%	2 5%	~	~	~	~	~	1 8%	1 2%	2 4%	~	2 6%	
07	4 7%	53 8%	~	~	2 12%	2 15%	~	3 7%	~	~	~	~	1 11%	1 8%	3 7%	4 8%	~	1 4% 3 9%	
08	8 14%	121 17%	~	2 25%	3 18%	1 8%	2 10%	6 14%	~	~	~	~	1 11%	1 8%	6 14%	7 13%	1 20%	2 8% 6 19%	
09	13 22%	144 20%	~	3 37%	2 12%	3 23%	5 25%	8 19%	~	~	~	~	1 25%	2 22%	3 23%	10 23%	11 21%	2 40%	6 23% 7 22%
BEST SPECIALIST POSSIBLE	30 52%	324 45%	~	3 37%	9 53%	6 46%	12 60%	23 55%	~	~	~	~	3 75%	4 44%	7 54%	23 52%	28 53%	2 40%	17 65% 13 41%

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				
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
#8-10 (NET)	51 88%	589 83%	8 ~100%	14 82%	10 77%	19 95%	37 88%	~	~	~	~	4 ~100%	7 78%	11 85%	39 89%	46 87%	5 100%	25 96%	26 81%
9-10 (NET)	43 74%	468 66%	6 ~75%	11 65%	9 69%	17 85%	31 74%	~	~	~	~	4 ~100%	6 67%	10 77%	33 75%	39 74%	4 80%	23 88%	20 63%
NOT ANSWERED	1	9				1	1							1		1		1	
VALID CASES	58	712	8	17	13	20	42					4	9	13	44	53	5	26	32
NUMBER OF RESPONDENTS	59 100%	721 100%	8 100%	17 100%	13 100%	21 100%	43 100%					4 100%	9 100%	13 100%	45 100%	53 100%	6 100%	26 100%	33 100%
MEAN	9.07	8.75	9.13	8.94	8.77	9.35	9.12					9.75	8.67	9.08	9.09	9.06	9.20	9.50	8.72
p stat_(*=Sig @ p<=.05)		.042*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

[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?

	TCH TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ 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	
Q49 YES	90 27%	1474 26%	1 33%~	17 29%	24 26%	27 29%	21 25%	54 23%*	1 50%~	1 50%~	1 ~100%~	7 41%~	16 33%~	33 39%*	54 22%*	86 27%~	3 33%~	65 27%	25 27%	
NO	242 73%	4149 74%	2 67%~	42 71%	68 74%	66 71%	64 75%	179 77%*	1 50%~	1 50%~	1 ~100%~	10 ~ 59%~	33 67%~	52 61%*	188 78%*	235 73%~	6 67%~	173 73%	69 73%	
NOT ANSWERED	18	395		3	4	8	3	1					1	1	2	2		18		
VALID CASES	332	5623	3	59	92	93	85	233	2	2	1	1	17	49	85	242	321	9	238	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q50 NEVER	4 5%	37 3%	~	~	14%~	4%~	~	2 4%~	1 100%~	~	~	~	1 7%~	2 6%~	2 4%~	4 5%~	~	2 3%~	2 8%~	
SOMETIMES	18 20%	224 17%	~	6%~	14%~	26%~	33%~	12 22%~	~	~	~	~	3 20%~	6 19%~	12 22%~	16 19%~	2 67%~	8 13%~	10 40%~	
USUALLY	21 24%	391 30%	~	24%~	23%~	26%~	24%~	13 24%~	~	1 100%~	~	~	3 43%~	10 31%~	11 20%~	20 24%~	1 33%~	17 27%~	4 16%~	
ALWAYS	45 51%	645 50%	100%~	71%~	50%~	44%~	43%~	27 50%~	~	~	~	1 100%~	4 57%~	11 73%~	14 44%~	29 54%~	45 53%~	~	36 57%~	9 36%~
#ALWAYS + USUALLY (NET)	66 75%	1037 80%	100%~	94%~	73%~	70%~	67%~	40 74%~	1 100%~	~	~	1 100%~	7 100%~	11 73%~	24 75%~	40 74%~	65 76%~	1 33%~	53 84%~	13 52%~
TOP BOX SCORE	45 51%	645 50%	100%~	71%~	50%~	44%~	43%~	27 50%~	~	~	~	1 100%~	4 57%~	11 73%~	14 44%~	29 54%~	45 53%~	~	36 57%~	9 36%~
NOT ANSWERED	2	44			2								1	1		1		2		
VALID CASES	88	1297	1	17	22	27	21	54	1	1		1	7	15	32	54	85	3	63	25
NUMBER OF RESPONDENTS	90	1341	1	17	24	27	21	54	1	1		1	7	16	33	54	86	3	65	25
	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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q51 NEVER	2 2%	31 2%	~	~	1 4%~	1 4%~	~	~	~	~	~	~	1 6%~	2 6%~	~	2 2%~	~	2 3%~	~	
SOMETIMES	8 9%	120 9%	~	~	5 22%~	3 14%~	2 4%~	1 100%~	~	~	~	1 14%~	2 13%~	4 12%~	4 8%~	8 9%~	~	3 5%~	5 20%~	
USUALLY	20 23%	278 21%	~	6 35%~	2 9%~	7 27%~	5 24%~	15 28%~	1 100%~	~	~	2 29%~	~	8 24%~	12 23%~	18 21%~	2 67%~	11 17%~	9 36%~	
ALWAYS	58 66%	871 67%	100%~	11 65%~	15 65%~	18 69%~	13 62%~	36 68%~	~	~	~	1 100%~	4 57%~	13 81%~	19 58%~	37 70%~	57 67%~	1 33%~	47 75%~	11 44%~
#ALWAYS + USUALLY (NET)	78 89%	1149 88%	100%~	17 100%~	17 74%~	25 96%~	18 86%~	51 96%~	1 100%~	~	~	1 100%~	6 86%~	13 81%~	27 82%~	49 92%~	75 88%~	3 100%~	58 92%~	20 80%~
TOP BOX SCORE	58 66%	871 67%	100%~	11 65%~	15 65%~	18 69%~	13 62%~	36 68%~	~	~	~	1 100%~	4 57%~	13 81%~	19 58%~	37 70%~	57 67%~	1 33%~	47 75%~	11 44%~
NOT ANSWERED	2	41			1	1	1								1	1		2		
VALID CASES	88	1300	1	17	23	26	21	53	1	1		1	7	16	33	53	85	3	63	25
NUMBER OF RESPONDENTS	90	1341	1	17	24	27	21	54	1	1		1	7	16	33	54	86	3	65	25
	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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
Q52 YES	93 29%	1596 29%	2 67%	17 30%	23 26%	27 30%	24 29%	61 27%	1 50%	1 50%	1 100%	1 100%	9 60%	15 31%	27 33%	63 26%	90 29%	3 33%	67 29%	26 29%
NO	232 71%	3983 71%	1 33%	40 70%	67 74%	64 70%	60 71%	169 73%	1 50%	1 50%	~	~	6 40%	34 69%	54 67%	177 74%	225 71%	6 67%	167 71%	65 71%
NOT ANSWERED	25	439		5	6	10	4	4					2	1	5	4	8		22	3
VALID CASES	325	5579	3	57	90	91	84	230	2	2	1	1	15	49	81	240	315	9	234	91
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
PQ53 NEVER	5 2%	65 1%	~	~	1%	2%	2%	4%	~	~	~	~	~	~	2%	3%	5%	~	~	4%	1%
SOMETIMES	10 3%	282 5%*	~	~	4%	3%	4%	4%	~	~	100%	~	~	14%	2%	5%	3%	8%	22%	6%	4%
USUALLY	31 10%	520 9%	~	11%	8%	10%	11%	21%	~	50%	~	~	21%	10%	10%	10%	31%	~	21%	10%	
ALWAYS	276 86%	4656 84%	100%	~	89%	87%	84%	83%	199%	2%	1%	~	100%	64%	88%	82%	87%	268%	7%	200%	76%
#ALWAYS + USUALLY (NET)	307 95%	5175 94%	100%	~	100%	~	94%	94%	220%	2%	2%	~	100%	86%	98%	92%	96%	299%	7%	221%	86%
TOP BOX SCORE	276 86%	4656 84%	100%	~	89%	87%	84%	83%	199%	2%	1%	~	100%	64%	88%	82%	87%	268%	7%	200%	76%
NOT ANSWERED	3	67			1	1	1	2					1				3		3		
VALID CASES	322	5523	3	57	89	90	83	228	2	2	1	1	14	49	79	239	312	9	231	91	
NUMBER OF RESPONDENTS	325 100%	5590 100%	3	57	90	91	84	230	2	2	1	1	15	49	81	240	315	9	234	91	

[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		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q54 WORST HEALTH PLAN POSSIBLE	1 0.3%	18 0.3%	~	~	~	1%	~	0.4%	~	~	~	~	~	~	~	11%	~	1%	
01	1 0.3%	11 0.2%	~	~	1%	~	~	0.4%	~	~	~	~	~	~	0.3%	~	~	1%	
02		27 0.5%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03	3 0.9%	40 0.7%	~	~	1%	1%	1%	1%	~	~	~	~	~	1% 0.8%	0.9%	~	0.9%	1%	
04	3 0.9%	53 0.9%	~	2%	1%	~	1%	0.9%	50%	~	~	~	~	2% 0.4%	0.9%	~	0.9%	1%	
05	13 4%	288 5%	~	2%	2%	4%	7%	3%	~	~	~	~	6% 6%	2% 5%	11% 22%	3% 2%	2%* 10%*	9%	
06	25 8%	265 5%*	~	5%	8%	7%	10%	8%	~	~	~	18%	3% 6%	7% 8%	18% 8%	24% 11%	1% 8%	19% 6%	
07	39 12%	565 10%	~	14%	7%*	12%	16%	14%*	~	~	100%	~	6% 8%	2%* 15%*	12% 11%	38% 1%	1% 27%	12% 13%	
08	57 17%	980 18%	67%	12%	23%*	11%*	17%	15%	50%	~	~	100%	18% 24%	17% 16%	39% 16%	57% 18%	~ 17%	39% 19%	
09	63 19%	1008 18%	~	17%	15%	21%	24%	19%	~	~	~	24%	18%	17% 19%	20% 19%	59% 44%	4% 20%	46% 18%	
BEST HEALTH PLAN POSSIBLE	122 37%	2334 42%	33%	49%*	34% 38%	35% 39%	23% 27%*	86% 37%	~	~	~	~	29% 37%	5 18% 37%	37 85% 36%	122 38%	~ 40%	94 30%	28
#8-10 (NET)	242 74%	4322 77%	100%	78%	72% 80%	66% 74%	55% 64%*	164% 71%	1 50%	2 100%	~	~	~	1 12% 39% 80%	71 169% 71%*	238 75%	4 44%	179 77%	63 67%

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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
9-10 (NET)	185 57%	3342 60%	1 33%~	39 66%	49 54%	56 63%	40 47%*	129 56%	2 ~100%~				9 ~ 53%~	27 55%~	54 64%	130 54%	181 57%~	4 44%~	140 60%*	45 48%*
NOT ANSWERED	23	430		3	6	12	2	4						1	1	5	5		23	
VALID CASES	327	5588	3	59	90	89	86	230	2	2	1	1	17	49	85	239	318	9	233	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%
MEAN	8.42	8.52	8.67	8.80	8.46	8.48	8.05	8.37	6.00	9.00	7.00	8.00	8.24	8.53	8.66	8.34	8.47	6.56	8.60	7.98
p stat_(*=Sig @ p<=.05)		.258	~.065	.815	.695	.020*	.390	~	~	~	~	~	~	.139	.157	~	~	~.003*	.003*	



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

	TCH TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q55 YES	148 45%	2224 39%*	1 33%~	31 53%	37 41%	40 44%	39 45%	104 45%	1 50%~		1 ~100%	1 ~100%	9 53%~	25 50%	33 39%	113 47%	141 44%~	7 78%~	78 33%*	70 76%*
NO	181 55%	3434 61%*	2 67%~	28 47%	53 59%	51 56%	47 55%	127 55%	1 50%~	2 100%~			8 ~	25 47%~	51 61%	129 53%	179 56%~	2 22%~	159 67%*	22 24%*
NOT ANSWERED	21	359		3	6	10	2	3							2	2	3		19	2
VALID CASES	329	5659	3	59	90	91	86	231	2	2	1	1	17	50	84	242	320	9	237	92
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q56 NEVER	2 1%	36 2%	~	~	~	5%	~	1%	~	~	~	~	~	4%	1	1	2	~	2	~
SOMETIMES	11 7%	208 9%	~	3%	6%	8%	13%	9%	~	~	~	~	~	8%	2	9	10	1	2	9
USUALLY	30 20%	522 24%	~	6%	6%	8%	20%	26%	~	~	100%	~	~	50%	4	4	7	23	27	3
ALWAYS	104 71%	1443 65%	100%	77%	78%	67%	62%	71%	100%	~	~	100%	50%	72%	22	80	101	3	61	43
#ALWAYS + USUALLY (NET)	134 91%	1964 89%	100%	97%	94%	88%	87%	90%	100%	~	~	100%	100%	88%	29	103	128	6	73	61
TOP BOX SCORE	104 71%	1443 65%	100%	77%	78%	67%	62%	71%	100%	~	~	100%	50%	72%	22	80	101	3	61	43
NOT ANSWERED	1	47			1								1		1		1		1	
VALID CASES	147	2208	1	31	36	40	39	104	1		1	1	8	25	32	113	140	7	77	70
NUMBER OF RESPONDENTS	148	2255	1	31	37	40	39	104	1		1	1	9	25	33	113	141	7	78	70
	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		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q57 #YES	81 56%	1308 61%		13 ~ 45%	19 54%	26 65%	23 59%	57 56%			1 ~ 100%	3 37%	17 68%	16 50%	63 57%	76 55%	5 71%	37 49%	44 64%
NO	63 44%	853 39%	1 100%	16 55%	16 46%	14 35%	16 41%	44 44%	1 100%		1 ~ 100%	5 ~ 63%	8 32%	16 50%	47 43%	61 45%	2 29%	38 51%	25 36%
NOT ANSWERED	4	94		2	2			3			1			1	3	4		3	1
VALID CASES	144	2161	1	29	35	40	39	101	1	1	1	8	25	32	110	137	7	75	69
NUMBER OF RESPONDENTS	148 100%	2255 100%	1 100%	31 100%	37 100%	40 100%	39 100%	104 100%	1 100%		1 100%	9 100%	25 100%	33 100%	113 100%	141 100%	7 100%	78 100%	70 100%

[ASKED IF Q55 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q58																				
EXCELLENT	143 43%	2291 40%	2 67%~	36 61%*	40 44%	39 42%	26 30%*	95 41%	1 ~ 50%~		1 ~100%~	5 29%~	30 60%*	31 36%	109 45%	143 44%~		125 ~ 53%*	18 19%*	
VERY GOOD	124 37%	2006 35%	1 33%~	19 32%	35 38%	37 40%	32 37%	92 39%	1 ~ 50%~			9 ~ 53%~	11 22%*	42 49%*	82 34%*	124 38%~		91 ~ 38%	33 35%	
GOOD	56 17%	1106 20%		4 ~ 7%*	15 16%	13 14%	24 28%*	40 17%	2 100%~		1 ~100%~	3 ~ 18%~	7 14%	12 14%	44 18%	56 17%~		22 ~ 9%*	34 36%*	
FAIR	7 2%	239 4%*				3 ~ 3%	4 5%	5 2%					2 ~ 4%		7 ~ 3%*		7 ~ 78%~		7 ~ 7%*	
POOR	2 0.6%	17 0.3%			1 ~ 1%		1 ~ 1%	2 0.9%~							2 ~0.8%		2 ~ 22%~		2 ~ 2%	
#EXCELLENT + VERY GOOD + GOOD (NET)	323 97%	5403 95%*	3 100%~	59 100%~	90 ~ 99%	89 97%	82 94%	227 97%	2 100%~	2 ~100%~	1 ~100%~	1 ~100%~	17 ~100%~	48 96%	85 100%~	235 96%*	323 100%~		238 ~100%~	85 90%~
NOT ANSWERED	18	359		3	5	9	1							1				18		
VALID CASES	332	5659	3	59	91	92	87	234	2	2	1	1	17	50	85	244	323	9	238	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q59 EXCELLENT	155 47%	2506 44%	2 67%~	45 76%*	45 49%	35 38%*	28 32%*	108 46%	1 ~ 50%~	1 ~ 100%~	8 47%~	27 54%	44 52%	108 44%	155 48%~	138 ~ 58%*	17 18%*			
VERY GOOD	88 27%	1630 29%	1 33%~	10 17%*	25 27%	30 33%	22 25%	61 26%	1 ~ 50%~	1 ~ 100%~	4 ~ 24%~	12 24%	24 28%	64 26%	88 27%~	62 ~ 26%	26 28%			
GOOD	59 18%	1044 18%	~	2 3%*	13 14%	17 18%	27 31%*	40 17%	1 50%~	~	~	5 ~ 29%~	9 18%	13 15%	46 19%	56 17%~	3 33%~	32 13%*	27 29%*	
FAIR	25 8%	420 7%	~	2 3%	7 8%	7 8%	9 10%	21 9%	1 50%~	~	~	~	1 ~ 2%*	4 5%	21 9%	20 6%~	5 56%~	5 2%*	20 21%*	
POOR	5 2%	74 1%	~	~	1 1%	3 3%	1 1%	4 2%	~	~	~	~	1 ~ 2%	~	5 ~ 2%~	4 1%~	1 11%~	1 0.4%	4 4%	
#EXCELLENT + VERY GOOD + GOOD (NET)	302 91%	5181 91%	3 100%~	57 97%*	83 91%	82 89%	77 89%	209 89%	1 50%~	2 ~ 100%~	1 ~ 100%~	1 ~ 100%~	17 ~ 100%~	48 96%	81 95%	218 89%*	299 93%~	3 33%~	232 97%*	70 74%*
NOT ANSWERED	18	344		3	5	9	1							1				18		
VALID CASES	332	5674	3	59	91	92	87	234	2	2	1	1	17	50	85	244	323	9	238	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q60 YES	83 25%	1197 21%		10 ~ 17%	12 13%*	23 25%	38 44%*	62 26%	1 50%~		1 ~ 100%~	4 24%~	14 28%	11 13%*	72 30%*	77 24%~	6 67%~	23 10%*	60 64%*	
NO	249 75%	4478 79%	3 100%~	49 83%	79 87%*	69 75%	49 56%*	172 74%	1 50%~	2 100%~	1 ~ 100%~	13 ~ 76%~	36 72%	74 87%*	172 70%*	246 76%~	3 33%~	215 90%*	34 36%*	
NOT ANSWERED	18	343		3	5	9	1							1				18		
VALID CASES	332	5675	3	59	91	92	87	234	2	2	1	1	17	50	85	244	323	9	238	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q61 YES	65 79%	945 79%	5 ~ 50%	8 ~ 67%	21 ~ 91%	31 ~ 84%	49 80%	1 ~ 100%		1 ~ 100%	2 50%	11 79%	6 55%	59 83%	59 78%	6 ~ 100%	6 27%	59 98%
NO	17 21%	248 21%	5 ~ 50%	4 ~ 33%	2 9%	6 16%	12 20%				2 50%	3 21%	5 45%	12 17%	17 22%		16 73%	1 2%
NOT ANSWERED	1	41				1	1							1	1		1	
VALID CASES	82	1192	10	12	23	37	61	1		1	4	14	11	71	76	6	22	60
NUMBER OF RESPONDENTS	83	1233	10	12	23	38	62	1		1	4	14	11	72	77	6	23	60
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES]

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q62 YES	57 89%	867 92%	4 ~ 80%	7 ~ 88%	19 ~ 90%	27 ~ 90%	42 88%	1 ~ 100%			1 ~ 100%	2 ~ 100%	10 91%	5 83%	52 90%	51 88%	6 ~ 100%	57 ~ 98%
NO	7 11%	75 8%	1 ~ 20%	1 ~ 12%	2 ~ 10%	3 ~ 10%	6 13%						1 9%	1 17%	6 10%	7 12%	6 ~ 100%	1 2%
NOT ANSWERED	1	13				1	1								1	1		1
VALID CASES	64	942	5	8	21	30	48	1		1	2	11	6	58	58	6	6	58
NUMBER OF RESPONDENTS	65	955	5	8	21	31	49	1		1	2	11	6	59	59	6	6	59
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES AND Q61 = YES]



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q63 YES	68 21%	872 15%*	~	5 9%*	12 13%*	26 29%*	25 29%*	48 21%	1 50%~	~	~	~	4 24%~	12 24%~	11 13%*	57 24%*	59 18%~	9 100%~	10 4%*	58 63%*
NO	262 79%	4772 85%*	100%~	3 91%*	53 87%*	79 71%*	62 71%*	185 79%	1 50%~	2 100%~	1 100%~	1 100%~	13 76%~	37 76%~	74 87%*	185 76%*	262 82%~	~	228 96%*	34 37%*
NOT ANSWERED	20	374		4	5	10	1	1					1	1	2	2		18	2	
VALID CASES	330	5644	3	58	91	91	87	233	2	2	1	1	17	49	85	242	321	9	238	92
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q64 YES	58 87%	716 83%	~100%	91%	77%	92%	42	1	~	~	~100%	92%	3	11	7	51	49	9	1	57
NO	9 13%	150 17%	~	~	9%	23%	6	2	~	~	~	~	~	~	1	3	6	9	8	1
NOT ANSWERED	1	15			1								1		1		1		1	
VALID CASES	67	866		5	11	26	25	48	1			3	12	10	57	58	9	9	58	
NUMBER OF RESPONDENTS	68	881		5	12	26	25	48	1			4	12	11	57	59	9	10	58	
	100%	100%		100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q65																			
YES	56 98%	679 96%	~100%	89%	100%	100%	41 98%	1 100%	~	~	~100%	3 100%	10 100%	7 100%	49 98%	47 98%	9 100%	56 100%	~100%
NO	1 2%	29 4%	~	~11%	~	~	1 2%	~	~	~	~	~	~	1 2%	1 2%	~100%	~	1 100%	~
NOT ANSWERED	1	17			1								1	1	1			1	
VALID CASES	57	708		5	9	20	23	42	1			3	10	7	50	48	9	1	56
NUMBER OF RESPONDENTS	58 100%	725 100%		5 100%	10 100%	20 100%	23 100%	42 100%	1 100%			3 100%	11 100%	7 100%	51 100%	49 100%	9 100%	1 100%	57 100%

[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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q66 YES	41 12%	674 12%		6 ~ 10%	7 8%	9 10%	19 22%*	24 10%	1 50%~				5 ~ 29%~	11 22%~	6 7%*	35 14%*	33 10%~	8 89%~	5 2%*	36 39%*
NO	289 88%	4980 88%	3 100%~	53 90%	83 92%	83 90%	67 78%*	209 90%	1 50%~	2 100%~	1 100%~	1 100%~	12 71%~	38 78%~	79 93%*	207 86%*	288 90%~	1 11%~	232 98%*	57 61%*
NOT ANSWERED	20	364		3	6	9	2	1						1	1	2	2		19	1
VALID CASES	330	5654	3	59	90	92	86	233	2	2	1	1	17	49	85	242	321	9	237	93
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q67 YES	36 92%	505 79%	~	4 80%	5 83%	9 100%	18 95%	22 92%	1 100%	~	~	~	4 100%	9 90%	5 100%	31 91%	28 90%	8 100%	1 25%	35 100%
NO	3 8%	133 21%	~	1 20%	1 17%	~	1 5%	2 8%	~	~	~	~	1 10%	~	3 9%	3 10%	~	3 75%	~	
NOT ANSWERED	2	30		1	1							1	1	1	1	2		1	1	
VALID CASES	39	638		5	6	9	19	24	1			4	10	5	34	31	8	4	35	
NUMBER OF RESPONDENTS	41	668		6	7	9	19	24	1			5	11	6	35	33	8	5	36	
	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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q68 YES	35	510	4	5	9	17	22	1				4	8	5	30	27	8	35	
	97%	96%	~100%	~100%	~100%	~94%	~100%	~100%	~	~	~	~100%	89%	~100%	97%	96%	~100%	~100%	
NO	1	19				1							1	1	1		1		
	3%	4%	~	~	~	6%	~	~	~	~	~	~	11%	~	3%	4%	~100%	~	
NOT ANSWERED		5																	
VALID CASES	36	529	4	5	9	18	22	1				4	9	5	31	28	8	1	35
NUMBER OF RESPONDENTS	36	534	4	5	9	18	22	1				4	9	5	31	28	8	1	35
	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		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q69 YES	32 10%	583 10%		4 7%	13 14%	8 9%	7 8%	23 10%	1 50%	~	~	~	2 12%	6 12%	5 6%	27 11%	31 10%	1 11%	8 3%*	24 26%*
NO	300 90%	5081 90%	3 100%	55 93%	78 86%	84 91%	80 92%	210 90%	1 50%	2 100%	1 100%	1 100%	15 88%	44 88%	81 94%	217 89%	291 90%	8 89%	230 97%*	70 74%*
NOT ANSWERED	18	354		3	5	9	1	1								1		18		
VALID CASES	332	5664	3	59	91	92	87	233	2	2	1	1	17	50	86	244	322	9	238	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q70 YES	18	317	2	4	5	7	11					2	5	2	16	17	1	18	
	56%	61%	~ 50%	~ 31%	~ 63%	~ 100%	48%	~	~	~	~ 100%	83%	40%	59%	55%	~ 100%	~ 75%		
NO	14	205	2	9	3		12	1					1	3	11	14		8	6
	44%	39%	~ 50%	~ 69%	~ 37%		52%	~ 100%	~	~	~	~ 17%	60%	41%	45%	~ 100%	~ 25%		
NOT ANSWERED		42																	
VALID CASES	32	522	4	13	8	7	23	1				2	6	5	27	31	1	8	24
NUMBER OF RESPONDENTS	32	564	4	13	8	7	23	1				2	6	5	27	31	1	8	24
	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			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q71 YES	18	315	2	4	5	7	11					2	5	2	16	17	1		18
	100%	96%	~100%	~100%	~100%	~100%	~100%	~	~	~	~	~100%	~100%	~100%	~100%	~100%	~100%	~	~100%
NO		14																	
		4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		6																	
VALID CASES	18	330	2	4	5	7	11					2	5	2	16	17	1		18
NUMBER OF RESPONDENTS	18	336	2	4	5	7	11					2	5	2	16	17	1		18
	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				
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q72																					
YES	55 17%	799 14%	~	2 3%*	13 14%	19 20%	21 24%*	43 18%	2 100%~	~	~	~	2 12%~	8 16%	5 6%*	50 20%*	48 15%~	7 78%~	3 1%*	52 55%*	
NO	278 83%	4843 86%	100%~	3 97%*	57 86%	78 80%	66 76%*	191 82%	~100%~	2 100%~	1 100%~	1 100%~	15 88%~	42 84%	81 94%*	194 80%*	275 85%~	2 22%~	236 99%*	42 45%*	
NOT ANSWERED	17	376		3	5	8	1												17		
VALID CASES	333	5642		3	59	91	93	87	234	2	2	1	1	17	50	86	244	323	9	239	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q73 YES	51 94%	744 94%	~100%	2 ~85%	11 ~100%	18 ~95%	20 95%	39 93%	2 ~100%	~	~	~100%	2 ~100%	8 ~100%	5 ~100%	46 94%	44 94%	7 ~100%	51 ~100%	
NO	3 6%	48 6%	~	~	2 15%	~	1 5%	3 7%	~	~	~	~	~	~	3 6%	3 6%	~	3 ~100%	~	
NOT ANSWERED	1	31				1	1								1	1		1		
VALID CASES	54	793		2	13	18	21	42	2			2	8	5	49	47	7	3	51	
NUMBER OF RESPONDENTS	55	824		2	13	19	21	43	2			2	8	5	50	48	7	3	52	
	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?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
NQ74																					
LESS THAN 1 YEAR OLD	3 0.9%	27 0.4%	3 100%	~	~	~	~	1 0.4%	~	~	~	~	~	1 2%	1 1%	2 0.8%	3 0.9%	~	3 1%	~	
1 TO 3 YEARS OLD	62 18%	1125 19%	~	62 ~100%	~	~	~	44 19%	~	~	~	~	~	3 18%	9 18%	15 17%	44 18%	59 18%	~	54 21%*	8 9%*
4 TO 7 YEARS OLD	96 27%	1651 27%	~	~	96 ~100%	~	~	60 26%	1 50%	~	~	~	~	3 18%	15 30%	29 34%	62 25%	90 28%	1 11%	78 30%*	18 19%*
8 TO 12 YEARS OLD	101 29%	1813 30%	~	~	~	101 ~100%	~	64 27%	1 50%	1 50%	1 100%	1 100%	4 24%	13 26%	27 31%	63 26%	89 28%	3 33%	72 28%	29 31%	
13 OR OLDER	88 25%	1402 23%	~	~	~	88 ~100%	~	65 28%	~	1 50%	~	~	~	7 41%	12 24%	14 16%*	73 30%*	82 25%	5 56%	49 19%*	39 41%*
VALID CASES	350	6018	3	62	96	101	88	234	2	2	1	1	17	50	86	244	323	9	256	94	
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%	

[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		
TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
NQ75																				
MALE	173 49%	3120 52%	2 67%~	33 53%	47 49%	48 48%	43 49%	120 51%	1 ~	1 ~	8 47%~	28 56%	39 45%	127 52%	164 51%~	3 33%~	117 46%*	56 60%*		
FEMALE	177 51%	2898 48%	1 33%~	29 47%	49 51%	53 52%	45 51%	114 49%	2 100%~	1 50%~	1 100%~	9 ~	22 53%~	47 44%	117 48%	159 49%~	6 67%~	139 54%*	38 40%*	
VALID CASES	350	6018	3	62	96	101	88	234	2	2	1	1	17	50	86	244	323	9	256	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

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

	TCH TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC			
Q76																					
HISPANIC OR LATINO	86 26%	2443 43%*	1 33%~	15 25%	29 32%	27 30%	14 16%*	34 15%*	1 50%~	1 50%~				12 ~	13 27%~	86 100%~		85 27%~		73 31%*	13 14%*
NOT HISPANIC OR LATINO	244 74%	3183 57%*	2 67%~	44 75%	62 68%	63 70%	73 84%*	198 85%*	1 50%~	1 50%~	1 100%~	1 100%~	5 29%~	36 73%~		244 ~100%~		235 73%~	9 100%~	163 69%*	81 86%*
NOT ANSWERED	20	391		3	5	11	1	2						1				3		20	
VALID CASES	330	5627	3	59	91	90	87	232	2	2	1	1	17	49	86	244		320	9	236	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%		323 100%	9 100%	256 100%	94 100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHITE	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	HIS- PAN- IC	NOT GOOD & POOR	VERY FAIR & POOR	NO CCC	CCC		
Q77.1 YES	283 81%	3921 65%*	2 67%~	52 84%	75 78%	77 76%	77 88%*	234 100%~	~	~	~	~	~	49 98%*	47 55%*	233 95%*	274 85%~	9 100%~	198 77%*	85 90%*
NO	67 19%	2097 35%*	1 33%~	10 16%	21 22%	24 24%	11 12%*	2 ~100%	2 ~100%	1 ~100%	1 ~100%	17 ~100%	1 2%*	39 45%*	11 5%*	49 15%~	~	58 23%*	9 10%*	
VALID CASES	350	6018	3	62	96	101	88	234	2	2	1	1	17	50	86	244	323	9	256	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q77.2	TCH TOT CHLD																		
YES	16 5%	320 5%	1 33%	4 6%	5 5%	3 3%	2 ~100%				14 ~28%*	2 2%	14 6%	16 5%		9 4%	7 7%		
NO	334 95%	5698 95%	2 67%	58 94%	91 95%	98 97%	234 100%	2 ~100%	1 ~100%	1 ~100%	17 ~100%	36 72%*	84 98%	230 94%	307 95%	9 100%	247 96%	87 93%	
VALID CASES	350	6018	3	62	96	101	234	2	2	1	1	17	50	86	244	323	9	256	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%



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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC				
Q77.3	TCH TOT CHLD																			
YES	9 3%	238 4%	1 ~2%	3 3%	2 2%	3 3%	~	2 ~100%	~	~	7 ~14%*	1 1%	8 3%	9 3%~	~	3 1%*	6 6%*			
NO	341 97%	5780 96%	3 100%~	61 98%	93 97%	99 98%	85 97%	234 100%~	2 100%~	1 ~100%	1 ~100%	17 ~100%	43 86%*	85 99%	236 97%	314 97%~	9 100%~	253 99%*	88 94%*	
VALID CASES	350	6018	3	62	96	101	88	234	2	2	1	1	17	50	86	244	323	9	256	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q77.4	TCH TOT CHLD																		
YES	6 2%	104 2%	1 ~	2 2%	3 ~	3 3%	~	~	1 ~100%	~	5 ~ 10%*	2 2%	4 2%	6 2%~	~	4 2%	2 2%		
NO	344 98%	5914 98%	3 100%~	61 98%	96 100%~	99 98%	234 100%~	2 100%~	2 100%~	1 ~100%	17 ~100%	45 90%*	84 98%	240 98%	317 98%~	9 100%~	252 98%	92 98%	
VALID CASES	350	6018	3	62	96	101	234	2	2	1	1	17	50	86	244	323	9	256	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.5 YES	24 7%	339 6%	~	2 3%	7 7%	8 8%	7 8%	~	~	~	1 ~100%	23 ~ 46%*	4 5%	19 8%	22 7%	2 22%	16 6%	8 9%		
NO	326 93%	5679 94%	100%~	3 97%	60 93%	89 92%	93 92%	81 92%	234 100%	2 100%	2 100%	1 100%	17 ~100%	27 54%*	82 95%	225 92%	301 93%	7 78%	240 94%	86 91%
VALID CASES	350	6018	3	62	96	101	88	234	2	2	1	1	17	50	86	244	323	9	256	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	HIS- PAN- IC	NOT GOOD & POOR	VERY FAIR & POOR	NO CCC	CCC		
Q77.6	TCH TOT CHLD																			
YES	27 8%	629 10%*	6 ~ 10%	6 6%	6 6%	9 10%	~	~	~	~	17 ~100%	10 20%*	20 23%*	7 3%*	27 8%~	~	21 8%	6 6%		
NO	323 92%	5389 90%*	3 100%~	56 90%	90 94%	95 94%	79 90%	234 100%	2 100%	2 100%	1 100%	1 100%	40 ~ 80%*	66 77%*	237 97%*	296 92%~	9 100%~	235 92%	88 94%	
VALID CASES	350	6018	3	62	96	101	88	234	2	2	1	1	17	50	86	244	323	9	256	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

Q78 WHAT IS YOUR AGE?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/PAC	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q78 UNDER 18	5 2%	209 4%*	~	2%	1%	1%	2%	3 1%	~	~	~	~	6%~	~	2% 0.8%	5 2%~	~	5 2%~	~	~	
18 TO 24	15 5%	307 5%	~	11% 19%*	4% 4%	~	~	11 5%	~	~	~	~	6%~ 6%	4 5%	11 5%	15 5%~	~	13 5%	2 2%	~	
25 TO 34	117 35%	2087 37%	2 67%~	28 47%*	41 46%*	35 38%	11 13%*	83 36%	~	~	~	~	24 48%	25 29%	92 38%	116 36%~	1 11%~	83 35%	34 36%	~	
35 TO 44	128 39%	2042 36%	1 33%~	16 27%*	31 35%	39 42%	41 47%	86 37%	2 100%~	1 50%~	1 100%~	~	6 35%~	16 32%	43 51%*	85 35%*	123 38%~	4 44%~	100 42%*	28 30%*	
45 TO 54	44 13%	708 13%	~	2 3%*	8 9%	11 12%	23 26%*	35 15%	~	~	~	~	2 12%~	6 12%	8 9%	35 14%	42 13%~	2 22%~	26 11%	18 19%	
55 TO 64	18 5%	233 4%	~	~	3 3%	5 5%	10 11%*	13 6%	~	1 50%~	~	~	3 18%~	~	2 2%	15 6%	17 5%~	1 11%~	9 4%	9 10%	
65 TO 74	4 1%	39 0.7%	~	1 2%	1 1%	2 2%	~	2 0.9%	~	~	~	1 100%~	1 2%	1 1%	3 1%	0.9%~	1 11%~	1 0.4%	3 3%	~	
75 OR OLDER	~	12 0.2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	19	382	~	3	7	8	1	1	~	~	~	~	~	1	1	2	~	19	~	~	
VALID CASES	331	5636	3	59	89	93	87	233	2	2	1	1	17	50	85	243	321	9	237	94	
NUMBER OF RESPONDENTS	350	6018	3	62	96	101	88	234	2	2	1	1	17	50	86	244	323	9	256	94	
	100%	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		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
Q79																				
MALE	39 12%	691 12%		5 ~ 8%	9 10%	14 15%	11 13%	28 12%	1 ~ 50%			3 ~ 18%	6 12%	8 9%	30 12%	38 12%	1 11%	30 13%	9 10%	
FEMALE	294 88%	4976 88%	3 100%	54 ~ 92%	82 90%	79 85%	76 87%	206 88%	2 100%	1 ~ 50%	1 ~ 100%	1 ~ 100%	14 ~ 82%	44 88%	78 91%	214 88%	285 88%	8 89%	209 87%	85 90%
NOT ANSWERED	17	352		3	5	8	1											17		
VALID CASES	333	5666	3	59	91	93	87	234	2	2	1	1	17	50	86	244	323	9	239	94
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q80																				
8TH GRADE OR LESS	17 5%	729 13%*	1 33%~	2 3%	4 4%	4 4%	6 7%	4 2%*	~	~	~	~	18%~	2%~	14%*	3%*	16%~	11%~	15%~	2%~
SOME HIGH SCHOOL BUT DID NOT GRADUATE	29 9%	659 12%*	~	3%*	2 9%	8 10%	10 12%	18 8%	~	50%~	1 ~	~	12%~	6%~	13%*	16%*	29%~	9%~	23%~	6%~
HIGH SCHOOL GRADUATE OR GED	80 24%	1741 31%*	1 33%~	12 20%	22 24%	21 24%	24 28%	62 27%	~	~	100%~	1 ~	18%~	14%~	23%*	57%*	77%~	22%~	56%~	24%~
SOME COLLEGE OR 2-YEAR DEGREE	149 46%	1785 32%*	~	31%~	31 47%	42 46%	41 41%	35 47%	1 50%~	1 50%~	~	1 ~	8%~	28%~	26%*	121%*	144%~	5%~	104%~	45%~
4-YEAR COLLEGE GRADUATE	33 10%	395 7%	1 33%~	9 15%	8 9%	8 9%	7 8%	25 11%	1 50%~	~	~	~	6%~	12%~	5 6%	27%*	33%~	10%~	23%~	10%~
MORE THAN 4-YEAR COLLEGE DEGREE	19 6%	239 4%	~	3%~	3 7%	6 7%	4 5%	14 6%	~	~	~	~	~	8%~	2%*	17%*	18%~	11%~	13%~	6%~
NOT ANSWERED	23	471		3	6	12	2	4						1	3	3	6		22	1
VALID CASES	327	5547	3	59	90	89	86	230	2	2	1	1	17	49	83	241	317	9	234	93
NUMBER OF RESPONDENTS	350 100%	6018 100%	3 100%	62 100%	96 100%	101 100%	88 100%	234 100%	2 100%	2 100%	1 100%	1 100%	17 100%	50 100%	86 100%	244 100%	323 100%	9 100%	256 100%	94 100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AMR- IAN	AS- IAN	NATV ILND	AMR- IAN	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q81																				
MOTHER OR FATHER	302 92%	5300 95%	3 100%	55 98%*	83 92%	84 92%	77 89%	211 92%	2 100%	2 100%	1 100%	15 ~ 94%	47 96%	79 93%	221 92%	294 92%	7 88%	222 94%	80 88%	
GRANDPARENT	14 4%	137 2%	~	1 2%	4 4%	4 4%	5 6%	12 5%	~	~	~	1 ~100%	1 6%	~	3 4%	10 4%	13 4%	1 12%	8 3%	6 7%
AUNT OR UNCLE	2 0.6%	36 0.6%	~	~	~	~	2 2%	1 0.4%	~	~	~	~	~	~	1 1%	1 0.4%	2 0.6%	~	1 0.4%	1 1%
OLDER BROTHER OR SISTER	4 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
OTHER RELATIVE	6 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
LEGAL GUARDIAN	7 2%	77 1%	~	~	3 3%	2 2%	2 2%	5 2%	~	~	~	~	~	1 2%	1 1%	6 3%	7 2%	~	4 2%	3 3%
SOMEONE ELSE	2 0.6%	44 0.8%	~	~	~	1 1%	1 1%	1 0.4%	~	~	~	~	~	1 2%	1 1%	1 0.4%	2 0.6%	~	1 0.4%	1 1%
NOT ANSWERED	23	415		6	6	10	1	4					1	1	1	5	5	1	20	3
VALID CASES	327	5603	3	56	90	91	87	230	2	2	1	1	16	49	85	239	318	8	236	91
NUMBER OF RESPONDENTS	350	6018	3	62	96	101	88	234	2	2	1	1	17	50	86	244	323	9	256	94
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q82 YES	1 0.5%	157 5%*	~	~	~	2%~	1 ~0.7%~	~	~	~	~	~	~	1 ~0.7%	1 0.5%~	~	~	1 2%~	
NO	193 99%	3319 95%*	1 100%	35 100%	53 100%	56 98%~	48 100%~	147 99%~	1 ~100%	1 100%	1 100%	11 100%	14 100%	49 100%	143 99%	188 99%~	4 100%	140 100%	53 98%~
NOT ANSWERED	2	40	1			1	2							1	2		2		
VALID CASES	194	3476	1	35	53	57	48	148	1	1	1	11	14	49	144	189	4	140	54
NUMBER OF RESPONDENTS	196	3516	1	36	53	58	48	150	1	1	1	11	14	49	145	191	4	142	54
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

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

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

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

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

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

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

		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/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q83.3																	
YES	TCH TOT CHLD	9	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
	OHP TOT CHLD	7%															
NO	TCH TOT CHLD	1			1	1	1						1	1		1	
	OHP TOT CHLD	100%	~	~	~100%	~100%	~	~	~	~	~	~	~100%	~100%	~	~100%	~
VALID CASES	TCH TOT CHLD	1			1	1	1						1	1		1	
NUMBER OF RESPONDENTS	OHP TOT CHLD	1			1	1	1						1	1		1	
		100%			100%	100%							100%	100%		100%	

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

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<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- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q83.4	TCH TOT CHLD																	
YES	OHP TOT CHLD	31																
		26%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO		1			1		1							1	1			1
		100%	~	~	~100%	~	~100%	~	~	~	~	~	~	~100%	~100%	~	~	~100%
VALID CASES		1			1		1							1	1			1
NUMBER OF RESPONDENTS		1			1		1							1	1			1
		100%			100%		100%							100%	100%			100%

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

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

		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/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q83.5																
YES	TCH TOT CHLD															
	OHP TOT CHLD	11														
		9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	TCH TOT CHLD	1			1		1						1	1		1
	OHP TOT CHLD	108			100%		100%						100%	100%		100%
		91%	~	~	~	~	~	~	~	~	~	~	~	~	~	~
VALID CASES	TCH TOT CHLD	1			1		1						1	1		1
NUMBER OF RESPONDENTS	OHP TOT CHLD	119			100%		100%						100%	100%		100%
		100%														

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
NQ14 0-6	25 11%	375 10%	~	4 8%	3 5%*	6 11%	12 19%*	16 10%	1 50%~	~	~	~	1 8%~	4 11%~	4 7%	20 12%	21 10%~	2 25%~	17 11%	8 11%	
7-8	74 31%	1202 31%	~	11 21%	25 41%	20 36%	18 28%	50 30%	1 50%~	~	1 100%~	~	5 38%~	7 20%~	18 33%	51 30%	67 30%~	3 37%~	47 29%	27 36%	
9-10	137 58%	2325 60%	100%~	3 71%*	37 54%	33 54%	30 53%	34 53%	98 60%	~	~	~	1 100%~	7 54%~	24 69%~	33 60%	101 59%	132 60%~	3 37%~	97 60%	40 53%
VALID CASES	236	3902	3	52	61	56	64	164	2	1	1	13	35	55	172	220	8	161	75		
NUMBER OF RESPONDENTS	236 100%	3902 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.47	2.50	3.00	2.63	2.49	2.43	2.34	2.50	1.50	2.00	3.00	2.46	2.57	2.53	2.47	2.50	2.13	2.50	2.43		
p stat_(*=Sig @ p<=.05)		.535	~	.045*	.803	.563	.103	.398	~	~	~	~	~	~	.493	.889	~	~	.461	.462	

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
NQ41 0-6	238%	3537%	3~	45%	55%	1114%*	168%	150%~	1~100%~	1~	4~	34%	209%	197%	444%~	168%	78%			
7-8	6522%	110623%	133%~	916%	2025%	1924%	4923%	~50%~	1~	~	2~17%~	716%~	1116%	5424%	6322%~	222%~	4321%	2225%		
9-10	20670%	334970%	267%~	4378%	5570%	4962%	14669%	150%~	150%~	1~	975%~	3274%~	5479%*	14767%*	20071%~	333%~	14671%	6067%		
VALID CASES	294	4809	3	55	79	78	79	211	2	2	1	1	12	43	68	221	282	9	205	89
NUMBER OF RESPONDENTS	294100%	4809100%	3100%	55100%	79100%	78100%	79100%	211100%	2100%	2100%	1100%	1100%	12100%	43100%	68100%	221100%	282100%	9100%	205100%	89100%
MEAN	2.62	2.62	2.67	2.73	2.65	2.67	2.48	2.62	2.00	2.50	1.00	3.00	2.67	2.65	2.75	2.57	2.64	1.89	2.63	2.60
p stat_(*=Sig @ p<=.05)	.987		~.137	.688	.454	.036*	.785	~	~	~	~	~	~.034*	.011*	~	~	~.630	.630		

[ASKED IF Q30 = YES]



NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR & POOR	NO CCC	CCC	
NQ48 0-6	3 5%	69 10%	~	~	1 6%	1 8%	1 5%	2 5%	~	~	~	~	~	1 11%	1 8%	2 5%	3 6%	~	~	3 9%	
7-8	12 21%	173 25%	~	2 25%	5 29%	3 23%	2 10%	9 21%	~	~	~	~	~	2 22%	2 15%	9 20%	11 21%	1 20%	3 12%	9 28%	
9-10	43 74%	464 66%	~	6 75%	11 65%	9 69%	17 85%	31 74%	~	~	~	~	~	4 100%	6 67%	10 77%	33 75%	39 74%	4 80%	23 88%	20 62%
VALID CASES	58	706		8	17	13	20	42						4	9	13	44	53	5	26	32
NUMBER OF RESPONDENTS	58 100%	706 100%		8 100%	17 100%	13 100%	20 100%	42 100%						4 100%	9 100%	13 100%	44 100%	53 100%	5 100%	26 100%	32 100%
MEAN	2.69	2.56		2.75	2.59	2.62	2.80	2.69						3.00	2.56	2.69	2.70	2.68	2.80	2.88	2.53
p stat_(*=Sig @ p<=.05)		.070	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

NQ54 RATING OF CHILD'S HEALTH PLAN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC			
NQ54 0-6	46 14%	702 13%	~	5 8%	12 13%	12 13%	17 20%	33 14%	1 50%~	~	~	~	4 24%~	6 12%~	12 14%	34 14%	42 13%~	4 44%~	27 12%	19 20%	
7-8	96 29%	1548 28%	67%~	2 25%	15 32%	29 24%	21 34%	29 30%	68 30%	1 50%~	~	1 100%~	1 100%~	4 24%~	16 33%~	19 22%	75 31%	95 30%~	1 11%~	66 28%	30 32%
9-10	185 57%	3348 60%	33%~	1 33%~	39 66%	49 54%	56 63%	40 47%*	129 56%	~	2 100%~	~	~	9 53%~	27 55%~	54 64%	130 54%	181 57%~	4 44%~	140 60%*	45 48%*
VALID CASES	327	5598	3	59	90	89	86	230	2	2	1	1	17	49	85	239	318	9	233	94	
NUMBER OF RESPONDENTS	327 100%	5598 100%	3 100%	59 100%	90 100%	89 100%	86 100%	230 100%	2 100%	2 100%	1 100%	1 100%	17 100%	49 100%	85 100%	239 100%	318 100%	9 100%	233 100%	94 100%	
MEAN	2.43	2.47	2.33	2.58	2.41	2.49	2.27	2.42	1.50	3.00	2.00	2.00	2.29	2.43	2.49	2.40	2.44	2.00	2.48	2.28	
p stat_(*=Sig @ p<=.05)		.199	~	.077	.829	.292	.019*	.769	~	~	~	~	~	~	.313	.338	~	~	.019*	.019*	

GETTING NEEDED CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER 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	
NPRBSEE4 NQ46	2.53	2.27	2.37	2.65	2.63	2.43	2.51	3.00				2.00	2.78	2.46	2.54	2.59	2.00	2.79	2.32
p stat_(*=Sig @ p<=.05)		.001*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCARNES4 NQ15	2.50	2.47	2.67	2.55	2.52	2.53	2.42	2.56	2.00	2.00	1.00	2.25	2.63	2.43	2.54	2.52	2.25	2.51	2.49
p stat_(*=Sig @ p<=.05)		.390	~.583	.846	.761	.275	.062	~	~	~	~	~	~	.360	.191	~	~	.894	.894
COMPOSITE	2.52	2.37	2.67	2.46	2.58	2.58	2.43	2.54	2.50	x 2.00	1.00	2.13	2.70	2.45	2.54	2.55	2.13	2.65	2.41
p stat_(*=Sig @ p<=.05)		.003*	~.547	.412	.471	.266	.543	~	~	~	~	~	~	.398	.432	~	~	.000*	.143

GETTING CARE QUICKLY

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NCARSN4 NQ4	2.70	2.61	2.00	2.74	2.70	2.69	2.69	2.71	3.00				2.67	2.74	2.65	2.69	2.72	2.40	2.76	2.58
p stat_(*=Sig @ p<=.05)		.202	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NAPGET4 NQ6	2.52	2.46	3.00	2.57	2.56	2.46	2.47	2.52	3.00				2.75	2.61	2.47	2.54	2.53	2.33	2.52	2.53
p stat_(*=Sig @ p<=.05)		.205	~	~.603	~	~	~	~.932	~	~	~	~	~	~	~.600	~	~	~	~.919	~.919
COMPOSITE	2.61	2.54	2.50	2.65	2.63	2.57	2.58	2.62	3.00	x	x	x	2.71	2.67	2.56	2.61	2.62	2.37	2.64	2.56
p stat_(*=Sig @ p<=.05)		.217	~.676	.792	.708	.769		.794	~	~	~	~	~	~	~.609	.863	~	~	~.416	.511

HOW WELL DOCTORS COMMUNICATE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 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	GOOD & POOR	NO CCC	CCC	
NDREXPL4 NQ32	2.71	2.69	2.33	2.84	2.67	2.75	2.61	2.78	2.00		1.00	3.00	2.67	2.56	2.63	2.74	2.72	2.17	2.73	2.66
p stat_(*=Sig @ p<=.05)		.635	~	~	.610	.505	.136	.005*	~	~	~	~	~	~	.310	.240	~	~	.413	.413
NDRLSTN4 NQ33	2.68	2.70	2.33	2.82	2.60	2.79	2.54	2.71	2.00		1.00	3.00	2.56	2.72	2.73	2.65	2.70	2.00	2.72	2.59
p stat_(*=Sig @ p<=.05)		.602	~	~	.293	.098	.067	.214	~	~	~	~	~	~	.493	.313	~	~	.146	.146
NDRESPU4 NQ34	2.75	2.77	3.00	2.84	2.69	2.83	2.64	2.78	2.00		1.00	3.00	2.78	2.72	2.78	2.73	2.77	2.33	2.77	2.72
p stat_(*=Sig @ p<=.05)		.600	~	~	.403	.228	.126	.148	~	~	~	~	~	~	.609	.438	~	~	.540	.541
NDRTMEN4 NQ37	2.51	2.48	2.00	2.61	2.36	2.60	2.51	2.55	1.50		1.00	3.00	2.56	2.47	2.55	2.50	2.52	2.17	2.55	2.43
p stat_(*=Sig @ p<=.05)		.474	~	~	.072	.289	.993	.198	~	~	~	~	~	~	.633	.734	~	~	.240	.240
COMPOSITE	2.66	2.66	2.42	2.78	2.58	2.74	2.58	2.70	1.88	x	1.00	3.00	2.64	2.62	2.67	2.66	2.68	2.17	2.69	2.60
p stat_(*=Sig @ p<=.05)		.964	~	~	.532	.520	.483	.342	~	~	~	~	~	~	.933	.911	~	~	.556	.558

CUSTOMER SERVICE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
NPBCLCS4 NQ50	2.26	2.30	3.00	2.65	2.23	2.15	2.10	2.24	1.00	2.00		3.00	2.57	2.47	2.19	2.28	2.29	1.33	2.41	1.88
p stat_(*=Sig @ p<=.05)		.675	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ51	2.55	2.55	3.00	2.65	2.39	2.65	2.48	2.64	1.00	2.00		3.00	2.43	2.63	2.39	2.62	2.55	2.33	2.67	2.24
p stat_(*=Sig @ p<=.05)		.910	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.40	2.43	3.00	2.65	2.31	2.40	2.29	2.44	1.00	2.00	x	3.00	2.50	2.55	2.29	2.45	2.42	1.83	2.54	2.06
p stat_(*=Sig @ p<=.05)		.878	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
NRXWHY NQ11	2.54	2.46	2.73	2.53	2.39	2.59	2.66	2.00		2.00	3.00	2.57	2.67	2.57	2.60	2.39	2.68	
p stat_(*=Sig @ p<=.05)		.339	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NRXWYNT NQ12	2.03	2.00	2.00	2.25	1.89	2.00	2.00	2.00		2.00	3.00	2.15	2.23	2.00	2.05	1.80	1.97	2.08
p stat_(*=Sig @ p<=.05)		.755	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NRXBST NQ13	2.75	2.59	2.64	2.68	2.67	2.91	2.73	3.00		3.00	3.00	2.86	2.57	2.81	2.74	2.60	2.65	2.84
p stat_(*=Sig @ p<=.05)		.085	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.44	2.35	x 2.45	2.49	2.31	2.50	2.46	2.33	x	x 2.33	3.00	2.53	2.39	2.49	2.46	2.33	2.34	2.53
p stat_(*=Sig @ p<=.05)		.506	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

ACCESS TO SPECIALIZED SERVICES

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
NEZMDEQ NQ20	1.89	2.28	3.00	3.00	1.00	1.50	2.60					1.00	1.00	2.00		2.14	1.00	2.33	1.00
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTHP NQ23	2.22	2.11	2.80	2.00	1.80	2.33	2.50	1.00				1.80		2.25	2.21	2.29	1.00	2.56	1.89
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTC NQ26	2.33	2.11	2.25	2.53	2.44	2.13	2.40	2.50				1.50	2.10	2.37	2.32	2.41	1.71	2.57	2.25
p stat_(*=Sig @ p<=.05)		.038*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.15	2.17	x 2.68	2.51	1.75	1.99	2.50	1.75	x	x	x	1.25	1.63	2.31	2.18	2.28	1.24	2.49	1.71
p stat_(*=Sig @ p<=.05)		.772	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
PRBSEE4 Q46	94%	76%		88%	94%	100%	90%	96%	100%			75%	89%	85%	96%	95%	83%	100%	88%
CARNES4 Q15	89%	88%	100%	90%	92%	89%	84%	92%	50%	100%	0%	67%	97%	84%	91%	89%	100%	89%	90%
AVERAGE	91.3	82.1	100	88.8	93.0	94.7	87.4	93.6	75.0	x	100	70.8	93.0	84.3	93.6	91.9	91.7	94.4	88.9

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
CARSN4 Q4	90%	89%	100%	95%	89%	86%	92%	91%	100%			100%	89%	90%	90%	91%	80%	91%	89%	
APGET4 Q6	90%	86%	100%	91%	91%	85%	92%	91%	100%			88%	88%	84%	91%	90%	100%	89%	93%	
AVERAGE	90.2	87.1	100	93.0	90.1	85.8	92.1	91.2	100	x	x	x	93.8	88.7	87.2	90.5	90.6	90.0	89.8	90.9

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
DREXPL4 Q32	93%	93%	67%	94%	93%	92%	95%	96%	50%	0%	100%	100%	84%	90%	95%	93%	83%	94%	92%
DRLSTN4 Q33	94%	93%	100%	96%	93%	96%	90%	94%	50%	0%	100%	100%	94%	94%	93%	94%	83%	94%	92%
DRESPU4 Q34	94%	95%	100%	96%	93%	94%	92%	95%	50%	0%	100%	100%	94%	94%	93%	94%	83%	93%	95%
DRTMEN4 Q37	89%	86%	67%	92%	87%	90%	86%	89%	50%	0%	100%	100%	87%	90%	88%	89%	67%	88%	89%
AVERAGE	92.2	91.8	83.3	94.4	91.4	93.4	90.7	93.6	50.0	x	100	100	89.8	92.2	92.4	92.6	79.2	92.4	91.9

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
PBCLCS4 Q50	75%	80%	100%	94%	73%	70%	67%	74%	0%	100%	100%	100%	73%	75%	74%	76%	33%	84%	52%	
CSRESP Q51	89%	88%	100%	100%	74%	96%	86%	96%	0%	100%	100%	86%	81%	82%	92%	88%	100%	92%	80%	
AVERAGE	81.8	84.1	100	97.1	73.3	83.3	76.2	85.2		100	x	100	92.9	77.3	78.4	83.3	82.4	66.7	88.1	66.0

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
RXWHY Q11	90%	86%	91%	89%	89%	91%	98%	100%		100%	100%	86%	86%	96%	92%	100%	79%	100%		
RXWYNT Q12	69%	66%	55%	81%	67%	70%	70%	100%		100%	100%	69%	69%	72%	69%	80%	63%	75%		
FRXBST Q13	87%	80%	82%	84%	83%	96%	87%	100%		100%	100%	93%	79%	90%	87%	80%	82%	92%		
AVERAGE	82.1	77.2	x	75.8	85.0	79.6	85.4	84.7	100	x	x	100	100	82.6	77.8	86.2	82.8	86.7	74.5	89.0

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
EZMDEQ Q20	44%	76%	100%	100%	0%	25%	80%					0%	0%		50%	57%	0%	67%	0%	
EZTHP Q23	72%	69%	100%	60%	60%	67%	92%	0%					40%	75%	71%	76%	0%	89%	56%	
EZTC Q26	76%	68%	75%	80%	88%	65%	77%	100%				50%	70%	75%	76%	80%	43%	86%	73%	
AVERAGE	64.2	70.9	x	91.7	80.0	49.2	52.3	82.8	50.0	x	x	x	25.0	36.7	75.0	65.8	71.3	14.3	80.4	42.8

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
DRTLKU Q38	85%	85%	100%	90%	89%	88%	75%	88%	100%	0%	100%	67%	81%	92%	83%	85%	83%	85%	85%
DRUNCON Q43	89%	86%		86%	76%	90%	94%	89%	50%		100%	100%	92%	73%	91%	89%	83%	95%	87%
DRUNFAM Q44	86%	85%		86%	72%	90%	91%	88%	50%		100%	100%	85%	73%	88%	87%	71%	95%	84%
AVERAGE	86.7	85.4	100	87.1	79.3	89.4	86.5	88.1	66.7	x	100	88.9	86.1	79.2	87.2	87.1	79.4	91.7	85.3

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	TCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
HELPCONT Q18	90%	88%	60%	100%	100%	92%	90%	100%				100%	88%	100%	89%	89%	100%	87%	94%	
HLPCOORD Q29	61%	56%	55%	60%	60%	65%	59%	100%				75%	70%	67%	59%	59%	83%	61%	61%	
AVERAGE	75.6	72.1	x	57.3	80.0	80.0	78.4	74.3	100	x	x	x	87.5	78.8	83.3	74.0	73.9	91.7	73.6	77.4



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2. YOUR HEALTH CARE IN THE LAST 6 MONTHS		
2	Q3	IN THE LAST 6 MONTHS, DID YOU HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?
3	Q4	IN THE LAST 6 MONTHS, WHEN YOU NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOU GET CARE AS SOON AS YOU NEEDED? [ASKED IF Q3 = YES]
4	Q5	IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC?
5	Q6	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC AS SOON AS YOU NEEDED? [ASKED IF Q5 = YES]
6	Q7	IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOU WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID YOU GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE FOR YOURSELF?
7	Q8	A HEALTH PROVIDER IS THE PERSON YOU WOULD SEE IF YOU NEED A CHECK-UP, WANT ADVICE ABOUT A HEALTH PROBLEM, OR GET SICK OR HURT. IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS? [ASKED IF Q7 >= 1 TIME]
8	Q9	IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE? [ASKED IF Q7 >= 1 TIME]
9	Q10	WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]
10	Q11	WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]
11	Q12	WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOU? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]
12	Q13	USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1 TIME]
13	Q14	IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS OR TREATMENT YOU NEEDED? [ASKED IF Q7 >= 1 TIME]

PAGE QUESTION TITLE

3. YOUR PERSONAL DOCTOR

- 14 Q15 A PERSONAL DOCTOR IS THE ONE YOU WOULD SEE IF YOU NEED A CHECK-UP, WANT ADVICE ABOUT A HEALTH PROBLEM, OR GET SICK OR HURT. DO YOU HAVE A PERSONAL DOCTOR?
- 15 Q16 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOU VISIT YOUR PERSONAL DOCTOR TO GET CARE FOR YOURSELF? [ASKED IF Q15 = YES]
- 16 Q17 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY TO UNDERSTAND? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 17 Q18 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR LISTEN CAREFULLY TO YOU? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 18 Q19 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 19 Q20 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOU? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 20 Q21 IN THE LAST 6 MONTHS, DID YOU GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES YOUR PERSONAL DOCTOR? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
- 21 Q22 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOU GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS? [ASKED IF Q15 = YES AND Q16 >= 1 TIME AND Q21 = YES]
- 22 Q23 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR PERSONAL DOCTOR? [ASKED IF Q15 = YES]

4. GETTING HEALTH CARE FROM SPECIALISTS

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

PAGE QUESTION TITLE

5. YOUR HEALTH PLAN

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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8. RATINGS

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

9. COMPOSITES

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

10. GLOBAL PROPORTION COMPOSITES

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

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2. YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS		
2	Q3	IN THE LAST 6 MONTHS, DID YOUR CHILD HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?
3	Q4	IN THE LAST 6 MONTHS, WHEN YOUR CHILD NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOUR CHILD GET CARE AS SOON AS HE OR SHE NEEDED? [ASKED IF Q3 = YES]
4	Q5	IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC?
5	Q6	IN THE LAST 6 MONTHS, WHEN YOU MADE AN APPOINTMENT FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOUR CHILD NEEDED? [ASKED IF Q5 = YES]
6	Q7	IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOUR CHILD WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID HE OR SHE GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE?
7	Q8	A HEALTH PROVIDER IS THE PERSON YOU WOULD SEE IF YOUR CHILD NEEDED A CHECK-UP, WANTED ADVICE ABOUT A HEALTH PROBLEM, OR GOT SICK OR HURT. IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS IN YOUR CHILD? [ASKED IF Q7 >= 1 TIME]
8	Q9	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER? [ASKED IF Q7 >= 1 TIME]
9	Q10	IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME]
10	Q11	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
11	Q12	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
12	Q13	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
13	Q14	USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1]
14	Q15	IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS, OR TREATMENT YOUR CHILD NEEDED? [ASKED IF Q7 >= 1 TIME]



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

3. SPECIALIZED SERVICES

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

PAGE	QUESTION	TITLE
4.	YOUR CHILD'S PERSONAL DOCTOR	
29	Q30	A PERSONAL DOCTOR IS THE ONE YOUR CHILD WOULD SEE IF HE OR SHE NEEDS A CHECKUP, HAS A HEALTH PROBLEM, OR GETS SICK OR HURT. DOES YOUR CHILD HAVE A PERSONAL DOCTOR?
30	Q31	IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOUR CHILD VISIT HIS OR HER PERSONAL DOCTOR FOR CARE? [ASKED IF Q30 = YES]
31	Q31A	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE A HARD TIME SPEAKING WITH OR UNDERSTANDING YOUR CHILD'S PERSONAL DOCTOR BECAUSE YOU SPOKE DIFFERENT LANGUAGES? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
32	Q32	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS ABOUT YOUR CHILD'S HEALTH IN A WAY THAT WAS EASY TO UNDERSTAND? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
33	Q33	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR LISTEN CAREFULLY TO YOU? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
34	Q34	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
35	Q35	IS YOUR CHILD ABLE TO TALK WITH DOCTORS ABOUT HIS OR HER HEALTH CARE? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
36	Q35A	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD HAVE A HARD TIME SPEAKING WITH OR UNDERSTANDING HIS OR HER PERSONAL DOCTOR BECAUSE THEY SPOKE DIFFERENT LANGUAGES? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q35 = YES]
37	Q36	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY FOR YOUR CHILD TO UNDERSTAND? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q35 = YES]
38	Q37	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOUR CHILD? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
39	Q38	IN THE LAST 6 MONTHS, DID YOUR CHILD'S PERSONAL DOCTOR TALK WITH YOU ABOUT HOW YOUR CHILD IS FEELING, GROWING, OR BEHAVING? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
40	Q39	IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES HIS OR HER PERSONAL DOCTOR? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]
41	Q40	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOUR CHILD GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q39 = YES]
42	Q41	USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S PERSONAL DOCTOR? [ASKED IF Q30 = YES]
43	Q42	DOES YOUR CHILD HAVE ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS THAT HAVE LASTED FOR MORE THAN 3 MONTHS? [ASKED IF Q30 = YES]
44	Q43	DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW THESE MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR CHILD'S DAY-TO-DAY LIFE? [ASKED IF Q30 = YES AND Q42 = YES]
45	Q44	DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW YOUR CHILD'S MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR FAMILY'S DAY-TO-DAY LIFE? [ASKED IF Q30 = YES AND Q42 = YES]

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

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

47 Q46 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR YOUR CHILD TO SEE A SPECIALIST AS SOON AS YOU NEEDED? [ASKED IF Q45 = YES]

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

49 Q48 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST? [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

6. YOUR CHILD'S HEALTH PLAN

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

51 Q50 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN GIVE YOU THE INFORMATION OR HELP YOU NEEDED? [ASKED IF Q49 = YES]

52 Q51 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE STAFF AT YOUR CHILD'S HEALTH PLAN TREAT YOU WITH COURTESY AND RESPECT? [ASKED IF Q49 = YES]

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

54 PQ53 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT? [ASKED IF Q52 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q52 = NO]

55 Q54 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S HEALTH PLAN?

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

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

57 Q56 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET PRESCRIPTION MEDICINES FOR YOUR CHILD THROUGH HIS OR HER HEALTH PLAN? [ASKED IF Q55 = YES]

58 Q57 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET YOUR CHILD'S PRESCRIPTION MEDICINES? [ASKED IF Q55 = YES]

8. ABOUT YOUR CHILD AND YOU

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

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

PAGE	QUESTION	TITLE
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9. RATINGS

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

10. COMPOSITES

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

11. GLOBAL PROPORTION COMPOSITES

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

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

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

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

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

**SURVEY INSTRUCTIONS**

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

Correct  
Mark 

Incorrect  
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

- Yes → *Go to Question 3*
- No

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

\_\_\_\_\_

## YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

Yes  
 No → *Go to Question 5*

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

Never  
 Sometimes  
 Usually  
 Always

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

Yes  
 No → *Go to Question 7*

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

Never  
 Sometimes  
 Usually  
 Always

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

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

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

Yes  
 No

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

Yes  
 No → *Go to Question 13*

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

Not at all  
 A little  
 Some  
 A lot



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

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

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

- Yes
- No

13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

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

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

- Never
- Sometimes
- Usually
- Always

## YOUR PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 24*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 23*

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

- Never
- Sometimes
- Usually
- Always

23. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

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

## GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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



## YOUR HEALTH PLAN

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

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

- Yes
- No → *Go to Question 30*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 33*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 35*

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?

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

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

- Yes
- No → *Go to Question 35c*

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

- Never
- Sometimes
- Usually
- Always



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

- Yes
- No → **Go to Question 35e**

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

- Never
- Sometimes
- Usually
- Always

### CULTURAL COMPETENCY

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

### HEALTH LITERACY

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

### INTERPRETER SERVICES

35r. What is your preferred language?

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

35s. How well do you speak English?

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

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

- Never
- Sometimes
- Usually
- Always



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

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

- Yes
- No → **Go to Question 36**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always

## ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Yes
- No
- Don't know

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No
- Don't know

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

- Yes
- No
- Don't know

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

- Yes
- No





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

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

**THANK YOU**

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

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

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





448-12



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CTYAD

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

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

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

**SURVEY INSTRUCTIONS**

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

Correct  
Mark 

Incorrect  
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

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

\_\_\_\_\_

**YOUR CHILD'S HEALTH CARE  
IN THE LAST 6 MONTHS**

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

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

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



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

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

**SPECIALIZED SERVICES**

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



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

- Yes
- No → *Go to Question 25*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

### **YOUR CHILD'S PERSONAL DOCTOR**

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 37**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → **Go to Question 41**

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

- Never
- Sometimes
- Usually
- Always



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

0 1 2 3 4 5 6 7 8 9 10

Worst Personal Doctor Possible                      Best Personal Doctor Possible

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

- Yes
- No → **Go to Question 45**

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

- Yes
- No

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

- Yes
- No

## GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → **Go to Question 49**

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

- Never
- Sometimes
- Usually
- Always

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

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



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

0 1 2 3 4 5 6 7 8 9 10

Worst Specialist Possible                      Best Specialist Possible

**YOUR CHILD'S HEALTH PLAN**

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

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

Yes  
 No → *Go to Question 52*

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

Never  
 Sometimes  
 Usually  
 Always

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

Never  
 Sometimes  
 Usually  
 Always

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

Yes  
 No → *Go to Question 54*

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

Never  
 Sometimes  
 Usually  
 Always

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

0 1 2 3 4 5 6 7 8 9 10

Worst Health Plan Possible                      Best Health Plan Possible

**PRESCRIPTION MEDICINES**

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

Yes  
 No → *Go to Question 58*

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

Never  
 Sometimes  
 Usually  
 Always



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

- Yes
- No

**ABOUT YOUR CHILD AND YOU**

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No

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

- Yes
- No → *Go to Question 72*



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

- Yes
- No → **Go to Question 72**

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

- Yes
- No

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

- Yes
- No → **Go to Question 74**

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

- Yes
- No

74. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

75. Is your child male or female?

- Male
- Female

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

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

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

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

78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

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

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

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

## THANK YOU

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

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

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







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

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

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

**INSTRUCCIONES PARA EL CUESTIONARIO**

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

Marca  
Correcta

Marca  
Incorrecta

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

Sí → *Pase a la Pregunta 1*  
 No

↓ **COMIENCE AQUI** ↓

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

Sí → *Pase a la pregunta 3*  
 No

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

\_\_\_\_\_

## LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

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

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

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





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

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

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

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

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

- Sí
- No → *Pase a la pregunta 23*

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

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

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

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

## LA ATENCIÓN MÉDICA QUE RECIBÍ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

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

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

0 1 2 3 4 5 6 7 8 9 10

El peor especialista posible El mejor especialista posible

### SU PLAN DE SALUD

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

28. En los últimos 6 meses, ¿buscó alguna información en materiales escritos o en la Internet sobre cómo funciona su plan de salud?

- Sí
- No → *Pase a la pregunta 30*

29. En los últimos 6 meses, ¿con qué frecuencia encontró la información que usted necesitaba sobre como funciona su plan de salud en materiales escritos o en la Internet?

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

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

- Sí
- No → *Pase a la pregunta 33*

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

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

32. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente de su plan de salud le trató con cortesía y respeto?

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

33. En los últimos 6 meses, ¿le dio su plan de salud algún formulario para que lo llenara?

- Sí
- No → *Pase a la pregunta 35*

34. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de llenar los formularios de su plan de salud?

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

35. Usando un número del 0 al 10, el 0 siendo el peor plan de salud posible y el 10 el mejor plan de salud posible, ¿qué número usaría para calificar su plan de salud?

0 1 2 3 4 5 6 7 8 9 10

El peor plan de salud posible El mejor plan de salud posible



## CAPACIDAD CULTURAL

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

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

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

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

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 35c*

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

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

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

- Sí
- No → *Pase a la pregunta 35e*

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

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

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

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

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

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

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

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

### COMPRESIÓN DE INFORMACIÓN DE SALUD

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

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

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



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

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

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

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

### SERVICIOS DE INTÉRPRETE

35r. ¿Qué idioma prefiere hablar usted?

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

35s. ¿Qué tan bien habla inglés?

- Muy bien
- Bien
- No muy bien
- Para nada

35t. En los últimos 6 meses, cuando llamó o habló con alguien de su plan de salud, ¿con qué frecuencia hablaban con usted en su idioma de preferencia?

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

35u. Un intérprete es una persona que le ayuda a hablar con otras personas que no hablan su idioma. Los intérpretes pueden ser empleados del plan de salud o intérpretes por teléfono.

Durante los últimos 6 meses, ¿necesitó alguna vez a un intérprete para hablar con alguien de su plan de salud?

- Sí
- No → *Pase a la Pregunta 36*

35v. En los últimos 6 meses, ¿le dijo alguna persona de su plan de salud que un intérprete estaba disponible de forma gratuita?

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

35w. En los últimos 6 meses, ¿con qué frecuencia usó un intérprete del plan de salud para que le ayudara a hablar con alguien del plan?

- Nunca → *Pase a la Pregunta 35aa*
- A veces
- La mayoría de las veces
- Siempre

35x. En los últimos 6 meses, cuando usó un intérprete que le ofreció su plan de salud, ¿quién fue el intérprete que usó con más frecuencia?

- Un empleado o personal del plan de salud
- Un intérprete que me ofreció el plan de salud que me ayudó en persona
- Un intérprete que me ofreció el plan de salud que me ayudó por teléfono
- Otra persona que me ofreció el plan de salud
- No sé o no estoy seguro

35y. En los últimos 6 meses, ¿con qué frecuencia le trataba con cortesía y respeto este intérprete?

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

35z. Usando cualquier número del 0 al 10, donde 0 siendo el peor intérprete posible y el 10 el mejor intérprete posible, ¿qué número usaría para calificar a este intérprete?

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

35aa. En los últimos 6 meses, ¿con qué frecuencia usó a un amigo o familiar como intérprete cuando habló con alguien de su plan de salud?

- Nunca → *Pase a la Pregunta 36*
- A veces
- La mayoría de las veces
- Siempre

35ab. En los últimos 6 meses, ¿usó a amigos o familiares como intérpretes porque usted lo prefería así?

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

### ACERCA DE USTED

36. En general, ¿cómo calificaría toda su salud?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

37. En general, ¿cómo calificaría toda su salud mental o emocional?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

38. Desde el 1 de julio del 2013, ¿le han puesto la vacuna para la influenza o gripe ya sea en inyección o con un rociador o spray nasal?

- Sí
- No
- No sé

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

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

40. En los últimos 6 meses, ¿qué tan seguido le aconsejó un médico u otro proveedor de cuidado médico de su seguro que dejara de fumar o usar tabaco?

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

41. En los últimos 6 meses, ¿qué tan seguido le recomendó, o habló con, un médico o proveedor de cuidado médico sobre medicamentos para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de medicamentos son: chicle o goma de mascar con nicotina, parche, rociador o aerosol nasal, inhalador o medicamentos con receta.

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

42. En los últimos 6 meses, ¿qué tan seguido le ofreció o habló con su médico o proveedor de cuidado médico sobre métodos y estrategias, aparte de medicamentos, para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de métodos y estrategias son: una línea telefónica de ayuda, consejería individual o terapia de grupo o un programa para dejar de fumar.

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

43. ¿Toma aspirina todos los días o un día sí y otro día no?

- Sí
- No
- No sé

44. ¿Tiene algún problema de salud o toma algún medicamento que hace que sea peligroso para usted tomar aspirina?

- Sí
- No
- No sé

45. ¿Ha hablado alguna vez un médico o proveedor de cuidado médico con usted acerca de los riesgos y beneficios de la aspirina para prevenir un infarto o un derrame cerebral?

- Sí
- No

46. Que usted sepa, ¿tiene alguna de las siguientes enfermedades? Marque todas las que aplican.

- Colesterol alto
- Presión sanguínea alta (hipertensión arterial)
- Padres o hermanos que hayan tenido un infarto antes de los 60 años

47. ¿Alguna vez le ha dicho un médico que usted tiene alguna de las siguientes enfermedades? Marque todas las que aplican.

- Un infarto
- Angina de pecho o cardiopatía coronaria
- Un derrame cerebral
- Algún tipo de diabetes o niveles altos de azúcar en la sangre

48. En los últimos 6 meses, ¿ha ido a ver a un doctor o a otro profesional médico 3 veces o más por la misma enfermedad o problema?

- Sí
- No → *Pase a la pregunta 50*

49. ¿Se trata de una enfermedad o problema que ha durado al menos 3 meses? No incluya el embarazo ni la menopausia.

- Sí
- No



50. ¿Necesita o toma ahora alguna medicina recetada por un doctor? **No** incluya anticonceptivos.

- Sí
- No → **Pase a la pregunta 52**

51. ¿Esta medicina es para tratar una enfermedad o problema que ha durado al menos 3 meses? **No** incluya el embarazo ni la menopausia.

- Sí
- No

52. ¿Qué edad tiene?

- 18 a 24 años
- 25 a 34
- 35 a 44
- 45 a 54
- 55 a 64
- 65 a 74
- 75 años o más

53. ¿Es usted hombre o mujer?

- Hombre
- Mujer

54. ¿Cuál es el grado o nivel escolar más alto que usted ha completado?

- 8 años de escuela o menos
- 9 a 12 años de escuela, pero sin graduarse
- Graduado de la escuela secundaria (high school), Diploma de escuela secundaria, preparatoria, o su equivalente (o GED)
- Algunos cursos universitarios o un título universitario de un programa de 2 años
- Título universitario de 4 años
- Título universitario de más de 4 años

55. ¿Es usted de origen o ascendencia hispana o latina?

- Sí, hispano o latino
- No, ni hispano ni latino

56. ¿A qué raza pertenece? Marque una o más.

- Blanca
- Negra o afroamericana
- Asiática
- Nativo de Hawái o de otras islas del Pacífico
- Indígena americano o nativo de Alaska
- Otra (Por favor use letra de molde)

57. ¿Le ayudó alguien a completar esta encuesta?

- Sí → **Pase a la pregunta 58**
- No → **Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.**

58. ¿Cómo le ayudó a usted esta persona? Marque una o más.

- Me leyó las preguntas
- Anotó las respuestas que le di
- Contestó las preguntas por mí
- Tradujo las preguntas a mi idioma
- Me ayudó de otra forma (Por favor use letra de molde)

**¡Gracias nuevamente por tomar el tiempo de completar el cuestionario! Sus respuestas son sumamente apreciadas.**

**Cuando haya terminado, por favor envíe la encuesta en el sobre con el porte pagado a:**

**DataStat, 3975 Research Park Dr, Ann Arbor, MI 48108**



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

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

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

**INSTRUCCIONES PARA EL CUESTIONARIO**

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

Marca  
Correcta ●

Marca  
Incorrecta   

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

● Sí → *Pase a la Pregunta 1*  
○ No

↓ **COMIENCE AQUI** ↓

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

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

○ Sí → *Pase a la pregunta 3*  
○ No

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

\_\_\_\_\_

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

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

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

7. En los últimos 6 meses, **sin** contar las veces en que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?
- Ninguna vez → *Pase a la pregunta 16*  
 1 vez  
 2  
 3  
 4  
 5 a 9  
 10 veces o más
8. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?
- Sí  
 No
9. En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?
- Nunca  
 A veces  
 La mayoría de las veces  
 Siempre
10. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre comenzar o suspender una medicina recetada?
- Sí  
 No → *Pase a la pregunta 14*

11. Cuando hablaron de comenzar o suspender una medicina recetada para su niño, ¿qué tanto habló un doctor u otro profesional médico sobre las razones por las que tal vez usted quiera que su niño tome una medicina?

- Para nada
- Un poco
- Algo
- Mucho

12. Cuando hablaron de comenzar o suspender una medicina recetada para su niño, ¿qué tanto habló un doctor u otro profesional médico sobre las razones por las que tal vez usted no quiera que su niño tome una medicina?

- Para nada
- Un poco
- Algo
- Mucho

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

- Sí
- No

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No

### SERVICIOS ESPECIALIZADOS

19. En el equipo o dispositivo médico especial se incluye un andador, silla de ruedas, nebulizador, tubos de alimentación o equipo de oxígeno.

En los últimos 6 meses, ¿consiguió o intentó conseguir algún equipo o dispositivo médico especial para su niño?

- Sí
- No → *Pase a la pregunta 22*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 25*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 30*

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

- Sí
- No

### **EL DOCTOR PERSONAL DE SU NIÑO**

30. El doctor personal es aquel a quien su niño va si necesita un chequeo, quiere pedir consejo sobre un problema de salud, está enfermo o lastimado. ¿Tiene su niño un doctor personal?

- Sí
- No → *Pase a la pregunta 45*

31. En los últimos 6 meses, ¿cuántas veces fue su niño a ver a su doctor personal para recibir atención médica?

- Ninguna vez → **Pase a la pregunta 41**
- 1 vez
- 2
- 3
- 4
- 5 a 9
- 10 veces o más

31a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil hablar o entender al doctor personal de su niño porque hablaban idiomas diferentes?

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

32. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas sobre la salud de su niño de una manera fácil de entender?

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

33. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?

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

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

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

35. ¿Su niño puede hablar con los doctores sobre su atención médica?

- Sí
- No → **Pase a la pregunta 37**

35a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil a su niño hablar o entender a su doctor personal porque ellos hablaban idiomas diferentes?

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

36. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas a su niño de una manera fácil de entender?

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

37. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con su niño?

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



38. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- Sí
- No

39. En los últimos 6 meses, ¿atendió a su niño algún doctor o un otro profesional médico además de su doctor personal?

- Sí
- No → *Pase a la pregunta 41*

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

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

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

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

42. ¿Tiene su niño alguna condición médica, de comportamiento u otra condición de salud que ha durado por más de 3 meses?

- Sí
- No → *Pase a la pregunta 45*

43. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su niño?

- Sí
- No

44. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su familia?

- Sí
- No

### LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 49*

46. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista para su niño tan pronto como él o ella la necesitaba?

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





56. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?

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

57. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir las medicinas recetadas para su niño?

- Sí
- No

### ACERCA DE USTED Y DE SU NIÑO

58. En general, ¿cómo calificaría toda la salud de su niño?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

59. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

60. ¿Actualmente necesita o usa su niño una medicina recetada por un doctor (aparte de vitaminas)?

- Sí
- No → *Pase a la pregunta 63*

61. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 63*

62. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

63. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 66*

64. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 66*

65. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

66. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 69*

67. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 69*

68. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

69. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?

- Sí
- No → *Pase a la pregunta 72*

70. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 72*

71. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

- Sí
- No → *Pase a la pregunta 74*

73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

- Sí
- No

74. ¿Qué edad tiene su niño?

- Menos de un año

AÑOS (escriba la respuesta)

75. ¿Es su niño de sexo masculino o femenino?

- Masculino
- Femenino

76. ¿Es su niño de origen o ascendencia hispana o latina?

- Sí, hispano o latino
- No, ni hispano ni latino

77. ¿A qué raza pertenece su niño? Marque una o más.

- Blanca
- Negra o afroamericana
- Asiática
- Nativo de Hawái o de otras islas del Pacífico
- Indígena americano o nativo de Alaska
- Otra (Por favor use letra de molde)

78. ¿Qué edad tiene usted?

- Menos de 18 años
- 18 a 24
- 25 a 34
- 35 a 44
- 45 a 54
- 55 a 64
- 65 a 74
- 75 años o más

79. ¿Es usted hombre o mujer?

- Hombre
- Mujer

80. ¿Cuál es el grado o nivel escolar más alto que usted ha completado?

- 8 años de escuela o menos
- 9 a 12 años de escuela, pero sin graduarse
- Graduado de la escuela secundaria (high school), Diploma de escuela secundaria, preparatoria, o su equivalente (o GED)
- Algunos cursos universitarios o un título universitario de un programa de 2 años
- Título universitario de 4 años
- Título universitario de más de 4 años

◆

**81. ¿Qué relación tiene con el niño?**

- Madre o padre
- Abuelo o abuela
- Tía o tío
- Hermano o hermana mayor
- Otro familiar
- Tutor legal del niño
- Otra persona

**82. ¿Le ayudó alguien a completar esta encuesta?**

- Sí → ***Pase a la pregunta 83***
- No → ***Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.***

**83. ¿Cómo le ayudó a usted esta persona? Marque una o más.**

- Me leyó las preguntas
- Anotó las respuestas que le di
- Contestó las preguntas por mí
- Tradujo las preguntas a mi idioma
- Me ayudó de otra forma (Por favor use letra de molde)

---

**¡Gracias nuevamente por tomar el tiempo de completar el cuestionario! Sus respuestas son sumamente apreciadas.**

**Cuando haya terminado, por favor envíe la encuesta en el sobre con el porte pagado a:**

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

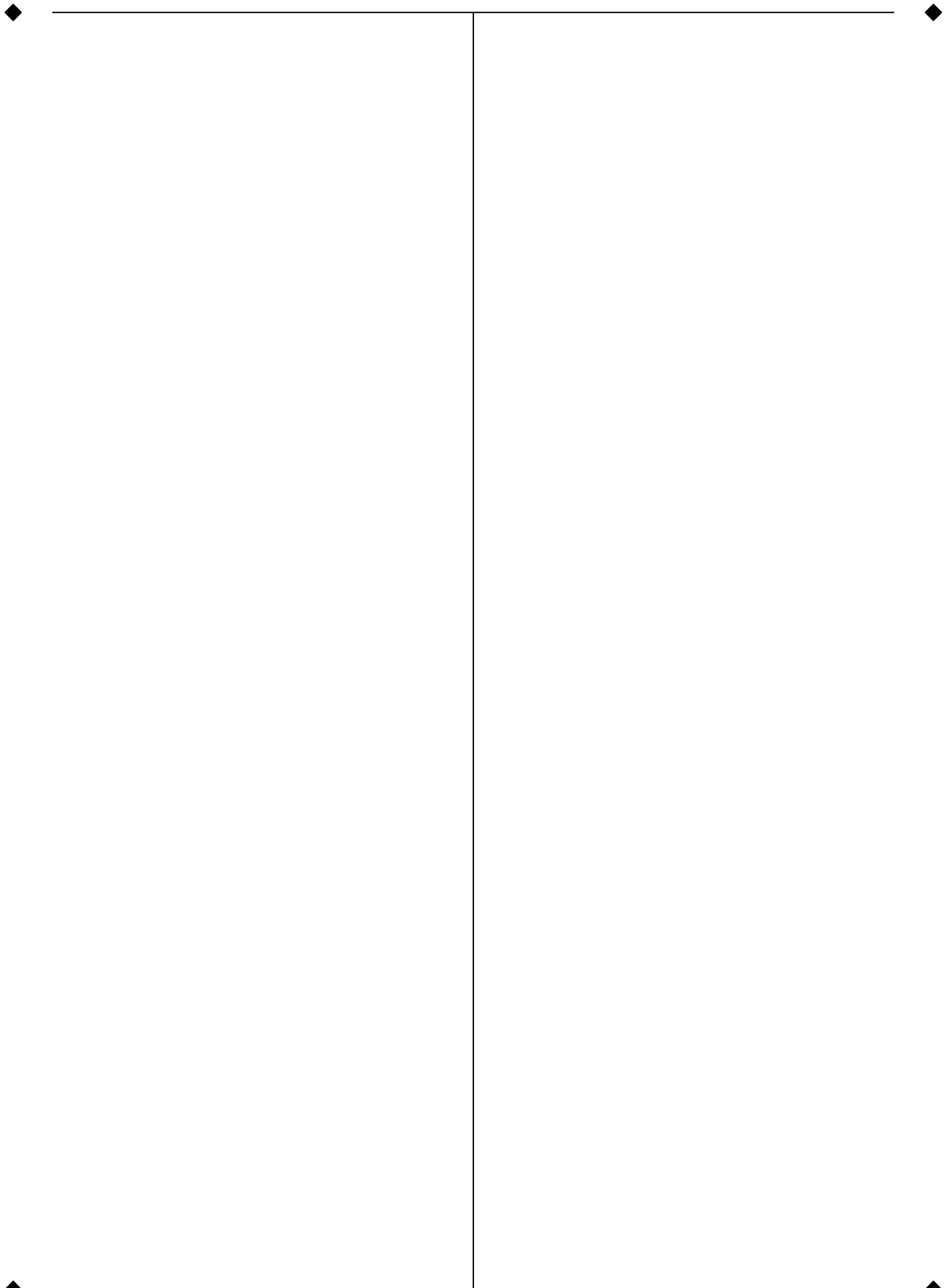


451-11



11

CTYSCCCC



DIAL.SCREEN

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

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS NOT A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with [MEMBER FIRST NAME] [MEMBER LAST NAME]?

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

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your health care or benefits in any way.")

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

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

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

## MAIL.SCREEN

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

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

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

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

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

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

## RE.INTRO

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

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

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

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

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

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

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

("DK" NOT ALLOWED)

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



SEX

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

- 1. MALE
- 2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

- 1. Spanish
- 2. English

MEMBER

1. / MEMBER

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

("DK" NOT ALLOWED)

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF Oregon Health Plan, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

NPLNAME

2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

(IF R SAYS SOMETHING CLOSE TO Oregon Health Plan, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. [RESPONDENT] NO LONGER INSURED -----> NO.INSUR
- 5. [RESPONDENT] INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR  
KNOW PLAN NAME
- 6. [RESPONDENT] INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

\_\_\_\_\_

CK.PLMSTCR:

-----

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your own health care. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

INCARE

3. / INCARE

In the last 6 months, did you have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

4. / CARSN4

In the last 6 months, when you NEEDED CARE RIGHT AWAY, how often did you get care as soon as you needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## APMAKE4

5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic?

1. YES
2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

## APGET4

6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic, how often did you get an appointment as soon as you needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## OFCTIM4

7. / OFCTIM4

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

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care you received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4  
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5

8. / PRVENT5

A health provider is the person you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXSTP

9. / RXSTP

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

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY

10. / RXWHY

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT

11. / RXWYNT

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST

12. / RXBST

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

13. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care you may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH CARE										HEALTH CARE
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4

14. / CARNES4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PRSNLD4

15. / PRSNLD4

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

Do you have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

## DRTMS

16. / DRTMS

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

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE, -----> RATEDR4
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

## DREXPL4

17. / DREXPL4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## DRLSTN4

18. / DRLSTN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

19. / DRESPU4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

20. / DRTMEN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR

21. / DIFFDR

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

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO

22. / DRINFO

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

23. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

NDSPDR4

24. / NDSPDR4

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

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

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does my (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN



PRBSEE4

25. / PRBSEE4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

26. / SPDRS

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

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say you've seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

27. / RTSPDR4

We want to know your rating of the specialist you saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- |            |    |    |    |    |    |    |    |    |    |            |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00         | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10         |
| WORST      |    |    |    |    |    |    |    |    |    | BEST       |
| SPECIALIST |    |    |    |    |    |    |    |    |    | SPECIALIST |
| POSSIBLE   |    |    |    |    |    |    |    |    |    | POSSIBLE   |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN

INTRO.PLAN

Now I'm going to ask you some questions about your experience with your health plan.

LOOMAT4

28. / LOOMAT4

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

- 1. YES
- 2. NO -----> CLCSR4

DK/REFUSAL/NOT ASCERTAINED --> CLCSR4

UNDINF4

29. / UNDINF4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSR4

30. / CLCSR4

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

- 1. YES
- 2. NO -----> PLPRW4

DK/REFUSAL/NOT ASCERTAINED --> PLPRW4

PBCLCS4

31. / PBCLCS4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

32. / CSRESP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

33. / PLPRWK4

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

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

34. / PBPLPW4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

35. / RTPLEXP

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

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH PLAN										HEALTH PLAN
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HPMDEQ

35a. / HPMDEQ

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

(READ LIST)

- 1. YES
- 2. NO -----> POSTHP

DK/REFUSAL/NOT ASCERTAINED

EZMDHP

35b. / EZMDHP

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

(READ LIST)

- 1. NEVER
- 2. SOMETIMES
- 3. USUALLY
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

POSTHP

35c. / POSTHP

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

(READ LIST)

- 1. YES
- 2. NO -----> INTRO.DTLKTF

DK/REFUSAL/NOT ASCERTAINED

EZPOST

35d. / EZPOST

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

- 1. NEVER
- 2. SOMETIMES
- 3. USUALLY
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

INTRO.DTLKTF

INTRO.DTLKTF

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

DTLKTF

35e. / DTLKTF

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

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DINTER

35f. / DINTER

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DRRUDE

35g. / DRRUDE

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DRTELL

35h. / DRTELL

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DTRUST

35i. / DTRUST

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DTRUTH

35j. / DTRUTH

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DCAREH

35k. / DCAREH

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DCAREP

35l. / DCAREP

In the last 6 months, did you feel this provider cared about you as a person? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

UNFETH

35m. / UNFETH

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

UNFINS

35n. / UNFINS

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

INTRO.ALLINF

INTRO.ALLINF

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

ALLINF

35o. / ALLINF

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

TLKQS

35p. / TLKQS

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DMEDW

35q. / DMEDW

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

PRFLANG

35r. / PRFLANG

What is your preferred language? Would you say..

(READ LIST)

1. ENGLISH, -----> HLTSTA4
2. SPANISH, or
3. SOME OTHER LANGUAGE

DK/REFUSAL/NOT ASCERTAINED



SPKENG

35s. / SPKENG

How well do you speak English? Would you say...

(READ LIST)

- 1. VERY WELL,
- 2. WELL,
- 3. NOT WELL, or
- 4. NOT AT ALL

DK/REFUSAL/NOT ASCERTAINED

DSPKPRF

35t. / DSPKPRF

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

NDINTRP

35u. / NDINTRP

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

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

- 1. YES
- 2. NO -----> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED

FRTRAN

35v. / FRTRAN

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

INTROFC

35w. / INTROFC

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

(READ LIST)

- 1. NEVER, -----> INTRFRD
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

MOTRAN

35x. / MOTRAN

In the last 6 months, when you used an interpreter provided by your health plan, who was it? Was it..

(READ LIST)

- 1. A STAFF MEMBER FROM THE HEALTH PLAN
- 2. AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN
- 3. A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN
- 4. SOMEONE ELSE PROVIDED BY THE HEALTH PLAN
- 5. DON'T KNOW OR UNSURE

REFUSAL/NOT ASCERTAINED

CRTRAN

35y. / CRTRAN

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

RATEINT

35z. / RATEINT

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

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
INTERPRETER										INTERPRETER
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## INTRFRD

35aa. / INTRFRD

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

(READ LIST)

1. NEVER, -----> HLTSTA4
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

## FRDPREF

35ab. / FRDPREF

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

## HLTSTA4

36. / HLTSTA4

In general, how would you rate your overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

37. / MNTLSTAT

In general, how would you rate your overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

FLUSHOTQ

38. / FLUSHOTQ

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

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

NOWSMOK

39. / NOWSMOK

Do you now smoke cigarettes or use tobacco...

(READ LIST)

- 1. EVERY DAY,
- 2. SOME DAYS, OR
- 3. NOT AT ALL? -----> ASPDAY
- 4. DON'T KNOW (DO NOT READ) -----> ASPDAY
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ) --> ASPDAY

ADVQUIT9

40. / ADVQUIT9

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## PATCH9

41. / PATCH9

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## WILLPWR9

42. / WILLPWR9

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## ASPDAY

43. / ASPDAY

Do you take aspirin daily or every other day?

(IF NEEDED: "Would you say YES or NO?")

(IWER: If the R asks about whether a particular medication or Brand name is considered aspirin, you may provide the following clarification:

Aspirin: Bayer and Bufferin

Not Aspirin: Tylenol, Motrin, Aleve, Advil, ibuprofen and acetaminophen)

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPUSF

44. / ASPUSF

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

(IF NEEDED: "Would you say YES or NO?")

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPPRV

45. / ASPPRV

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.AWCOND

INTRO.AWCOND

When I read the following list, please tell me if you are aware that you have any of these conditions.

PHAWCD.(1-3)

46.(1-3) / PHAWCD.(1-3)

[First,/(Next/How About...)]

1. "High cholesterol"
2. "High blood pressure"
3. "Parent or sibling who had a heart attack before the age of 60"?

(IWER IF NECESSARY: "Are you aware that you have this condition?")

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.DRCOND

INTRO.DRCOND

When I read the following list, please tell me if a doctor has ever told you that you have any of these conditions.

PHDRCD.(1-4)

47.(1-4) / PHDRCD.(1-4)

[First,/(Next/How About...)]

1. "A heart attack"
2. "Angina or coronary heart disease"
3. "A stroke"
4. "Any kind of diabetes or high blood sugar"?

(IWER IF NECESSARY: "Has a doctor ever told you that you have this condition?")

[FOR PHDRCD.2: (IWER IF NEEDED, CLARIFY: Angina pectoris (an-JYE-nuh or AN-jin-uh PECK-ter-iss) is severe pain in the chest associated with insufficient blood supply to the heart.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SMPROB

48. / SMPROB

[I have just a few more questions.]

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

1. YES
2. NO -----> TKMED

DK/REFUSAL/NOT ASCERTAINED

PRBLST

49. / PRBLST

Is this a condition or problem that has lasted for at least 3 months?  
[Please do NOT include pregnancy or menopause.]

[IWER IF NEEDED, CLARIFY: Menopause (men-ne-paws) is the time in a woman's life when she stops having menstrual periods. It is sometimes called 'the change of life' or 'the change'.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

## TKMED

50. / TKMED

Do you now need or take medicine prescribed by a doctor? [Please do NOT include birth control.]

1. YES
2. NO -----> QAGE4

DK/REFUSAL\NOT ASCERTAINED

## TRTCOND

51. / TRTCOND

Is this medicine to treat a condition that has lasted for at least three months? Please do NOT include pregnancy or menopause.

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

52. / QAGE4

What is your age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ LIST IF NEEDED, "Are you...")

1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## QGENDER

53. / QGENDER

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

(ASK IF NECESSARY, "Are you male or female?")

1. MALE
2. FEMALE



## EDUCAT

54. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?  
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## LATINO

55. / LATINO

Are you of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

## INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your race. I must ask you about all categories in case more than one applies.

## PQRACE3.(1-6)

56.(1-6) / PQRACE3.(1-6)

[(Are you)]

1. "White"
2. "Black or African-American"
3. "Asian"
4. "Native Hawaiian or other Pacific Islander"
5. "American Indian or Alaska Native"
6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY RACE?" SAY  
"We ask about your race for demographic purposes only.  
We want to be sure that the people we survey accurately represent the  
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"  
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH  
(What is your race?)

---

ALL.DONE  
THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG  
(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH  
EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

- 1) QUESTION NUMBER(S)
  - 2) WHAT WAS ENTERED
  - 3) WHAT NEEDS TO BE CHANGED
- 

CK.END.EDIT  
LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

( RC = [RC%] )

RETURN TO COVERSHEET

TRANS.SCRN

INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT ENTER "1"
2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG

INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

---

DK

GOOD.BYE

INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS A LANGUAGE PROBLEM]

[( RC = 80 )/( RC = 63 )]

## DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE PARENT OR GUARDIAN WHO KNOWS MOST ABOUT [MEMBER NAME]'S HEALTH CARE]

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with the person who knows the most about [NAME OF CHILD]'s health care]?

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

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.")

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

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

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

## MAIL.SCREEN

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

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

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

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

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

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

## RE.INTRO

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

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

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

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

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

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

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

("DK" NOT ALLOWED)

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

SEX

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

- 1. MALE
- 2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

- 1. Spanish
- 2. English

MEMBER

1. / MEMBER

[I will be asking you about [NAME OF CHILD]'s health care. Please answer these questions based on the experiences you have had in getting health care for [NAME OF CHILD], and NOT on any experiences you may have had getting care for yourself or other members of your family.]

Our records show that your child is now in Oregon Health Plan. Is that right?

("DK" NOT ALLOWED)

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF OREGON HEALTH PLAN, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

NPLNAME

2. / NPLNAME

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

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS OREGON HEALTH PLAN]

(IF R SAYS SOMETHING CLOSE TO OREGON HEALTH PLAN, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. CHILD NO LONGER INSURED -----> NO.INSUR
- 5. CHILD INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR  
KNOW PLAN NAME
- 6. CHILD INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

\_\_\_\_\_

CK.PLMSTCR:

-----

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your child's health care. When you answer these questions, please do NOT include dental visits or care your child got when [he/she] stayed overnight in a hospital.

INCARE

3. / INCARE

In the last 6 months, did your child have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

4. / CARSN4

In the last 6 months, when your child NEEDED CARE RIGHT AWAY, how often did your child get care as soon as [he/she] needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## APMAKE4

5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic?

1. YES
2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

## APGET4

6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## OFCTIM4

7. / OFCTIM4

In the last 6 months, NOT counting the times your child went to an emergency room, how many times did [he/she] go to a doctor's office or clinic to get health care?

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care your child received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4  
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL



PRVENT5

8. / PRVENT5

In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

OFTQUES

9. / OFTQUES

In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXSTP

10. / RXSTP

In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY

11. / RXWHY

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT

12. / RXWYNT

When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might NOT want your child to take a medicine? Would you say...

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST

13. / RXBST

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

14. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care your child may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH CARE										HEALTH CARE
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4

15. / CARNES4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHSCHL

16. / CHSCHL

Is your child now enrolled in any kind of school or daycare?

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

CONTSCHL

17. / CONTSCHL

In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

HELPCONT

18. / HELPCONT

In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MEDEQUIP

19. / MEDEQUIP

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- 1. YES
- 2. NO -----> SPCTHY

DK/REFUSAL/NOT ASCERTAINED --> SPCTHY

EZMDEQ

20. / EZMDEQ

In the last 6 months, how often was it easy to get special medical equipment or devices for your child? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPMDEQ

21. / HELPMDEQ

Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPCTHY

22. / SPCTHY

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

- 1. YES
- 2. NO -----> TCPBLM

DK/REFUSAL/NOT ASCERTAINED --> TCPBLM

EZTHP

23. / EZTHP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

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 (DO NOT READ)

PLUSCARE

28. / PLUSCARE

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

- 1. YES
- 2. NO -----> PRSNLD4

DK/REFUSAL/NOT ASCERTAINED --> PRSNLD4

HLPCOORD

29. / HLPCOORD

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

PRSNLD4

30. / PRSNLD4

A personal doctor is the one your child would see if [he/she] needs a check-up, has a health problem, or gets sick or hurt.

Does your child have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

31. / DRTMS

In the last 6 months, how many times did your child visit [his/her] personal doctor for care ?

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> RATEDR4
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

PBDRNG

31a. /PBDRNG

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DREXPL4

32. / DREXPL4

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRLSTN4

33. / DRLSTN4

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRESPU4

34. / DRESPU4

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CABLTLK

35. / CABLTLK

Is your child able to talk with doctors about [his/her] health care?

- 1. YES
- 2. NO -----> DRTMEN4

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

CPBDRLN

35a. / CPBDRLN

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

CDREXPL

36. / CDREXPL

In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for YOUR CHILD to understand? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

37. / DRTMEN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTLKU

38. / DRTLKU

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)



DIFFDR

39. / DIFFDR

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

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO

40. / DRINFO

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

41. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

COND3MO

42. / COND3MO

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

(IWER: "We are looking for a condition that the child CURRENTLY HAS that has lasted for more than 3 months." )

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRUNCON

43. / DRUNCON

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRUNFAM

44. / DRUNFAM

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care your child got when (he/she) stayed overnight in a hospital.

NDSPDR4

45. / NDSPDR4

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

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

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does a (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

46. / PRBSEE4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

47. / SPDRS

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

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say your child has seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

48. / RTSPDR4

We want to know your rating of the specialist your child saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- |            |    |    |    |    |    |    |    |    |    |            |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00         | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10         |
| WORST      |    |    |    |    |    |    |    |    |    | BEST       |
| SPECIALIST |    |    |    |    |    |    |    |    |    | SPECIALIST |
| POSSIBLE   |    |    |    |    |    |    |    |    |    | POSSIBLE   |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN  
INTRO.PLAN

Now I'm going to ask you some questions about your experience with your child's health plan.

CLCSR4  
49. / CLCSR4

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

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4  
50. / PBCLCS4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP  
51. / CSRESP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4  
52. / PLPRWK4

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

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

53. / PBPLPW4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

54. / RTPLEXP

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

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH PLAN										HEALTH PLAN
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHPRES

55. / CHPRES

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

- 1. YES
- 2. NO -----> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED --> HLTSTA4

EZPRES

56. / EZPRES

In the last 6 months, how often was it easy to get prescription medicines for your child through [his/her] health plan? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPPRES

57. / HELPPRES

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

58. / HLTSTA4

In general, how would you rate your child's overall health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

59. / MNTLSTAT

In general, how would you rate your child's overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CUSEMED

60. / CUSEMED

Other than vitamins, does your child currently need or use medicine prescribed by a doctor?

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDA

61. / WHYMEDA

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

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDB

62. / WHYMEDB

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MOREMED

63. / MOREMED

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

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREA

64. / WHYMOREA

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

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREB

65. / WHYMOREB

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

LIMITED

66. / LIMITED

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

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMA

67. / WHYLIMA

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

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMB

68. / WHYLIMB

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPECTHP

69. / SPECTHP

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

- 1. YES
- 2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTA

70. / WHYSTA

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

- 1. YES
- 2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS



WHYSTB

71. / WHYSTB

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CHCOUNS

72. / CHCOUNS

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

- 1. YES
- 2. NO -----> CAGE

DK/REFUSAL/NOT ASCERTAINED --> CAGE

TIMCOUNA

73. / TIMCOUNA

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CAGE

74. / CAGE

I have just a few more questions.

What is YOUR CHILD'S age?

(IWER: ENTER 00 IF LESS THAN 1 YEAR OLD)

(IWER: IF NEEDED CLARIFY, "Please answer based on your child's age as of their last birthday.")

\_\_\_ ENTER CHILD'S AGE

DK/REFUSAL/NOT ASCERTAINED

IF CAGE<19 THEN GO TO CGENDER

CAGE.CK

74a. / CAGE.CK

I have entered that [NAME OF CHILD] is [CAGE]. Is that correct?

("DK" NOT ALLOWED)

- 1. YES-AGE ENTERED CORRECTLY
- 2. NO-CORRECT AGE -----> CAGE

CGENDER

75. / CGENDER

(IF NEEDED: "Is your child male or female?")

- 1. MALE
- 2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO

76. / LATINO

Is your child of Hispanic or Latino origin or descent?

- 1. YES / HISPANIC OR LATINO
- 2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your child's race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

77.(1-6) / PQRACE3.(1-6)

[Is your child)]

- 1. "White"
- 2. "Black or African-American"
- 3. "Asian"
- 4. "Native Hawaiian or other Pacific Islander"
- 5. "American Indian or Alaska Native"
- 6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY CHILD'S RACE?" SAY  
"We ask about your child's race for demographic purposes only.  
We want to be sure that the people we survey accurately represent the  
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"  
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH  
(What is your child's race?)

---

PAGE  
78. / PAGE

Now I have a few questions about you. What is YOUR age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your  
last birthday.")

(READ IF NEEDED, "Are you...")

0. UNDER 18,
1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PGENDER  
79. / PGENDER

(IWER: ENTER RESPONDENT'S SEX. "DK" NOT ALLOWED.)

(IWER: IF NECESSARY ASK, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

80. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?  
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE  
SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT  
LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS  
SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH  
SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHRELT

81. / CHRELT

How are you related to the child?

(READ IF NEEDED: "Are you the ...")

1. MOTHER OR FATHER,
2. GRANDPARENT,
3. AUNT OR UNCLE,
4. OLDER BROTHER OR SISTER,
5. OTHER RELATIVE,
6. LEGAL GUARDIAN, OR
7. SOMEONE ELSE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ALL.DONE

THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG

(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH

EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

- 1) QUESTION NUMBER(S)
  - 2) WHAT WAS ENTERED
  - 3) WHAT NEEDS TO BE CHANGED
- 

CK.END.EDIT

LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

( RC = [RC%] )

RETURN TO COVERSHEET

TRANS.SCRN

INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR  
A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT  
ENTER "1"
2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG

INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

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DK

GOOD.BYE

INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS  
NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS  
A LANGUAGE PROBLEM]

[( RC = 80 )/( RC = 63 )]

