



Eastern Oregon CCO
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2015



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METHODOLOGY

Introduction

This banner book report summarizes the results of the 2015 CAHPS® Medicaid survey of Eastern Oregon CCO members. Eastern Oregon CCO 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 19, 2015
1st mailing of survey packets:	February 26, 2015
1st mailing of reminder postcards:	March 5, 2015
2nd mailing of survey packets:	March 24, 2015
2nd mailing of reminder postcards:	April 2, 2015
Phone follow-up start:	April 9, 2015
Mail and phone field terminated:	May 4, 2015

Sampling

The sampling plan for the adult and child surveys called for 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, 2014. To be eligible, members had to have been enrolled in Oregon Health Plan for at least six months as of December 31, 2014. The final selected sample consisted of 15,300 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

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

Q25/46. Getting appointments with specialists

Composite: Getting Care Quickly

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

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

Composite: How Well Doctors Communicate

Q17/32. Personal doctor explained things in a way that was easy to understand

Q18/33. Personal doctor listened carefully to you

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

Q20/37. Personal doctor spent enough time with you

Composite: Customer Service

Q31/50. Health plan's customer service gave needed information or help

Q32/51. Treated with courtesy and respect by health plan's customer service staff

Composite: Shared Decision Making

Q10/11. Doctor talked about reasons you might want to take a medicine

Q11/12. Doctor talked about reasons you might not want to take a medicine

Q12/13. Doctor talked about what you thought was best for you when discussing a medication

Rating Questions

Q13/14. Rating of all health care

Q23/41. Rating of personal doctor

Q27/47. Rating of specialist doctor

Q35/54. Rating of health plan

Composite: Access to Specialized Services (Child only)

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

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

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

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

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

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

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

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

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

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

Comparisons, Statistical Testing, Scoring, and Weighting

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

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

Data presented in the banner books were weighted to reflect each 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	
	Eastern Oregon CCO	Overall	Eastern Oregon CCO	Overall
**First mailing - sent	900	15300	900	15300
*First mailing - usable survey returned	194	3240	121	2377
Second mailing - sent	705	12007	751	12648
*Second mailing - usable survey returned	58	979	75	987
*Phone - usable surveys	81	1234	121	1999
Total - usable surveys	333	5453	317	5363
†Ineligible: According to population criteria‡	14	261	7	158
†Ineligible: Deceased	2	39	0	1
†Ineligible: Mentally or physically unable to complete survey	14	207	0	0
†Ineligible: Language barrier	0	52	1	40
Incorrect address AND incorrect phone number	74	1173	71	1296
Refusal/Returned survey blank	29	667	21	729
Nonresponse - Unavailable by mail or phone	434	7448	483	7713
Adjusted Response Rate	38.3%	37.0%	35.5%	35.5%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Response/Non-Response Comparison

Presented below is a comparison, by age and gender within each age category, of respondents and non-respondents, all of whom were part of the random sample for the Oregon CAHPS© 2015 survey.

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

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

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

Adult

Gender / Age	Non-Respondents	Respondents	Difference
Male	185 40.0%	140 42.0%	2.09%
Female	278 60.0%	193 58.0%	-2.09%
18-24	112 24.2%	54 16.2%	-7.97%
25-34	143 30.9%	43 12.9%	-17.97%
35-44	82 17.7%	58 17.4%	-0.29%
45-54	70 15.1%	68 20.4%	5.30%
55-64	40 8.6%	91 27.3%	18.69%
65-74	7 1.5%	17 5.1%	3.59%
75 or Older	9 1.9%	2 0.6%	-1.34%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	258 51.2%	162 51.1%	-0.09%
Female	246 48.8%	155 48.9%	0.09%
<3	109 21.6%	59 18.6%	-3.01%
4-7	142 28.2%	78 24.6%	-3.57%
8-12	136 27.0%	100 31.5%	4.56%
13 or older	117 23.2%	80 25.2%	2.02%

Q1 OUR RECORDS SHOW THAT YOU ARE NOW IN <EASTERN OREGON CCO>. IS THAT RIGHT?

		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		
Q1																					
YES	EAST TOT ADLT	328	5345	44	44	52	71	86	17	248	1	1	2	25	16	58	251	207	102	132	181
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED		5	108	1	1		2	1		5						1	4	3	1	2	3
VALID CASES		328	5345	44	44	52	71	86	17	248	1	1	2	25	16	58	251	207	102	132	181
NUMBER OF RESPONDENTS		333	5453	45	45	52	71	88	18	253	1	1	2	25	16	59	255	210	103	134	184
		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?

	EAST 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE				
Q3 YES	149 47%	2233 43%	21 48%~	18 41%~	20 38%	37 54%	42 48%	8 50%~	117 47%	1 100%~	1 100%~	1 ~	8 50%~	8 32%~	8 50%~	21 37%	122 49%	87 42%*	56 55%*	54 41%	92 51%
NO	171 53%	2997 57%	23 52%~	26 59%~	32 62%	32 46%	45 52%	8 50%~	131 53%	~	~	~	1 50%~	17 68%~	8 50%~	36 63%	128 51%	118 58%*	45 45%*	77 59%	88 49%
NOT ANSWERED	13	223	1	1		2	1	2	5						2	5	5	2	3	4	
VALID CASES	320	5230	44	44	52	69	87	16	248	1	1		2	25	16	57	250	205	101	131	180
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%		2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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			
	EAST TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q4 NEVER	2 2%	63 3%	1 5%	~	~	1 3%	~	1 1%	1 100%	~	~	~	~	1 5%	1 0.9%	2 3%	~	1 2%	1 1%	
SOMETIMES	15 11%	285 14%	1 5%	4 24%	3 19%	2 6%	5 14%	11 11%	~	~	~	1 14%	2 25%	2 11%	13 12%	6 8%	9 19%	5 11%	10 12%	
USUALLY	38 29%	563 28%	9 45%	5 29%	5 31%	10 32%	5 14%	3 43%	32 31%	~	~	1 100%	1 14%	1 13%	7 37%	30 28%	25 32%	11 23%	12 26%	25 31%
ALWAYS	76 58%	1115 55%	9 45%	8 47%	8 50%	18 58%	27 73%	4 57%	58 57%	1 100%	~	5 71%	5 62%	9 47%	64 59%	46 58%	27 57%	29 62%	45 56%	
#ALWAYS + USUALLY (NET)	114 87%	1678 83%	18 90%	13 76%	13 81%	28 90%	32 86%	7 100%	90 88%	1 100%	1 100%	6 86%	6 75%	16 84%	94 87%	71 90%	38 81%	41 87%	70 86%	
TOP BOX SCORE	76 58%	1115 55%	9 45%	8 47%	8 50%	18 58%	27 73%	4 57%	58 57%	1 100%	~	5 71%	5 62%	9 47%	64 59%	46 58%	27 57%	29 62%	45 56%	
NOT ANSWERED	18	220	1	1	4	6	5	1	15				1	2	14	8	9	7	11	
VALID CASES	131	2026	20	17	16	31	37	7	102	1	1	1	7	8	19	108	79	47	47	81
NUMBER OF RESPONDENTS	149	2246	21	18	20	37	42	8	117	1	1	1	8	8	21	122	87	56	54	92
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		EAST 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- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q5																					
YES	200 63%	3616 70%*	22 49%~	31 69%~	25 48%*	46 66%	61 73%*	11 73%~	154 63%	~	~	~100%~	2 64%~	16 69%~	11 62%	36 64%	158 64%	110 54%*	84 82%*	65 50%*	131 72%*
NO	118 37%	1586 30%*	23 51%~	14 31%~	27 52%*	24 34%	23 27%*	4 27%~	92 37%	1 100%	1 100%~	~	9 ~	5 36%~	22 31%~	90 38%	36 36%	94 46%*	18 18%*	64 50%*	50 28%*
NOT ANSWERED	15	251				1	4	3	7							1	7	6	1	5	3
VALID CASES	318	5202	45	45	52	70	84	15	246	1	1		2	25	16	58	248	204	102	129	181
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%		2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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?

	EAST 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 ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q6 NEVER	6 3%	100 3%	1 5%	~	1 5%	2 5%	1 2%	4 3%	~	~	~	~	1 7%	~	1 3%	4 3%	5 5%	~	3 5%	2 2%
SOMETIMES	37 21%	562 17%	8 40%	4 14%	11 50%	2 5%	11 21%	23 17%	~	~	~	1 50%	5 33%	4 36%	9 28%	27 19%	23 23%	13 17%	10 18%	26 22%
USUALLY	48 27%	870 27%	6 30%	11 38%	1 5%	15 37%	12 23%	3 27%	40 29%	~	~	1 50%	1 7%	2 18%	8 25%	40 28%	30 30%	17 23%	11 20%	37 31%
ALWAYS	87 49%	1715 53%	5 25%	14 48%	9 41%	22 54%	28 54%	8 73%	69 51%	~	~	~	8 53%	5 45%	14 44%	72 50%	41 41%*	45 60%*	31 56%	55 46%
#ALWAYS + USUALLY (NET)	135 76%	2585 80%	11 55%	25 86%	10 45%	37 90%	40 77%	11 100%	109 80%	~	~	1 50%	9 60%	7 64%	22 69%	112 78%	71 72%	62 83%	42 76%	92 77%
TOP BOX SCORE	87 49%	1715 53%	5 25%	14 48%	9 41%	22 54%	28 54%	8 73%	69 51%	~	~	~	8 53%	5 45%	14 44%	72 50%	41 41%*	45 60%*	31 56%	55 46%
NOT ANSWERED	22	326	2	2	3	5	9	18				1			4	15	11	9	10	11
VALID CASES	178	3247	20	29	22	41	52	11	136			2	15	11	32	143	99	75	55	120
NUMBER OF RESPONDENTS	200	3573	22	31	25	46	61	11	154			2	16	11	36	158	110	84	65	131
	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?

	EAST 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/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q7 NONE	93 30%	1271 25%	16 36%~	13 30%~	20 38%	20 29%	17 20%*	4 25%~	70 28%	1 100%~	~	~	~	9 ~ 38%~	3 23%~	20 35%	68 28%	74 37%*	15 15%*	52 39%*	37 21%*
1 TIME	56 18%	975 19%	9 20%~	9 21%~	7 13%	13 19%	15 18%	2 13%~	45 18%	~	~	~	~	6 ~ 25%~	1 8%~	12 21%	43 17%	38 19%	15 15%	25 19%	30 17%
2	54 17%	973 19%	6 13%~	7 16%~	9 17%	11 16%	16 19%	5 31%~	40 16%	~	~	~	~	5 ~ 21%~	3 23%~	11 19%	42 17%	33 16%	21 21%	21 16%	33 19%
3	28 9%	600 12%	3 7%~	4 9%~	2 4%	6 9%	12 14%	1 6%~	26 11%*	~	~	~	~	1 ~ 4%~	~	2 4%*	25 10%	17 8%	11 11%	8 6%	20 11%
4	24 8%	448 9%	3 7%~	4 9%~	2 4%	5 7%	7 8%	1 6%~	18 7%	~	~	~	~	1 ~ 4%~	1 8%~	5 9%	17 7%	13 6%	8 8%	6 5%	16 9%
5 TO 9	48 15%	631 12%	6 13%~	5 12%~	9 17%	10 14%	15 18%	3 19%~	39 16%	~100%~	1	2	1	5 ~ 4%~	3 38%~	3 5%*	45 18%*	25 12%	22 22%*	18 14%	30 17%
10 OR MORE TIMES	11 4%	265 5%	2 4%~	1 2%~	3 6%	4 6%	1 1%	~	8 3%	~	~	~	~	1 ~ 4%~	~	4 7%	7 3%	2 1%*	8 8%*	2 2%	9 5%
NOT ANSWERED	19	290		2		2	5	2	7					1	3	2	8	8	3	2	9
VALID CASES	314	5163	45	43	52	69	83	16	246	1	1		2	24	13	57	247	202	100	132	175
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER			
EAST 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	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE			
Q8 #YES	146 68%	2683 71%	21 72%~	21 70%~	20 63%~	28 60%~	49 77%	5 45%~	114 66%~	~	~	~	~	10 71%~	8 80%~	28 78%~	115 65%~	80 63%	61 74%	56 72%	88 65%
NO	70 32%	1081 29%	8 28%~	9 30%~	12 38%~	19 40%~	15 23%	6 55%~	58 34%~	1 ~100%~	2 ~100%~	4 29%~	2 20%~	8 22%~	61 35%~	46 37%	21 26%	22 28%	47 35%		
NOT ANSWERED	5	79				2	2	1	4			1		1	3	2	3	2	3		
VALID CASES	216	3764	29	30	32	47	64	11	172	1	2	14	10	36	176	126	82	78	135		
NUMBER OF RESPONDENTS	221 100%	3843 100%	29 100%	30 100%	32 100%	49 100%	66 100%	12 100%	176 100%	1 100%	2 100%	15 100%	10 100%	37 100%	179 100%	128 100%	85 100%	80 100%	138 100%		

[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	
		EAST 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 ILLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE
Q9 YES	117 55%	2125 57%	13 45%~	15 52%~	14 44%~	26 58%~	39 62%	8 67%~	91 54%~	1 ~100%~	1 ~ 50%~	7 50%~	9 90%~	16 44%~	99 57%~	60 48%*	52 65%*	40 53%	75 56%	
NO	96 45%	1611 43%	16 55%~	14 48%~	18 56%~	19 42%~	24 38%	4 33%~	79 46%~	~	~	1 ~ 50%~	7 50%~	1 10%~	20 56%~	74 43%~	66 52%*	28 35%*	36 47%	59 44%
NOT ANSWERED	8	107	1			4	3		6				1		1	6	2	5	4	4
VALID CASES	213	3736	29	29	32	45	63	12	170	1		2	14	10	36	173	126	80	76	134
NUMBER OF RESPONDENTS	221 100%	3843 100%	29 100%	30 100%	32 100%	49 100%	66 100%	12 100%	176 100%	1 100%		2 100%	15 100%	10 100%	37 100%	179 100%	128 100%	85 100%	80 100%	138 100%

[ASKED IF Q7 >= 1 TIME]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		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	
Q10 #YES	101 91%	1887 92%	13 100%	12 92%	11 79%	22 88%	35 92%	6 100%	80 93%	1 ~100%	1 ~100%	5 71%	8 89%	11 79%	88 93%	51 91%	46 90%	33 92%	66 90%	
NO	10 9%	166 8%	~	1 8%	3 21%	3 12%	3 8%	6 7%	~	~	~	2 29%	1 11%	3 21%	7 7%	5 9%	5 10%	3 8%	7 10%	
NOT ANSWERED	33	436	5	5	7	9	4	18				2	3	5	18	14	9	10	15	
VALID CASES	111	2053	13	13	14	25	38	6	86	1	1	7	9	14	95	56	51	36	73	
NUMBER OF RESPONDENTS	144	2489	13	18	14	32	47	10	104	1	1	9	12	19	113	70	60	46	88	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q11 #YES	79 71%	1488 73%	7 54%	10 77%	11 79%	19 76%	27 71%	3 50%	61 71%	~	~	~100%	1 57%	4 89%	8 57%	69 73%	40 71%	35 69%	28 78%	49 67%
NO	32 29%	562 27%	6 46%	3 23%	3 21%	6 24%	11 29%	3 50%	25 29%	1 ~100%	~	~	3 43%	1 11%	6 43%	26 27%	16 29%	16 31%	8 22%	24 33%
NOT ANSWERED	6	44	2	1	1	2	5								2	4	4	1	4	2
VALID CASES	111	2050	13	13	14	25	38	6	86	1		1	7	9	14	95	56	51	36	73
NUMBER OF RESPONDENTS	117	2094	13	15	14	26	39	8	91	1		1	7	9	16	99	60	52	40	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	EAST 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	MALE		
Q12 #YES	89 79%	1534 75%	11 85%~	11 85%~	11 79%~	17 68%~	33 87%~	4 57%~	69 79%~	1 ~100%~	1 ~100%~	6 86%~	6 67%~	12 80%~	75 79%~	46 82%	40 77%	27 75%~	60 81%~	
NO	23 21%	511 25%	2 15%~	2 15%~	3 21%~	8 32%~	5 13%~	3 43%~	18 21%~	~	~	~	1 ~14%~	3 33%~	3 20%~	20 21%~	10 18%	12 23%	9 25%~	14 19%~
NOT ANSWERED	5	49		2		1	1	1	4					1	4	4		4	1	
VALID CASES	112	2045	13	13	14	25	38	7	87	1	1	7	9	15	95	56	52	36	74	
NUMBER OF RESPONDENTS	117	2094	13	15	14	26	39	8	91	1	1	7	9	16	99	60	52	40	75	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Q13 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR HEALTH CARE IN THE LAST 6 MONTHS?

	EAST 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 ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE		
Q13 WORST HEALTH CARE POSSIBLE		29 0.8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01		27 0.7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02	1 0.5%	39 1%	~	~	1 3%	~	~	1 0.6%	~	~	~	~	~	~	1 0.6%	1 0.8%	~	~	1 0.7%	
03	7 3%	70 2%	~	~	4 13%	3 6%	~	6 4%	~	~	~	~	1 10%	~	7 4%	2 2%	5 6%	~	7 5%*	
04	8 4%	85 2%	1 4%	~	2 6%	~	4 6%	1 8%	5 3%	~	~	~	~	1 10%	2 5%	6 3%	1 0.8%*	7 9%*	5 7%	3 2%
05	11 5%	285 8%	~	3 11%	1 3%	3 6%	3 5%	~	9 5%	~	~	~	~	~	1 3%	9 5%	4 3%	6 7%	5 7%	5 4%
06	19 9%	223 6%	~	2 7%	7 22%	3 6%	7 11%	~	16 9%	~	~	~	1 7%	1 10%	2 5%	17 10%	8 6%	10 12%	7 9%	12 9%
07	25 12%	493 13%	4 14%	8 29%	3 9%	4 9%	6 9%	~	22 13%	~	~	1 50%	~	~	4 11%	21 12%	17 14%	7 9%	7 9%	18 13%
08	44 21%	772 21%	10 36%	6 21%	7 22%	8 17%	10 16%	3 25%	38 22%	~	1 100%	1 50%	3 21%	1 10%	5 14%	39 23%	34 27%*	10 12%*	18 24%	26 19%
09	49 23%	616 16%*	5 18%	3 11%	3 9%	16 34%	17 27%	4 33%	43 25%	~	~	~	2 14%	2 20%	4 11%	44 25%	30 24%	17 21%	13 17%	35 26%
BEST HEALTH CARE POSSIBLE	50 23%	1096 29%*	8 29%	6 21%	4 13%	10 21%	17 27%	4 33%	30 18%	~	~	~	8 57%	4 40%	19 51%	29 17%	28 22%	20 24%	21 28%	28 21%
#8-10 (NET)	143 67%	2485 66%	23 82%	15 54%	14 44%	34 72%	44 69%	11 92%	111 65%	~	1 100%	1 50%	13 93%	7 70%	28 76%	112 65%	92 74%*	47 57%*	52 68%	89 66%

Continued

Q13 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR HEALTH CARE IN THE LAST 6 MONTHS?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
		EAST 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- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
9-10 (NET)	99 46%	1712 46%	13 46%~	9 32%~	7 22%~	26 55%~	34 53%	8 67%~	73 43%~	~	~	~	~	10 71%~	6 60%~	23 62%~	73 42%~	58 46%	37 45%	34 45%	63 47%	
NOT ANSWERED	7	106	1	2		2	2		6					1			6	3	3	4	3	
VALID CASES	214	3737	28	28	32	47	64	12	170	1		2	14	10		37	173	125	82	76	135	
NUMBER OF RESPONDENTS	221 100%	3843 100%	29 100%	30 100%	32 100%	49 100%	66 100%	12 100%	176 100%	1 100%		2 100%	15 100%	10 100%		37 100%	179 100%	128 100%	85 100%	80 100%	138 100%	
MEAN	7.91	7.91	8.46	7.79	6.66	8.04	8.09	8.67	7.80	8.00		7.50	9.14	7.90		8.62	7.74	8.17	7.50	7.99	7.86	
p stat_(*=Sig @ p<=.05)		.975	~	~	~	~	.340	~	~	~	~	~	~	~	~	~	~	~	.025*	.024*	.646	.636

[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?

	EAST 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
Q14 NEVER	6 3%	104 3%	1 3%~	2 ~	2 6%~	1 4%~	1 2%	5 3%~	~	~	~	~	~	1 10%~	~	6 3%~	2 2%	4 5%	2 3%	4 3%
SOMETIMES	39 18%	575 15%	2 7%~	7 24%~	8 25%~	6 13%~	13 20%	2 17%~	29 17%~	~	~	2 ~100%~	1 7%~	3 30%~	4 11%~	34 19%~	18 14%	18 22%	12 16%	26 19%
USUALLY	72 33%	1243 33%	13 45%~	13 45%~	12 38%~	14 30%~	17 27%	3 25%~	62 36%~	1 ~100%~	~	5 ~36%~	1 10%~	15 41%~	56 32%~	46 37%	25 30%	26 34%	46 34%	
ALWAYS	99 46%	1797 48%	13 45%~	9 31%~	10 31%~	25 53%~	33 52%	7 58%~	76 44%~	~	~	8 ~57%~	5 50%~	18 49%~	79 45%~	60 48%	36 43%	37 48%	60 44%	
#ALWAYS + USUALLY (NET)	171 79%	3040 82%	26 90%~	22 76%~	22 69%~	39 83%~	50 78%	10 83%~	138 80%~	1 ~100%~	~	13 ~93%~	6 60%~	33 89%~	135 77%~	106 84%*	61 73%	63 82%	106 78%	
TOP BOX SCORE	99 46%	1797 48%	13 45%~	9 31%~	10 31%~	25 53%~	33 52%	7 58%~	76 44%~	~	~	8 ~57%~	5 50%~	18 49%~	79 45%~	60 48%	36 43%	37 48%	60 44%	
NOT ANSWERED	5	124	1	2	2	4	4	4	4	1	1	1	4	4	4	2	2	3	2	
VALID CASES	216	3719	29	29	32	47	64	12	172	1	2	14	10	37	175	126	83	77	136	
NUMBER OF RESPONDENTS	221 100%	3843 100%	29 100%	30 100%	32 100%	49 100%	66 100%	12 100%	176 100%	1 100%	2 100%	15 100%	10 100%	37 100%	179 100%	128 100%	85 100%	80 100%	138 100%	

[ASKED IF Q7 >= 1 TIME]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
EAST 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	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q15 YES	264 82%	4201 81%	32 71%~	40 89%~	38 73%	60 87%	78 89%*	14 82%	1 100%~	1 100%~	2 ~100%~	21 88%~	14 88%~	47 81%	212 84%	163 78%*	94 92%*	93 70%*	168 92%*	
NO	58 18%	995 19%	13 29%~	5 11%~	14 27%	9 13%	10 11%*	3 18%	~	~	~	~	3 13%~	2 13%~	11 19%	41 16%	45 22%*	8 8%*	39 30%*	15 8%*
NOT ANSWERED	11	257				2	1	2				1		1	2	2	1	2	1	
VALID CASES	322	5196	45	45	52	69	88	17	251	1	1	2	24	16	58	253	208	102	132	183
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1	2	25	16	59	255	210	103	134	184
	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?

	EAST 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-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q16 NONE	52 21%	713 18%	11 38%~	9 24%~	9 26%~	10 18%	12 17%	1 8%	40 21%	1 ~100%~	~	~	5 ~ 25%~	1 8%	12 27%~	40 21%~	42 29%*	9 10%*	21 25%	30 19%	
1 TIME	55 23%	973 24%	9 31%~	8 22%~	8 24%~	18 32%	9 13%*	3 23%~	41 22%	1 100%~	~	~	7 ~ 35%~	1 8%	14 31%~	41 21%~	38 26%	16 18%	24 29%	31 20%	
2	49 20%	1005 25%	~	8 ~ 22%~	6 18%~	10 18%	20 29%	5 38%~	40 21%	~	~	~	3 ~ 15%~	5 38%~	4 9%~	44 23%~	29 20%	20 22%	17 20%	32 21%	
3	33 14%	534 13%	3 10%~	4 11%~	6 18%~	8 14%	11 16%	1 8%~	28 15%	~	~	~	1 ~ 50%~	2 10%~	5 ~ 11%~	28 15%~	14 10%*	19 21%*	11 13%	22 14%	
4	19 8%	322 8%	1 3%~	4 11%~	1 3%~	6 11%	6 9%	1 8%~	15 8%	~	~	~	~	~	3 ~ 23%~	2 4%~	17 9%~	8 5%	10 11%	3 4%*	16 10%*
5 TO 9	25 10%	403 10%	3 10%~	4 11%~	3 9%~	2 4%*	9 13%	2 15%~	16 9%	~	~	~	1 ~ 50%~	3 15%~	3 23%~	5 11%~	18 9%~	12 8%	11 12%	5 6%	18 12%
10 OR MORE TIMES	9 4%	75 2%	2 7%~	~	1 3%~	3 5%	3 4%	~	7 4%	~	~	~	~	~	~	3 7%~	5 3%~	4 3%	4 4%	2 2%	7 4%
NOT ANSWERED	22	238	3	3	4	3	8	1	19				1	1	2	19	16	5	10	12	
VALID CASES	242	4026	29	37	34	57	70	13	187	1	1		2	20	13	45	193	147	89	83	156
NUMBER OF RESPONDENTS	264	4264	32	40	38	60	78	14	206	1	1		2	21	14	47	212	163	94	93	168
	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	
	EAST 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- WHTE	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FEMALE	
Q17 NEVER	3 2%	47 1%	1 ~	4%~	1 ~	2%~	1 2%	2 ~	1%~	~	~	~	~	~	1 3%~	2 1%~	1 1%	2 3%	1 2%	2 2%
SOMETIMES	11 6%	196 6%	1 6%~	2 7%~	3 12%~	2 4%~	3 5%	8 ~	5%~	~	~	1 50%~	1 7%~	1 8%~	1 3%~	10 7%~	6 6%	5 6%	3 5%	8 6%
USUALLY	47 25%	719 22%	4 22%~	7 25%~	7 28%~	11 23%~	15 26%	3 25%~	36 25%~	~	~	1 50%~	2 13%~	4 33%~	9 27%~	37 24%~	23 22%	22 28%	19 31%	28 22%
ALWAYS	128 68%	2245 70%	13 72%~	18 64%~	15 60%~	33 70%~	38 67%	9 75%~	100 68%~	1 100%~	~	~	12 80%~	7 58%~	22 67%~	104 68%~	74 71%	51 64%	39 63%	87 70%
#ALWAYS + USUALLY (NET)	175 93%	2963 92%	17 94%~	25 89%~	22 88%~	44 94%~	53 93%	12 100%~	136 93%~	1 100%~	~	1 50%~	14 93%~	11 92%~	31 94%~	141 92%~	97 93%	73 91%	58 94%	115 92%
TOP BOX SCORE	128 68%	2245 70%	13 72%~	18 64%~	15 60%~	33 70%~	38 67%	9 75%~	100 68%~	1 100%~	~	~	12 80%~	7 58%~	22 67%~	104 68%~	74 71%	51 64%	39 63%	87 70%
NOT ANSWERED	1	22					1	1								1			1	
VALID CASES	189	3206	18	28	25	47	57	12	146	1		2	15	12	33	153	104	80	62	125
NUMBER OF RESPONDENTS	190	3228	18	28	25	47	58	12	147	1		2	15	12	33	153	105	80	62	126
	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?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	EAST 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- WHTE	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	
Q18 NEVER	2 1%	67 2%	~	~	1 4%	~	1 2%	~	~	~	~	~	~	2 17%	~	2 1%	~	2 3%	1 2%	1 0.8%	
SOMETIMES	19 10%	251 8%	~	2 7%	4 16%	6 13%	4 7%	3 25%	15 10%	~	~	~	1 7%	~	5 15%	14 9%	7 7%	11 14%	8 13%	11 9%	
USUALLY	44 23%	665 21%	4 22%	12 43%	8 32%	7 15%	13 23%	~	36 25%	~	~	~	2 100%	2 13%	3 25%	4 12%	39 25%	24 23%	19 24%	17 27%	27 22%
ALWAYS	124 66%	2214 69%	14 78%	14 50%	12 48%	34 72%	39 68%	9 75%	95 65%	1 100%	~	~	12 80%	7 58%	24 73%	98 64%	73 70%	48 60%	36 58%	86 69%	
#ALWAYS + USUALLY (NET)	168 89%	2879 90%	18 100%	26 93%	20 80%	41 87%	52 91%	9 75%	131 90%	1 100%	~	~	2 100%	14 93%	10 83%	28 85%	137 90%	97 93%*	67 84%	53 85%	113 90%
TOP BOX SCORE	124 66%	2214 69%	14 78%	14 50%	12 48%	34 72%	39 68%	9 75%	95 65%	1 100%	~	~	12 80%	7 58%	24 73%	98 64%	73 70%	48 60%	36 58%	86 69%	
NOT ANSWERED	1	31					1		1								1			1	
VALID CASES	189	3197	18	28	25	47	57	12	146	1			2	15	12	33	153	104	80	62	125
NUMBER OF RESPONDENTS	190	3228	18	28	25	47	58	12	147	1			2	15	12	33	153	105	80	62	126
	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]

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		
	EAST 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- WHTE	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q19 NEVER	3 2%	85 3%	~	1 4%	1 4%	~	1 2%	~	2 1%	~	~	~	~	~	1 8%	~	3 2%	1 1%	1 1%	3 5%	~
SOMETIMES	16 8%	193 6%	~	2 7%	3 12%	5 11%	4 7%	2 17%	12 8%	~	~	~	~	1 7%	1 8%	4 12%	12 8%	6 6%	10 13%	5 8%	11 9%
USUALLY	39 21%	575 18%	22%	4 12%	12 28%	7 15%	7 14%	8 8%	1 23%	~	~	~	2 100%	1 7%	1 8%	4 12%	35 23%	19 18%	20 25%	14 23%	25 20%
ALWAYS	131 69%	2339 73%	78%	14 46%	13 46%	14 56%	35 74%	44 77%	9 75%	98 67%	1 100%	~	~	13 87%	9 75%	25 76%	103 67%	78 75%	49 61%	40 65%	89 71%
#ALWAYS + USUALLY (NET)	170 90%	2915 91%	100%	18 89%	25 84%	21 89%	42 91%	52 83%	10 90%	1 100%	~	~	2 100%	14 93%	10 83%	29 88%	138 90%	97 93%	69 86%	54 87%	114 91%
TOP BOX SCORE	131 69%	2339 73%	78%	14 46%	13 46%	14 56%	35 74%	44 77%	9 75%	98 67%	1 100%	~	~	13 87%	9 75%	25 76%	103 67%	78 75%	49 61%	40 65%	89 71%
NOT ANSWERED	1	35					1		1									1			1
VALID CASES	189	3193	18	28	25	47	57	12	146	1			2	15	12	33	153	104	80	62	125
NUMBER OF RESPONDENTS	190	3228	18	28	25	47	58	12	147	1			2	15	12	33	153	105	80	62	126
	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]

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

	EAST 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	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
Q20 NEVER	2 1%	95 3%*	1 ~	1 4%~	1 4%~	~	~	1 ~0.7%~	~	~	~	~	~	1 8%~	~	2 1%~	1 1%	1 1%	1 2%	1 0.8%	
SOMETIMES	22 12%	295 9%	3 17%~	4 14%~	3 12%~	4 9%~	7 12%~	1 8%~	14 10%~	~	~	~	~	2 13%~	2 17%~	7 21%~	15 10%~	11 11%	11 14%	7 11%	15 12%
USUALLY	58 31%	856 27%	5 28%~	11 39%~	11 44%~	15 32%~	15 26%	1 8%~	48 33%~	~	~	~	1 50%~	4 27%~	2 17%~	11 33%~	46 30%~	31 30%	25 31%	25 40%	33 26%
ALWAYS	107 57%	1950 61%	10 56%~	12 43%~	10 40%~	28 60%~	35 61%	10 83%~	83 57%~	1 100%~	~	~	1 50%~	9 60%~	7 58%~	15 45%~	90 59%~	61 59%	43 54%	29 47%	76 61%
#ALWAYS + USUALLY (NET)	165 87%	2806 88%	15 83%~	23 82%~	21 84%~	43 91%~	50 88%	11 92%~	131 90%~	1 100%~	~	~	2 100%~	13 87%~	9 75%~	26 79%~	136 89%~	92 88%	68 85%	54 87%	109 87%
TOP BOX SCORE	107 57%	1950 61%	10 56%~	12 43%~	10 40%~	28 60%~	35 61%	10 83%~	83 57%~	1 100%~	~	~	1 50%~	9 60%~	7 58%~	15 45%~	90 59%~	61 59%	43 54%	29 47%	76 61%
NOT ANSWERED	1	31					1	1	1								1			1	
VALID CASES	189	3197	18	28	25	47	57	12	146	1			2	15	12	33	153	104	80	62	125
NUMBER OF RESPONDENTS	190	3228	18	28	25	47	58	12	147	1			2	15	12	33	153	105	80	62	126
	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]

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

		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	MULTI- OTHR	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FEMALE		
Q21																					
YES	111 59%	1943 61%	8 44%	15 54%	14 56%	25 56%	40 69%	8 67%	89 61%	~	~	~	1 50%	4 27%	9 82%	15 47%	93 61%	60 57%	48 62%	36 60%	74 59%
NO	77 41%	1222 39%	10 56%	13 46%	11 44%	20 44%	18 31%	4 33%	58 39%	1 100%	~	~	1 50%	11 73%	2 18%	17 53%	59 39%	45 43%	30 38%	24 40%	52 41%
NOT ANSWERED	2	62				2									1	1	1		2		2
VALID CASES	188	3166	18	28	25	45	58	12	147	1			2	15	11	32	152	105	78	60	126
NUMBER OF RESPONDENTS	190	3228	18	28	25	47	58	12	147	1			2	15	12	33	153	105	80	62	126
	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]

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?

	EAST 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 ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE		
Q22 NEVER	5 5%	119 6%	2 ~ 14%	2 15%	1 4%	~	3 4%	~	~	~	~	2 22%	~	5 6%	3 5%	2 4%	1 3%	4 6%		
SOMETIMES	13 12%	265 14%	1 ~ 7%	2 15%	4 17%	4 11%	2 25%	10 12%	~	~	~	1 25%	1 11%	2 14%	11 12%	10 18%	2 4%	8 24%	5 7%	
USUALLY	34 33%	545 29%	4 50%	7 50%	5 38%	7 29%	9 24%	2 25%	27 32%	~	~	~	2 50%	1 11%	9 64%	24 27%	17 30%	17 38%	13 38%	21 30%
ALWAYS	52 50%	927 50%	4 50%	4 29%	4 31%	12 50%	24 65%	4 50%	44 52%	~	~	~	1 25%	5 56%	3 21%	49 55%	27 47%	24 53%	12 35%	40 57%
#ALWAYS + USUALLY (NET)	86 83%	1472 79%	8 100%	11 79%	9 69%	19 79%	33 89%	6 75%	71 85%	~	~	~	3 75%	6 67%	12 86%	73 82%	44 77%	41 91%	25 74%	61 87%
TOP BOX SCORE	52 50%	927 50%	4 50%	4 29%	4 31%	12 50%	24 65%	4 50%	44 52%	~	~	~	1 25%	5 56%	3 21%	49 55%	27 47%	24 53%	12 35%	40 57%
NOT ANSWERED	7	61	1	1	1	3	5				1		1	4	3	3	2	4		
VALID CASES	104	1856	8	14	13	24	37	8	84			4	9	14	89	57	45	34	70	
NUMBER OF RESPONDENTS	111	1917	8	15	14	25	40	8	89		1	4	9	15	93	60	48	36	74	
	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?

	EAST 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	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q23 WORST PERSONAL DOCTOR POSSIBLE	2 0.8%	60 2%	~	~	~	1 2%	1 1%	~	~	~	~	1 6%	~	~	2 1%	1 0.7%	1 1%	1 1%	1 0.6%		
01	1 0.4%	30 0.7%	~	1 3%	~	~	~	~	~	~	~	~	~	1 0.5%	1 0.7%	~	~	1 0.6%			
02	3 1%	27 0.7%	~	~	~	~	3 4%	~	~	~	~	~	~	2 1%	2 1%	1 0.7%	2 2%	1 1%	2 1%		
03	5 2%	71 2%	~	1 3%	1 3%	3 5%	~	~	~	~	~	~	~	5 3%	1 0.7%	4 4%	2 2%	3 2%			
04	5 2%	80 2%	~	1 3%	~	~	3 4%	1 8%	~	~	~	~	~	4 2%	4 2%	1 0.7%	4 4%	4 5%	1 0.6%		
05	11 5%	203 5%	~	2 5%	3 9%	3 5%	3 4%	~	~	~	~	1 6%	1 8%	1 2%	10 5%	5 3%	5 6%	8 10%	3 2%*		
06	13 5%	153 4%	4 13%	1 3%	3 9%	2 4%	3 4%	~	~	~	~	~	~	12 6%	2 5%	11 6%	9 6%	4 4%	5 6%	8 5%	
07	23 10%	289 7%	1 3%	6 16%	2 6%	7 13%	7 10%	~	~	~	1 50%	1 6%	~	20 11%	3 7%	20 10%	11 8%	12 13%	5 6%	17 11%	
08	35 14%	720 18%	8 27%	6 16%	6 19%	6 11%	7 10%	2 15%	~	~	1 50%	2 11%	3 23%	~	6 14%	28 14%	25 17%	9 10%	16 19%	19 12%	
09	40 17%	743 19%	4 13%	3 8%	7 22%	11 20%	14 19%	1 8%	~	1 100%	~	1 6%	1 8%	~	6 14%	34 17%	28 19%	12 13%	9 11%	31 20%*	
BEST PERSONAL DOCTOR POSSIBLE	104 43%	1623 41%	13 43%	16 43%	10 31%	23 41%	32 44%	9 69%	1 39%	1 100%	~	~	~	12 67%	8 62%	24 55%	78 40%	63 43%	37 41%	32 39%	71 45%
#8-10 (NET)	179 74%	3087 77%	25 83%	25 68%	23 72%	40 71%	53 73%	12 92%	137 72%	1 100%	1 100%	~	1 50%	15 83%	12 92%	36 82%	140 72%	116 79%*	58 64%*	57 69%	121 77%

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		
		EAST 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 PAC ILND	AMR IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
9-10 (NET)	144 60%	2366 59%	17 57%	19 51%	17 53%	34 61%	46 63%	10 77%	109 57%	1 100%	1 100%		13 72%	9 69%	30 68%	112 57%	91 62%	49 54%	41 49%*	102 65%*	
NOT ANSWERED	22	265	2	3	6	4	5	1	16				3	1	3	17	17	4	10	11	
VALID CASES	242	3999	30	37	32	56	73	13	190	1	1		2	18	13	44	195	146	90	83	157
NUMBER OF RESPONDENTS	264 100%	4264 100%	32 100%	40 100%	38 100%	60 100%	78 100%	14 100%	206 100%	1 100%	1 100%		2 100%	21 100%	14 100%	47 100%	212 100%	163 100%	94 100%	93 100%	168 100%
MEAN	8.33	8.32	8.70	8.14	8.16	8.25	8.25	9.15	8.25	10.0	9.00		7.50	8.72	9.08	8.77	8.22	8.55	7.94	7.93	8.54
p stat_(*=Sig @ p<=.05)		.911	~	~	~.748	.706		~.278	~	~	~	~	~	~	~	~	~.064	.042*	.044*	.046*	

[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		
EAST 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	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q24 YES	103 32%	2074 40%*	4 9%~	11 25%~	10 20%*	27 39%	42 49%*	8 44%~	86 34%	~	~	~	50%~	17%~	40%~	12 21%*	89 35%*	52 25%*	49 49%*	36 27%	66 37%
NO	214 68%	3119 60%*	41 91%~	33 75%~	40 80%*	43 61%	44 51%*	10 56%~	164 66%	1 100%	1 100%~	~	50%~	20 83%~	9 60%~	45 79%*	163 65%*	154 75%*	52 51%*	96 73%	114 63%
NOT ANSWERED	16	260		1	2	1	2		3				1	1	2	3	4	2	2	4	
VALID CASES	317	5193	45	44	50	70	86	18	250	1	1		2	24	15	57	252	206	101	132	180
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST 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- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q25 NEVER	7	135				3	4		6						1		7	5	2	1	6
	7%	7%	~	~	~	12%	10%	~	7%	~	~	~	~	~	17%	~	8%	10%	4%	3%	9%
SOMETIMES	14	292		2	1	6	4	1	13					1		1	13	6	8	4	10
	14%	15%	~	20%	10%	23%	10%	13%	15%	~	~	~	~	33%	~	8%	15%	12%	17%	12%	15%
USUALLY	30	614	1	3	6	6	11	3	25				1	1	2	5	25	13	16	12	18
	30%	31%	25%	30%	60%	23%	27%	38%	30%	~	~	~	100%	33%	33%	42%	29%	25%	34%	35%	28%
ALWAYS	49	926	3	5	3	11	22	4	40					1	3	6	42	27	21	17	31
	49%	47%	75%	50%	30%	42%	54%	50%	48%	~	~	~	~	33%	50%	50%	48%	53%	45%	50%	48%
#ALWAYS + USUALLY (NET)	79	1540	4	8	9	17	33	7	65				1	2	5	11	67	40	37	29	49
	79%	78%	100%	80%	90%	65%	80%	88%	77%	~	~	~	100%	67%	83%	92%	77%	78%	79%	85%	75%
TOP BOX SCORE	49	926	3	5	3	11	22	4	40					1	3	6	42	27	21	17	31
	49%	47%	75%	50%	30%	42%	54%	50%	48%	~	~	~	~	33%	50%	50%	48%	53%	45%	50%	48%
NOT ANSWERED	3	78		1		1	1		2								2	1	2	2	1
VALID CASES	100	1967	4	10	10	26	41	8	84				1	3	6	12	87	51	47	34	65
NUMBER OF RESPONDENTS	103	2045	4	11	10	27	42	8	86				1	4	6	12	89	52	49	36	66
	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			
	EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q26 NONE	4 4%	93 5%		1 ~ 10%~		2 ~ 8%~	1 2%~		4 5%~						4 5%~	1 2%~	3 7%~	1 3%~	3 5%~	
1 SPECIALIST	50 51%	1033 52%	4 100%~	8 80%~	5 50%~	10 40%~	18 44%~	5 63%~	45 54%~				1 ~ 33%~	2 33%~	4 33%~	46 53%~	33 65%~	17 37%~	18 53%~	32 50%~
2	28 29%	522 26%		1 ~ 10%~	4 40%~	8 32%~	14 34%~	1 13%~	20 24%~				2 ~ 67%~	3 50%~	7 58%~	21 24%~	11 22%~	16 35%~	11 32%~	17 27%~
3	7 7%	217 11%			1 ~ 10%~	2 8%~	4 10%~		6 7%~			1 ~ 100%~				7 8%~	2 4%~	5 11%~	2 6%~	5 8%~
4	7 7%	74 4%				2 ~ 8%~	4 10%~	1 13%~	7 8%~						1 ~ 8%~	6 7%~	3 6%~	4 9%~	2 6%~	5 8%~
5 OR MORE SPECIALISTS	2 2%	41 2%				1 ~ 4%~		1 ~ 13%~	1 1%~					1 ~ 17%~	2 ~ 2%~	1 2%~	1 2%~			2 3%~
NOT ANSWERED		5 66		1		2	1		3				1		3	1	3	2	2	
VALID CASES	98	1979	4	10	10	25	41	8	83			1	3	6	12	86	51	46	34	64
NUMBER OF RESPONDENTS	103	2045	4	11	10	27	42	8	86			1	4	6	12	89	52	49	36	66
	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?

	EAST 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-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE					
Q27 WORST SPECIALIST POSSIBLE		21 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
01	1 1%	7 0.4%	~	~	~	1 4%	~	1 1%	~	~	~	~	~	1 1%	1 2%	~	~	1 2%			
02	2 2%	19 1%	~	~	1 11%	1 4%	~	2 3%	~	~	~	~	~	2 3%	2 5%	~	~	2 3%			
03		28 2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
04	2 2%	18 1%	~	~	~	1 4%	1 14%	2 3%	~	~	~	~	~	2 3%	1 2%	1 2%	1 3%	1 2%			
05		88 5%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
06	4 4%	76 4%	~	1 11%	1 11%	1 4%	1 3%	3 4%	~	~	~	~	~	1 8%	3 4%	2 4%	2 5%	4 7%			
07	4 4%	154 8%	~	1 11%	~	1 4%	2 5%	2 3%	~	~	~	1 100%	1 33%	2 17%	2 3%	3 6%	1 2%	1 3%	3 5%		
08	16 17%	272 15%	2 50%	3 33%	2 22%	3 13%	3 8%	3 43%	16 21%	~	~	~	~	1 8%	15 19%	8 17%	8 19%	6 18%	10 17%		
09	21 23%	345 19%	~	2 22%	2 22%	5 22%	12 30%	19 25%	~	~	~	~	1 33%	1 17%	2 17%	19 24%	13 27%	8 19%	8 24%	13 22%	
BEST SPECIALIST POSSIBLE	42 46%	812 44%	2 50%	2 22%	3 33%	10 43%	22 55%	3 43%	32 42%	~	~	~	~	1 33%	5 83%	6 50%	36 45%	20 42%	21 49%	17 52%	25 42%
#8-10 (NET)	79 86%	1429 78%	4 100%	7 78%	7 78%	18 78%	37 93%	6 86%	67 87%	~	~	~	~	2 67%	6 100%	9 75%	70 87%	41 85%	37 86%	31 94%	48 81%

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		
		EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
9-10 (NET)	63 68%	1157 63%	2 50%~	4 44%~	5 56%~	15 65%~	34 85%~	3 43%~	51 66%~	~	~	~	~	2 67%~	6 100%~	8 67%~	55 69%~	33 69%~	29 67%~	25 76%~	38 64%~
NOT ANSWERED	2	34			1			1	2							2	2			2	
VALID CASES	92	1838	4	9	9	23	40	7	77			1	3	6	12	80	48	43	33	59	
NUMBER OF RESPONDENTS	94 100%	1872 100%	4 100%	9 100%	9 100%	23 100%	40 100%	8 100%	79 100%			1 100%	3 100%	6 100%	12 100%	82 100%	50 100%	43 100%	33 100%	61 100%	
MEAN	8.72	8.47	9.00	8.33	8.00	8.22	9.30	8.29	8.62			7.00	8.67	9.83	8.83	8.70	8.73	8.67	9.12	8.49	
p stat_(*=Sig @ p<=.05)		.244	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

[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?

	EAST 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	MALE				
Q28 YES	51 16%	1182 23%*	4 9%~	8 18%~	8 16%	11 16%	17 20%	3 17%~	45 18%*	~	~	~	~	3 12%~	3 19%~	6 10%	44 18%	33 16%	17 17%	17 13%	34 19%	
NO	266 84%	3968 77%*	41 91%~	37 82%~	43 84%	57 84%	70 80%	15 83%~	204 82%*	1 100%~	1 100%~	~	~	2 ~100%~	22 88%~	13 81%~	52 90%	207 82%	174 84%	84 83%	114 87%	148 81%
NOT ANSWERED	16	303			1	3	1		4							1	4	3	2	3	2	
VALID CASES	317	5150	45	45	51	68	87	18	249	1	1			2	25	16	58	251	207	101	131	182
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1			2	25	16	59	255	210	103	134	184
	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?

	EAST 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 & GOOD POOR	FE- MALE MALE					
Q29 NEVER	5 10%	119 12%	1 25%~	~	~	2 18%~	2 13%~	~	4 9%~	~	~	~	~	1 33%~	~	2 33%~	2 5%~	5 16%~	~	4 24%~	1 3%~
SOMETIMES	17 34%	339 34%	1 25%~	3 38%~	4 50%~	2 18%~	5 31%~	2 67%~	15 34%~	~	~	~	~	~	2 67%~	~	17 40%~	7 22%~	9 53%~	5 29%~	12 36%~
USUALLY	18 36%	332 33%	1 25%~	3 38%~	3 38%~	4 36%~	6 37%~	1 33%~	16 36%~	~	~	~	~	1 33%~	1 33%~	3 50%~	15 35%~	14 44%~	4 24%~	5 29%~	13 39%~
ALWAYS	10 20%	213 21%	1 25%~	2 25%~	1 13%~	3 27%~	3 19%~	~	9 20%~	~	~	~	~	1 33%~	~	1 17%~	9 21%~	6 19%~	4 24%~	3 18%~	7 21%~
#ALWAYS + USUALLY (NET)	28 56%	545 54%	2 50%~	5 62%~	4 50%~	7 64%~	9 56%~	1 33%~	25 57%~	~	~	~	~	2 67%~	1 33%~	4 67%~	24 56%~	20 63%~	8 47%~	8 47%~	20 61%~
TOP BOX SCORE	10 20%	213 21%	1 25%~	2 25%~	1 13%~	3 27%~	3 19%~	~	9 20%~	~	~	~	~	1 33%~	~	1 17%~	9 21%~	6 19%~	4 24%~	3 18%~	7 21%~
NOT ANSWERED	1	19					1		1							1	1				1
VALID CASES	50	1003	4	8	8	11	16	3	44					3	3	6	43	32	17	17	33
NUMBER OF RESPONDENTS	51	1022	4	8	8	11	17	3	45					3	3	6	44	33	17	17	34
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q30																						
YES	EAST TOT ADLT	79	1525	9	6	15	19	22	7	64			1	7	3	14	64	45	32	24	54	
	OHP TOT ADLT	25%	30%	20%~	14%~	29%	27%	26%	41%~	26%	~	~	~	50%~	28%~	19%~	24%	26%	22%	32%	18%*	30%*
NO	EAST TOT ADLT	233	3584	36	38	36	51	62	10	181	1	1	1	18	13	45	184	159	69	106	126	
	OHP TOT ADLT	75%	70%	80%~	86%~	71%	73%	74%	59%~	74%	100%~	100%~	~	50%~	72%~	81%~	76%	74%	78%	68%	82%*	70%*
NOT ANSWERED	EAST TOT ADLT	21	344		1	1	1	4	1	8							7	6	2	4	4	
VALID CASES	EAST TOT ADLT	312	5109	45	44	51	70	84	17	245	1	1	2	25	16	59	248	204	101	130	180	
NUMBER OF RESPONDENTS	OHP TOT ADLT	333	5453	45	45	52	71	88	18	253	1	1	2	25	16	59	255	210	103	134	184	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	EAST 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	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
Q31 NEVER	6 8%	51 4%	1 13%~	2 ~	2 14%~	2 11%~	1 5%~	5 ~	~	~	~	~	~	~	2 14%~	4 7%~	3 7%~	3 10%~	3 13%~	3 6%~
SOMETIMES	16 21%	295 21%	2 25%~	2 33%~	4 29%~	2 11%~	4 19%~	2 29%~	10 16%~	~	~	~	4 57%~	2 67%~	4 29%~	12 20%~	9 21%~	7 23%~	4 17%~	12 24%~
USUALLY	23 31%	400 28%	4 50%~	3 50%~	6 43%~	4 21%~	4 19%~	2 29%~	18 30%~	~	~	1 ~100%~	2 29%~	1 33%~	5 36%~	18 30%~	16 37%~	6 19%~	9 38%~	14 27%~
ALWAYS	30 40%	670 47%	1 13%~	1 17%~	2 14%~	11 58%~	12 57%~	3 43%~	28 46%~	~	~	~	1 ~14%~	~	3 21%~	27 44%~	15 35%~	15 48%~	8 33%~	22 43%~
#ALWAYS + USUALLY (NET)	53 71%	1070 76%	5 62%~	4 67%~	8 57%~	15 79%~	16 76%~	5 71%~	46 75%~	~	~	1 ~100%~	3 43%~	1 33%~	8 57%~	45 74%~	31 72%~	21 68%~	17 71%~	36 71%~
TOP BOX SCORE	30 40%	670 47%	1 13%~	1 17%~	2 14%~	11 58%~	12 57%~	3 43%~	28 46%~	~	~	~	1 ~14%~	~	3 21%~	27 44%~	15 35%~	15 48%~	8 33%~	22 43%~
NOT ANSWERED	4	26	1		1		1		3						3	2	1		3	
VALID CASES	75	1415	8	6	14	19	21	7	61			1	7	3	14	61	43	31	24	51
NUMBER OF RESPONDENTS	79	1441	9	6	15	19	22	7	64			1	7	3	14	64	45	32	24	54
	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?

	EAST 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	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER HAW/IND/ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD	FAIR & POOR	MALE	FE-MALE
Q32 NEVER	3 4%	24 2%	~	~	14%~	5%~	~	2 3%~	~	~	~	~	14%~	~	1 7%~	2 3%~	2 5%~	1 3%~	1 4%~	2 4%~	
SOMETIMES	9 12%	83 6%	25%~	~	14%~	5%~	14%~	11%~	~	~	~	~	14%~	33%~	2 14%~	7 11%~	5 12%~	4 13%~	4 17%~	5 10%~	
USUALLY	7 9%	312 22%*	13%~	~	14%~	11%~	10%~	8%~	~	~	~	100%~	14%~	~	1 7%~	6 10%~	4 9%~	3 10%~	1 4%~	6 12%~	
ALWAYS	57 75%	995 70%	62%~	100%~	57%~	79%~	76%~	86%~	77%~	~	~	~	57%~	67%~	2 71%~	46 75%~	32 74%~	23 74%~	18 75%~	38 75%~	
#ALWAYS + USUALLY (NET)	64 84%	1307 92%*	75%~	100%~	71%~	89%~	86%~	86%~	85%~	~	~	~	100%~	71%~	2 79%~	52 85%~	36 84%~	26 84%~	19 79%~	44 86%~	
TOP BOX SCORE	57 75%	995 70%	62%~	100%~	57%~	79%~	76%~	86%~	77%~	~	~	~	57%~	67%~	2 71%~	46 75%~	32 74%~	23 74%~	18 75%~	38 75%~	
NOT ANSWERED	3	27	1		1		1	3								3	2	1		3	
VALID CASES	76	1414	8	6	14	19	21	7	61				1	7	3	14	61	43	31	24	51
NUMBER OF RESPONDENTS	79	1441	9	6	15	19	22	7	64				1	7	3	14	64	45	32	24	54
	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		
		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	OTHR	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q33																					
YES	114 37%	1804 36%	20 44%	20 45%	19 39%	26 39%	21 24%*	7 39%	83 34%	1 100%	1 100%	1 ~	9 38%	6 43%	25 43%	87 35%	77 37%	33 34%	45 35%	68 38%	
NO	198 63%	3261 64%	25 56%	24 55%	30 61%	41 61%	65 76%*	11 61%	163 66%	~	~	~	1 50%	15 63%	8 57%	33 57%	160 65%	129 63%	64 66%	85 65%	110 62%
NOT ANSWERED	21	388	1	3	4	2		7				1	2	1	8	4	6	4	6		
VALID CASES	312	5065	45	44	49	67	86	18	246	1	1		2	24	14	58	247	206	97	130	178
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	EAST 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/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
PQ34 NEVER	9 3%	97 2%	3 7%~	2 5%~	2 4%~	~	2 2%	~	7 3%	~	~	~	~	1 8%~	~	8 3%	8 4%	1 1%	4 3%	5 3%
SOMETIMES	21 7%	322 6%	3 7%~	2 5%~	5 10%~	3 5%	5 6%	3 18%~	16 7%	~	~	~	1 4%~	2 15%~	4 7%	17 7%	16 8%	4 4%	9 7%	12 7%
USUALLY	38 13%	697 14%	9 20%~	7 17%~	5 10%~	10 15%	6 7%*	1 6%~	29 12%	~	~	1 50%~	5 21%~	1 8%~	8 15%	30 12%	22 11%	15 16%	12 10%	26 15%
ALWAYS	236 78%	3891 78%	29 66%~	31 74%~	36 75%~	52 80%	73 85%*	13 76%~	192 79%	1 100%~	~	1 50%~	18 75%~	9 69%~	43 78%	188 77%	156 77%	75 79%	100 80%	133 76%
#ALWAYS + USUALLY (NET)	274 90%	4589 92%	38 86%~	38 90%~	41 85%~	62 95%*	79 92%	14 82%~	221 91%	1 100%~	~	2 100%~	23 96%~	10 77%~	51 93%	218 90%	178 88%	90 95%*	112 90%	159 90%
TOP BOX SCORE	236 78%	3891 78%	29 66%~	31 74%~	36 75%~	52 80%	73 85%*	13 76%~	192 79%	1 100%~	~	1 50%~	18 75%~	9 69%~	43 78%	188 77%	156 77%	75 79%	100 80%	133 76%
NOT ANSWERED	8	87	1	2	1	2	1	2	2	1	1	1	1	3	4	4	2	5	2	
VALID CASES	304	5008	44	42	48	65	86	17	244	1		2	24	13	55	243	202	95	125	176
NUMBER OF RESPONDENTS	312 100%	5095 100%	45 100%	44 100%	49 100%	67 100%	86 100%	18 100%	246 100%	1 100%	1	2 100%	24 100%	14 100%	58 100%	247 100%	206 100%	97 100%	130 100%	178 100%

[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?

	EAST 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	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE			
Q35 WORST HEALTH PLAN POSSIBLE	52%	59%	~	~	4%~	1%~	2%~	~	2%	~	~	~	~	~	~	1%	4%	2%	3%	4%	1%	
01	31%	31%	~	~	~	3%	~	0.8%	~	~	~	~	~	~	~	0.8%	~	2%	0.8%	1%	0.6%	
02	52%	40%	~	1%	3%	~	1%	~	4%	~	~	~	~	~	1%	4%	2%	2%	3%	2%	1%	
03	62%	85%	1%	1%	2%	1%	1%	~	4%	~	~	~	5%	1%	7%	2%	2%	2%	3%	2%	2%	
04	83%	121%	1%	~	3%	1%	2%	1%	7%	~	~	~	~	~	7%	2%	3%	2%	4%	5%	3%	
05	28%	451%	3%	6%	4%	6%	9%	~	22%	~	~	~	50%	1%	3%	2%	2%	26%	21%	6%	10%	18%
06	19%	332%	2%	5%	2%	5%	5%	~	18%	~	~	~	~	1%	5%	~	2%	18%	8%	7%	12%	
07	42%	632%	5%	10%	10%	9%	6%	1%	32%	~	~	~	~	2%	3%	6%	32%	26%	13%	19%	22%	
08	55%	921%	10%	9%	9%	10%	15%	2%	47%	~	~	~	50%	1%	3%	2%	8%	47%	38%	16%	15%	39%
09	49%	768%	9%	4%	4%	11%	17%	4%	43%	~	~	~	~	2%	9%	~	6%	43%	37%	12%	19%	30%
BEST HEALTH PLAN POSSIBLE	81%	1430%	12%	6%	8%	21%	24%	9%	53%	1%	1%	~	~	10%	6%	29%	50%	51%	28%	41%	39%	
#8-10 (NET)	185%	3119%	31%	19%	21%	42%	56%	15%	143%	1%	1%	~	~	1%	15%	8%	43%	140%	126%	56%	75%	108%

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		
		EAST 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 PAC ILND	AMR IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE			
9-10 (NET)	130 43%	2198 45%	21 49%~	10 24%~	12 26%~	32 48%	41 50%	13 76%~	96 41%	1 100%	1 100%		12 ~	6 ~	35 63%*	93 39%*	88 45%	40 41%	60 48%	69 40%	
NOT ANSWERED	32	583	2	3	5	4	6	1	17				3	1	3	18	14	6	8	13	
VALID CASES	301	4870	43	42	47	67	82	17	236	1	1		2	22	15	56	237	196	97	126	171
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%		2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%
MEAN	7.65	7.82	8.14	7.21	6.68	7.78	7.84	9.00	7.56	10.0	10.0		6.50	8.18	7.60	8.48	7.49	7.81	7.38	7.61	7.70
p stat_(*=Sig @ p<=.05)		.158	~	~	~.617	.379		~.262	~	~	~	~	~	~	~.003*	.020*	.124	.207	.817	.647	

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?

	EAST 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 & FAIR & POOR	FE- MALE	MALE		
Q35A YES	30 10%	736 14%*	1 2%~	3 7%~	5 10%	6 9%	11 13%	4 24%~	25 10%	~	~	~	~	~	4 25%~	3 5%	27 11%	13 6%*	17 17%*	13 10%	17 9%
NO	284 90%	4378 86%*	44 98%~	40 93%~	46 90%	63 91%	75 87%	13 76%~	222 90%	1 100%	1 100%	~	2 ~100%	25 ~100%	12 75%~	54 95%	223 89%	193 94%*	83 83%*	116 90%	164 91%
NOT ANSWERED	19	339		2	1	2	2	1	6							2	5	4	3	5	3
VALID CASES	314	5114	45	43	51	69	86	17	247	1	1		2	25	16	57	250	206	100	129	181
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%		2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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

	EAST 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	6 21%	123 19%		2 67%	2 40%	1 17%	1 9%	5 20%						1 33%	6 23%	4 33%	2 12%	4 31%	2 13%	
SOMETIMES	9 31%	72 11%		1 33%	1 20%	2 33%	3 27%	2 67%	8 32%					1 33%	2 67%	7 27%	1 8%	8 47%	2 15%	7 44%
USUALLY	6 21%	177 27%			1 20%	3 50%	2 18%	5 20%							1 33%	5 19%	2 17%	4 24%	3 23%	3 19%
ALWAYS	8 28%	279 43%	1 100%		1 20%		5 45%	1 33%	7 28%					1 33%	8 31%	5 42%	3 18%	4 31%	4 25%	
#ALWAYS + USUALLY (NET)	14 48%	456 70%	1 100%		2 40%	3 50%	7 64%	1 33%	12 48%					1 33%	13 50%	7 58%	7 41%	7 54%	7 44%	
TOP BOX SCORE	8 28%	279 43%	1 100%		1 20%		5 45%	1 33%	7 28%					1 33%	8 31%	5 42%	3 18%	4 31%	4 25%	
NOT ANSWERED	1	24						1						1	1	1			1	
VALID CASES	29	651	1	3	5	6	11	3	25					3	3	26	12	17	13	16
NUMBER OF RESPONDENTS	30	675	1	3	5	6	11	4	25					4	3	27	13	17	13	17
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35A = YES]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
EAST 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					
Q35C YES	45 15%	760 15%	7 ~ 16%	2 4%*	14 21%	19 23%*	3 17%~	40 16%*	~	~	~	~	1 4%~	3 20%~	3 5%*	42 17%*	19 9%*	26 27%*	16 12%	29 16%	
NO	265 85%	4319 85%	44 100%~	36 84%~	49 96%*	54 79%	64 77%*	15 83%~	203 84%*	1 100%~	1 100%~	~	2 ~100%~	24 96%~	12 80%~	54 95%*	204 83%*	184 91%*	72 73%*	112 88%	149 84%
NOT ANSWERED	23	373	1	2	1	3	5	10					1	2	9	7	5	6	6		
VALID CASES	310	5080	44	43	51	68	83	18	243	1	1		2	25	15	57	246	203	98	128	178
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%		2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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

	EAST 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- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
Q35D NEVER	13 31%	165 23%~	3 ~ 50%~	1 50%~	3 25%~	6 32%~	12 ~ 32%~	~	~	~	~	~	1 ~ 33%~	13 ~ 33%~	6 33%~	7 29%~	3 20%~	10 37%~		
SOMETIMES	7 17%	141 19%~	1 ~ 17%~	1 50%~	1 8%~	4 21%~	6 ~ 16%~	~	~	~	~	~	1 ~ 33%~	7 ~ 18%~	3 17%~	4 17%~	2 13%~	5 19%~		
USUALLY	8 19%	179 25%~	1 ~ 17%~	4 ~ 33%~	3 16%~	8 ~ 22%~	~	~	~	~	~	~	~	8 ~ 21%~	3 17%~	5 21%~	3 20%~	5 19%~		
ALWAYS	14 33%	239 33%~	1 ~ 17%~	4 ~ 33%~	6 32%~	3 100%~	11 30%~	~	~	~	~	1 ~ 100%~	1 33%~	3 100%~	11 28%~	6 33%~	8 33%~	7 47%~	7 26%~	
#ALWAYS + USUALLY (NET)	22 52%	418 58%~	2 ~ 33%~	8 ~ 67%~	9 47%~	3 100%~	19 51%~	~	~	~	~	1 ~ 100%~	1 33%~	3 100%~	19 49%~	9 50%~	13 54%~	10 67%~	12 44%~	
TOP BOX SCORE	14 33%	239 33%~	1 ~ 17%~	4 ~ 33%~	6 32%~	3 100%~	11 30%~	~	~	~	~	1 ~ 100%~	1 33%~	3 100%~	11 28%~	6 33%~	8 33%~	7 47%~	7 26%~	
NOT ANSWERED	3	20	1	2			3							3	1	2	1	2		
VALID CASES	42	725	6	2	12	19	3	37					1	3	3	39	18	24	15	27
NUMBER OF RESPONDENTS	45	745	7	2	14	19	3	40					1	3	3	42	19	26	16	29
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35C = YES]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		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		
Q35E																					
YES	161 52%	2872 56%	15 34%	20 48%	25 49%	39 57%	52 61%*	10 56%*	135 56%*	~	~	~	1 50%~	6 24%~	11 69%~	19 33%*	142 58%*	88 43%*	71 71%*	63 50%	98 54%
NO	150 48%	2261 44%	29 66%~	22 52%~	26 51%	29 43%	33 39%*	8 44%~	108 44%*	1 100%~	1 100%~	~	1 50%~	19 76%~	5 31%~	39 67%*	104 42%*	115 57%*	29 29%*	63 50%	83 46%
NOT ANSWERED	22	320	1	3	1	3	3		10						1	9	7	3	8	3	
VALID CASES	311	5133	44	42	51	68	85	18	243	1	1		2	25	16	58	246	203	100	126	181
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST 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- WHTE	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											
Q35F NO EFFORT AT ALL	2 1%	94 3%*	~	~	4%~	~	2%	~	2%~	~	~	~	~	~	~	~	~	1%~	2	1	1	~	2%								
A LITTLE EFFORT WAS MADE	19 12%	213 8%	13%~	2	10%~	7	29%~	10%~	4	2	4%*	25%~	16	12%~	~	~	~	~	2	3	16	5	13	6%*	19%*	11%	13%				
SOME EFFORT WAS MADE	35 22%	662 24%	7%~	1	35%~	7	29%~	21%~	8	10	20%	25%~	30	23%~	~	~	~	~	100%~	33%~	1	2	9	16%~	23%~	24%	21%	14	21	22%	22%
A LOT OF EFFORT WAS MADE	101 64%	1793 65%	80%~	12	55%~	11	38%~	27	38	4	75%	50%~	83	63%~	~	~	~	~	67%~	4	8	13	88	68%~	64%~	59	41	67%	59		
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	136 87%	2455 89%	87%~	13	90%~	18	67%~	35	48	6	94%*	75%	113	86%~	~	~	~	~	100%~	1	6	9	16	120	84%~	87%~	79	56	89%	85%	
TOP BOX SCORE	101 64%	1793 65%	80%~	12	55%~	11	38%~	27	38	4	75%	50%~	83	63%~	~	~	~	~	67%~	4	8	13	88	68%~	64%~	59	41	67%	59		
NOT ANSWERED	4	95				1		1	2				4										4		3	1			4		
VALID CASES	157	2763		15	20	24	39	51	8				131							1	6	11	19	138	85	70	63	94			
NUMBER OF RESPONDENTS	161	2858		15	20	25	39	52	10				135							1	6	11	19	142	88	71	63	98			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

[ASKED IF Q35E = YES]

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

	EAST 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- WHTE	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		
Q35H																						
NO EFFORT AT ALL	7 5%	191 7%	~	~	2 9%	3 8%	2 4%	~	5 4%	~	~	~	~	~	1 9%	1 5%	6 4%	2 2%	5 7%	1 2%	6 6%	
A LITTLE EFFORT WAS MADE	19 12%	242 9%	3 20%	2 10%	5 22%	5 13%	3 6%	1 13%	14 11%	~	~	~	1 100%	1 17%	1 9%	5 26%	14 10%	7 8%	12 17%	8 13%	11 12%	
SOME EFFORT WAS MADE	39 25%	781 28%	2 13%	7 35%	7 30%	7 18%	12 24%	4 50%	35 27%	~	~	~	~	1 17%	2 18%	2 11%	37 27%	20 24%	19 27%	17 28%	22 23%	
A LOT OF EFFORT WAS MADE	90 58%	1558 56%	10 67%	11 55%	9 39%	24 62%	33 66%	3 38%	75 58%	~	~	~	~	4 67%	7 64%	11 58%	79 58%	55 65%*	34 49%*	35 57%	55 59%	
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	129 83%	2339 84%	12 80%	18 90%	16 70%	31 79%	45 90%	7 88%	110 85%	~	~	~	~	5 83%	9 82%	13 68%	116 85%	75 89%*	53 76%*	52 85%	77 82%	
TOP BOX SCORE	90 58%	1558 56%	10 67%	11 55%	9 39%	24 62%	33 66%	3 38%	75 58%	~	~	~	~	4 67%	7 64%	11 58%	79 58%	55 65%*	34 49%*	35 57%	55 59%	
NOT ANSWERED	6	85			2		2	2	6								6	4	1	2	4	
VALID CASES	155	2773	15	20	23	39	50	8	129					1	6	11	19	136	84	70	61	94
NUMBER OF RESPONDENTS	161	2858	15	20	25	39	52	10	135					1	6	11	19	142	88	71	63	98
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35E = YES]

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

	EAST 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 ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35I YES	103 34%	1866 37%	13 30%~	15 35%~	11 22%*	24 37%	34 39%	6 43%~	86 35%	1 ~100%~		1 ~ 50%~	4 17%~	3 20%~	18 34%	84 34%	60 30%*	43 44%*	34 28%	69 38%*	
NO	202 66%	3186 63%	31 70%~	28 65%~	40 78%*	41 63%	53 61%	8 57%~	157 65%	1 100%~	~	1 ~ 50%~	19 83%~	12 80%~	35 66%	162 66%	142 70%*	55 56%*	88 72%	112 62%*	
NOT ANSWERED	28	400	1	2	1	6	1	4	10				2	1	6	9	8	5	12	3	
VALID CASES	305	5053	44	43	51	65	87	14	243	1	1		2	23	15	53	246	202	98	122	181
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%		2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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

		AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER	
EAST 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	FE- MALE	MALE		
Q35J #YES	81 82%	1483 85%	12 92%~	12 80%~	9 90%~	20 87%~	25 78%~	3 50%~	66 80%~	1 ~100%~	1 ~100%~	3 ~100%~	3 ~100%~	16 94%~	65 79%~	47 80%~	34 85%~	26 79%~	55 83%~
NO	18 18%	254 15%	1 8%~	3 20%~	1 10%~	3 13%~	7 22%~	3 50%~	17 20%~	~	~	~	~	1 6%~	17 21%~	12 20%~	6 15%~	7 21%~	11 17%~
NOT ANSWERED	4	58			1	1	2		3			1		1	2	1	3	1	3
VALID CASES	99	1737	13	15	10	23	32	6	83	1	1	3	3	17	82	59	40	33	66
NUMBER OF RESPONDENTS	103 100%	1795 100%	13 100%	15 100%	11 100%	24 100%	34 100%	6 100%	86 100%	1 100%	1 100%	4 100%	3 100%	18 100%	84 100%	60 100%	43 100%	34 100%	69 100%

[ASKED IF Q35I = YES]

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

	EAST 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE	
Q35K #YES	79 80%	1402 81%	13 100%~	12 80%~	8 80%~	18 78%~	24 75%~	4 67%~	66 80%~	1 ~100%~	1 ~100%~	2 67%~	3 100%~	14 82%~	65 79%~	48 81%~	31 78%~	24 73%~	55 83%~	
NO	20 20%	326 19%	~	3 20%~	2 20%~	5 22%~	8 25%~	2 33%~	17 20%~	~	~	~	1 33%~	3 18%~	17 21%~	11 19%~	9 23%~	9 27%~	11 17%~	
NOT ANSWERED	4	67			1	1	2		3			1		1	2	1	3	1	3	
VALID CASES	99	1728	13	15	10	23	32	6	83	1	1	3	3	17	82	59	40	33	66	
NUMBER OF RESPONDENTS	103 100%	1795 100%	13 100%	15 100%	11 100%	24 100%	34 100%	6 100%	86 100%	1 100%	1 100%	4 100%	3 100%	18 100%	84 100%	60 100%	43 100%	34 100%	69 100%	

[ASKED IF Q35I = YES]

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

	EAST 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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q35L NEVER	42 14%	654 13%	7 16%	5 12%	9 18%	9 14%	9 10%	3 19%	32 13%	1 100%	~	~	~	4 17%	1 7%	11 20%	30 12%	30 15%	12 12%	23 18%	18 10%*	
SOMETIMES	33 11%	567 11%	4 9%	4 10%	6 12%	8 12%	8 9%	2 13%	24 10%	~	~	~	1 50%	3 13%	1 7%	9 16%	23 9%	15 7%*	17 17%*	13 10%	19 11%	
USUALLY	66 22%	1126 23%	10 22%	10 24%	11 22%	15 23%	17 20%	3 19%	55 23%	1 100%	~	~	1 50%	3 13%	3 21%	10 18%	55 22%	46 23%	20 20%	21 17%	45 25%	
ALWAYS	165 54%	2613 53%	24 53%	22 54%	23 47%	34 52%	53 61%	8 50%	133 55%	~	~	~	~	14 58%	9 64%	26 46%	137 56%	110 55%	52 51%	68 54%	96 54%	
#ALWAYS + USUALLY (NET)	231 75%	3739 75%	34 76%	32 78%	34 69%	49 74%	70 80%	11 69%	188 77%	1 100%	~	~	1 50%	17 71%	12 86%	36 64%*	192 78%*	156 78%	72 71%	89 71%	141 79%	
TOP BOX SCORE	165 54%	2613 53%	24 53%	22 54%	23 47%	34 52%	53 61%	8 50%	133 55%	~	~	~	~	14 58%	9 64%	26 46%	137 56%	110 55%	52 51%	68 54%	96 54%	
NOT ANSWERED	27	493		4	3	5	1	2	9					1	2	3	10	9	2	9	6	
VALID CASES	306	4960	45	41	49	66	87	16	244	1	1		2	24	14	56	245	201	101	125	178	
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	EAST 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	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q35M ALWAYS	206%	3878%	37%~	25%~	12%*	1015%*	33%~	16%	~	~	~	~	28%~	~	59%	156%	115%	99%	76%	137%	
USUALLY	279%	2585%*	49%~	512%~	816%	39%~	16%	~	~	~	~	416%~	17%~	814%	198%	136%	1414%	1210%	158%		
SOMETIMES	4515%	88118%	37%~	37%~	1224%	1319%	412%~	3514%	1100%~	~	~	150%~	312%~	320%~	59%	3916%	2512%	1818%	1310%	3218%	
NEVER	21670%	345269%	3477%~	3276%~	3059%	3957%*	1181%*	17571%	~100%~	1~	~	150%~	1664%~	1173%~	3968%	17470%	15476%*	6160%*	9475%	12167%	
#NEVER + SOMETIMES (NET)	26185%	433387%	3784%~	3583%~	4282%	5276%	1593%*	21086%	1100%~	1100%~	~	2~100%~	1976%~	1493%~	4477%	21386%	17988%*	7977%*	10785%	15385%	
TOP BOX SCORE	21670%	345269%	3477%~	3276%~	3059%	3957%*	1181%*	17571%	~100%~	1~	~	150%~	1664%~	1173%~	3968%	17470%	15476%*	6160%*	9475%	12167%	
NOT ANSWERED	25	476	1	3	1	3	2	1	8					1	2	8	7	1	8	3	
VALID CASES	308	4977	44	42	51	68	86	17	245	1	1		2	25	15	57	247	203	102	126	181
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	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 DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?

	EAST 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 ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q35N ALWAYS	10	113		3	3	1	3		8					1		4	6	5	5	2	8
	3%	2%		~ 7%	~ 6%	1%	4%		3%					4%		7%	2%	2%	5%	2%	4%
USUALLY	7	124	1		1	4	1		6						1	1	6	1	6	1	6
	2%	2%	2%	~	2%	6%	1%		2%					7%	2%	2%	0.5%*	6%	0.8%	3%	3%
SOMETIMES	48	728	2	8	11	10	13	4	41				1	3	2	5	42	25	23	21	27
	16%	15%	4%	19%	22%	15%	15%	24%	17%				50%	13%	13%	9%	17%	12%*	23%*	17%	15%
NEVER	242	4037	42	31	36	52	68	13	190	1	1		1	20	12	46	193	171	68	102	139
	79%	81%	93%	74%	71%	78%	80%	76%	78%	100%	100%		50%	83%	80%	82%	78%	85%*	67%*	81%	77%
#NEVER + SOMETIMES (NET)	290	4765	44	39	47	62	81	17	231	1	1		2	23	14	51	235	196	91	123	166
	94%	95%	98%	93%	92%	93%	95%	100%	94%	100%	100%		100%	96%	93%	91%	95%	97%*	89%*	98%*	92%*
TOP BOX SCORE	242	4037	42	31	36	52	68	13	190	1	1		1	20	12	46	193	171	68	102	139
	79%	81%	93%	74%	71%	78%	80%	76%	78%	100%	100%		50%	83%	80%	82%	78%	85%*	67%*	81%	77%
NOT ANSWERED	26	451		3	1	4	3	1	8					1	1	3	8	8	1	8	4
VALID CASES	307	5002	45	42	51	67	85	17	245	1	1		2	24	15	56	247	202	102	126	180
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	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 USE A CONDESCENDING, SARCASTIC, OR RUDE TONE OR MANNER WITH YOU?

	EAST 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/ ILND	AMER IND/ ALSK	OTH-	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE	
Q350 ALWAYS	31%	982%	~	~	~	1% 2%	~	0.8%	~	~	~	~	~	7%	~	3%	~	3%	3%	~	
USUALLY	72%	1122%	~	~	2% 4%	3% 4%	2%	~	4%	~	~	~	~	4% 7%	1% 2%	6%	6%	1% 6%	1% 3%	6% 3%	
SOMETIMES	3311%	49310%	3% 7%	5% 12%	8% 15%	9% 13%	6% 7%	2% 11%	2611%	1% 10%	~	1% 50%	3% 12%	2% 13%	4% 7%	2912%	18% 9%	14% 14%	16% 12%	17% 9%	
NEVER	26986%	427886%	42% 93%	37% 88%	42% 81%	56% 81%	76% 88%	16% 89%	21587%	1% 100%	~	1% 50%	21% 84%	11% 73%	54% 92%	21185%	186% 91%*	80% 78%*	110% 85%	158% 87%	
#NEVER + SOMETIMES (NET)	30297%	477196%	45% 100%	42% 100%	50% 96%	65% 94%	82% 95%	18% 100%	24198%	1% 100%	1% 100%	~	2% 100%	24% 96%	13% 87%	58% 98%	240% 96%	204% 100%*	94% 91%*	126% 97%	175% 97%
TOP BOX SCORE	26986%	427886%	42% 93%	37% 88%	42% 81%	56% 81%	76% 88%	16% 89%	21587%	1% 100%	~	1% 50%	21% 84%	11% 73%	54% 92%	21185%	186% 91%*	80% 78%*	110% 85%	158% 87%	
NOT ANSWERED	21	472	3	3	2	2		6					1		6	5		4	3		
VALID CASES	312	4981	45	42	52	69	86	18	247	1	1	2	25	15	59	249	205	103	130	181	
NUMBER OF RESPONDENTS	333100%	5453100%	45100%	45100%	52100%	71100%	88100%	18100%	253100%	1100%	1100%	2100%	25100%	16100%	59100%	255100%	210100%	103100%	134100%	184100%	

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

	EAST 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	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
Q35P #YES DEFINITELY	211 70%	3312 67%	32 74%~	32 76%~	26 53%~	47 68%	62 74%	12 80%~	169 70%	1 ~100%~	1 ~50%~	18 72%~	11 73%~	37 69%	171 70%	152 76%*	57 57%*	87 70%	124 70%	
YES SOMEWHAT	64 21%	1213 25%	8 19%~	10 24%~	14 29%~	13 19%	17 20%	2 13%~	53 22%	1 100%~	1 ~	2 ~50%~	1 8%~	1 7%~	11 20%	52 21%	36 18%	28 28%	26 21%	37 21%
NO	27 9%	418 8%	3 7%~	9 ~18%~	9 13%	5 6%	1 7%~	18 8%	~	~	~	5 ~20%~	3 20%~	6 11%	21 9%	12 6%*	15 15%*	12 10%	15 9%	
NOT ANSWERED	31	511	2	3	3	2	4	3	13					1	5	11	10	3	9	8
VALID CASES	302	4942	43	42	49	69	84	15	240	1	1	2	25	15	54	244	200	100	125	176
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%	2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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

		AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER			
EAST 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	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q35Q YES	185 59%	2643 53%*	27 60%~	29 67%~	32 62%	45 63%	44 52%	8 44%~	148 60%	1 100%~	1 100%~	1 ~	14 50%~	9 56%~	33 56%~	149 60%	128 61%	55 54%	78 60%	106 58%	
NO	129 41%	2382 47%*	18 40%~	14 33%~	20 38%	26 37%	41 48%	10 56%~	100 40%	~	~	~	1 50%~	11 44%~	7 44%~	26 44%	101 40%	81 39%	46 46%	53 40%	76 42%
NOT ANSWERED	19	428	2		3			5					5		1	2	3	2			
VALID CASES	314	5025	45	43	52	71	85	18	248	1	1	2	25	16	59	250	209	101	131	182	
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1	2	25	16	59	255	210	103	134	184	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	EAST 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 ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q35R NEVER	49 32%	799 36%	4 24%~	7 37%~	6 25%~	14 32%~	14 35%~	4 50%~	41 36%~	~	~	~	~	2 14%~	1 11%~	9 29%~	40 34%~	30 32%	19 35%	21 32%	28 33%	
SOMETIMES	36 24%	439 20%	4 24%~	5 26%~	6 25%~	10 23%~	10 25%~	1 13%~	26 23%~	~	~	~	1 50%~	4 29%~	2 22%~	8 26%~	27 23%~	19 20%	17 31%	15 23%	21 24%	
USUALLY	30 20%	421 19%	8 47%~	3 16%~	3 13%~	10 23%~	5 13%~	1 13%~	20 18%~	1 100%~	~	~	1 50%~	3 21%~	3 33%~	8 26%~	22 18%~	22 23%	7 13%	9 14%	21 24%	
ALWAYS	37 24%	564 25%	1 6%~	4 21%~	9 38%~	10 23%~	11 28%~	2 25%~	26 23%~	~	~	~	~	5 36%~	3 33%~	6 19%~	30 25%~	24 25%	12 22%	21 32%	16 19%	
#ALWAYS + USUALLY (NET)	67 44%	985 44%	9 53%~	7 37%~	12 50%~	20 45%~	16 40%~	3 38%~	46 41%~	1 100%~	~	~	1 50%~	8 57%~	6 67%~	14 45%~	52 44%~	46 48%	19 35%	30 45%	37 43%	
TOP BOX SCORE	37 24%	564 25%	1 6%~	4 21%~	9 38%~	10 23%~	11 28%~	2 25%~	26 23%~	~	~	~	~	5 36%~	3 33%~	6 19%~	30 25%~	24 25%	12 22%	21 32%	16 19%	
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	157	2730	28	23	28	26	43	9	133	1				10	6	26	129	110	46	63	93	
NOT ANSWERED	24	500		3		1	5	1	7					1	1	2	7	5	2	5	5	
VALID CASES	152	2223	17	19	24	44	40	8	113	1				2	14	9	31	119	95	55	66	86
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1			2	25	16	59	255	210	103	134	184
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST 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	WHITE	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
Q36 EXCELLENT	27 9%	477 9%	7 16%~	5 12%~	4 8%	8 11%	2 2%*	1 6%~	16 6%*	~	~	~	~	5 21%~	3 20%~	10 17%*	16 6%*	27 13%~	~	18 14%*	9 5%*	
VERY GOOD	78 25%	1176 23%	18 40%~	11 26%~	15 30%	11 15%*	17 20%	6 35%~	66 26%	~	~	~	~	4 17%~	3 20%~	13 22%	64 26%	78 37%~	~	34 26%	43 24%	
GOOD	105 34%	1761 35%	19 42%~	17 40%~	15 30%	22 31%	28 32%	4 24%~	89 36%	1 100%~	1 100%~	~	1 50%~	6 25%~	4 27%~	15 26%	89 36%	105 50%~	~	41 31%	64 35%	
FAIR	87 28%	1244 25%	1 2%~	10 23%~	12 24%	24 34%	34 39%*	6 35%~	69 28%	~	~	~	~	1 50%~	8 33%~	2 13%~	17 29%	68 27%	87 ~ 84%*	33 25%	54 30%	
POOR	16 5%	405 8%*	~	~	4 8%	6 8%	6 7%	~	10 4%	~	~	~	~	1 4%~	3 20%~	3 5%	13 5%	16 ~ 16%*	~	5 4%	11 6%	
#EXCELLENT + VERY GOOD + GOOD (NET)	210 67%	3415 67%	44 98%~	33 77%~	34 68%	41 58%	47 54%*	11 65%~	171 68%	1 100%~	1 100%~	~	~	1 50%~	15 63%~	10 67%~	38 66%	169 68%	210 100%~	~	93 71%	116 64%
NOT ANSWERED	20	389	~	2	2	~	1	1	3	~	~	~	~	1	1	1	5	~	~	3	3	
VALID CASES	313	5064	45	43	50	71	87	17	250	1	1	~	~	2	24	15	58	250	210	103	131	181
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1	~	~	2	25	16	59	255	210	103	134	184
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	~	~	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST 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		
Q37 EXCELLENT	52 17%	895 18%	9 20%~	10 23%~	11 22%~	10 14%	11 13%	1 6%~	37 15%	~	~	~	~	8 32%~	3 19%~	13 22%	38 15%	46 22%*	5 5%*	33 25%*	19 11%*	
VERY GOOD	84 27%	1258 25%	16 36%~	11 26%~	14 29%~	17 24%	16 19%*	10 59%~	68 28%	~	~	~	~	5 20%~	4 25%~	18 31%	66 27%	69 33%*	15 15%*	32 25%	51 28%	
GOOD	91 29%	1533 30%	13 29%~	14 33%~	14 29%~	23 32%	22 26%	5 29%~	75 30%	1 100%~	~	~	~	7 28%~	2 13%~	15 26%	76 31%	65 32%	25 25%	38 29%	53 29%	
FAIR	66 21%	1027 20%	7 16%~	7 16%~	7 14%~	16 23%	28 33%*	1 6%~	53 22%	1 ~100%~	~	~	2 ~100%~	5 20%~	4 25%~	9 16%	54 22%	21 10%*	44 43%*	18 14%*	48 27%*	
POOR	18 6%	363 7%	~	1 2%~	3 6%~	5 7%	9 10%	~	13 5%	~	~	~	~	3 ~19%~	3 5%	15 6%	3 6%	5 2%*	13 13%*	9 7%	9 5%	
#EXCELLENT + VERY GOOD + GOOD (NET)	227 73%	3685 73%	38 84%~	35 81%~	39 80%~	50 70%	49 57%*	16 94%~	180 73%	1 100%~	~	~	~	20 80%~	9 56%~	46 79%	180 72%	180 87%*	45 44%*	103 79%*	123 68%*	
NOT ANSWERED	22	378	2	3	3	2	1	1	7							1	6	4	1	4	4	
VALID CASES	311	5075	45	43	49	71	86	17	246	1	1			2	25	16	58	249	206	102	130	180
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1			2	25	16	59	255	210	103	134	184
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
Q38 #YES	109 34%	2160 44%*	7 16%~	10 23%~	16 31%	29 41%	37 43%	10 56%~	85 34%	1 100%~			1 ~	9 ~	8 50%~	19 33%	88 35%	60 29%*	46 45%*	36 27%*	73 40%*
NO	207 66%	2803 56%*	37 84%~	34 77%~	36 69%	42 59%	50 57%	8 44%~	165 66%	1 ~100%~			1 ~	16 64%~	8 50%~	38 67%	166 65%	148 71%*	57 55%*	96 73%*	110 60%*
DON'T KNOW	2	112	1				1		2						2		2			1	1
NOT ANSWERED	15	379		1					1							1				1	
VALID CASES	316	4963	44	44	52	71	87	18	250	1	1		2	25	16	57	254	208	103	132	183
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
EAST 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		
Q39 EVERY DAY	90 29%	1063 21%*	9 20%~	12 28%~	15 29%	24 36%	26 31%	4 25%~	84 34%*	~	~	~	~	3 13%~	2 14%~	5 9%*	84 34%*	55 27%	35 35%	48 38%*	42 23%*
SOME DAYS	35 11%	463 9%	3 7%~	2 5%~	7 14%	7 10%	14 16%	2 13%~	32 13%*	~	~	~	~	1 4%~	2 14%~	1 2%*	34 14%*	21 10%	13 13%	13 10%	22 12%
NOT AT ALL	182 59%	3502 70%*	33 73%~	29 67%~	29 57%	36 54%	45 53%	10 63%~	130 53%*	1 100%~	1 100%~	~	2 ~100%~	20 83%~	10 71%~	50 89%*	129 52%*	128 63%	51 52%	66 52%*	115 64%*
DON'T KNOW	5	42		1	1	2	1		3						1	1	4	3	2	2	3
NOT ANSWERED	21	383		1		2	2	2	4					1	1	2	4	3	2	5	2
VALID CASES	307	5028	45	43	51	67	85	16	246	1	1		2	24	14	56	247	204	99	127	179
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	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?

	EAST 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 ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q40 NEVER	38 31%	435 26%	8 73%~	6 43%~	4 18%~	9 29%~	9 22%~	2 33%~	35 30%~	~	~	~	~	2 ~ 50%~	3 ~ 50%~	34 29%~	28 37%~	9 19%~	23 38%~	15 23%	
SOMETIMES	31 25%	355 21%	1 9%~	5 36%~	7 32%~	8 26%~	9 22%~	1 17%~	30 26%~	~	~	~	~	1 ~ 25%~	1 ~ 17%~	30 26%~	17 23%~	14 29%~	12 20%~	19 30%	
USUALLY	19 15%	280 17%	~	~	5 23%~	6 19%~	8 20%~	~	17 15%~	~	~	~	~	1 ~ 25%~	1 25%~	18 17%~	11 15%~	8 17%~	11 18%~	8 13%	
ALWAYS	36 29%	589 35%	2 18%~	3 21%~	6 27%~	8 26%~	14 35%~	3 50%~	33 29%~	~	~	~	~	3 ~ 75%~	1 17%~	35 30%~	19 25%~	17 35%~	14 23%~	22 34%	
#ALWAYS + USUALLY (NET)	55 44%	869 52%	2 18%~	3 21%~	11 50%~	14 45%~	22 55%~	3 50%~	50 43%~	~	~	~	~	1 ~ 25%~	4 100%~	2 33%~	53 45%~	30 40%~	25 52%~	25 42%~	30 47%
TOP BOX SCORE	36 29%	589 35%	2 18%~	3 21%~	6 27%~	8 26%~	14 35%~	3 50%~	33 29%~	~	~	~	~	3 ~ 75%~	1 17%~	35 30%~	19 25%~	17 35%~	14 23%~	22 34%	
NOT ANSWERED	1	31	1						1							1	1		1		
VALID CASES	124	1659	11	14	22	31	40	6	115					4	4	6	117	75	48	60	64
NUMBER OF RESPONDENTS	125	1690	12	14	22	31	40	6	116					4	4	6	118	76	48	61	64
	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.

	EAST 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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q41 NEVER	68	750	8	10	15	14	17	4	63						3	1	3	64	47	20	38	30
	56%	46%*	73%~	71%~	68%~	48%~	44%~	67%~	56%~	~	~	~	~	~	75%~	25%~	50%~	56%~	64%~	43%~	66%*	48%*
SOMETIMES	32	380	2	3	3	12	11	1	31							1	1	31	15	17	9	23
	26%	23%	18%~	21%~	14%~	41%~	28%~	17%~	28%~	~	~	~	~	~	25%~	17%~	27%~	20%~	37%~	16%*	37%*	
USUALLY	8	243			1	2	4	1	6						1	1	1	7	4	4	4	4
	7%	15%*	~	~	5%~	7%~	10%~	17%~	5%~	~	~	~	~	~	25%~	25%~	17%~	6%~	5%~	9%~	7%	6%
ALWAYS	13	267	1	1	3	1	7		12							1	1	12	8	5	7	6
	11%	16%	9%~	7%~	14%~	3%~	18%~	~	11%~	~	~	~	~	~	25%~	17%~	11%~	11%~	11%~	11%~	12%	10%
#ALWAYS + USUALLY (NET)	21	510	1	1	4	3	11	1	18						1	2	2	19	12	9	11	10
	17%	31%*	9%~	7%~	18%~	10%~	28%~	17%~	16%~	~	~	~	~	~	25%~	50%~	33%~	17%~	16%~	20%~	19%	16%
TOP BOX SCORE	13	267	1	1	3	1	7		12							1	1	12	8	5	7	6
	11%	16%	9%~	7%~	14%~	3%~	18%~	~	11%~	~	~	~	~	~	25%~	17%~	11%~	11%~	11%~	11%~	12%	10%
NOT ANSWERED	4	51	1			2	1		4									4	2	2	3	1
VALID CASES	121	1639	11	14	22	29	39	6	112						4	4	6	114	74	46	58	63
NUMBER OF RESPONDENTS	125	1690	12	14	22	31	40	6	116						4	4	6	118	76	48	61	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

	EAST 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- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q42 NEVER	76 63%	864 53%*	6 60%~	9 64%~	17 77%~	20 69%~	20 50%~	4 67%~	72 64%~	~	~	~	~	2 50%~	1 25%~	5 83%~	70 61%~	45 62%~	30 64%~	38 66%	38 60%
SOMETIMES	20 17%	340 21%	4 40%~	2 14%~	1 5%~	3 10%~	9 23%~	1 17%~	19 17%~	~	~	~	~	1 25%~	~	20 18%~	15 21%~	5 11%~	10 17%	10 16%	
USUALLY	14 12%	207 13%	~	1 7%~	2 9%~	2 7%~	8 20%~	1 17%~	12 11%~	~	~	~	~	2 50%~	~	14 12%~	6 8%~	8 17%~	6 10%	8 13%	
ALWAYS	11 9%	215 13%	~	2 14%~	2 9%~	4 14%~	3 8%~	~	9 8%~	~	~	~	~	1 25%~	1 25%~	1 17%~	10 9%~	7 10%~	4 9%~	4 7%	7 11%
#ALWAYS + USUALLY (NET)	25 21%	422 26%	~	3 21%~	4 18%~	6 21%~	11 28%~	1 17%~	21 19%~	~	~	~	~	1 25%~	3 75%~	1 17%~	24 21%~	13 18%~	12 26%~	10 17%	15 24%
TOP BOX SCORE	11 9%	215 13%	~	2 14%~	2 9%~	4 14%~	3 8%~	~	9 8%~	~	~	~	~	1 25%~	1 25%~	1 17%~	10 9%~	7 10%~	4 9%~	4 7%	7 11%
NOT ANSWERED	4	64	2			2			4							4	3	1	3	1	
VALID CASES	121	1626	10	14	22	29	40	6	112					4	4	6	114	73	47	58	63
NUMBER OF RESPONDENTS	125	1690	12	14	22	31	40	6	116					4	4	6	118	76	48	61	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q43																					
YES	67 21%	1180 23%	2 5%~	1 2%~	5 10%*	17 25%	34 39%*	8 47%~	55 22%	~	~	~	~	3 12%~	4 27%~	10 17%	55 22%	32 15%*	35 35%*	30 23%	37 20%
NO	246 79%	3848 77%	42 95%~	43 98%~	47 90%*	51 75%	54 61%*	9 53%~	193 78%	1 100%	1 100%	~	2 ~100%	22 88%~	11 73%~	49 83%	194 78%	175 85%*	66 65%*	99 77%	146 80%
DON'T KNOW	2	55	1			1			2							2	2		1	1	
NOT ANSWERED	18	370		1		2		1	3					1		4	1	2		4	
VALID CASES	313	5028	44	44	52	68	88	17	248	1	1		2	25	15	59	249	207	101	129	183
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	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	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q44																					
YES	26 9%	460 10%	1 2%~	1 3%~	6 12%~	3 4%	12 16%*	3 20%~	21 9%	~	~	~	~	1 4%~	2 14%~	3 5%	23 10%	12 6%*	14 16%*	9 7%	17 10%
NO	262 91%	4154 90%	43 98%~	37 97%~	43 88%~	64 96%	63 84%*	12 80%~	205 91%	1 100%~	1 100%~		2 ~100%~	23 96%~	12 86%~	52 95%	206 90%	187 94%*	72 84%*	116 93%	145 90%
DON'T KNOW	28	459	1	6	3	4	11	3	24					1	2	4	24	10	16	8	20
NOT ANSWERED	17	380		1			2		3							2		1	1	1	2
VALID CASES	288	4614	44	38	49	67	75	15	226	1	1		2	24	14	55	229	199	86	125	162
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%		2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE
Q45																					
YES	109 35%	1742 35%	5 11%~	10 23%~	14 27%	23 33%	48 56%*	9 53%~	90 36%	1 100%~	~	~	~	8 32%~	5 31%~	16 28%	92 37%	61 29%*	46 46%*	45 34%	64 36%
NO	203 65%	3293 65%	40 89%~	34 77%~	37 73%	46 67%	38 44%*	8 47%~	157 64%	1 ~100%~	~	2 ~100%~	17 68%~	11 69%~	42 72%	158 63%	146 71%*	55 54%*	86 66%	116 64%	
NOT ANSWERED	21	417		1	1	2	2	1	6							1	5	3	2	3	4
VALID CASES	312	5036	45	44	51	69	86	17	247	1	1		2	25	16	58	250	207	101	131	180
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%		2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE			
Q46.1	YES	79 24%	1316 24%	1 2%	3 7%	6 12%*	22 31%	36 41%*	11 61%~	64 25%	~	~	~	~	4 16%~	4 25%~	13 22%	64 25%	38 18%*	40 39%*	30 22%	49 27%
	NO	254 76%	4137 76%	44 98%~	42 93%~	46 88%*	49 69%	52 59%*	7 39%~	189 75%	1 100%	1 100%	~	2 ~100%	21 84%~	12 75%~	46 78%	191 75%	172 82%*	63 61%*	104 78%	135 73%
	VALID CASES	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%		2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
EAST 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- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q46.2 YES	91 27%	1635 30%	3 7%	5 11%	10 19%	20 28%	42 48%*	11 61%~	74 29%	~	~	~	~	6 24%~	6 38%~	12 20%	77 30%*	44 21%*	46 45%*	38 28%	53 29%
NO	242 73%	3818 70%	42 93%~	40 89%~	42 81%	51 72%	46 52%*	7 39%~	179 71%	1 100%	1 100%	~	2 ~100%	19 76%~	10 63%~	47 80%	178 70%*	166 79%*	57 55%*	96 72%	131 71%
VALID CASES	333	5453	45	45	52	71	88	18	253	1	1	~	2	25	16	59	255	210	103	134	184
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%	~	2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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		
EAST 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- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q46.3																					
YES	61 18%	862 16%	4 9%	2 4%	6 12%	20 28%*	23 26%*	6 33%	50 20%	~	~	~	1 50%	1 4%	4 25%	7 12%	54 21%*	31 15%*	30 29%*	24 18%	37 20%
NO	272 82%	4591 84%	41 91%	43 96%	46 88%	51 72%*	65 74%*	12 67%	203 80%	1 100%	1 100%	~	1 50%	24 96%	12 75%	52 88%	201 79%*	179 85%*	73 71%*	110 82%	147 80%
VALID CASES	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%		2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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	
		EAST 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- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
Q47.1																					
YES	20 6%	281 5%	1 2%	~	~	4 6%	10 11%*	5 28%~	15 6%	~	~	~	~	3 12%~	1 6%~	3 5%	16 6%	8 4%*	12 12%*	10 7%	10 5%
NO	313 94%	5172 95%	44 98%~	45 100%~	52 100%~	67 94%	78 89%*	13 72%~	238 94%	1 100%	1 100%	~	2 ~100%	22 88%~	15 94%~	56 95%	239 94%	202 96%*	91 88%*	124 93%	174 95%
VALID CASES	333	5453	45	45	52	71	88	18	253	1	1	~	2	25	16	59	255	210	103	134	184
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%	~	2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q47.2	EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	AMER	IAN	ILND	NATV	OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
YES	17 5%	284 5%	~	~	2%	7%	10%*	11%~	6%	~	~	~	~	8%~	~	5%	5%	2%*	12%*	4%	6%
NO	316 95%	5169 95%	100%~	100%~	98%	93%	90%*	89%~	94%	100%~	100%~	~100%~	~100%~	92%~	100%~	95%	95%	98%*	88%*	96%	94%
VALID CASES	333	5453	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NUMBER OF RESPONDENTS	333	5453	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	BLK 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		
Q47.3	EAST TOT ADLT	18	25	35	45	55	65														
	OHP TOT ADLT	24	34	44	54	64	OVER	WHTE	AMER	IAN	ILND	NATV	OTHR	TI	HIS- IC	HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE		
YES	19 6%	221 4%	1 ~	3 2%~	4 6%	7 8%	4 22%~	15 6%	~	~	~	~	2 8%~	1 6%~	3 5%	15 6%	10 5%	9 9%	9 7%	10 5%	
NO	314 94%	5232 96%	45 100%~	44 98%~	49 94%	67 94%	81 92%	14 78%~	238 94%	1 100%	1 100%	~	2 100%~	23 92%~	15 94%~	56 95%	240 94%	200 95%	94 91%	125 93%	174 95%
VALID CASES	333	5453	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%	~	2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%	~	2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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			
EAST 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- IC	EX & VERY GOOD & FAIR & POOR	MALE	FEMALE				
Q47.4																						
YES	62 19%	1002 18%	2 4%	3 7%	11 21%	14 20%	23 26%	9 50%	47 19%	~	~	~	~	6 24%	4 25%	13 22%	47 18%	24 11%*	38 37%*	26 19%	36 20%	
NO	271 81%	4451 82%	43 96%	42 93%	41 79%	57 80%	65 74%	9 50%	206 81%	1 100%	1 100%	~	~	2 ~100%	19 76%	12 75%	46 78%	208 82%	186 89%*	65 63%*	108 81%	148 80%
VALID CASES	333	5453	45	45	52	71	88	18	253	1	1			2	25	16	59	255	210	103	134	184
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1			2	25	16	59	255	210	103	134	184
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		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	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	
Q48																					
YES	EAST TOT ADULT	102	1692	9	11	13	32	31	6	82	1	1	4	8	15	85	43	57	35	67	
	OHP TOT ADULT	33%	34%	20%~	25%~	25%	46%*	36%	35%~	33%	~100%~	~	50%~	17%~	50%~	27%	34%	21%*	56%*	27%	37%
NO		211	3335	36	33	39	37	55	11	168	1	1	20	8	41	168	164	45	94	116	
	OHP TOT ADULT	67%	66%	80%~	75%~	75%	54%*	64%	65%~	67%	100%~	~	50%~	83%~	50%~	73%	66%	79%*	44%*	73%	63%
NOT ANSWERED		20	426	1		2	2	1		3			1		3	2	3	1	5	1	
VALID CASES		313	5027	45	44	52	69	86	17	250	1	1	2	24	16	56	253	207	102	129	183
NUMBER OF RESPONDENTS		333	5453	45	45	52	71	88	18	253	1	1	2	25	16	59	255	210	103	134	184
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
		EAST 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	GOOD & POOR	MALE	FE- MALE	
Q49																					
YES	87 91%	1394 85%	6 75%	7 70%	12 92%	31 100%	27 90%	4 100%	69 90%	~	~	~	1 ~100%	4 ~100%	7 88%	14 100%	72 90%	33 85%	52 95%	30 88%	57 92%
NO	9 9%	240 15%	2 25%	3 30%	1 8%	~	3 10%	~	8 10%	~	~	~	~	~	1 13%	~	8 10%	6 15%	3 5%	4 12%	5 8%
NOT ANSWERED	6	62	1	1		1	1	2	5	1						1	5	4	2	1	5
VALID CASES	96	1633	8	10	13	31	30	4	77				1	4	8	14	80	39	55	34	62
NUMBER OF RESPONDENTS	102 100%	1695 100%	9 100%	11 100%	13 100%	32 100%	31 100%	6 100%	82 100%	1			1 100%	4 100%	8 100%	15 100%	85 100%	43 100%	57 100%	35 100%	67 100%

[ASKED IF Q48 = YES]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	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		
Q50																					
YES	182 58%	3255 65%*	6 14%~	19 43%~	27 52%	47 67%	72 83%*	11 65%~	153 61%*	~	~	~	1 50%~	10 42%~	9 56%~	25 44%*	154 61%*	92 44%*	88 85%*	68 52%	114 63%*
NO	132 42%	1781 35%*	38 86%~	25 57%~	25 48%	23 33%	15 17%*	6 35%~	98 39%*	1 100%~	~	~	1 50%~	14 58%~	7 44%~	32 56%*	99 39%*	115 56%*	15 15%*	63 48%	68 37%*
NOT ANSWERED	19	417	1	1		1	1	1	2		1			1		2	2	3		3	2
VALID CASES	314	5036	44	44	52	70	87	17	251	1			2	24	16	57	253	207	103	131	182
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	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.

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		EAST 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	MALE	FE- MALE
Q51 YES	163 92%	2975 94%	6 100%	15 88%	24 92%	44 94%	63 90%	11 100%	137 93%	~	~	~100%	1 80%	8 100%	9 100%	21 84%	139 93%	81 92%	80 92%	62 95%	101 90%
NO	14 8%	176 6%	~	2 12%	2 8%	3 6%	7 10%	~	11 7%	~	~	~	2 20%	~	4 16%	10 7%	7 8%	7 8%	3 5%	11 10%	
NOT ANSWERED	5	127		2	1		2		5							5	4	1	3	2	
VALID CASES	177	3151	6	17	26	47	70	11	148				1	10	9	25	149	88	87	65	112
NUMBER OF RESPONDENTS	182 100%	3278 100%	6 100%	19 100%	27 100%	47 100%	72 100%	11 100%	153 100%				1 100%	10 100%	9 100%	25 100%	154 100%	92 100%	88 100%	68 100%	114 100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
	EAST 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	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
NQ52																					
18 TO 24	46 14%	547 10%*	45 100%~	~	~	~	~	~	31 12%	1 ~100%~	1 ~	4 ~	1 ~	18 31%*	26 10%*	44 21%*	1 1%*	23 17%	21 11%		
25 TO 34	48 14%	870 16%	45 ~100%~	~	~	~	~	~	37 15%	~	~	~	5 ~	2 13%~	9 15%	36 14%	33 16%	10 10%	16 12%	29 16%	
35 TO 44	55 17%	802 15%	~	52 ~100%~	~	~	~	~	41 16%	~	~	~	5 ~	2 13%~	10 17%	41 16%	34 16%	16 16%	21 16%	31 17%	
45 TO 54	73 22%	1153 21%	~	~	71 ~100%~	~	~	~	51 20%	1 100%~	~	~	1 ~	9 36%~	4 25%~	12 20%	58 23%	41 20%	30 29%*	41 22%	
55 TO 64	92 28%	1412 26%	~	~	~	88 ~100%~	~	~	77 30%*	~	~	~	2 ~	6 37%~	8 14%*	78 31%*	47 22%*	40 39%*	36 27%	52 28%	
65 TO 74	16 5%	405 7%*	~	~	~	~	15 83%~	14 6%	~	~	~	~	~	~	1 6%~	14 2%	5 5%	10 5%	5 5%	6 4%	9 5%
75 OR OLDER	3 0.9%	264 5%*	~	~	~	~	3 17%~	2 0.8%	~	~	~	~	~	~	1 2%	2 0.8%	1 0.5%	1 1%	2 1%	1 0.5%	
VALID CASES	333	5453	45	45	52	71	88	18	253	1	1	2	25	16	59	255	210	103	134	184	
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1	2	25	16	59	255	210	103	134	184	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

NQ53 ARE YOU MALE OR FEMALE?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
EAST 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	MALE	FE- MALE		
NQ53																					
MALE	139 42%	2159 40%	24 53%~	16 36%~	21 40%	30 42%	36 41%	8 44%	111 44%	~	~	~	10 40%~	7 44%~	19 32%	112 44%	94 45%	38 37%	134 100%~	~	
FEMALE	194 58%	3294 60%	21 47%~	29 64%~	31 60%	41 58%	52 59%	10 56%~	142 56%	1 100%	1 100%~	~	2 100%~	15 60%~	9 56%~	40 68%	143 56%	116 55%	65 63%	184 ~100%~	
VALID CASES	333	5453	45	45	52	71	88	18	253	1	1	~	2	25	16	59	255	210	103	134	184
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%	~	2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

[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?

	EAST 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 ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
Q54																					
8TH GRADE OR LESS	25 8%	312 6%	1 2%~	6 ~ 12%	6 9%	9 10%	3 18%~	13 5%*	~	~	~	~	5 ~ 22%~	1 6%~	13 24%*	12 5%*	13 6%	12 12%	10 8%	15 8%	
SOME HIGH SCHOOL BUT DID NOT GRADUATE	48 15%	755 15%	8 19%~	6 14%~	4 8%*	7 10%	18 21%	5 29%~	38 15%	~	~	~	~	4 ~ 17%~	3 19%~	8 15%	39 15%	25 12%*	21 20%	26 20%	22 12%
HIGH SCHOOL GRADUATE OR GED	126 40%	1615 32%*	22 51%~	12 27%~	22 43%	32 46%	33 38%	5 29%~	102 41%	1 100%~	1 100%~	~	1 ~ 50%~	12 52%~	4 25%~	22 41%	101 40%	87 43%	37 36%	58 45%	67 37%
SOME COLLEGE OR 2-YEAR DEGREE	90 29%	1732 34%*	11 26%~	20 45%~	13 25%	20 29%	22 25%	4 24%~	75 30%	~	~	~	1 ~ 50%~	2 9%~	8 50%~	9 17%*	80 32%*	59 29%	30 29%	25 20%*	65 36%*
4-YEAR COLLEGE GRADUATE	14 4%	415 8%*	1 2%~	4 9%~	4 8%	3 4%	2 2%	~	14 6%*	~	~	~	~	~	~	1 2%	13 5%	12 6%	2 2%	4 3%	10 5%
MORE THAN 4-YEAR COLLEGE DEGREE	9 3%	214 4%	~	2 5%~	2 4%	2 3%	3 3%	~	8 3%	~	~	~	~	~	~	1 2%	8 3%	8 4%	1 1%	5 4%	4 2%
NOT ANSWERED	21	410	2	1	1	1	1	1	3					2		5	2	6		6	1
VALID CASES	312	5043	43	44	51	70	87	17	250	1	1		2	23	16	54	253	204	103	128	183
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	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?

	EAST TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q55 YES HISPANIC OR LATINO	59 19%	610 12%*	18 41%~	9 20%~	10 20%	12 17%	8 9%*	2 11%~	19 8%*100%~	1 ~	~	~	19 ~ 79%~	59 ~100%~	38 ~ 18%	20 20%	18 14%	40 22%			
NO NOT HISPANIC OR LATINO	255 81%	4367 88%*	26 59%~	36 80%~	41 80%	58 83%	78 91%*	16 89%~	231 92%*	1 ~100%~	~	2 ~100%~	5 21%~	16 100%~	255 ~100%~	169 82%	81 80%	112 86%	143 78%		
NOT ANSWERED	19	476	1		1	1	2		3				1		3	2	4	1			
VALID CASES	314	4977	44	45	51	70	86	18	250	1	1		2	24	16	59	255	207	101	130	183
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%		2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
EAST 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 & POOR	FE- MALE	MALE		
Q56.1 YES	268 80%	4262 78%	32 71%~	39 87%~	43 83%	55 77%	82 93%*	17 94%~	253 100%~	~	~	~	~	~	15 94%~	19 32%*	246 96%*	180 86%*	84 82%	118 88%*	150 82%
NO	65 20%	1191 22%	13 29%~	6 13%~	9 17%	16 23%	6 7%*	1 6%~	1 ~100%~	1 100%~	2 ~100%~	25 100%~	1 6%~	40 68%*	9 4%*	30 14%*	19 18%	16 12%*	34 18%		
VALID CASES	333	5453	45	45	52	71	88	18	253	1	1	2	25	16	59	255	210	103	134	184	
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%	2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%	

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-IC	EX & VERY GOOD &	FAIR & POOR	FE-MALE	MALE		
Q56.2	EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	AMER	IAN	ILND	NATV	OTHR	TI	HIS-IC	NOT HIS-IC	EX & VERY GOOD &	FAIR & POOR	FE-MALE	MALE
YES	1	133	~	~	~	1%	~	~	~100%	~	~	~	~	~	~	2%	~0.5%	~	~	~0.5%	~
NO	332	5320	45	45	52	70	88	18	253	1		2	25	16	58	255	209	103	134	183	
	100%	98%*	100%	100%	100%	99%	100%	100%	100%	~100%	~	~100%	100%	100%	98%	100%	100%	100%	100%	100%	99%
VALID CASES	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q56.3	EAST 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- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE
YES	2	225	1	~	~	~	1	~	~	1	~	~	~	1	~	2	2	~	~	2
	0.6%	4%*	2%~	~	~	~	1%	~	~	~100%~	~	~	~	6%~	~0.8%~	1%	~	~	~	1%~
NO	331	5228	44	45	52	71	87	18	253	1	~	2	25	15	59	253	208	103	134	182
	99%	96%*	98%~	100%~	100%~	100%~	99%	100%	100%~	100%~	~	~100%~	100%~	94%~	100%~	99%	99%	100%	100%~	99%~
VALID CASES	333	5453	45	45	52	71	88	18	253	1	1	2	25	16	59	255	210	103	134	184
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1	2	25	16	59	255	210	103	134	184
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	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		
Q56.4	EAST TOT ADLT	OHP TOT ADLT	18	25	35	45	55	65													
YES	1	41				1							1		1		1	1			
	0.3%	0.7%	~	~	~	1%	~	~	~	~	~	~	6%	~	~0.4%	~	1%	0.7%	~		
NO	332	5412	45	45	52	70	88	18	253	1	1		2	25	15	59	254	210	102	133	184
	100%	99%	100%	100%	100%	99%	100%	100%	100%	100%	100%	~	~100%	~100%	~94%	~100%	~100%	~100%	~99%	~99%	~100%
VALID CASES	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
NUMBER OF RESPONDENTS	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
EAST 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- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.5 YES	12 4%	314 4%*	2 4%~	~	~	4 6%	5 6%	1 6%~	~	~	~	~	2 ~100%~	10 ~ 63%~	~	12 ~ 5%*	9 4%	2 2%	4 3%	8 4%	
NO	321 96%	5139 94%*	43 96%~	45 100%~	52 100%~	67 94%	83 94%	17 94%~	253 100%~	1 100%~	1 100%~	~	25 ~100%~	6 38%~	59 100%~	243 95%~	201 96%	101 98%	130 97%	176 96%	
VALID CASES	333	5453	45	45	52	71	88	18	253	1	1		2	25	16	59	255	210	103	134	184
NUMBER OF RESPONDENTS	333 100%	5453 100%	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%		2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%

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	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.6	EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	AMER	IAN	ILND	NATV	OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE
YES	30 9%	300 5%*	4 9%	7 16%	7 13%	9 13%	3 3%*	~	~	~	~	~	~100%	31%	19 32%*	10 4%*	17 8%	12 12%	12 9%	18 10%	
NO	303 91%	5153 95%*	41 91%	38 84%	45 87%	62 87%	85 97%*	18 100%	253 100%	1 100%	1 100%	2 100%	11 69%	~	40 68%*	245 96%*	193 92%	91 88%	122 91%	166 90%	
VALID CASES	333	5453	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%	2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%	
NUMBER OF RESPONDENTS	333	5453	45 100%	45 100%	52 100%	71 100%	88 100%	18 100%	253 100%	1 100%	1 100%	2 100%	25 100%	16 100%	59 100%	255 100%	210 100%	103 100%	134 100%	184 100%	

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
EAST 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	MALE	FE- MALE	
Q57 YES	39 16%	652 27%~	9 11%~	4 8%~	3 14%	7 18%	14 14%~	2 15%~	31 ~	~	~	~	5 36%~	2 29%~	12 33%~	26 12%~	25 15%	14 17%	24 24%*	15 10%*
NO	211 84%	3488 84%	24 73%~	33 89%~	35 92%~	44 86%	63 82%	12 86%~	182 85%~	1 ~100%~	2 ~100%~	9 64%~	5 71%~	24 67%~	184 88%~	138 85%	68 83%	78 76%*	132 90%*	
NOT ANSWERED	2	78					1	1	1						1		1	1	1	
VALID CASES	250	4141	33	37	38	51	77	14	213	1	2	14	7	36	210	163	82	102	147	
NUMBER OF RESPONDENTS	252	4219	33	37	38	51	78	15	214	1	2	14	7	37	210	164	82	103	148	
	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		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.1	EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
YES	23 59%	253 47%	6 67%	1 33%	4 57%	10 71%	2 100%	16 52%	~	~	~	~	4 80%	2 100%	11 92%	12 46%	11 44%	12 86%	11 46%	12 80%	
NO	16 41%	289 53%	3 33%	4 100%	2 67%	3 43%	4 29%	15 48%	~	~	~	~	1 20%	~	1 8%	14 54%	14 56%	2 14%	13 54%	3 20%	
VALID CASES	39	542	9 100%	4 100%	3 100%	7 100%	14 100%	2 100%	31 100%					5 100%	2 100%	12 100%	26 100%	25 100%	14 100%	24 100%	15 100%
NUMBER OF RESPONDENTS	39 100%	542 100%	9 100%	4 100%	3 100%	7 100%	14 100%	2 100%	31 100%					5 100%	2 100%	12 100%	26 100%	25 100%	14 100%	24 100%	15 100%

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

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLACK OR AFR-	ASIAN IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
Q58.2																				
YES	12 31%	188 35%	1 11%	1 25%	1 33%	2 29%	7 50%	8 26%	~	~	~	~	2 40%	2 100%	4 33%	8 31%	6 24%	6 43%	8 33%	4 27%
NO	27 69%	354 65%	8 89%	3 75%	2 67%	5 71%	7 50%	2 100%	23 74%	~	~	~	3 60%	~	8 67%	18 69%	19 76%	8 57%	16 67%	11 73%
VALID CASES	39	542	9	4	3	7	14	2	31				5	2	12	26	25	14	24	15
NUMBER OF RESPONDENTS	39 100%	542 100%	9 100%	4 100%	3 100%	7 100%	14 100%	2 100%	31 100%				5 100%	2 100%	12 100%	26 100%	25 100%	14 100%	24 100%	15 100%

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

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.3	EAST TOT ADLT	18	25	35	45	55	65													
YES	OHP TOT ADLT	13	197	4	3	3	2	1	11			2		3	9	12	1	9	4	
		33%	36%	44%	75%	~ 43%	14%	50%	35%	~	~	~ 40%	~	25%	35%	48%	7%	38%	27%	
NO	OHP TOT ADLT	26	345	5	1	3	4	12	1	20		3	2	9	17	13	13	15	11	
		67%	64%	56%	25%	100%	57%	86%	50%	65%	~	~ 60%	100%	75%	65%	52%	93%	63%	73%	
VALID CASES	OHP TOT ADLT	39	542	9	4	3	7	14	2	31		5	2	12	26	25	14	24	15	
NUMBER OF RESPONDENTS		39	542	9	4	3	7	14	2	31		5	2	12	26	25	14	24	15	
		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		
		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	
Q58.4																				
YES	2 5%	81 15%	~	~	~	14% 7%	~	3% ~	~	~	~	20% ~	~	8% 4%	1 4%	1 7%	~	13% ~		
NO	37 95%	461 85%	9 100%	4 100%	3 100%	6 86%	13 93%	2 100%	30 97%	~	~	~	4 80%	2 100%	11 92%	25 96%	24 96%	13 93%	24 100%	13 87%
VALID CASES	39	542	9	4	3	7	14	2	31			5	2	12	26	25	14	24	15	
NUMBER OF RESPONDENTS	39 100%	542 100%	9 100%	4 100%	3 100%	7 100%	14 100%	2 100%	31 100%			5 100%	2 100%	12 100%	26 100%	25 100%	14 100%	24 100%	15 100%	

[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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
Q58.5																				
YES	3 8%	44 8%	~	~	1 33%	1 14%	1 7%	3 10%	~	~	~	~	~	~	3 12%	1 4%	2 14%	2 8%	1 7%	
NO	36 92%	498 92%	9 100%	4 100%	2 67%	6 86%	13 93%	2 100%	28 90%	~	~	~	5 100%	2 100%	12 100%	23 88%	24 96%	12 86%	22 92%	14 93%
VALID CASES	39	542	9	4	3	7	14	2	31				5	2	12	26	25	14	24	15
NUMBER OF RESPONDENTS	39 100%	542 100%	9 100%	4 100%	3 100%	7 100%	14 100%	2 100%	31 100%				5 100%	2 100%	12 100%	26 100%	25 100%	14 100%	24 100%	15 100%

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

NQ13 RATING OF ALL HEALTH CARE

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		EAST 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 & POOR	GOOD & POOR	MALE	FE- MALE
NQ13																					
0-6	46 21%	759 20%	1 4%	5 18%	15 47%	9 19%	14 22%	1 8%	37 22%	~	~	~	~	1 7%	3 30%	5 14%	40 23%	16 13%*	28 34%*	17 22%	28 21%
7-8	69 32%	1267 34%	14 50%	14 50%	10 31%	12 26%	16 25%	3 25%	60 35%	~100%	1	2	3	1	9	60	51 41%*	17 21%*	25 33%	44 33%	
9-10	99 46%	1714 46%	13 46%	9 32%	7 22%	26 55%	34 53%	8 67%	73 43%	~	~	~	~	10 71%	6 60%	23 62%	73 42%	58 46%	37 45%	34 45%	63 47%
VALID CASES	214	3741	28	28	32	47	64	12	170	1	2	14	10	37	173	125	82	76	135		
NUMBER OF RESPONDENTS	214 100%	3741 100%	28 100%	28 100%	32 100%	47 100%	64 100%	12 100%	170 100%	1 100%	2	14	10	37 100%	173 100%	125 100%	82 100%	76 100%	135 100%		
MEAN	2.25	2.26	2.43	2.14	1.75	2.36	2.31	2.58	2.21	2.00	2.00	2.64	2.30	2.49	2.19	2.34	2.11	2.22	2.26		
p stat_(*=Sig @ p<=.05)		.884	~	~	~	~.433	~	~	~	~	~	~	~	~	~	~	~.063	.056	.743	.781	

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
		EAST 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- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ23																						
0-6	40 17%	617 16%	4 13%	6 16%	7 22%	9 16%	13 18%	1 8%	33 17%	~	~	~	~	2 11%	1 8%	5 11%	35 18%	19 13%	20 22%	21 25%*	19 12%*	
7-8	58 24%	999 25%	9 30%	12 32%	8 25%	13 23%	14 19%	2 15%	48 25%	~	~	~	~	2 100%	3 17%	3 23%	9 20%	48 25%	36 25%	21 23%	21 25%	36 23%
9-10	144 60%	2342 59%	17 57%	19 51%	17 53%	34 61%	46 63%	10 77%	109 57%	1 100%	1 100%	~	~	13 72%	9 69%	30 68%	112 57%	91 62%	49 54%	41 49%*	102 65%*	
VALID CASES	242	3959	30	37	32	56	73	13	190	1	1			2	18	13	44	195	146	90	83	157
NUMBER OF RESPONDENTS	242 100%	3959 100%	30 100%	37 100%	32 100%	56 100%	73 100%	13 100%	190 100%	1 100%	1 100%			2 100%	18 100%	13 100%	44 100%	195 100%	146 100%	90 100%	83 100%	157 100%
MEAN	2.43	2.44	2.43	2.35	2.31	2.45	2.45	2.69	2.40	3.00	3.00			2.00	2.61	2.62	2.57	2.39	2.49	2.32	2.24	2.53
p stat_(*=Sig @ p<=.05)		.900	~	~	~.852	.769			~.235	~	~	~	~	~	~	~	~	~.121	.102	.008*	.009*	

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
		EAST 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 & POOR	MALE	FE- MALE
NQ27 0-6	9 10%	257 14%	1 ~	2 11%	4 22%	1 17%	1 3%	1 14%	8 10%	~	~	~	~	~	~	1 8%	8 10%	4 8%	5 12%	1 3%	8 14%
7-8	20 22%	429 23%	2 50%	4 44%	2 22%	4 17%	5 13%	3 43%	18 23%	~	~	1 100%	1 33%	~	~	3 25%	17 21%	11 23%	9 21%	7 21%	13 22%
9-10	63 68%	1164 63%	2 50%	4 44%	5 56%	15 65%	34 85%	3 43%	51 66%	~	~	~	2 67%	6 100%	~	8 67%	55 69%	33 69%	29 67%	25 76%	38 64%
VALID CASES	92	1850	4	9	9	23	40	7	77			1	3	6	12	80	48	43	33	59	
NUMBER OF RESPONDENTS	92 100%	1850 100%	4 100%	9 100%	9 100%	23 100%	40 100%	7 100%	77 100%			1 100%	3 100%	6 100%	12 100%	80 100%	48 100%	43 100%	33 100%	59 100%	
MEAN	2.59	2.49	2.50	2.33	2.33	2.48	2.83	2.29	2.56			2.00	2.67	3.00	2.58	2.59	2.60	2.56	2.73	2.51	
p stat_(*=Sig @ p<=.05)		.199	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

NQ35 RATING OF HEALTH PLAN

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
NQ35																					
0-6	74 25%	1116 23%	7 16%	13 31%	16 34%	16 24%	20 24%	1 6%	61 26%	~	~	~	1 50%	5 23%	4 27%	7 13%*	65 27%*	44 22%	28 29%	32 25%	41 24%
7-8	97 32%	1551 32%	15 35%	19 45%	19 40%	19 28%	21 26%	3 18%	79 33%	~	~	~	1 50%	5 23%	5 33%	14 25%	79 33%	64 33%	29 30%	34 27%	61 36%
9-10	130 43%	2193 45%	21 49%	10 24%	12 26%	32 48%	41 50%	13 76%	96 41%	1 100%	1 100%	~	~	12 55%	6 40%	35 63%*	93 39%*	88 45%	40 41%	60 48%	69 40%
VALID CASES	301	4860	43	42	47	67	82	17	236	1	1		2	22	15	56	237	196	97	126	171
NUMBER OF RESPONDENTS	301 100%	4860 100%	43 100%	42 100%	47 100%	67 100%	82 100%	17 100%	236 100%	1 100%	1 100%		2 100%	22 100%	15 100%	56 100%	237 100%	196 100%	97 100%	126 100%	171 100%
MEAN	2.19	2.22	2.33	1.93	1.91	2.24	2.26	2.71	2.15	3.00	3.00		1.50	2.32	2.13	2.50	2.12	2.22	2.12	2.22	2.16
p stat_(*=Sig @ p<=.05)	.434		~	~	~.549	.356		~.121	~	~	~	~	~	~	~.001*	.003*	.265	.364	.509	.582	

GETTING NEEDED CARE

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
EAST 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- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
NPRBSEE4	NQ25	2.28	2.25	2.75	2.30	2.20	2.08	2.34	2.38	2.25			2.00	2.00	2.33	2.42	2.25	2.31	2.23	2.35	2.23
p stat_(*=Sig @ p<=.05)		.743	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCARNES4	NQ14	2.25	2.30	2.34	2.07	2.00	2.36	2.30	2.42	2.24	2.00	1.00	2.50	2.10	2.38	2.22	2.32	2.17	2.30	2.22	
p stat_(*=Sig @ p<=.05)		.326	~	~	~	~	.568	~	~	~	~	~	~	~	~	~	.142	.238	.492	.470	
COMPOSITE		2.26	2.28	2.55	2.18	2.10	2.22	2.32	2.40	2.25	x 2.00	x 1.50	2.25	2.22	2.40	2.24	2.32	2.20	2.33	2.23	
p stat_(*=Sig @ p<=.05)		.864	~	~	~	~	.603	~	~	~	~	~	~	~	~	~	.374	.451	.502	.432	

GETTING CARE QUICKLY

	EAST 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 HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NCARSN4 NQ4	2.45	2.38	2.35	2.24	2.31	2.48	2.59	2.57	2.45	1.00	3.00		2.00	2.57	2.38	2.32	2.46	2.48	2.38	2.49	2.42
p stat_(*=Sig @ p<=.05)		.278	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.549	~	~	.536
NAPGET4 NQ6	2.25	2.32	1.80	2.34	1.86	2.44	2.31	2.73	2.31				1.50	2.13	2.09	2.13	2.29	2.13	2.43	2.33	2.22
p stat_(*=Sig @ p<=.05)		.192	~	~	~	~	.530	~	~	~	~	~	~	~	~	~	~	.034*	.012*	.386	.606
COMPOSITE	2.35	2.35	2.08	2.29	2.09	2.46	2.45	2.65	2.38	1.00	3.00	x	1.75	2.35	2.23	2.22	2.37	2.31	2.40	2.41	2.32
p stat_(*=Sig @ p<=.05)		.974	~	~	~	~	.467	~	~	~	~	~	~	~	~	~	~	.528	.595	.622	.670

HOW WELL DOCTORS COMMUNICATE

	EAST 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
NDREXPL4 NQ17	2.60	2.62	2.67	2.54	2.48	2.64	2.60	2.75	2.62	3.00		1.50	2.73	2.50	2.61	2.60	2.64	2.55	2.56	2.62	
p stat_(*=Sig @ p<=.05)		.637	~	~	~	~	.923	~	~	~	~	~	~	~	~	~	.323	.318	.551	.692	
NDRLSTN4 NQ18	2.54	2.59	2.78	2.43	2.28	2.60	2.60	2.50	2.55	3.00		2.00	2.73	2.42	2.58	2.54	2.63	2.44	2.44	2.59	
p stat_(*=Sig @ p<=.05)		.320	~	~	~	~	.501	~	~	~	~	~	~	~	~	~	.053	.066	.127	.191	
NDRESPU4 NQ19	2.59	2.65	2.78	2.36	2.40	2.64	2.68	2.58	2.58	3.00		2.00	2.80	2.58	2.64	2.58	2.68	2.47	2.52	2.62	
p stat_(*=Sig @ p<=.05)		.249	~	~	~	~	.216	~	~	~	~	~	~	~	~	~	.045*	.038*	.273	.368	
NDRTMEN4 NQ20	2.44	2.49	2.39	2.25	2.24	2.51	2.49	2.75	2.47	3.00		2.50	2.47	2.33	2.24	2.48	2.47	2.39	2.34	2.48	
p stat_(*=Sig @ p<=.05)		.337	~	~	~	~	.509	~	~	~	~	~	~	~	~	~	.497	.393	.173	.269	
COMPOSITE	2.54	2.59	2.65	2.39	2.35	2.60	2.59	2.65	2.55	3.00	x	x	2.00	2.68	2.46	2.52	2.55	2.61	2.46	2.46	2.58
p stat_(*=Sig @ p<=.05)		.712	~	~	~	~	.775	~	~	~	~	~	~	~	~	~	.518	.513	.600	.670	

CUSTOMER SERVICE

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
EAST 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- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE			
NPBCLCS4 NQ31	2.11	2.23	1.75	1.83	1.71	2.37	2.33	2.14	2.21		2.00	1.57	1.33	1.79	2.18	2.07	2.16	2.04	2.14		
p stat_(*=Sig @ p<=.05)	.203		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
NCSRESP NQ32	2.59	2.63	2.38	3.00	2.29	2.68	2.62	2.71	2.62		2.00	2.29	2.33	2.50	2.61	2.58	2.58	2.54	2.61		
p stat_(*=Sig @ p<=.05)	.673		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
COMPOSITE	2.35	2.43	2.06	2.42	2.00	2.53	2.48	2.43	2.42	x	x	x	2.00	1.93	1.83	2.14	2.39	2.33	2.37	2.29	2.37
p stat_(*=Sig @ p<=.05)	.572		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		

SHARED DECISION MAKING

	EAST 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	FE- MALE	FE- MALE
NNRXWHY NQ10	2.82	2.84	3.00	2.85	2.57	2.76	2.84	3.00	2.86	3.00	3.00	2.43	2.78	2.57	2.85	2.82	2.80	2.83	2.81	
p stat_(*=Sig @ p<=.05)		.727	~	~	~	~	~	~	~	~	~	~	~	~	~	.976	.790	~	~	
NNRXWYNT NQ11	2.42	2.45	2.08	2.54	2.57	2.52	2.42	2.00	2.42	1.00	3.00	2.14	2.78	2.14	2.45	2.43	2.37	2.56	2.34	
p stat_(*=Sig @ p<=.05)		.740	~	~	~	~	~	~	~	~	~	~	~	~	~	.952	.591	~	~	
NRXBST NQ12	2.59	2.50	2.69	2.69	2.57	2.36	2.74	2.14	2.59	3.00	3.00	2.71	2.33	2.60	2.58	2.64	2.54	2.50	2.62	
p stat_(*=Sig @ p<=.05)		.272	~	~	~	~	~	~	~	~	~	~	~	~	~	.489	.541	~	~	
COMPOSITE	2.61	2.60	2.59	2.69	2.57	2.55	2.67	2.38	2.62	x 2.33	x 3.00	2.43	2.63	2.44	2.63	2.63	2.57	2.63	2.59	
p stat_(*=Sig @ p<=.05)		.931	~	~	~	~	~	~	~	~	~	~	~	~	~	.900	.820	~	~	

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

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
PRBSEE4 Q25	79%	78%	100%	80%	90%	65%	80%	88%	77%				100%	67%	83%	92%	77%	78%	79%	85%	75%
CARNES4 Q14	79%	82%	90%	76%	69%	83%	78%	83%	80%		100%		0%	93%	60%	89%	77%	84%	73%	82%	78%
AVERAGE	79.08	80.02	94.83	77.93	79.37	74.18	79.31	85.42	78.81	x	x	x		79.76	71.67	90.43	77.08	81.28	76.11	83.56	76.66

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

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
CARSN4 Q4	87%	83%	90%	76%	81%	90%	86%	100%	88%	0%	100%		100%	86%	75%	84%	87%	90%	81%	87%	86%
APGET4 Q6	76%	80%	55%	86%	45%	90%	77%	100%	80%				50%	60%	64%	69%	78%	72%	83%	76%	77%
AVERAGE	81.43	81.23	72.50	81.34	63.35	90.28	81.70	100.0	84.19	x	x	x	50.00	72.86	69.32	76.48	82.68	80.80	81.76	81.80	81.54

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

	EAST TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
DREXPL4 Q17	93%	92%	94%	89%	88%	94%	93%	100%	93%	100%			50%	93%	92%	94%	92%	93%	91%	94%	92%
DRLSTN4 Q18	89%	90%	100%	93%	80%	87%	91%	75%	90%	100%			100%	93%	83%	85%	90%	93%	84%	85%	90%
DRESPU4 Q19	90%	91%	100%	89%	84%	89%	91%	83%	90%	100%			100%	93%	83%	88%	90%	93%	86%	87%	91%
DRTMEN4 Q20	87%	88%	83%	82%	84%	91%	88%	92%	90%	100%			100%	87%	75%	79%	89%	88%	85%	87%	87%
AVERAGE	89.7	90.4	94.4	88.4	84.0	90.4	90.8	87.5	90.8	x	x	x	87.5	91.7	83.3	86.4	90.2	92.1	86.6	88.3	90.2

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

	EAST 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- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
PBCLCS4 Q31	71%	76%	62%	67%	57%	79%	76%	71%	75%				100%	43%	33%	57%	74%	72%	68%	71%	71%
CSRESP Q32	84%	92%	75%	100%	71%	89%	86%	86%	85%				100%	71%	67%	79%	85%	84%	84%	79%	86%
AVERAGE	77.44	84.03	68.75	83.33	64.29	84.21	80.95	78.57	80.33	x	x	x	x	57.14	50.00	67.86	79.51	77.91	75.81	75.00	78.43

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		EAST TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
NRXWHY Q10	91%	92%	100%	92%	79%	88%	92%	100%	93%	100%	100%	71%	89%	79%	93%	91%	90%	92%	90%		
NRXWYNT Q11	71%	73%	54%	77%	79%	76%	71%	50%	71%	0%	100%	57%	89%	57%	73%	71%	69%	78%	67%		
RXBST Q12	79%	75%	85%	85%	79%	68%	87%	57%	79%	100%	100%	86%	67%	80%	79%	82%	77%	75%	81%		
AVERAGE	80.5	79.8	79.5	84.6	78.6	77.3	83.3	69.0	81.1	x	x	x	x	71.4	81.5	71.9	81.4	81.5	78.6	81.5	79.5

Q1 OUR RECORDS SHOW THAT YOUR CHILD IS NOW IN <EASTERN OREGON CCO>. IS THAT RIGHT?

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q1	EAST TOT CHLD	310	4	45	83	92	181		1	1	1	36	24	146	147	274	20	252	58
YES	OHP TOT CHLD	5304	100%	100%	100%	100%	100%		~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%
NOT ANSWERED		7		3	2	2	2				1			7		6	1	6	1
VALID CASES		310		4	45	83	181		1	1	1	36	24	146	147	274	20	252	58
NUMBER OF RESPONDENTS		317		4	48	85	183		1	1	1	37	24	153	147	280	21	258	59
		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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV ILND	AMER IND/ ALS	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
Q3 YES	106 35%	1687 32%	18 ~ 39%~	34 40%	26 29%	28 34%	69 39%	~	~	~	9 ~ 24%~	12 52%~	41 28%*	61 42%*	95 35%~	7 37%~	75 30%*	31 54%*	
NO	200 65%	3541 68%	3 100%~	28 61%~	50 60%	64 71%	55 66%	109 61%	1 ~100%~	1 100%~	1 100%~	28 76%~	11 48%~	108 72%*	84 58%*	180 65%~	12 63%~	174 70%*	26 46%*
NOT ANSWERED	11	135	1	2	1	4	3	5				1	4	2	5	2	9	2	
VALID CASES	306	5228	3	46	84	90	83	178	1	1	1	37	23	149	145	275	19	249	57
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	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	
Q4 NEVER	1 1%	18 1%	~	6%~	~	~	~	~	~	~	~	~	~	1 8%~	1 2%~	1 1%~	~	1 1%~	~	
SOMETIMES	6 6%	148 9%	~	12%~	3 9%~	1 5%~	~	2 3%~	~	~	~	~	1 11%~	5 13%~	1 2%~	6 7%~	~	6 9%~	~	
USUALLY	19 19%	323 20%	~	18%~	3 19%~	6 18%~	4 21%~	6 23%~	15	~	~	~	1 11%~	2 17%~	6 15%~	12 21%~	15 16%~	3 50%~	11 16%~	8 28%~
ALWAYS	73 74%	1151 70%	~	65%~	11 72%~	23 77%~	17 79%~	22 73%~	47	~	~	~	7 78%~	9 75%~	28 72%~	44 76%~	69 76%~	3 50%~	52 74%~	21 72%~
#ALWAYS + USUALLY (NET)	92 93%	1475 90%	~	82%~	14 91%~	29 95%~	21 100%~	28 97%~	62	~	~	~	8 89%~	11 92%~	34 87%~	56 97%~	84 92%~	6 100%~	63 90%~	29 100%~
TOP BOX SCORE	73 74%	1151 70%	~	65%~	11 72%~	23 77%~	17 79%~	22 73%~	47	~	~	~	7 78%~	9 75%~	28 72%~	44 76%~	69 76%~	3 50%~	52 74%~	21 72%~
NOT ANSWERED	7	142	~	1	2	4	~	5	~	~	~	~	~	2	3	4	1	5	2	
VALID CASES	99	1641	~	17	32	22	28	64	~	~	~	~	9	12	39	58	91	6	70	29
NUMBER OF RESPONDENTS	106	1783	~	18	34	26	28	69	~	~	~	~	9	12	41	61	95	7	75	31
	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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALS	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
Q5 YES	181 60%	3345 65%	2 67%~	28 64%~	53 64%	48 56%	50 59%	107 59%		1 ~100%	1 ~100%	26 70%~	13 59%~	85 59%	90 61%	159 58%~	17 85%~	137 56%*	44 77%*
NO	120 40%	1824 35%	1 33%~	16 36%~	30 36%	38 44%	35 41%	73 41%	1 ~100%			11 ~30%~	9 41%~	60 41%	57 39%	113 42%~	3 15%~	107 44%*	13 23%*
NOT ANSWERED	16	194	1	4	2	8	1	3					2	8		8	1	14	2
VALID CASES	301	5169	3	44	83	86	85	180	1	1	1	37	22	145	147	272	20	244	57
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	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		
Q6 NEVER	1 0.6%	35 1%	~	~	1 2%	~	~	~	~	~	~	~	1 8%	1 1%	1 0.7%	~	~	1 2%		
SOMETIMES	27 16%	451 14%	~	5 20%	11 22%	7 16%	4 8%	11 11%*	~	~	~	6 29%	2 17%	17 22%	9 10%	23 15%	4 25%	22 17%	5 12%	
USUALLY	46 27%	814 26%	~	5 20%	17 33%	10 23%	14 29%	33 32%*	~	~	~	6 29%	2 17%	20 26%	25 29%	41 28%	4 25%	34 27%	12 29%	
ALWAYS	96 56%	1829 58%	100%	2 60%	15 43%*	22 61%	27 62%	30 57%	58	~	1 100%	1 100%	9 43%	7 58%	41 53%	51 59%	84 56%	8 50%	72 56%	24 57%
#ALWAYS + USUALLY (NET)	142 84%	2643 84%	100%	2 80%	20 76%	39 84%	37 92%	44 89%*	91	~	1 100%	1 100%	15 71%	9 75%	61 78%	76 88%	125 84%	12 75%	106 83%	36 86%
TOP BOX SCORE	96 56%	1829 58%	100%	2 60%	15 43%*	22 61%	27 62%	30 57%	58	~	1 100%	1 100%	9 43%	7 58%	41 53%	51 59%	84 56%	8 50%	72 56%	24 57%
NOT ANSWERED	11	215		3	2	4	2	5					5	1	7	4	10	1	9	2
VALID CASES	170	3129	2	25	51	44	48	102			1	1	21	12	78	86	149	16	128	42
NUMBER OF RESPONDENTS	181	3344	2	28	53	48	50	107			1	1	26	13	85	90	159	17	137	44
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q7 NONE	96 32%	1553 31%	1 33%~	12 27%~	19 24%*	34 38%	30 37%	50 28%	1 ~100%~	~	13 ~ 35%~	8 35%~	52 36%	42 29%	90 33%~	4 21%~	88 36%*	8 14%*	
1 TIME	81 27%	1446 28%	~	10 22%~	24 30%	31 35%	16 20%	55 31%	~	~	10 ~ 27%~	6 26%~	36 25%	42 29%	75 28%~	3 16%~	70 29%	11 20%	
2	57 19%	1007 20%	~	9 20%~	20 25%	11 12%*	17 21%	31 18%	~	1 ~100%~	5 ~ 14%~	6 26%~	28 19%	26 18%	49 18%~	5 26%~	41 17%	16 29%	
3	31 10%	534 11%	2 67%~	7 16%~	6 8%	7 8%	9 11%	15 9%	~	~	1 ~100%~	6 16%~	3 13%~	16 11%	13 9%	25 9%~	5 26%~	25 10%	6 11%
4	19 6%	260 5%	~	3 7%~	7 9%	3 3%	6 7%	11 6%	~	~	~	3 8%~	~	12 8%	7 5%	17 6%~	2 11%~	14 6%	5 9%
5 TO 9	11 4%	196 4%	~	3 7%~	3 4%	2 2%	3 4%	11 6%~	~	~	~	~	~	1 ~0.7%*	10 7%*	11 4%~	~	3 1%*	8 14%*
10 OR MORE TIMES	3 1%	87 2%	~	1 2%~	1 1%	1 1%	~	3 2%	~	~	~	~	~	3 ~ 2%~	3 1%~	~	1 ~0.4%	2 4%	
NOT ANSWERED	19	280	1	3	5	5	5	7				1	8	4	10	2	16	3	
VALID CASES	298	5083	3	45	80	89	81	176	1	1	1	37	23	145	143	270	19	242	56
NUMBER OF RESPONDENTS	317	5363	4	48	85	94	86	183	1	1	1	37	24	153	147	280	21	258	59
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	EAST 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 ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC					
Q8 #YES	117 60%	2386 68%*	1 50%~	20 67%~	37 63%	29 54%	30 59%	70 56%	~	~	~	~	15 68%~	11 79%~	58 67%	55 54%	104 60%~	10 67%~	85 57%~	32 67%~		
NO	79 40%	1113 32%*	1 50%~	10 33%~	22 37%	25 46%	21 41%	54 44%	~	~	100%~	100%~	1 32%~	1 21%~	7 33%	3 46%	29 40%~	46 33%~	70 43%~	5 33%~	63 43%~	16 33%~
NOT ANSWERED	6	69		3	2	1		2					2	1	6		6		6			
VALID CASES	196	3499	2	30	59	54	51	124			1	1	22	14	87	101	174	15	148	48		
NUMBER OF RESPONDENTS	202 100%	3568 100%	2 100%	33 100%	61 100%	55 100%	51 100%	126 100%			1 100%	1 100%	24 100%	15 100%	93 100%	101 100%	180 100%	15 100%	154 100%	48 100%		

[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				
	EAST 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	GOOD & POOR	NO CCC	CCC	
Q9 NEVER	1 0.5%	78 2%*	~	~	2%	~	~	~	~	~	~	~	~	~	1%	1	~0.6%	~	1	~0.7%	~
SOMETIMES	18 9%	344 10%	~	2 7%	5 8%	8 15%	3 6%	12 10%	~	~	~	~	2 9%	1 7%	11 13%	7 7%	13 7%	5 33%	13 9%	5 10%	~
USUALLY	54 28%	768 22%	~	10 34%	17 29%	16 30%	11 22%	35 28%	~	~	~	~	7 32%	6 40%	23 26%	29 29%	49 28%	4 27%	42 29%	12 25%	~
ALWAYS	120 62%	2292 66%	2 100%	17 59%	36 61%	30 56%	35 71%	76 62%	~	~	1 100%	1 100%	13 59%	8 53%	53 60%	64 64%	111 64%	6 40%	89 61%	31 65%	~
#ALWAYS + USUALLY (NET)	174 90%	3059 88%	2 100%	27 93%	53 90%	46 85%	46 94%	111 90%	~	~	1 100%	1 100%	20 91%	14 93%	76 86%	93 93%	160 92%	10 67%	131 90%	43 90%	~
TOP BOX SCORE	120 62%	2292 66%	2 100%	17 59%	36 61%	30 56%	35 71%	76 62%	~	~	1 100%	1 100%	13 59%	8 53%	53 60%	64 64%	111 64%	6 40%	89 61%	31 65%	~
NOT ANSWERED	9	87		4	2	1	2	3					2		5	1	6		9		
VALID CASES	193	3481	2	29	59	54	49	123			1	1	22	15	88	100	174	15	145	48	
NUMBER OF RESPONDENTS	202 100%	3568 100%	2 100%	33 100%	61 100%	55 100%	51 100%	126 100%			1 100%	1 100%	24 100%	15 100%	93 100%	101 100%	180 100%	15 100%	154 100%	48 100%	48 100%

[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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHT	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	
Q10 YES	59 31%	1122 32%	~	38%~	32%	32%	26%	39 32%	~	~	~100%~	14%~	20%~	21 25%	36 36%	56 32%~	2 14%~	32 22%~	27 57%~
NO	132 69%	2348 68%	100%~	62%~	68%	68%	74%	84 68%	~	~100%~	~	86%~	80%~	64 75%	65 64%	117 68%~	12 86%~	112 78%~	20 43%~
NOT ANSWERED	11	97		4	4	2	1	3				2		8		7	1	10	1
VALID CASES	191	3471	2	29	57	53	50	123		1	1	22	15	85	101	173	14	144	47
NUMBER OF RESPONDENTS	202 100%	3568 100%	2 100%	33 100%	61 100%	55 100%	51 100%	126 100%		1 100%	1 100%	24 100%	15 100%	93 100%	101 100%	180 100%	15 100%	154 100%	48 100%

[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		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q11 #YES	51 94%	947 94%	11 ~100%	14 93%	16 ~100%	10 83%	36 95%	~	~	~	1 ~100%	1 50%	3 ~100%	16 94%	34 94%	49 94%	1 ~100%	28 97%	23 92%
NO	3 6%	63 6%	~	~	1 7%	2 ~17%	2 5%	~	~	~	1 ~50%	~	~	1 6%	2 6%	3 6%	~	1 3%	2 8%
NOT ANSWERED	35	450	1	7	12	8	7	11				3	1	20	4	21	4	29	6
VALID CASES	54	1010		11	15	16	12	38			1	2	3	17	36	52	1	29	25
NUMBER OF RESPONDENTS	89 100%	1460 100%	1 100%	18 100%	27 100%	24 100%	19 100%	49 100%			1 100%	5 100%	4 100%	37 100%	40 100%	73 100%	5 100%	58 100%	31 100%

[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		
	EAST 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	
Q12 #YES	35 65%	718 70%	5 ~ 45%	9 ~ 60%	13 ~ 81%	8 ~ 67%	26 68%				1 ~ 100%	1 50%	1 33%	9 53%	25 69%	33 63%	1 100%	16 55%	19 76%
NO	19 35%	305 30%	6 ~ 55%	6 40%	3 19%	4 33%	12 32%					1 50%	2 67%	8 47%	11 31%	19 37%		13 45%	6 24%
NOT ANSWERED	5	87		3	1	1	1					1		4		4	1	3	2
VALID CASES	54	1023	11	15	16	12	38				1	2	3	17	36	52	1	29	25
NUMBER OF RESPONDENTS	59 100%	1110 100%	11 100%	18 100%	17 100%	13 100%	39 100%				1 100%	3 100%	3 100%	21 100%	36 100%	56 100%	2 100%	32 100%	27 100%

[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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHTA	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
Q13 #YES	44 75%	830 78%	8 ~ 73%~	13 72%~	15 88%~	8 62%~	28 72%~	~	~	~	1 ~100%~	2 67%~	2 67%~	18 86%~	25 69%~	41 73%~	2 100%~	23 72%~	21 78%~
NO	15 25%	241 22%	3 ~ 27%~	5 28%~	2 12%~	5 38%~	11 28%~	~	~	~	1 ~ 33%~	1 33%~	3 14%~	11 31%~	15 27%~	~	9 28%~	6 22%~	
NOT ANSWERED		39																	
VALID CASES	59	1071	11	18	17	13	39			1	3	3	21	36	56	2	32	27	
NUMBER OF RESPONDENTS	59	1110	11	18	17	13	39			1	3	3	21	36	56	2	32	27	
	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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	Whte	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q14 WORST HEALTH CARE POSSIBLE	3	0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
01	7	0.2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
02	9	0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
03	125	0.5%	~	~	~	1	1	~	~	~	~	~	1	1	0.6%	~	~	2%		
04	47	0.5%	~	~	~	1	1	~	~	~	~	~	1	~	~	1	1	~		
05	121	5%	~	2	2	4	1	6	~	~	~	2	1	5%	5%	6	3	8	1	
06	116	5%	~	2	4	1	2	7	~	~	~	~	1	1	8	9	~	6	3	
07	300	12%	~	3	6	8	6	17	~	~	~	1	2	7%	13%	6	15	15	8	
08	813	22%	~	4	14	13	12	27	~	~	~	1	5	23%	27%	24	17	35	6	
09	704	23%	100%	2	3	15	13	24	~	~	~	~	11	5	27%	33%	24	20	40	4
BEST HEALTH CARE POSSIBLE	1323	33%	~	15	17	15	16	40	~	~	~	~	3	2	32%	34%	28	34	61	1
#8-10 (NET)	2841	82%	100%	2	22	46	41	39	~	~	~	~	1	1	86%	73%	76	71	136	11

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		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
9-10 (NET)	107 55%	2027 58%	2 100%~	18 62%~	32 55%	28 52%	27 54%	64 52%	~	1 ~100%~	14 ~	7 47%~	52 59%	54 54%	101 58%~	5 33%~	78 54%~	29 60%~	
NOT ANSWERED	9	98		4	3	1	1	3			2		5	1	6		9		
VALID CASES	193	3470	2	29	58	54	50	123		1	1	22	15	88	100	174	15	145	48
NUMBER OF RESPONDENTS	202 100%	3568 100%	2 100%	33 100%	61 100%	55 100%	51 100%	126 100%		1 100%	1 100%	24 100%	15 100%	93 100%	101 100%	180 100%	15 100%	154 100%	48 100%
MEAN	8.48	8.58	9.00	8.69	8.50	8.39	8.42	8.37		10.0	8.00	8.45	8.13	8.64	8.37	8.57	7.53	8.49	8.46
p stat_(*=Sig @ p<=.05)		.391	~	~	.909	.587	.736	.166	~	~	~	~	~	.185	.284	~	~	~	~

[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			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q15 NEVER	1 0.5%	64 2%*	~	~	~	~	2%	1 0.8%	~	~	~	~	~	~	~	1 1%	1 0.6%	~	~	1 2%
SOMETIMES	22 11%	353 10%	~	10%~	3 15%	9 8%	4 12%	6 10%	13 ~	~	~	~	2 9%~	~	11 13%	9 9%	16 9%~	5 33%~	16 11%~	6 13%~
USUALLY	71 37%	1112 32%	1 50%~	11 38%~	22 37%	23 43%	14 28%	47 38%	~	~	~	1 100%~	9 41%~	7 47%~	33 38%	37 37%	64 37%~	6 40%~	52 36%~	19 40%~
ALWAYS	99 51%	1922 56%	1 50%~	15 52%~	28 47%	26 49%	29 58%	63 51%	~	~	1 100%~	11 50%~	8 53%~	43 49%	54 53%	93 53%~	4 27%~	77 53%~	22 46%~	
#ALWAYS + USUALLY (NET)	170 88%	3034 88%	2 100%~	26 90%~	50 85%	49 92%	43 86%	110 89%	~	~	1 100%~	1 100%~	20 91%~	15 100%~	76 87%	91 90%	157 90%~	10 67%~	129 89%~	41 85%~
TOP BOX SCORE	99 51%	1922 56%	1 50%~	15 52%~	28 47%	26 49%	29 58%	63 51%	~	~	1 100%~	11 50%~	8 53%~	43 49%	54 53%	93 53%~	4 27%~	77 53%~	22 46%~	
NOT ANSWERED	9	117		4	2	2	1	2					2		6		6		9	
VALID CASES	193	3451	2	29	59	53	50	124			1	1	22	15	87	101	174	15	145	48
NUMBER OF RESPONDENTS	202	3568	2	33	61	55	51	126			1	1	24	15	93	101	180	15	154	48
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST 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 NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q16 YES	213 70%	3643 71%		8 ~ 19%	64 ~ 76%	75 82%*	66 79%*	135 74%*		1 ~ 100%	1 ~ 100%	19 51%~	19 79%~	96 64%*	111 76%*	191 69%~	17 81%~	162 66%*	51 86%*
NO	92 30%	1481 29%	3 100%~	35 81%~	20 24%	16 18%*	18 21%*	47 26%*	1 ~ 100%			18 ~ 49%~	5 21%~	55 36%*	36 24%*	87 31%~	4 19%~	84 34%*	8 14%*
NOT ANSWERED	12	239	1	5	1	3	2	1						2		2		12	
VALID CASES	305	5124	3	43	84	91	84	182	1	1	1	37	24	151	147	278	21	246	59
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<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 & GOOD	FAIR & POOR	NO CCC	CCC	
Q17 YES	23 12%	403 11%	~	13%~	10%	13%	12%	15	~	~	~	~	6%~	11%~	12%	12%	19	4	13	10
																	11%~	24%~	9%~	22%~
NO	172 88%	3143 89%	~	88%~	90%	87%	88%	109	~	~100%	~100%	~	94%~	89%~	88%	88%	154	13	136	36
																	89%~	76%~	91%~	78%~
NOT ANSWERED	18	226			6	6	6	11					2	1	4	12	18		13	5
VALID CASES	195	3545		8	58	69	60	124		1	1	17	18	92	99	173	17	149	46	
NUMBER OF RESPONDENTS	213 100%	3771 100%		8 100%	64 100%	75 100%	66 100%	135 100%		1 100%	1 100%	19 100%	19 100%	96 100%	111 100%	191 100%	17 100%	162 100%	51 100%	

[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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AMER AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q18 #YES	23 100%	349 94%~	1 ~100%	6 ~100%	9 ~100%	7 ~100%	15 ~100%	~	~	~	~	1 ~100%	2 ~100%	11 100%	12 100%	19 100%	4 100%	13 100%	10 100%
NO		22 6%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		7																	
VALID CASES	23	371	1	6	9	7	15				1	2	11	12	19	4	13	10	
NUMBER OF RESPONDENTS	23 100%	378 100%	1 100%	6 100%	9 100%	7 100%	15 100%				1 100%	2 100%	11 100%	12 100%	19 100%	4 100%	13 100%	10 100%	

[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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<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 & GOOD	FAIR & POOR	NO CCC	CCC	
Q19 YES	16 5%	175 3%	~	2 5%~	8 10%	3 3%	3 4%	10 6%	~	~	~	~	1 3%~	2 8%~	9 6%	7 5%	14 5%~	2 10%~	7 3%*	9 16%*
NO	284 95%	4948 97%	100%~	3 95%~	41 90%	74 97%	86 96%	80 94%	170 94%	1 ~100%~	1 ~100%~	1 ~100%~	36 97%~	22 92%~	141 94%	138 95%	260 95%~	19 90%~	235 97%*	49 84%*
NOT ANSWERED	17	240	1	5	3	5	3	3							3	2	6		16	1
VALID CASES	300	5123	3	43	82	89	83	180	1	1	1	37	24	150	145	274	21	242	58	
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%	

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

			AGE					RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER				
	EAST 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 & GOOD	FAIR & POOR	NO CCC	CCC
Q20 NEVER	2 14%	23 12%	~	~	14%	~	33%	2 25%	~	~	~	~	~	~	2 29%	1 8%	1 50%	~	2 22%	
SOMETIMES	3 21%	35 18%	~	~	29%	~	33%	~	~	~	~	~	1 50%	2 29%	1 14%	3 25%	~	1 20%	2 22%	
USUALLY	2 14%	49 25%	~	~	14%	33%	~	1 13%	~	~	~	~	1 50%	2 29%	~	2 17%	~	~	2 22%	
ALWAYS	7 50%	87 45%	~	1 100%	3 43%	2 67%	1 33%	5 63%	~	~	~	~	1 100%	3 43%	4 57%	6 50%	1 50%	4 80%	3 33%	
#ALWAYS + USUALLY (NET)	9 64%	135 70%	~	1 100%	4 57%	3 100%	1 33%	6 75%	~	~	~	~	1 100%	1 50%	5 71%	4 57%	8 67%	1 50%	4 80%	5 56%
TOP BOX SCORE	7 50%	87 45%	~	1 100%	3 43%	2 67%	1 33%	5 63%	~	~	~	~	1 100%	3 43%	4 57%	6 50%	1 50%	4 80%	3 33%	
NOT ANSWERED	2	3	~	1	1	~	~	2	~	~	~	~	~	2	~	2	~	2	~	
VALID CASES	14	193	~	1	7	3	3	8	~	~	~	~	1	2	7	7	12	2	5	9
NUMBER OF RESPONDENTS	16	196	~	2	8	3	3	10	~	~	~	~	1	2	9	7	14	2	7	9
	100%	100%	~	100%	100%	100%	100%	100%	~	~	~	~	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<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 & GOOD	FAIR & POOR	NO CCC
Q21 #YES	10 71%	157 84%~	1 ~100%~	5 71%~	2 67%~	2 67%~	6 75%~	~	~	~	1 ~100%~	1 50%~	5 71%~	5 71%~	8 67%~	2 100%~	3 60%~	7 78%~
NO	4 29%	31 16%~	~	2 29%~	1 33%~	1 33%~	2 25%~	~	~	~	~	1 50%~	2 29%~	2 29%~	4 33%~	~	2 40%~	2 22%~
NOT ANSWERED	2	8	1	1			2						2		2		2	
VALID CASES	14	188	1	7	3	3	8				1	2	7	7	12	2	5	9
NUMBER OF RESPONDENTS	16 100%	196 100%	2 100%	8 100%	3 100%	3 100%	10 100%				1 100%	2 100%	9 100%	7 100%	14 100%	2 100%	7 100%	9 100%

[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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK 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		
Q22 YES	18 6%	446 9%*	~	3 7%~	6 7%	6 7%	3 4%	13 7%	~	~	~	~	1 3%~	1 4%~	9 6%	9 6%	15 5%~	3 15%~	10 4%*	8 14%*
NO	283 94%	4656 91%*	100%~	3 93%~	40 93%	76 93%	84 93%	80 96%	168 93%	1 ~100%~	1 ~100%~	1 ~100%~	36 97%~	23 96%~	141 94%	137 94%	261 95%~	17 85%~	233 96%*	50 86%*
NOT ANSWERED	16	261	1	5	3	4	3	2							3	1	4	1	15	1
VALID CASES	301	5102	3	43	82	90	83	181	1	1	1	37	24	150	146	276	20	243	58	
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%	

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			
	EAST 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
Q23 NEVER	2 12%	62 15%~	~	1 33%~	~	1 20%~	~	1 8%~	~	~	~	~	~	~	1 11%~	1 13%~	2 14%~	~	1 11%~	1 13%~
SOMETIMES	2 12%	96 24%~	~	~	2 33%~	~	~	1 8%~	~	~	~	~	1 100%~	1 11%~	1 13%~	2 14%~	~	~	2 25%~	~
USUALLY	3 18%	112 28%~	~	~	1 17%~	1 20%~	1 33%~	3 25%~	~	~	~	~	~	2 22%~	1 13%~	2 14%~	1 33%~	2 22%~	1 13%~	
ALWAYS	10 59%	135 33%~	~	2 67%~	3 50%~	3 60%~	2 67%~	7 58%~	~	~	~	~	1 100%~	5 56%~	5 63%~	8 57%~	2 67%~	6 67%~	4 50%~	
#ALWAYS + USUALLY (NET)	13 76%	247 61%~	~	2 67%~	4 67%~	4 80%~	3 100%~	10 83%~	~	~	~	~	1 100%~	7 78%~	6 75%~	10 71%~	3 100%~	8 89%~	5 63%~	
TOP BOX SCORE	10 59%	135 33%~	~	2 67%~	3 50%~	3 60%~	2 67%~	7 58%~	~	~	~	~	1 100%~	5 56%~	5 63%~	8 57%~	2 67%~	6 67%~	4 50%~	
NOT ANSWERED	1	14				1		1							1	1		1		
VALID CASES	17	405		3	6	5	3	12					1	1	9	8	14	3	9	8
NUMBER OF RESPONDENTS	18	419		3	6	6	3	13					1	1	9	9	15	3	10	8
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST 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	
Q24 #YES	9	260		2	3	1	3	8						1	4	5	7	2	5	4
	53%	64%		~ 67%	~ 50%	~ 20%	~ 100%	~ 67%	~	~	~	~	~ 100%	~ 44%	~ 63%	~ 50%	~ 67%	~ 56%	~ 50%	
NO	8	143		1	3	4		4					1	5	3	7	1	4	4	
	47%	36%		~ 33%	~ 50%	~ 80%	~	~ 33%	~	~	~	~ 100%	~	~ 56%	~ 38%	~ 50%	~ 33%	~ 44%	~ 50%	
NOT ANSWERED	1	16				1		1							1	1		1		
VALID CASES	17	403		3	6	5	3	12					1	9	8	14	3	9	8	
NUMBER OF RESPONDENTS	18	419		3	6	6	3	13					1	9	9	15	3	10	8	
	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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALS	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC	
Q25 YES	34 11%	666 13%	~	1 2%~	4 5%*	11 13%	18 21%*	23 13%	~	~	~100%~	3 8%~	1 4%~	12 8%	20 14%	27 10%~	5 24%~	11 5%*	23 40%*
NO	266 89%	4441 87%	100%~	3 98%~	42 95%*	78 87%	77 79%*	66 87%	156 87%	1 ~100%~	1 ~100%~	34 ~	23 96%~	139 92%	124 86%	247 90%~	16 76%~	232 95%*	34 60%*
NOT ANSWERED	17	256	1	5	3	6	2	4						2	3	6		15	2
VALID CASES	300	5107	3	43	82	88	84	179	1	1	1	37	24	151	144	274	21	243	57
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

			AGE					RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	EAST 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/PAC/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q26 NEVER	2 6%	92 14%	~	~	1 25%	~	1 6%	2 9%	~	~	~	~	~	~	1 5%	1 4%	~	~	1 9%	1 5%
SOMETIMES	5 15%	116 18%	~	~	3 27%	2 12%	3 14%	~	~	~	~	~	~	3 25%	2 11%	3 12%	2 40%	~	1 9%	4 18%
USUALLY	11 33%	171 27%	~	~	2 50%	3 27%	6 35%	7 32%	~	~	1 100%	1 33%	~	3 25%	7 37%	9 35%	1 20%	~	5 45%	6 27%
ALWAYS	15 45%	258 41%	~	1 100%	1 25%	5 45%	8 47%	10 45%	~	~	~	2 67%	1 100%	6 50%	9 47%	13 50%	2 40%	~	4 36%	11 50%
#ALWAYS + USUALLY (NET)	26 79%	429 67%	~	1 100%	3 75%	8 73%	14 82%	17 77%	~	~	1 100%	3 100%	1 100%	9 75%	16 84%	22 85%	3 60%	~	9 82%	17 77%
TOP BOX SCORE	15 45%	258 41%	~	1 100%	1 25%	5 45%	8 47%	10 45%	~	~	~	2 67%	1 100%	6 50%	9 47%	13 50%	2 40%	~	4 36%	11 50%
NOT ANSWERED	1	17				1	1							1	1				1	
VALID CASES	33	636		1	4	11	17	22			1	3	1	12	19	26	5		11	22
NUMBER OF RESPONDENTS	34	653		1	4	11	18	23			1	3	1	12	20	27	5		11	23
	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		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q27 #YES	21 64%	311 49%~	~100%~	1 50%~	2 73%~	8 59%~	10 55%~	12	~	~	1 ~100%~	3 ~100%~	1 ~100%~	9 75%~	12 63%~	18 69%~	3 60%~	7 64%~	14 64%~
NO	12 36%	326 51%~	~	~	2 50%~	3 27%~	7 41%~	10 45%~	~	~	~	~	~	3 25%~	7 37%~	8 31%~	2 40%~	4 36%~	8 36%~
NOT ANSWERED	1	17					1	1						1	1				1
VALID CASES	33	636		1	4	11	17	22			1	3	1	12	19	26	5	11	22
NUMBER OF RESPONDENTS	34	653		1	4	11	18	23			1	3	1	12	20	27	5	11	23
	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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHT	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	
Q28 YES	56 19%	978 19%	1 33%~	9 21%~	15 18%	17 19%	14 17%	40 22%*	~	~	~100%~	11%~	17%~	18 12%*	38 26%*	50 18%~	6 29%~	30 12%*	26 45%*
NO	244 81%	4103 81%	2 67%~	34 79%~	68 82%	71 81%	69 83%	140 78%*	1 ~100%~	1 ~100%~	~	33 ~89%~	20 83%~	132 88%*	107 74%*	224 82%~	15 71%~	212 88%*	32 55%*
NOT ANSWERED	17	281	1	5	2	6	3	3						3	2	6		16	1
VALID CASES	300	5082	3	43	83	88	83	180	1	1	1	37	24	150	145	274	21	242	58
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q29 #YES	33 60%	594 60%		5 ~ 56%~	9 60%~	12 75%~	7 50%~	24 62%~	~	~	~ 100%~	1 25%~	1 50%~	2 67%~	12 57%~	21 59%~	29 67%~	4 48%~	14 73%~	19
NO	22 40%	403 40%	1 100%~	4 44%~	6 40%~	4 25%~	7 50%~	15 38%~	~	~	~	3 75%~	2 50%~	6 33%~	16 43%~	20 41%~	2 33%~	15 52%~	7 27%~	
NOT ANSWERED	1	32				1	1							1	1			1		
VALID CASES	55	998	1	9	15	16	14	39			1	4	4	18	37	49	6	29	26	
NUMBER OF RESPONDENTS	56 100%	1030 100%	1 100%	9 100%	15 100%	17 100%	14 100%	40 100%			1 100%	4 100%	4 100%	18 100%	38 100%	50 100%	6 100%	30 100%	26 100%	

[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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK 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	
Q30 YES	241 81%	4410 88%*	2 67%~	30 70%~	71 86%	70 81%	68 81%	147 82%		1 ~100%	1 ~100%	26 70%~	23 96%~	105 71%*	130 90%*	219 80%~	18 90%~	185 76%*	56 98%*
NO	58 19%	622 12%*	1 33%~	13 30%~	12 14%	16 19%	16 19%	32 18%	1 ~100%			11 ~30%~	1 4%~	43 29%*	15 10%*	55 20%~	2 10%~	57 24%*	1 2%*
NOT ANSWERED	18	331	1	5	2	8	2	4						5	2	6	1	16	2
VALID CASES	299	5032	3	43	83	86	84	179	1	1	1	37	24	148	145	274	20	242	57
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

	EAST 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 WHT	AFR-AMER	AS-IAN	NATV ILND	AMER HAW/IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q31 NONE	75 34%	1163 27%*	1 50%~	5 19%~	19 29%	25 38%	25 39%	48 35%	~	~	~	~	7 30%~	8 38%~	34 36%	41 34%	71 35%~	4 25%~	61 36%	14 26%	
1 TIME	59 26%	1470 34%*	~	6 22%~	21 32%	19 29%	13 20%	38 28%	~	~	~	~	6 26%~	5 24%~	21 22%	34 28%	55 27%~	2 13%~	50 30%*	9 17%*	
2	41 18%	817 19%	1 50%~	4 15%~	15 23%	7 11%*	14 22%	22 16%	~	~	100%~	~	7 30%~	6 29%~	18 19%	21 17%	35 17%~	4 25%~	28 17%	13 24%	
3	25 11%	450 11%	~	6 22%~	5 8%	7 11%	7 11%	16 12%	~	~	~	~	2 9%~	1 5%~	12 13%	13 11%	22 11%~	3 19%~	18 11%	7 13%	
4	9 4%	180 4%	~	2 7%~	1 2%	4 6%	2 3%	4 3%	~	~	~	~	1 100%~	1 4%~	1 5%~	4 4%	5 4%~	8 4%~	1 6%~	5 3%	4 7%
5 TO 9	11 5%	146 3%	~	2 7%~	3 5%	3 5%	3 5%	8 6%	~	~	~	~	~	~	~	5 5%	6 5%	9 4%~	2 13%~	6 4%	5 9%
10 OR MORE TIMES	3 1%	40 0.9%	~	2 7%~	1 2%	~	~	2 1%	~	~	~	~	~	~	~	1 1%	2 2%	3 1%~	~	1 0.6%*	2 4%
NOT ANSWERED	18	203		3	6	5	4	9					3	2	10	8	16	2	16	2	
VALID CASES	223	4266	2	27	65	65	64	138			1	1	23	21	95	122	203	16	169	54	
NUMBER OF RESPONDENTS	241	4469	2	30	71	70	68	147			1	1	26	23	105	130	219	18	185	56	
	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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
			<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q31A ALWAYS	4 3%	82 3%	~	1 5%~	~	2 5%~	1 3%~	~	~	~	~	2 13%~	~	4 7%*	~	3 2%~	1 9%~	4 4%~	~		
USUALLY	6 4%	49 2%	~	1 5%~	1 2%~	3 8%~	1 3%~	3	~	~	~	1 6%~	~	5 8%	1 1%	5 4%~	1 9%~	5 5%~	1 3%~		
SOMETIMES	12 8%	229 8%	~	1 5%~	5 11%~	4 10%~	2 5%~	3 3%*	~	~	~	3 19%~	~	10 17%*	1 1%*	10 8%~	2 18%~	8 7%~	4 10%~		
NEVER	125 85%	2671 88%	100%~	1 86%~	19 87%~	40 87%~	30 77%~	35 90%~	84 93%*	~	~	1 100%~	1 100%~	10 62%~	13 100%~	41 68%*	79 98%*	114 86%~	7 64%~	90 84%~	35 87%~
#NEVER + SOMETIMES (NET)	137 93%	2900 96%	100%~	1 91%~	20 98%~	45 87%~	34 87%~	37 95%~	87 97%	~	~	1 100%~	1 100%~	13 81%~	13 100%~	51 85%*	80 99%*	124 94%~	9 82%~	98 92%~	39 98%~
TOP BOX SCORE	125 85%	2671 88%	100%~	1 86%~	19 87%~	40 87%~	30 77%~	35 90%~	84 93%*	~	~	1 100%~	1 100%~	10 62%~	13 100%~	41 68%*	79 98%*	114 86%~	7 64%~	90 84%~	35 87%~
NOT ANSWERED	1	30				1								1			1		1		
VALID CASES	147	3030	1	22	46	39	39	90		1	1	16	13	60	81	132	11	107	40		
NUMBER OF RESPONDENTS	148	3060	1	22	46	40	39	90		1	1	16	13	61	81	132	12	108	40		
	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]

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?

	EAST TOT CHLD	OHP TOT CHLD	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	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q32 NEVER	3	80		1	1	1						1	2	1	1	2	1	3		
	2%	3%	~	5%~	2%~	3%~	~	~	~	~	~	6%~	15%~	2%	1%	2%~	9%~	3%~	~	
SOMETIMES	8	145			4	2	2	4					1	6	2	4	4	7	1	
	5%	5%	~	~	9%~	5%~	5%~	5%	~	~	~	~	6%~	10%	3%	3%~	36%~	7%~	3%~	
USUALLY	37	478	1	5	8	15	8	21					5	3	19	16	35	28	9	
	25%	16%*	100%~	23%~	18%~	38%~	21%~	24%	~	~	~	~	31%~	23%~	32%	20%	27%~	~	26%~	23%~
ALWAYS	98	2312		16	32	21	29	63			1	1	9	8	34	61	90	6	68	30
	67%	77%*	~	73%~	71%~	54%~	74%~	72%	~	~	~100%~	~100%~	56%~	62%~	57%*	76%*	69%~	55%~	64%~	75%~
#ALWAYS + USUALLY (NET)	135	2790	1	21	40	36	37	84			1	1	14	11	53	77	125	6	96	39
	92%	93%	100%~	95%~	89%~	92%~	95%~	95%	~	~	~100%~	~100%~	87%~	85%~	88%	96%	95%~	55%~	91%~	98%~
TOP BOX SCORE	98	2312		16	32	21	29	63			1	1	9	8	34	61	90	6	68	30
	67%	77%*	~	73%~	71%~	54%~	74%~	72%	~	~	~100%~	~100%~	56%~	62%~	57%*	76%*	69%~	55%~	64%~	75%~
NOT ANSWERED	2	44			1	1		2							1	1	1	1	2	
VALID CASES	146	3016	1	22	45	39	39	88			1	1	16	13	60	80	131	11	106	40
NUMBER OF RESPONDENTS	148	3060	1	22	46	40	39	90			1	1	16	13	61	81	132	12	108	40
	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			
	EAST 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 PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q33 NEVER	2 1%	40 1%	~	~	~	3%~	3%~	1%	~	~	~	~	~	8%~	2%	~	0.8%~	8%~	2%~	~
SOMETIMES	13 9%	145 5%	~	9%~	13%~	10%~	3%~	10%	~	~	~	~	13%~	8%~	8%	10%	9%~	8%~	7%~	13%~
USUALLY	31 21%	494 16%	~	14%~	17%~	28%~	23%~	23%	~	~	~	100%~	19%~	15%~	23%	20%	22%~	8%~	19%~	28%~
ALWAYS	102 69%	2341 77%	100%~	77%~	70%~	60%~	72%~	66%	~	~	100%~	~	69%~	69%~	67%	70%	68%~	75%~	72%~	60%~
#ALWAYS + USUALLY (NET)	133 90%	2835 94%	100%~	91%~	87%~	88%~	95%~	89%	~	~	100%~	100%~	88%~	85%~	90%	90%	90%~	83%~	91%~	88%~
TOP BOX SCORE	102 69%	2341 77%	100%~	77%~	70%~	60%~	72%~	66%	~	~	100%~	~	69%~	69%~	67%	70%	68%~	75%~	72%~	60%~
NOT ANSWERED		39																		
VALID CASES	148	3021	1	22	46	40	39	90			1	1	16	13	61	81	132	12	108	40
NUMBER OF RESPONDENTS	148	3060	1	22	46	40	39	90			1	1	16	13	61	81	132	12	108	40
	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			
	EAST 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 PAC ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q34 NEVER	1 0.7%	28 0.9%	~	~	2%~	~	~	~	~	~	~	~	6%~	~	2%~	1	~0.8%~	~	1	~0.9%~
SOMETIMES	10 7%	114 4%	~	5%~	11%~	8%~	3%~	7%	~	~	~	~	6%~	15%~	5%~	7	5%~	17%~	6%~	10%~
USUALLY	33 22%	407 14%*	100%~	23%~	20%~	23%~	23%~	27%	~	~	~100%~	~	13%~	23%~	23%~	31	23%~	8%~	21%~	25%~
ALWAYS	104 70%	2460 82%*	~	73%~	67%~	70%~	74%~	67%	~	~100%~	~	~75%~	62%~	70%~	70%~	93	70%~	75%~	72%~	65%~
#ALWAYS + USUALLY (NET)	137 93%	2867 95%	100%~	95%~	87%~	93%~	97%~	93%	~	~100%~	~100%~	~	88%~	85%~	93%~	124	94%~	83%~	94%~	90%~
TOP BOX SCORE	104 70%	2460 82%*	~	73%~	67%~	70%~	74%~	67%	~	~100%~	~	~75%~	62%~	70%~	70%~	93	70%~	75%~	72%~	65%~
NOT ANSWERED		51																		
VALID CASES	148	3009	1	22	46	40	39	90			1	1	16	13	61	81	132	12	108	40
NUMBER OF RESPONDENTS	148	3060	1	22	46	40	39	90			1	1	16	13	61	81	132	12	108	40
	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			
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q35	EAST TOT CHLD																		
YES	107 73%	2050 69%	3 ~14%	32 70%	35 87%	37 95%	68 76%	~	~100%	1 ~	13 81%	7 54%	47 78%	56 69%	95 73%	10 83%	78 73%	29 72%	
NO	40 27%	942 31%	1 100%	18 86%	14 30%	5 13%	2 5%	22 24%	~	~	1 ~100%	3 19%	6 46%	13 22%	25 31%	36 27%	2 17%	29 27%	11 28%
NOT ANSWERED	1	67	1										1		1		1		
VALID CASES	147	2993	1	21	46	40	39	90		1	1	16	13	60	81	131	12	107	40
NUMBER OF RESPONDENTS	148	3060	1	22	46	40	39	90		1	1	16	13	61	81	132	12	108	40
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	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	
Q36 NEVER	4 4%	19 1%	~	~	3 9%	1 3%	2 3%	~	~	~	~	~	1 17%	1 2%	2 4%	4 4%	~	3 4%	1 4%	
SOMETIMES	9 9%	119 6%	~	1 33%	2 6%	4 12%	2 6%	8 12%	~	~	~	~	1 17%	5 11%	4 8%	7 8%	2 20%	6 8%	3 11%	
USUALLY	28 27%	466 23%	~	~	5 16%	14 41%	9 26%	16 24%	~	~	~	~	4 33%	1 17%	15 33%	12 23%	26 29%	1 10%	22 29%	6 22%
ALWAYS	62 60%	1408 70%*	~	2 67%	22 69%	15 44%	23 68%	40 61%	~	~	1 100%	~	8 67%	3 50%	25 54%	35 66%	54 59%	7 70%	45 59%	17 63%
#ALWAYS + USUALLY (NET)	90 87%	1874 93%	~	2 67%	27 84%	29 85%	32 94%	56 85%	~	~	1 100%	~	12 100%	4 67%	40 87%	47 89%	80 88%	8 80%	67 88%	23 85%
TOP BOX SCORE	62 60%	1408 70%*	~	2 67%	22 69%	15 44%	23 68%	40 61%	~	~	1 100%	~	8 67%	3 50%	25 54%	35 66%	54 59%	7 70%	45 59%	17 63%
NOT ANSWERED	4	36				1	3	2					1	1	1	3	4		2	2
VALID CASES	103	2013		3	32	34	34	66			1		12	6	46	53	91	10	76	27
NUMBER OF RESPONDENTS	107	2049		3	32	35	37	68			1		13	7	47	56	95	10	78	29
	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				
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q37 NEVER	7 5%	89 3%	~	5%~	7%~	3%~	5%~	1%*	~	~	~	~	6%~	8%~	7%~	2%	4%~	17%~	6%~	3%~	
SOMETIMES	24 16%	318 11%	~	18%~	13%~	20%~	15%~	13%	~	~	~	100%~	25%~	15%~	21%~	12%	14%~	33%~	16%~	18%~	
USUALLY	42 29%	708 24%	100%~	23%~	29%~	35%~	23%~	27%	~	~	~	~	44%~	38%~	33%~	26%	29%~	25%~	28%~	30%~	
ALWAYS	74 50%	1876 63%*	~	55%~	51%~	42%~	56%~	58%*	~	~	~	100%~	~	25%~	38%~	39%*	59%*	53%~	25%~	50%~	50%~
#ALWAYS + USUALLY (NET)	116 79%	2584 86%*	100%~	77%~	80%~	78%~	79%~	85%*	~	~	~	100%~	~	69%~	77%~	72%~	85%*	82%~	50%~	79%~	80%~
TOP BOX SCORE	74 50%	1876 63%*	~	55%~	51%~	42%~	56%~	58%*	~	~	~	100%~	~	25%~	38%~	39%*	59%*	53%~	25%~	50%~	50%~
NOT ANSWERED	1	70			1			1												1	
VALID CASES	147	2990	1	22	45	40	39	89			1	1	16	13	61	81	132	12	107	40	
NUMBER OF RESPONDENTS	148	3060	1	22	46	40	39	90			1	1	16	13	61	81	132	12	108	40	
	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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV ILND	AMER IND/ ALS	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC	
Q38 #YES	113 77%	2520 84%*	1 100%~	19 86%~	38 83%~	29 74%~	26 67%~	69 77%		1 ~100%	1 ~100%	12 75%~	8 67%~	47 77%	64 79%	104 79%~	8 67%~	80 75%~	33 82%~
NO	34 23%	484 16%*		3 ~14%~	8 17%~	10 26%~	13 33%~	21 23%				4 ~25%~	4 33%~	14 23%	17 21%	27 21%~	4 33%~	27 25%~	7 18%~
NOT ANSWERED	1	56				1							1			1		1	
VALID CASES	147	3004	1	22	46	39	39	90		1	1	16	12	61	81	131	12	107	40
NUMBER OF RESPONDENTS	148	3060	1	22	46	40	39	90		1	1	16	13	61	81	132	12	108	40
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC	
Q39 YES	59 40%	1156 39%	1 100%	7 32%	21 46%	18 46%	12 31%	34 38%	~	~	~100%	8 50%	4 33%	24 39%	33 41%	52 40%	6 50%	38 36%	21 53%
NO	88 60%	1846 61%	~	15 68%	25 54%	21 54%	27 69%	56 62%	~	~100%	~	8 50%	8 67%	37 61%	48 59%	79 60%	6 50%	69 64%	19 48%
NOT ANSWERED	1	59				1							1			1		1	
VALID CASES	147	3001	1	22	46	39	39	90		1	1	16	12	61	81	131	12	107	40
NUMBER OF RESPONDENTS	148	3060	1	22	46	40	39	90		1	1	16	13	61	81	132	12	108	40
	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			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q40 NEVER	7 12%	80 7%		1 ~ 14%	2 10%	3 17%	1 9%	4 12%	~	~	~	~	~	1 25%	2 8%	5 16%	7 14%	3 ~	4 11%	3 15%
SOMETIMES	13 22%	163 14%		~	5 ~ 24%	6 33%	2 18%	5 15%	~	~	1 ~100%	3 38%	~	8 33%	4 13%	10 20%	3 50%	8 21%	5 25%	
USUALLY	14 24%	320 28%	1 100%	1 14%	4 19%	4 22%	4 36%	9 27%	~	~	~	1 ~ 13%	1 25%	5 21%	9 28%	12 24%	2 33%	10 26%	4 20%	
ALWAYS	24 41%	595 51%		5 ~ 71%	10 48%	5 28%	4 36%	15 45%	~	~	~	4 ~ 50%	2 50%	9 37%	14 44%	22 43%	1 17%	16 42%	8 40%	
#ALWAYS + USUALLY (NET)	38 66%	915 79%	1 100%	6 86%	14 67%	9 50%	8 73%	24 73%	~	~	~	5 ~ 63%	3 75%	14 58%	23 72%	34 67%	3 50%	26 68%	12 60%	
TOP BOX SCORE	24 41%	595 51%		5 ~ 71%	10 48%	5 28%	4 36%	15 45%	~	~	~	4 ~ 50%	2 50%	9 37%	14 44%	22 43%	1 17%	16 42%	8 40%	
NOT ANSWERED	1	33					1	1						1	1				1	
VALID CASES	58	1158	1	7	21	18	11	33			1	8	4	24	32	51	6	38	20	
NUMBER OF RESPONDENTS	59	1191	1	7	21	18	12	34			1	8	4	24	33	52	6	38	21	
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Q41 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S PERSONAL DOCTOR?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
			<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q41 WORST PERSONAL DOCTOR POSSIBLE	9	0.2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
01	1	0.4%	~	~	1%	~	~	~	~	~	~	~	1%	1%	~	0.5%	~	0.6%			
02	7	0.2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
03	14	0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
04	1	0.4%	~	~	~	1%	~	~	~	~	1%	~	~	1%	~	0.5%	~	~	1%		
05	6	3%	~	~	~	4%	2%	4%	~	~	~	~	~	1%	3%	3%	5%	1%	4%	2%	
06	12	5%	~	~	4%	3%	5%	10%	~	~	~	~	~	1%	3%	9%	11%	1%	6%	6%	
07	29	13%	1%	4%	8%	9%	7%	20%	~	~	~	~	3%	3%	7%	21%	27%	2%	21%	8%	
08	40	18%	1%	4%	13%	11%	11%	24%	~	~	~	~	6%	4%	17%	22%	39%	~	32%	8%	
09	43	19%	~	4%	12%	11%	16%	25%	~	~	~	~	6%	4%	19%	23%	34%	8%	33%	10%	
BEST PERSONAL DOCTOR POSSIBLE	95	42%	~	14%	30%	25%	26%	57%	~	~	~	~	1%	8%	8%	47%	46%	89%	5%	74%	21%
#8-10 (NET)	178	78%	50%	22%	55%	47%	53%	106%	~	~	~	~	1%	20%	16%	83%	91%	162%	13%	139%	39%

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	
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
9-10 (NET)	138	2937	18	42	36	42	82		1	14	12	66	69	123	13	107	31	
	61%	69%*	~ 69%	~ 62%	56%	63%	59%	~	~100%	~ 61%	~ 55%	68%	55%	59%	~ 76%	63%	55%	
NOT ANSWERED	14	228	4	3	6	1	7			3	1	8	5	12	1	14		
VALID CASES	227	4241	2	26	68	64	140		1	1	23	22	97	125	207	17	171	56
NUMBER OF RESPONDENTS	241	4469	2	30	71	70	147		1	1	26	23	105	130	219	18	185	56
	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.67	8.89	7.50	9.08	8.72	8.47	8.67	8.62	10.0	4.00	8.83	8.23	8.87	8.50	8.66	8.65	8.75	8.39
p stat_(*=Sig @ p<=.05)		.027*	~	~.720	.222	.967	.591	~	~	~	~	~	.087	.076	~	~	.122	.122

[ASKED IF Q30 = YES]

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

	EAST 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 PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q42 YES	55 24%	1024 24%	2 ~	15 7%~	20 21%	18 31%	38 27%	~	~	1 ~100%~	3 13%~	7 32%~	17 17%*	37 30%*	48 23%~	6 33%~	11 6%*	44 79%*	
NO	175 76%	3250 76%	2 100%~	25 93%~	55 79%	45 69%	48 73%	105 73%	~	1 ~100%~	20 ~ 87%~	15 68%~	83 83%*	88 70%*	161 77%~	12 67%~	163 94%*	12 21%*	
NOT ANSWERED	11	195	3	1	5	2	4				3	1	5	5	10		11		
VALID CASES	230	4274	2	27	70	65	66	143		1	1	23	22	100	125	209	18	174	56
NUMBER OF RESPONDENTS	241 100%	4469 100%	2 100%	30 100%	71 100%	70 100%	68 100%	147 100%		1 100%	1 100%	26 100%	23 100%	105 100%	130 100%	219 100%	18 100%	185 100%	56 100%

[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		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q43 #YES	46 87%	896 89%	~100%~	2 93%~	14 79%~	15 88%~	15 89%~	32 ~	~	~	~	3 ~100%~	7 ~100%~	15 88%~	31 89%~	42 91%~	4 67%~	8 73%~	38 90%~
NO	7 13%	110 11%	~	~	1 7%~	4 21%~	2 12%~	4 11%~	~	~	~	1 ~100%~	~	2 12%~	4 11%~	4 9%~	2 33%~	3 27%~	4 10%~
NOT ANSWERED	2	35				1	1	2						2	2			2	
VALID CASES	53	1006		2	15	19	17	36			1	3	7	17	35	46	6	11	42
NUMBER OF RESPONDENTS	55	1041		2	15	20	18	38			1	3	7	17	37	48	6	11	44
	100%	100%		100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST 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
Q44 #YES	40 78%	836 84%	~100%	2 86%	12 79%	15 69%	11 76%	26	~	~	~	3 ~100%	7 ~100%	15 88%	25 76%	36 82%	4 67%	7 64%	33 82%
NO	11 22%	163 16%	~	2 14%	4 21%	5 31%	8 24%	~	~	1 ~100%	~	~	2 12%	8 24%	8 18%	2 33%	4 36%	7 18%	
NOT ANSWERED	4	41		1	1	2	4							4	4			4	
VALID CASES	51	1000		2	14	19	16	34			1	3	7	17	33	44	6	11	40
NUMBER OF RESPONDENTS	55	1041		2	15	20	18	38			1	3	7	17	37	48	6	11	44
	100%	100%		100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q45 YES	40 13%	774 15%	~	2 5%	12 14%	9 10%	17 21%*	25 14%	1 ~100%	1 ~100%	5 14%	4 17%	13 9%*	26 18%*	33 12%	7 35%	21 9%*	19 32%*	
NO	262 87%	4257 85%	100%	3 95%	42 86%	71 90%	81 79%*	65 86%	~	1 ~100%	31 ~86%	20 83%	137 91%*	121 82%*	245 88%	13 65%	222 91%*	40 68%*	
NOT ANSWERED	15	332	1	4	2	4	4				1		3		2	1	15		
VALID CASES	302	5031	3	44	83	90	82	183	1	1	1	36	24	150	147	278	20	243	59
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q46 NEVER	4 11%	73 10%	~	~	~	11%	1 19%	3 13%	1 ~100%	~	~	~	~	~	4 ~16%	3 10%	1 14%	1 5%	3 17%
SOMETIMES	5 13%	115 16%	~	~	27%	~	2 13%	3 13%	~	~	~	~	1 ~25%	1 8%	4 16%	5 16%	~	3 15%	2 11%
USUALLY	12 32%	209 28%	~	~	36%	22%	6 38%	6 25%	~	~	1 ~100%	3 60%	2 50%	4 31%	8 32%	10 32%	2 29%	5 25%	7 39%
ALWAYS	17 45%	340 46%	~100%	2 36%	4 67%	6 31%	5 31%	12 50%	~	~	~	2 ~40%	1 25%	8 62%	9 36%	13 42%	4 57%	11 55%	6 33%
#ALWAYS + USUALLY (NET)	29 76%	549 75%	~100%	2 73%	8 89%	8 69%	11 69%	18 75%	~	~	1 ~100%	5 100%	3 75%	12 92%	17 68%	23 74%	6 86%	16 80%	13 72%
TOP BOX SCORE	17 45%	340 46%	~100%	2 36%	4 67%	6 31%	5 31%	12 50%	~	~	~	2 ~40%	1 25%	8 62%	9 36%	13 42%	4 57%	11 55%	6 33%
NOT ANSWERED	2	29			1		1	1							1	2		1	1
VALID CASES	38	737		2	11	9	16	24	1		1	5	4	13	25	31	7	20	18
NUMBER OF RESPONDENTS	40	766		2	12	9	17	25	1		1	5	4	13	26	33	7	21	19
	100%	100%		100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

			AGE					RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER				
	EAST 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 ALSK	OTH	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q47 NONE	3	67					3	2		1					3	3			1	2
	8%	9%	~	~	~	~	19%	8%	~100%	~	~	~	~	~	12%	9%	~	~	5%	11%
1 SPECIALIST	28	450			11	7	10	16					5	3	11	16	22	6	17	11
	72%	61%	~	~	92%	78%	62%	67%	~	~	~	~	100%	75%	85%	64%	69%	86%	81%	61%
2	3	144		1			2	3							1	2	3		2	1
	8%	19%	~	50%	~	~	13%	13%	~	~	~	~	~	~	8%	8%	9%	~	10%	6%
3	2	48				1	1	2							1	1	1	1	1	1
	5%	6%	~	~	~	11%	6%	8%	~	~	~	~	~	~	8%	4%	3%	14%	5%	6%
4	2	10			1	1						1		1		2	2			2
	5%	1%	~	~	8%	11%	~	~	~	~	~	100%	~	25%	~	8%	6%	~	~	11%
5 OR MORE SPECIALISTS	1	23		1				1							1	1				1
	3%	3%	~	50%	~	~	~	4%	~	~	~	~	~	~	4%	3%	~	~	~	6%
NOT ANSWERED	1	25					1	1							1	1				1
VALID CASES	39	741		2	12	9	16	24		1		1	5	4	13	25	32	7	21	18
NUMBER OF RESPONDENTS	40	766		2	12	9	17	25		1		1	5	4	13	26	33	7	21	19
	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?

	EAST 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		1 0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01		2 0.3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02		1 0.2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
03		8 1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
04	1 3%	17 3%~	~	~	~	8%~	1 5%~	~	~	~	~	~	1 8%~	~	1 14%~	~	1 5%~	~
05	1 3%	11 2%~	~	~	1 13%~	~	1 5%~	~	~	~	~	~	1 5%~	1 4%~	~	~	1 7%~	~
06	2 6%	29 4%~	~	2 17%~	~	~	~	~	~	2 50%~	~	2 10%~	2 7%~	~	~	2 13%~	~	
07	4 11%	71 11%~	~	1 8%~	3 23%~	3 14%~	~	~	~	1 20%~	~	1 8%~	3 14%~	4 14%~	~	3 15%~	1 7%~	
08	5 14%	106 16%~	1 50%~	2 17%~	2 25%~	4 19%~	~	~	1 100%~	~	~	2 15%~	3 14%~	5 18%~	~	4 20%~	1 7%~	
09	9 26%	148 22%~	~	3 25%~	3 38%~	3 23%~	3 14%~	~	~	1 20%~	2 50%~	4 31%~	4 19%~	6 21%~	3 43%~	6 30%~	3 20%~	
BEST SPECIALIST POSSIBLE	13 37%	278 41%~	1 50%~	4 33%~	2 25%~	6 46%~	9 43%~	~	~	3 60%~	~	5 38%~	8 38%~	10 36%~	3 43%~	6 30%~	7 47%~	

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	
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR WHT	AMR IAN	NATV HAW/ ILND	AMR IND/ NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
#8-10 (NET)	27 77%	532 79%~	2 ~100%~	9 75%~	7 88%~	9 69%~	16 76%~	~	~	1 ~100%~	4 80%~	2 50%~	11 85%~	15 71%~	21 75%~	6 86%~	16 80%~	11 73%~
9-10 (NET)	22 63%	426 63%~	1 ~ 50%~	7 58%~	5 63%~	9 69%~	12 57%~	~	~	~	4 ~ 80%~	2 50%~	9 69%~	12 57%~	16 57%~	6 86%~	12 60%~	10 67%~
NOT ANSWERED	1	10				1	1							1	1			1
VALID CASES	35	672	2	12	8	13	21			1	5	4	13	21	28	7	20	15
NUMBER OF RESPONDENTS	36 100%	682 100%	2 100%	12 100%	9 100%	13 100%	22 100%			1 100%	5 100%	4 100%	13 100%	22 100%	29 100%	7 100%	20 100%	16 100%
MEAN	8.57	8.61	9.00	8.50	8.50	8.62	8.52			8.00	9.20	7.50	8.69	8.48	8.54	8.71	8.55	8.60
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

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

	EAST 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- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC			
Q49 YES	59 20%	1285 26%*	~	5 12%~	17 21%	18 21%	19 23%	34 19%	~	~	~	~	8 22%~	3 13%~	37 25%*	21 15%*	52 19%~	7 33%~	45 19%	14 24%	
NO	238 80%	3691 74%*	100%~	3 100%~	37 88%~	65 79%	69 79%	64 77%	146 81%	~	1 100%~	1 100%~	1 100%~	28 78%~	20 87%~	113 75%*	123 85%*	221 81%~	14 67%~	194 81%	44 76%
NOT ANSWERED	20	387	1	6	3	7	3	3					1	1	3	3	7		19	1	
VALID CASES	297	4976	3	42	82	87	83	180		1	1	1	36	23	150	144	273	21	239	58	
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%		1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST 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	
Q50 NEVER	1 2%	37 3%	~	~	~	6%	1 3%	~	~	~	~	~	1 5%	1 2%	~	1 2%	~	~	
SOMETIMES	9 16%	235 20%	~	2 40%	2 13%	2 13%	3 17%	6 19%	~	~	~	~	6 17%	3 16%	8 17%	1 14%	8 20%	1 7%	
USUALLY	12 22%	343 30%	~	2 40%	3 19%	4 25%	3 17%	8 25%	~	~	~	3 38%	8 23%	4 21%	10 21%	2 29%	8 20%	4 29%	
ALWAYS	33 60%	547 47%*	~	1 20%	11 69%	9 56%	12 67%	17 53%	~	~	~	5 63%	2 100%	21 60%	11 58%	29 60%	4 57%	24 59%	9 64%
#ALWAYS + USUALLY (NET)	45 82%	890 77%	~	3 60%	14 88%	13 81%	15 83%	25 78%	~	~	~	8 100%	2 100%	29 83%	15 79%	39 81%	6 86%	32 78%	13 93%
TOP BOX SCORE	33 60%	547 47%*	~	1 20%	11 69%	9 56%	12 67%	17 53%	~	~	~	5 63%	2 100%	21 60%	11 58%	29 60%	4 57%	24 59%	9 64%
NOT ANSWERED	4	42			1	2	1	2					1	2	2	4		4	
VALID CASES	55	1162		5	16	16	18	32				8	2	35	19	48	7	41	14
NUMBER OF RESPONDENTS	59	1204		5	17	18	19	34				8	3	37	21	52	7	45	14
	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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q51 NEVER	1 2%	21 2%	~	~	~	6%~	~	3%~	~	~	~	~	~	~	1 5%~	1 2%~	~	1 2%~	~	
SOMETIMES	1 2%	81 7%*	~	~	~	6%~	~	3%~	~	~	~	~	~	1 3%~	~	~	1 14%~	1 2%~	~	
USUALLY	10 18%	289 25%	~	1 20%~	2 13%~	5 31%~	2 11%~	8 25%~	~	~	~	~	1 13%~	6 17%~	4 21%~	9 19%~	1 14%~	8 20%~	2 14%~	
ALWAYS	43 78%	768 66%*	~	4 80%~	14 88%~	9 56%~	16 89%~	22 69%~	~	~	~	~	7 88%~	2 100%~	28 80%~	14 74%~	38 79%~	5 71%~	31 76%~	12 86%~
#ALWAYS + USUALLY (NET)	53 96%	1057 91%*	~	5 100%~	16 100%~	14 87%~	18 100%~	30 94%~	~	~	~	~	8 100%~	2 100%~	34 97%~	18 95%~	47 98%~	6 86%~	39 95%~	14 100%~
TOP BOX SCORE	43 78%	768 66%*	~	4 80%~	14 88%~	9 56%~	16 89%~	22 69%~	~	~	~	~	7 88%~	2 100%~	28 80%~	14 74%~	38 79%~	5 71%~	31 76%~	12 86%~
NOT ANSWERED	4	44			1	2	1	2					1	2	2	4		4		
VALID CASES	55	1160		5	16	16	18	32					8	2	35	19	48	7	41	14
NUMBER OF RESPONDENTS	59	1204		5	17	18	19	34					8	3	37	21	52	7	45	14
	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		
	EAST 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q52 YES	102 34%	1790 36%	1 33%	17 40%	30 37%	29 33%	25 31%	57 32%	~	~	1 ~100%	15 42%	10 43%	51 34%	49 34%	91 33%	10 48%	82 35%	20 34%
NO	194 66%	3138 64%	2 67%	26 60%	52 63%	58 67%	56 69%	123 68%	1 ~100%	1 100%		21 ~58%	13 57%	97 66%	96 66%	181 67%	11 52%	155 65%	39 66%
NOT ANSWERED	21	435	1	5	3	7	5	3				1	1	5	2	8		21	
VALID CASES	296	4928	3	43	82	87	81	180	1	1	1	36	23	148	145	272	21	237	59
NUMBER OF RESPONDENTS	317	5363	4	48	85	94	86	183	1	1	1	37	24	153	147	280	21	258	59
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER					
	EAST 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			
PQ53 NEVER	4 1%	64 1%	~	2%	~	3%	1%	2%	~	~	~	~	~	4%	2%	2%	4%	~	2%*	~		
SOMETIMES	15 5%	317 6%	~	10%	~	6%	5%	2%	7%	~	~	~	~	9%	4%	6%	13%	1%	5%	7%		
USUALLY	34 12%	629 13%	33%	7%	~	14%	13%	11%	19%	~	~	~	100%	12%	22%	9%	15%	12%	15%	12%	14%	
ALWAYS	231 81%	3884 79%	67%	81%	~	79%	80%	85%	147 84%	~	100%	100%	~	79%	70%	83%	80%	213 82%	16 80%	185 82%	46 79%	
#ALWAYS + USUALLY (NET)	265 93%	4513 92%	100%	88%	~	94%	93%	96%	166 95%	~	100%	100%	~	100%	91%	91%	93%	94%	244 93%	19 95%	211 93%	54 93%
TOP BOX SCORE	231 81%	3884 79%	67%	81%	~	79%	80%	85%	147 84%	~	100%	100%	~	79%	70%	83%	80%	213 82%	16 80%	185 82%	46 79%	
NOT ANSWERED	12	91	~	~	1%	4%	7%	~	5	~	~	~	~	3	~	10	1	11	1	11	1	
VALID CASES	284	4894	~	~	~	~	~	~	175	~	~	~	~	~	~	~	~	~	~	~	~	~
NUMBER OF RESPONDENTS	296 100%	4985 100%	100%	100%	100%	100%	100%	100%	180 100%	~	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER							
			<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC					
Q54 WORST HEALTH PLAN POSSIBLE	24	0.5%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~					
01	11	0.2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~					
02	31	0.6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~					
03	38	0.8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~					
04	2	60.7%	~	~	1%	~	1%	2%	~	~	~	~	~	~	1%	1%	0.7%	0.7%	2%	0.8%	~			
05	17	233.6%	~	1%	4%	6%	6%	13%	~	~	~	~	~	3%	7%	9%	5%	6%	13%	3%	13%	4%		
06	18	215.6%	33%	1%	2%	4%	5%	8%	13%	~	~	~	~	3%	1%	3%	2%*	15%*	17%	1%	11%	7%		
07	28	490.9%	~	4%	2%	8%	10%	11%	16%	~	~	~	~	5%	2%	13%	9%	10%	27%	1%	22%	6%		
08	64	940.21%	~	15%	16%	20%	13%	16%	45%	~	~	~	~	1%	7%	3%	22%	41%	59%	4%	49%	15%		
09	55	878.18%	33%	1%	5%	16%	19%	21%	36%	~	100%	~	~	4%	6%	25%	29%	20%	51%	4%	41%	14%		
BEST HEALTH PLAN POSSIBLE	114	2014.38%	33%	1%	21%	34%	30%	28%	54%	~	~	~	~	1%	20%	6%	80%	33%	105%	8%	101%	13%		
#8-10 (NET)	233	3832.78%	67%	2%	41%	66%	68%	56%	135%	~	100%	~	~	1%	1%	1%	31%	15%	127%	103%	215%	16%	191%	42%

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	
		EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC
9-10 (NET)	169 57%	2892 59%	2 67%~	26 58%~	50 60%	48 55%	43 54%	90 50%*	1 ~100%	1 ~100%	24 ~ 65%	12 52%~	105 70%*	62 43%*	156 57%~	12 57%~	142 59%	27 46%	
NOT ANSWERED	19	430	1	3	2	7	6	4				1	2	4	6		19		
VALID CASES	298	4933	3	45	83	87	80	179	1	1	1	37	23	151	143	274	21	239	59
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%
MEAN	8.54	8.49	8.33	8.89	8.63	8.49	8.30	8.31	9.00	10.0	8.00	9.00	8.04	8.93	8.13	8.56	8.38	8.64	8.14
p stat_(*=Sig @ p<=.05)		.578	~	~.535	.757	.136	.001*	~	~	~	~	~	~.000*	.000*	~	~	~.027*	.027*	

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

	EAST 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-	AMER IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q55 YES	118 39%	2010 40%	16 ~	34 36%~	35 40%	33 39%	73 40%			1 ~100%~	15 41%~	11 46%~	56 37%	60 41%	102 37%~	15 71%~	75 31%*	43 73%*	
NO	185 61%	2973 60%	3 100%~	28 64%~	50 60%	50 61%	110 60%	1 ~100%~	1 ~100%~		22 ~ 59%~	13 54%~	96 63%	87 59%	177 63%~	6 29%~	169 69%*	16 27%*	
NOT ANSWERED	14	380	1	4	1	5	3						1		1		14		
VALID CASES	303	4983	3	44	84	89	83	183	1	1	1	37	24	152	147	279	21	244	59
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q56 NEVER		30 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	7 6%	187 9%	~ 7%	2 6%	1 3%	3 9%	3 4%	~	~	~	~	2 18%	3 6%	3 5%	5 5%	2 13%	3 4%	4 10%	
USUALLY	28 25%	459 23%	~ 20%	3 24%	8 32%	11 39%	6 20%	~	~	1 100%	4 31%	2 18%	13 25%	15 25%	24 24%	4 27%	16 22%	12 29%	
ALWAYS	79 69%	1338 66%	~ 73%	11 70%	23 75%	22 65%	23 72%	48 68%	~	~	~	9 69%	7 64%	37 70%	41 69%	69 70%	9 60%	53 74%	26 62%
#ALWAYS + USUALLY (NET)	107 94%	1797 89%	~ 93%	14 94%	31 97%	33 91%	29 96%	68 96%	~	~	1 100%	13 100%	9 82%	50 94%	56 95%	93 95%	13 87%	69 96%	38 90%
TOP BOX SCORE	79 69%	1338 66%	~ 73%	11 70%	23 75%	22 65%	23 72%	48 68%	~	~	~	9 69%	7 64%	37 70%	41 69%	69 70%	9 60%	53 74%	26 62%
NOT ANSWERED	4	42	1	1	1	1	2				2		3	1	4		3	1	
VALID CASES	114	2014	15	33	34	32	71			1	13	11	53	59	98	15	72	42	
NUMBER OF RESPONDENTS	118	2056	16	34	35	33	73			1	15	11	56	60	102	15	75	43	
	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			
	EAST 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
Q57 #YES	78 68%	1193 60%	10 ~ 62%	24 73%	20 59%	24 75%	44 62%	~	~	1 ~ 100%	11 79%	6 55%	39 72%	37 63%	67 68%	10 67%	50 68%	28 67%		
NO	37 32%	793 40%	6 ~ 38%	9 27%	14 41%	8 25%	27 38%	~	~	~	3 ~ 21%	5 45%	15 28%	22 37%	32 32%	5 33%	23 32%	14 33%		
NOT ANSWERED	3	70		1	1	1	2				1		2	1	3		2	1		
VALID CASES	115	1986	16	33	34	32	71			1	14	11	54	59	99	15	73	42		
NUMBER OF RESPONDENTS	118 100%	2056 100%	16 100%	34 100%	35 100%	33 100%	73 100%			1 100%	15 100%	11 100%	56 100%	60 100%	102 100%	15 100%	75 100%	43 100%		

[ASKED IF Q55 = YES]

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHT	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	
Q57A YES	236 83%	3840 79%	1 50%~	22 52%~	65 87%	76 90%*	72 87%	143 82%	1 ~100%	1 ~100%	1 ~100%	26 76%~	20 87%~	116 83%	117 82%	214 81%~	20 95%~	182 80%*	54 92%*
NO	50 17%	1039 21%	1 50%~	20 48%~	10 13%	8 10%*	11 13%	31 18%	~	~	~	8 ~24%~	3 13%~	24 17%	26 18%	49 19%~	1 5%~	45 20%*	5 8%*
NOT ANSWERED	31	484	2	6	10	10	3	9				3	1	13	4	17		31	
VALID CASES	286	4879	2	42	75	84	83	174	1	1	1	34	23	140	143	263	21	227	59
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q57B NEVER	33 22%	674 30%*	1 100%~	6 33%~	12 26%~	3 7%~	11 29%~	15 19%	1 ~100%~	~	~	6 ~ 30%~	3 17%~	19 23%	14 23%	29 22%~	4 29%~	27 22%~	6 23%~
SOMETIMES	30 20%	430 19%	~	4 22%~	9 19%~	9 21%~	8 21%~	14 18%	~	~	~	4 ~ 20%~	2 11%~	19 23%	11 18%	28 21%~	1 7%~	27 22%~	3 12%~
USUALLY	28 19%	488 22%	~	2 11%~	12 26%~	10 23%~	4 11%~	21 27%*	~	~	~	2 ~ 10%~	3 17%~	14 17%	14 23%	27 21%~	1 7%~	22 18%~	6 23%~
ALWAYS	56 38%	667 30%*	~	6 33%~	14 30%~	21 49%~	15 39%~	27 35%	~	~100%~	~	8 ~ 40%~	10 56%~	32 38%	22 36%	47 36%~	8 57%~	45 37%~	11 42%~
#ALWAYS + USUALLY (NET)	84 57%	1154 51%	~	8 44%~	26 55%~	31 72%~	19 50%~	48 62%	~	~100%~	~	10 ~ 50%~	13 72%~	46 55%	36 59%	74 56%~	9 64%~	67 55%~	17 65%~
TOP BOX SCORE	56 38%	667 30%*	~	6 33%~	14 30%~	21 49%~	15 39%~	27 35%	~	~100%~	~	8 ~ 40%~	10 56%~	32 38%	22 36%	47 36%~	8 57%~	45 37%~	11 42%~
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	147	2651	2	23	35	44	43	103			1	16	5	63	83	139	7	115	32
NOT ANSWERED	23	454	1	7	3	7	5	3				1	1	6	3	10		22	1
VALID CASES	147	2258	1	18	47	43	38	77	1	1		20	18	84	61	131	14	121	26
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q57C YES	61 21%	1026 21%	~	4 9%	21 26%	17 19%	19 23%	37 21%	~	~	~100%	1 14%	5 13%	3 13%	33 22%	26 18%	51 19%	9 43%	40 17%*	21 36%*
NO	236 79%	3791 79%	100%	3 91%	40 74%	59 81%	71 77%	63 79%	141 79%	1 ~100%	1 ~100%	1 ~	32 86%	21 87%	116 78%	119 82%	223 81%	12 57%	199 83%*	37 64%*
NOT ANSWERED	20	546	1	4	5	6	4	5						4	2	6		19	1	
VALID CASES	297	4817	3	44	80	88	82	178	1	1	1	37	24	149	145	274	21	239	58	
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%	

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q57D #YES	53 87%	865 87%	3 ~ 75%	18 ~ 86%	14 ~ 82%	18 ~ 95%	33 89%	~	~	1 ~100%	5 ~100%	2 ~ 67%	28 85%	23 88%	44 86%	8 89%	33 82%	20 95%
NO	8 13%	124 13%	1 ~ 25%	3 ~ 14%	3 ~ 18%	1 5%	4 11%	~	~	~	~	1 ~ 33%	5 15%	3 12%	7 14%	1 11%	7 18%	1 5%
NOT ANSWERED		6																
VALID CASES	61	990	4	21	17	19	37			1	5	3	33	26	51	9	40	21
NUMBER OF RESPONDENTS	61 100%	996 100%	4 100%	21 100%	17 100%	19 100%	37 100%			1 100%	5 100%	3 100%	33 100%	26 100%	51 100%	9 100%	40 100%	21 100%

[ASKED IF Q57C = YES]

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	WHT	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
Q57E #YES	54 89%	853 87%	3 ~ 75%	19 ~ 90%	14 ~ 82%	18 ~ 95%	33 89%	~	~	1 ~ 100%	5 ~ 100%	3 ~ 100%	29 88%	23 88%	44 86%	9 ~ 100%	34 85%	20 95%
NO	7 11%	127 13%	1 ~ 25%	2 ~ 10%	3 ~ 18%	1 5%	4 11%	~	~	~	~	~	4 12%	3 12%	7 14%	~	6 15%	1 5%
NOT ANSWERED		15																
VALID CASES	61	981	4	21	17	19	37			1	5	3	33	26	51	9	40	21
NUMBER OF RESPONDENTS	61 100%	996 100%	4 100%	21 100%	17 100%	19 100%	37 100%			1 100%	5 100%	3 100%	33 100%	26 100%	51 100%	9 100%	40 100%	21 100%

[ASKED IF Q57C = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST 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	
Q57F NEVER	3 5%	20 2%	~	~	1 5%	2 12%	2 6%	~	~	~	~	~	~	1 3%	2 8%	3 6%	~	2 5%	1 5%	
SOMETIMES	7 12%	89 9%	~	1 25%	2 10%	3 18%	1 6%	3 8%	~	~	~	~	~	6 18%	1 4%	5 10%	2 22%	7 18%	~	
USUALLY	19 32%	244 25%	~	~	10 48%	4 24%	5 28%	12 33%	~	~	~	1 20%	1 67%	2 24%	8 40%	10 34%	17 22%	2 28%	11 28%	8 38%
ALWAYS	31 52%	624 64%	~	3 75%	8 38%	8 47%	12 67%	19 53%	~	~	~	~	4 80%	1 33%	18 55%	12 48%	25 50%	5 56%	19 49%	12 57%
#ALWAYS + USUALLY (NET)	50 83%	868 89%	~	3 75%	18 86%	12 71%	17 94%	31 86%	~	~	~	1 100%	5 100%	3 100%	26 79%	22 88%	42 84%	7 78%	30 77%	20 95%
TOP BOX SCORE	31 52%	624 64%	~	3 75%	8 38%	8 47%	12 67%	19 53%	~	~	~	~	4 80%	1 33%	18 55%	12 48%	25 50%	5 56%	19 49%	12 57%
NOT ANSWERED	1	20					1	1						1	1			1		
VALID CASES	60	976		4	21	17	18	36				1	5	3	33	25	50	9	39	21
NUMBER OF RESPONDENTS	61	996		4	21	17	19	37				1	5	3	33	26	51	9	40	21
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	EAST 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	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q57G NEVER	4 7%	39 4%	~	~	2 10%	2 12%	~	2 5%	~	~	~	~	~	1 33%	2 6%	2 8%	4 8%	~	3 8%	1 5%	
SOMETIMES	6 10%	87 9%	~	1 33%	3 14%	1 6%	1 5%	3 8%	~	~	~	~	1 20%	~	4 12%	2 8%	5 10%	1 11%	6 15%	~	
USUALLY	16 27%	248 25%	~	~	7 33%	6 35%	3 16%	8 22%	~	~	~	1 100%	3 60%	1 33%	9 27%	6 23%	13 25%	3 33%	10 26%	6 29%	
ALWAYS	34 57%	607 62%	~	2 67%	9 43%	8 47%	15 79%	24 65%	~	~	~	~	1 20%	1 33%	18 55%	16 62%	29 57%	5 56%	20 51%	14 67%	
#ALWAYS + USUALLY (NET)	50 83%	855 87%	~	2 67%	16 76%	14 82%	18 95%	32 86%	~	~	~	~	1 100%	4 80%	2 67%	27 82%	22 85%	42 82%	8 89%	30 77%	20 95%
TOP BOX SCORE	34 57%	607 62%	~	2 67%	9 43%	8 47%	15 79%	24 65%	~	~	~	~	1 20%	1 33%	18 55%	16 62%	29 57%	5 56%	20 51%	14 67%	
NOT ANSWERED	1	16	~	1	~	~	~	~	~	~	~	~	~	~	~	~	~	~	1	~	
VALID CASES	60	980	~	3	21	17	19	37	~	~	~	~	1	5	3	33	26	51	9	39	21
NUMBER OF RESPONDENTS	61	996	~	4	21	17	19	37	~	~	~	~	1	5	3	33	26	51	9	40	21
	100%	100%	~	100%	100%	100%	100%	100%	~	~	~	~	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

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

			AGE					RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER				
	EAST 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 & GOOD	FAIR & POOR	NO CCC	CCC
Q57H NEVER	2 3%	18 2%	~	~	1 5%	1 6%	2 5%	~	~	~	~	~	~	~	2 8%	2 4%	~	1 3%	1 5%	
SOMETIMES	5 8%	71 7%	~	1 33%	3 14%	1 6%	1 3%	~	~	~	~	1 20%	~	4 12%	~	4 8%	1 11%	5 13%	~	
USUALLY	18 30%	202 21%	~	~	7 33%	5 29%	6 32%	11 30%	~	~	~	1 100%	1 20%	2 67%	9 27%	9 35%	17 33%	1 11%	14 36%	4 19%
ALWAYS	35 58%	690 70%	~	2 67%	10 48%	10 59%	13 68%	23 62%	~	~	~	~	3 60%	1 33%	20 61%	15 58%	28 55%	7 78%	19 49%	16 76%
#ALWAYS + USUALLY (NET)	53 88%	892 91%	~	2 67%	17 81%	15 88%	19 100%	34 92%	~	~	~	1 100%	4 80%	3 100%	29 88%	24 92%	45 88%	8 89%	33 85%	20 95%
TOP BOX SCORE	35 58%	690 70%	~	2 67%	10 48%	10 59%	13 68%	23 62%	~	~	~	~	3 60%	1 33%	20 61%	15 58%	28 55%	7 78%	19 49%	16 76%
NOT ANSWERED	1	16	~	1	~	~	~	~	~	~	~	~	~	~	~	~	~	~	1	~
VALID CASES	60	980	~	3	21	17	19	37	~	~	~	1	5	3	33	26	51	9	39	21
NUMBER OF RESPONDENTS	61	996	~	4	21	17	19	37	~	~	~	1	5	3	33	26	51	9	40	21
	100%	100%	~	100%	100%	100%	100%	100%	~	~	~	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST 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/ PAC ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q58																			
EXCELLENT	113 38%	1951 39%	1 33%~	18 41%~	33 40%	31 35%	30 36%	72 40%	~	~100%~	1	10 ~ 27%~	14 58%~	47 31%*	65 44%*	113 40%~	100 ~ 41%*	13 22%*	
VERY GOOD	99 33%	1732 35%	2 67%~	15 34%~	30 36%	29 33%	23 28%	64 35%	~100%~	1	~	8 ~ 22%~	6 25%~	47 31%	51 35%	99 35%~	76 ~ 31%	23 39%	
GOOD	68 23%	973 20%	~	11 ~ 25%~	17 20%	21 24%	19 23%	38 21%	~	~	1 ~100%~	13 35%~	2 8%~	39 26%	29 20%	68 24%~	50 ~ 21%	18 31%	
FAIR	21 7%	308 6%	~	~	3 4%	7 8%	11 13%*	7 4%*	~	~	~	6 ~ 16%~	2 8%~	19 13%*	2 1%*	21 ~100%~	16 7%	5 8%	
POOR		13 0.3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
#EXCELLENT + VERY GOOD + GOOD (NET)	280 93%	4656 94%	3 100%~	44 100%~	80 96%	81 92%	72 87%*	174 96%*	~100%~	1 ~100%~	1 ~100%~	1 ~100%~	31 84%~	22 92%~	133 88%*	145 99%*	280 100%~	226 ~ 93%	54 92%
NOT ANSWERED	16	386	1	4	2	6	3	2						1			16		
VALID CASES	301	4977	3	44	83	88	83	181	1	1	1	37	24	152	147	280	21	242	59
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST 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	VERY GOOD & POOR	NO CCC	CCC
Q59																				
EXCELLENT	130 43%	2270 46%	1 33%~	23 52%~	40 49%	35 39%	31 37%	77 43%		1 ~100%	1 ~100%		12 ~ 32%	11 46%	61 40%	68 47%	127 46%~	3 14%~	115 48%*	15 25%*
VERY GOOD	76 25%	1311 26%	2 67%~	12 27%~	26 32%	20 22%	16 19%	53 29%*	~	~	~	~	10 ~ 27%	6 25%	38 25%	37 25%	76 27%~	~	69 29%*	7 12%*
GOOD	66 22%	923 19%		9 ~ 20%	11 14%*	26 29%	20 24%	35 19%	~	~	~	~	11 ~ 30%	5 21%	40 26%	26 18%	58 21%~	7 33%~	48 20%	18 31%
FAIR	25 8%	400 8%		~	4 ~ 5%	8 9%	13 16%*	13 7%	~	~	~	1 ~100%	3 8%	2 8%	11 7%	14 10%	15 5%~	10 48%~	8 3%*	17 29%*
POOR	3 1%	72 1%	~	~	~	~	3 4%~	2 1%	~	~	~	~	1 ~ 3%	~	2 1%	1 0.7%	2 0.7%~	1 5%~	1 0.4%	2 3%
#EXCELLENT + VERY GOOD + GOOD (NET)	272 91%	4503 91%	3 100%	44 100%	77 95%	81 91%	67 81%*	165 92%		1 ~100%	1 ~100%		33 ~ 89%	22 92%	139 91%	131 90%	261 94%~	10 48%~	232 96%*	40 68%*
NOT ANSWERED	17	387	1	4	4	5	3	3							1	1	2		17	
VALID CASES	300	4976	3	44	81	89	83	180		1	1	1	37	24	152	146	278	21	241	59
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%		1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

	EAST 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/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q60 YES	60 20%	1132 23%	~	~	21 26%	20 22%	19 23%	36 20%	~	~	~100%	1 16%	6 21%	5 21%	30 20%	30 21%	51 18%	9 43%	21 9%*	39 66%*
NO	239 80%	3829 77%	3 100%	42 100%	61 74%	69 78%	64 77%	145 80%	1 ~100%	1 100%	~	31 84%	19 79%	121 80%	116 79%	226 82%	12 57%	219 91%*	20 34%*	
NOT ANSWERED	18	401	1	6	3	5	3	2						2	1	3		18		
VALID CASES	299	4962	3	42	82	89	83	181	1	1	1	37	24	151	146	277	21	240	59	
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST 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	43 75%	857 79%	~	~	16 80%	14 74%	13 72%	28 80%	~	~	1 100%	3 60%	5 100%	20 71%	23 79%	39 80%	4 50%	6 32%	37 97%
NO	14 25%	234 21%	~	~	4 20%	5 26%	5 28%	7 20%	~	~	~	2 40%	~	8 29%	6 21%	10 20%	4 50%	13 68%	1 3%
NOT ANSWERED	3	30			1	1	1	1				1		2	1	2	1	2	1
VALID CASES	57	1091			20	19	18	35			1	5	5	28	29	49	8	19	38
NUMBER OF RESPONDENTS	60 100%	1121 100%			21 100%	20 100%	19 100%	36 100%			1 100%	6 100%	5 100%	30 100%	30 100%	51 100%	9 100%	21 100%	39 100%

[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			
	EAST 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 ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q62 YES	37 88%	763 90%	~	~	12 75%	13 100%	12 92%	24 86%	~	~	~	1 100%	1 50%	5 100%	16 84%	21 91%	33 87%	4 100%	37 100%	
NO	5 12%	83 10%	~	~	4 25%	~	1 8%	4 14%	~	~	~	~	1 50%	~	3 16%	2 9%	5 13%	~	5 100%	
NOT ANSWERED	1	20				1							1				1		1	
VALID CASES	42	846			16	13	13	28				1	2	5	19	23	38	4	5	37
NUMBER OF RESPONDENTS	43	866			16	14	13	28				1	3	5	20	23	39	4	6	37
	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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER				
			<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC			
Q63 YES	44 15%	727 15%	~	5 12%~	8 10%	17 19%	14 17%	31 17%	~	~	~100%~	1 3%~	1 21%~	5 9%*	14 21%*	30 21%*	40 14%~	4 21%~	9 4%*	35 60%*	
NO	254 85%	4197 85%	100%~	3 88%~	38 90%	74 81%	72 83%	67 83%	149 83%	~100%~	~100%~	1 ~	1 ~	36 ~	19 79%~	137 91%*	116 79%*	238 86%~	15 79%~	231 96%*	23 40%*
NOT ANSWERED	19	439	1	5	3	5	5	3							2	1	2	2	18	1	
VALID CASES	298	4924	3	43	82	89	81	180	1	1	1	37	24	151	146	278	19	240	58		
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%		

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	EAST 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
Q64 YES	36 86%	620 86%	3 ~ 75%	8 ~ 100%	15 ~ 88%	10 ~ 77%	27 93%	~	~	1 ~ 100%	1 ~ 100%	4 ~ 80%	10 71%	26 93%	34 89%	2 50%	5 63%	31 91%
NO	6 14%	103 14%	1 ~ 25%	~	2 ~ 12%	3 ~ 23%	2 7%	~	~	~	~	~ 20%	1 29%	4 7%	2 11%	4 50%	2 38%	3 9%
NOT ANSWERED	2	18	1			1	2							2	2		1	1
VALID CASES	42	723	4	8	17	13	29			1	1	5	14	28	38	4	8	34
NUMBER OF RESPONDENTS	44	741	5	8	17	14	31			1	1	5	14	30	40	4	9	35
	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		
	EAST 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
Q65 YES	30 91%	581 97%	~100%	3 83%	5 100%	15 78%	7 87%	21 ~	~	~	1 ~100%	1 ~100%	4 ~100%	9 90%	21 91%	28 90%	2 100%	30 ~100%	
NO	3 9%	18 3%	~	~	1 17%	2 22%	3 13%	~	~	~	~	~	~	1 10%	2 9%	3 10%	~	3 ~100%	~
NOT ANSWERED	3	12			2	1	3								3	3		2	1
VALID CASES	33	600		3	6	15	9	24			1	1	4	10	23	31	2	3	30
NUMBER OF RESPONDENTS	36	612		3	8	15	10	27			1	1	4	10	26	34	2	5	31
	100%	100%		100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES AND Q64 = YES]

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<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	
Q66 YES	28 9%	575 12%	~	1 2%	9 11%	7 8%	11 13%	15 8%	~	~	~100%	5 14%	3 13%	12 8%	16 11%	26 9%	2 10%	8 3%*	20 34%*
NO	270 91%	4353 88%	100%	3 98%	42 89%	72 92%	81 87%	72 92%	165 92%	1 ~100%	1 ~100%	32 ~86%	21 87%	139 92%	130 89%	251 91%	19 90%	232 97%*	38 66%*
NOT ANSWERED	19	435	1	5	4	6	3	3						2	1	3		18	1
VALID CASES	298	4928	3	43	81	88	83	180	1	1	1	37	24	151	146	277	21	240	58
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q67 YES	20	448		1	5	6	8	12				1	2	2	7	13	18	2	1	19
	83%	80%	~100%	~63%	~100%	~89%	~92%	~	~	~100%	~67%	~67%	~78%	~87%	~82%	~100%	~20%	~100%	~	
NO	4	112			3		1	1				1	1	2	2	4		4		
	17%	20%	~	~	38%	~	11%	8%	~	~	~	~33%	~33%	~22%	~13%	~18%	~	~80%	~	
NOT ANSWERED	4	21			1	1	2	2				2		3	1	4		3	1	
VALID CASES	24	560		1	8	6	9	13			1	3	3	9	15	22	2	5	19	
NUMBER OF RESPONDENTS	28	581		1	9	7	11	15			1	5	3	12	16	26	2	8	20	
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q66 = YES]

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST 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
Q68 YES	19	439	1	4	6	8	11			1	2	2	6	13	17	2	19	
	95%	97%	~100%	~80%	~100%	~100%	92%	~	~	~100%	~100%	~100%	86%	~100%	94%	~100%	~100%	~
NO	1	14		1			1						1		1		1	
	5%	3%	~	~20%	~	~	8%	~	~	~	~	~	14%	~	6%	~	~100%	~
NOT ANSWERED		3																
VALID CASES	20	453	1	5	6	8	12			1	2	2	7	13	18	2	1	19
NUMBER OF RESPONDENTS	20	456	1	5	6	8	12			1	2	2	7	13	18	2	1	19
	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		
	EAST 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
Q69 YES	207%	4599%	~	25%~	79%	67%	56%	158%	~	~	~100%~	~	28%	64%	1410%	197%~	15%~	63%*	1424%*
NO	27793%	449591%	100%~	395%~	4091%	7593%	8294%	16692%	1~100%~	1~100%~	~	37~100%~	2292%	14396%	13390%	25693%~	2095%~	23397%*	4476%*
NOT ANSWERED	20	409	1	6	3	6	4	2						4		5		19	1
VALID CASES	297	4954	3	42	82	88	82	181	1	1	1	37	24	149	147	275	21	239	58
NUMBER OF RESPONDENTS	317100%	5363100%	4100%	48100%	85100%	94100%	86100%	183100%	1100%	1100%	1100%	37100%	24100%	153100%	147100%	280100%	21100%	258100%	59100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	EAST 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	12	314		1	3	4	4	9			1	2	2	10	12		1	11
	71%	71%	~ 50%	~ 75%	~ 67%	~ 80%	~ 75%	~	~	~ 100%	~ 100%	~ 40%	~ 83%	~ 75%	~ 20%	~ 92%		
NO	5	129		1	1	2	1	3					3	2	4	1	4	1
	29%	29%	~ 50%	~ 25%	~ 33%	~ 20%	~ 25%	~	~	~	~	~	~ 60%	~ 17%	~ 25%	~ 100%	~ 80%	~ 8%
NOT ANSWERED	3	20			3			3					1	2	3		1	2
VALID CASES	17	442		2	4	6	5	12		1	2	5	12	16	1	5	12	
NUMBER OF RESPONDENTS	20	462		2	7	6	5	15		1	2	6	14	19	1	6	14	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES]

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST 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	11	260	1	3	4	3	8	~	~	1	~	2	2	9	11	~	11	~
	92%	95%	~100%	~100%	~100%	75%	89%	~	~	~100%	~	~100%	100%	90%	92%	~	~100%	~
NO	1	14	~	~	~	1	1	~	~	~	~	~	~	1	1	~	1	~
	8%	5%	~	~	~	25%	11%	~	~	~	~	~	~	10%	8%	~	~100%	~
NOT ANSWERED		7																
VALID CASES	12	274	1	3	4	4	9			1		2	2	10	12		1	11
NUMBER OF RESPONDENTS	12	281	1	3	4	4	9			1		2	2	10	12		1	11
	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?

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<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	37 13%	722 15%	~	3 7%~	3 4%*	13 15%	18 22%*	27 15%	~	~	~100%~	2 5%~	1 4%~	12 8%*	25 17%*	34 12%~	3 14%~	5 2%*	32 55%*
NO	259 87%	4209 85%	100%~	3 93%~	39 96%*	76 85%	65 78%*	153 85%	~100%~	1 100%~	1 100%~	35 ~ 95%~	23 96%~	138 92%*	120 83%*	240 88%~	18 86%~	233 98%*	26 45%*
NOT ANSWERED	21	432	1	6	6	5	3	3						3	2	6		20	1
VALID CASES	296	4931	3	42	79	89	83	180	1	1	1	37	24	150	145	274	21	238	58
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST 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
Q73 YES	30	612	2	2	13	13	22			1	1	1	9	21	28	2	30	
	91%	90%	~ 67%	~ 100%	~ 100%	~ 87%	92%	~	~	~ 100%	50%	~ 100%	90%	91%	90%	~ 100%	~ 100%	~
NO	3	68	1			2	2				1		1	2	3		3	
	9%	10%	~ 33%	~	~	13%	8%	~	~	~	50%	~	10%	9%	10%	~ 100%	~	~
NOT ANSWERED	4	39		1		3	3						2	2	3	1	2	2
VALID CASES	33	680	3	2	13	15	24			1	2	1	10	23	31	2	3	30
NUMBER OF RESPONDENTS	37	719	3	3	13	18	27			1	2	1	12	25	34	3	5	32
	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				
	EAST 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 PAC ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ74																					
LESS THAN 1 YEAR OLD	4 1%	27 0.5%	4 100%	~	~	~	~	1 0.5%	~	~	~	~	1 3%	1 4%	0.7%	1%	3 1%	~	4 2%*	~	
1 TO 3 YEARS OLD	48 15%	890 17%	~	48 ~100%	~	~	~	27 15%	~	~	~	~	4 11%	3 13%	21 14%	23 16%	44 16%	~	45 17%*	3 5%*	
4 TO 7 YEARS OLD	85 27%	1394 26%	~	~	85 ~100%	~	~	49 27%	~	~	~	~	12 32%	9 37%	47 31%	35 24%	80 29%	3 14%	69 27%	16 27%	
8 TO 12 YEARS OLD	94 30%	1563 29%	~	~	~	94 ~100%	~	49 27%	~	~	~	~	1 30%	11 33%	8 32%	49 27%	39 27%	81 29%	7 33%	73 28%	21 36%
13 OR OLDER	86 27%	1489 28%	~	~	~	86 ~100%	~	57 31%	~	1 ~100%	1 ~100%	~	9 24%	3 13%	35 23%	48 33%*	72 26%	11 52%	67 26%	19 32%	
VALID CASES	317	5363	4	48	85	94	86	183	1	1	1	37	24	153	147	280	21	258	59		
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%		

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
NQ75	EAST 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- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
MALE	52%	51%	50%~	46%~	58%	54%	48%	54%	~	~	~100%~	43%~	50%~	50%	54%	53%~	43%~	51%	58%
FEMALE	48%	49%	50%~	54%~	42%	46%	52%	46%	~100%~	~100%~	~	57%~	50%~	50%	46%	47%~	57%~	49%	42%
VALID CASES	317	5363	4	48	85	94	86	183	1	1	1	37	24	153	147	280	21	258	59
NUMBER OF RESPONDENTS	317	5363	4	48	85	94	86	183	1	1	1	37	24	153	147	280	21	258	59
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	EAST 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-	AMER IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q76 HISPANIC OR LATINO	153 51%	2091 42%*	1 33%~	21 48%~	47 57%	49 56%	35 42%	54 30%*	~	~	~	~	37 ~100%~	9 39%~	153 100%~	~	133 48%~	19 90%~	133 55%*	20 34%*	
NOT HISPANIC OR LATINO	147 49%	2832 58%*	2 67%~	23 52%~	35 43%	39 44%	48 58%	128 70%*	~100%~	1 100%	1 100%	1 100%	~	14 61%~	~100%~	147 100%~	~	145 52%~	2 10%~	108 45%*	39 66%*
NOT ANSWERED	17	440	1	4	3	6	3	1						1			2		17		
VALID CASES	300	4923	3	44	82	88	83	182		1	1	1	37	23	153	147	278	21	241	59	
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%		1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%	

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC	
Q77.1	EAST TOT CHLD						183						22	62	141	194	9	159	46		
YES	OHP TOT CHLD	3570	2	29	58	56	60	100%~	~	~	~	~	92%~	41%*	96%*	69%~	43%~	62%*	78%*		
		65%	50%~	60%~	68%	60%	70%														
NO		112	2	19	27	38	26	~	~100%~	~100%~	~100%~	~100%~	8%~	91	6	86	12	99	13		
		35%	50%~	40%~	32%	40%	30%							59%*	4%*	31%~	57%~	38%*	22%*		
VALID CASES		317	4	48	85	94	86	183	1	1	1	37	24	153	147	280	21	258	59		
NUMBER OF RESPONDENTS		317	4	48	85	94	86	183	1	1	1	37	24	153	147	280	21	258	59		
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.2	EAST TOT CHLD																		
YES	8 3%	230 4%*	1 ~	3 2%~	3 4%	1 3%	~	~	~	~	~	8 33%~	1 0.7%*	6 4%	8 3%~	~	6 2%	2 3%	
NO	309 97%	5133 96%*	4 100%~	47 98%~	82 96%	91 97%	85 99%	183 100%~	1 ~100%	1 100%	1 100%	37 100%	16 100%	152 99%*	141 96%	272 97%~	21 100%~	252 98%	57 97%
VALID CASES	317	5363	4	48	85	94	86	183	1	1	1	37	24	153	147	280	21	258	59
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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-	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.3	EAST TOT CHLD	4				2						3	1	3	4		3	1	
YES	OHP TOT CHLD	201				2			1										
		1%	4%*	~	~	2%	~	~100%	~	~	~	13%	0.7%	2%	1%~	~	1%	2%	
NO	EAST TOT CHLD	313	4	48	83	94	84	183		1	1	37	21	152	144	276	21	255	58
	OHP TOT CHLD	5162																	
		99%	96%*	100%	100%	98%	100%	100%	~	~100%	~100%	~100%	87%	99%	98%	99%	100%	99%	98%
VALID CASES	EAST TOT CHLD	317	4	48	85	94	86	183	1	1	1	37	24	153	147	280	21	258	59
NUMBER OF RESPONDENTS	OHP TOT CHLD	5363																	
		317	4	48	85	94	86	183	1	1	1	37	24	153	147	280	21	258	59
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		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 PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q77.4 YES	EAST TOT CHLD	OHP TOT CHLD																
	3	82			1	1	1				2	1	1	3		3		
	0.9%	2%	~	~	1%	1%	1%	~100%	~	~	8%	0.7%	0.7%	1%	~	1%	~	
NO	314	5281	4	48	84	93	85	183	1	1	37	22	152	146	277	21	255	59
	99%	98%	100%	100%	99%	99%	99%	100%	~100%	~100%	100%	92%	99%	99%	99%	100%	99%	100%
VALID CASES	317	5363	4	48	85	94	86	183	1	1	37	24	153	147	280	21	258	59
NUMBER OF RESPONDENTS	317	5363	4	48	85	94	86	183	1	1	37	24	153	147	280	21	258	59
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE						RACE						ETHNICITY	HEALTH STATUS	CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	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		
Q77.5	EAST TOT CHLD																		
YES	13 4%	275 5%	1 25%~	3 6%~	4 5%	4 4% 1%*			1 ~100%~		12 ~ 50%~	3 2%	9 6%	13 5%~		10 4%	3 5%		
NO	304 96%	5088 95%	3 75%~	45 94%~	81 95%	90 96%	85 99%* 100%~	183 100%	1 ~100%~	1 ~100%~	37 ~100%~	12 50%~	150 98%	138 94%	267 95%~	21 100%~	248 96%	56 95%	
VALID CASES	317	5363	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%
NUMBER OF RESPONDENTS	317	5363	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

		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/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.6	EAST TOT CHLD																		
YES	44 14%	519 10%*	1 25%~	4 8%~	13 15%	16 17%	10 12%					37 ~100%~	7 29%~	43 28%*	36 ~13%~	8 38%~	39 15%	5 8%	
NO	273 86%	4844 90%*	3 75%~	44 92%~	72 85%	78 83%	76 88%	183 100%~	1 ~100%~	1 100%~	1 100%~		17 ~71%~	110 72%*100%~	147 100%~	244 87%~	13 62%~	219 85%	54 92%
VALID CASES	317	5363	4	48	85	94	86	183	1	1	1	37	24	153	147	280	21	258	59
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

Q78 WHAT IS YOUR AGE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR-AMER	AS-IAN	NATV HAW/IND/PAC	AMER ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q78 UNDER 18	103%	2235%	~	2%~	3%	3%	5%	84%	~	~	~	~	3%~	4%~	2%	5%	104%~	~	73%	35%
18 TO 24	145%	2295%	33%~	14%~	9%	~	~	5%	~	~	~	~	3%~	13%~	3%	6%	124%~	15%~	136%	12%
25 TO 34	9833%	161033%	33%~	25%~	38%~	2347%*	1126%*	6234%	~	~	~	~	41%~	38%~	37%	30%	9334%~	525%~	8034%	1831%
35 TO 44	11539%	184237%	33%~	716%~	2835%	4248%*	3746%*	7039%	~100%~	~	~	~	38%~	21%~	44%	35%	10639%~	945%~	9540%	2034%
45 TO 54	4315%	71815%	~	2%~	45%*	1618%	2228%*	2313%	~	~	~	~	14%~	17%~	12%	17%	3814%~	420%~	3414%	916%
55 TO 64	72%	2134%*	~	25%~	11%	11%	34%	53%	~	~	~100%~	~	3%~	~	0.7%	4%	62%~	15%~	31%	47%
65 TO 74	52%	772%	~	2%~	~	22%	23%	32%	~	~100%~	~	~	4%~	0.7%	3%	3%	52%~	~	20.8%	35%
75 OR OLDER	20.7%	150.3%	~	2%~	~	~	11%	10.6%	~	~	~	~	4%~	~	1%	2%	0.7%~	~	20.8%	~
NOT ANSWERED	23	436	1	4	5	7	6	2									8	1	22	1
VALID CASES	294	4927	3	44	80	87	80	181	1	1	1	37	24	147	145	272	20	236	58	
NUMBER OF RESPONDENTS	317	5363	4	48	85	94	86	183	1	1	1	37	24	153	147	280	21	258	59	
	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	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q79																			
MALE	EAST TOT CHLD 30 10%	OHP TOT CHLD 657 13%	3 ~	7 7%~	11 8%	9 11%	17 9%	1 ~100%~				5 ~	3 13%~	12 8%	17 12%	30 11%~		24 10%	6 10%
FEMALE	270 90%	4307 87%	3 100%~	41 93%~	76 92%	73 89%	166 91%		1 ~100%~	1 100%	32 100%	21 86%~	141 92%	128 88%	247 89%~	21 100%~	218 90%	52 90%	
NOT ANSWERED	17	399	1	4	2	6	4							2	3		16	1	
VALID CASES	300	4964	3	44	83	88	82	183	1	1	1	37	24	153	145	277	21	242	58
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q80																				
8TH GRADE OR LESS	53 18%	618 13%*	~	18%~	15%	20%	19%	14 8%*	~	~	~	~	41%~	4%~	35%~	~	15%~	52%~	20%	10%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	61 20%	624 13%*	67%~	30%~	22%	14%*	20%	32 18%	~	~	~	~	38%~	17%~	28%*	12%*	21%~	19%~	23%*	12%*
HIGH SCHOOL GRADUATE OR GED	64 21%	1385 28%*	~	14%~	27%	23%	20%	39 21%	~	100%~	100%~	~	16%~	25%~	21%	21%	23%~	5%~	23%	14%
SOME COLLEGE OR 2-YEAR DEGREE	99 33%	1555 32%	33%~	34%~	27%	37%	35%	80 44%*	~	~	~	100%~	5%~	50%~	13%*	54%*	34%~	19%~	28%*	57%*
4-YEAR COLLEGE GRADUATE	18 6%	470 10%*	~	2%~	10%	5%	6%	15 8%*	~	~	~	~	~	4%~	2%*	10%*	7%~	~	14%	4%
MORE THAN 4-YEAR COLLEGE DEGREE	3 1%	246 5%*	~	2%~	~	1%	1%	2 1%	~	~	~	~	~	~	0.7%	1%	0.7%~	5%~	1%~	~
NOT ANSWERED	19	466	1	4	3	6	5	1							2	2	5		18	1
VALID CASES	298	4897	3	44	82	88	81	182		1	1	1	37	24	151	145	275	21	240	58
NUMBER OF RESPONDENTS	317	5363	4	48	85	94	86	183		1	1	1	37	24	153	147	280	21	258	59
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

	EAST 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 WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q81																				
MOTHER OR FATHER	282 96%	4614 94%*	3 100%~	39 89%~	80 98%	85 99%	75 96%	172 96%	1 ~100%~	1 ~100%~		36 ~97%~	22 96%~	146 98%	134 94%	259 96%~	21 100%~	232 97%	50 91%	
GRANDPARENT	8 3%	165 3%	~	4 9%~	2 2%	1 1%	1 1%	6 3%	~	~	~100%~	~	1 4%~	1 0.7%*	7 5%*	8 3%~	~	3 1%*	5 9%*	
AUNT OR UNCLE	3 1%	19 0.4%	~	1 2%~	~	~	2 3%	1 0.6%	~	~	~	~	1 3%~	~	2 1%	1 0.7%	3 1%~	~	3 1%	~
OLDER BROTHER OR SISTER	8 0.2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
OTHER RELATIVE	3 0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
LEGAL GUARDIAN	60 1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMEONE ELSE	41 0.8%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	24	454	1	4	3	8	8	4					1	4	5	10		20	4	
VALID CASES	293	4909	3	44	82	86	78	179	1	1	1	37	23	149	142	270	21	238	55	
NUMBER OF RESPONDENTS	317 100%	5363 100%	4 100%	48 100%	85 100%	94 100%	86 100%	183 100%	1 100%	1 100%	1 100%	37 100%	24 100%	153 100%	147 100%	280 100%	21 100%	258 100%	59 100%	

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST 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	GOOD & FAIR & POOR	NO CCC	CCC
Q82 YES	8 4%	96 3%	~	~	4 7%	1 2%	3 6%	1 0.8%*	~	~	~	~	5 18%~	~	7 8%*	1 1%*	6 3%~	2 20%~	5 3%~	3 8%~
NO	185 96%	3230 97%	3 100%~	31 100%~	50 93%	50 98%	51 94%	124 99%*	~100%~	1 100%	1 100%	1 100%	23 82%~	11 100%~	83 92%*	101 99%*	175 97%~	8 80%~	149 97%~	36 92%~
NOT ANSWERED	3	38			1	1	1								2	3		2	1	
VALID CASES	193	3326	3	31	54	51	54	125		1	1	1	28	11	90	102	181	10	154	39
NUMBER OF RESPONDENTS	196	3364	3	31	55	52	55	125		1	1	1	28	11	90	104	184	10	156	40
	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- 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
Q83.1	EAST TOT CHLD																	
YES	4	45		3	1	1					2		3	1	3	1	3	1
	50%	50%	~	~ 75%	~100%	~100%	~	~	~	~ 40%	~	~ 43%	~100%	~	50%	50%	60%	33%
NO	4	44		1	3					3		4		3	1	2	2	
	50%	50%	~	~ 25%	~100%	~	~	~	~	~ 60%	~	~ 57%	~	~ 50%	~ 50%	40%	67%	
VALID CASES	8	89		4	1	3	1			5		7	1	6	2	5	3	
NUMBER OF RESPONDENTS	8	89		4	1	3	1			5		7	1	6	2	5	3	
	100%	100%		100%	100%	100%	100%			100%		100%	100%	100%	100%	100%	100%	

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

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
		<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	NO CCC	CCC
Q83.2	EAST TOT CHLD																		
YES	5 63%	28 31%	~	~	3 75%	1 100%	1 33%	1 100%	~	~	~	~	3 60%	4 57%	1 100%	3 50%	2 100%	4 80%	1 33%
NO	3 38%	61 69%	~	~	1 25%	2 67%	~	~	~	~	~	~	2 40%	3 43%	~	3 50%	~	1 20%	2 67%
VALID CASES	8	89			4	1	3	1					5	7	1	6	2	5	3
NUMBER OF RESPONDENTS	8	89			4	1	3	1					5	7	1	6	2	5	3
	100%	100%			100%	100%	100%	100%					100%	100%		100%	100%	100%	100%

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

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

		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- OHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q83.3 YES	EAST TOT CHLD	1 13%	11 12%	~	~	~	~	~	~	~	~	1 14%	1 17%	~	1 33%		
NO	OHP TOT CHLD	7 88%	78 88%	~	~	~	~	~	~	~	~	6 86%	1 100%	5 83%	2 100%	2 67%	
VALID CASES		8	89		4	1	3	1		5		7	1	6	2	5	3
NUMBER OF RESPONDENTS		8	89		4	1	3	1		5		7	1	6	2	5	3
		100%	100%		100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%

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

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<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
Q83.4	EAST TOT CHLD																	
YES	2 25%	19 21%	~	~	1 25%	1 33%	~	~	~	~	1 20%	2 29%	~	1 17%	1 50%	2 40%	~	~
NO	6 75%	70 79%	~	~	3 75%	1 100%	2 67%	1 100%	~	~	~	4 80%	5 71%	1 100%	5 83%	1 50%	3 60%	3 100%
VALID CASES	8	89			4	1	3	1			5	7	1	6	2	5	3	
NUMBER OF RESPONDENTS	8	89			4	1	3	1			5	7	1	6	2	5	3	
	100%	100%			100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q83.5	EAST TOT CHLD																	
YES	OHP TOT CHLD	8																
		10%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO		8		4	1	3	1				5		7	1	6	2	5	3
		100%	90%	~100%	~100%	~100%	~100%	~	~	~	~100%	~	~100%	~100%	~100%	~100%	~100%	~100%
VALID CASES		8		4	1	3	1				5		7	1	6	2	5	3
NUMBER OF RESPONDENTS		8		4	1	3	1				5		7	1	6	2	5	3
		100%	100%	100%	100%	100%	100%				100%		100%	100%	100%	100%	100%	100%

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST 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	
NQ14 0-6	20 10%	329 10%		4 ~ 14%	6 ~ 10%	5 9%	5 10%	15 12%	~	~	~	~	2 9%	2 13%	6 7%	14 14%	16 9%	4 27%	15 10%	5 10%
7-8	66 34%	1112 32%		7 ~ 24%	20 ~ 34%	21 39%	18 36%	44 36%	~	~	~100%	1 27%	6 40%	6 34%	30 32%	32 32%	57 33%	6 40%	52 36%	14 29%
9-10	107 55%	2025 58%	2 100%	18 ~ 62%	32 ~ 55%	28 52%	27 54%	64 52%	~	~100%	~	1 ~ 64%	14 47%	7 59%	52 54%	54 54%	101 58%	5 33%	78 54%	29 60%
VALID CASES	193	3466	2	29	58	54	50	123			1	1	22	15	88	100	174	15	145	48
NUMBER OF RESPONDENTS	193 100%	3466 100%	2 100%	29 100%	58 100%	54 100%	50 100%	123 100%			1 100%	1 100%	22 100%	15 100%	88 100%	100 100%	174 100%	15 100%	145 100%	48 100%
MEAN	2.45	2.49	3.00	2.48	2.45	2.43	2.44	2.40			3.00	2.00	2.55	2.33	2.52	2.40	2.49	2.07	2.43	2.50
p stat_(*=Sig @ p<=.05)		.409	~	~	.973	.748	.896	.143	~	~	~	~	~	~	.172	.281	~	~	~	~

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST 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		
NQ41 0-6	209%	3198%	~	~	7%	13%	10%	14%	~	~	~100%	~	14%	7%	13%	18%	2%	11%	9%	
7-8	6930%	98023%	100%	~	31%	31%	27%	44%	~	~	~	~	39%	32%	25%	34%	66%	2%	53%	16%
9-10	13861%	292969%	~	69%	62%	56%	63%	82%	~	~	100%	~	61%	55%	68%	55%	123%	13%	107%	31%
VALID CASES	227	4228	2	26	68	64	67	140			1	1	23	22	97	125	207	17	171	56
NUMBER OF RESPONDENTS	227100%	4228100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.52	2.62	2.00	2.69	2.54	2.44	2.52	2.49			3.00	1.00	2.61	2.41	2.61	2.45	2.51	2.65	2.56	2.39
p stat_(*=Sig @ p<=.05)		.016*	~	~	.710	.236	.970	.320	~	~	~	~	~	~	.078	.064	~	~	.094	.094

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST 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		
NQ48 0-6	4 11%	69 10%	~	~	2 17%	1 13%	1 8%	2 10%	~	~	~	~	~	2 50%	1 8%	3 14%	3 11%	1 14%	1 5%	3 20%
7-8	9 26%	178 26%	~	1 50%	3 25%	2 25%	3 23%	7 33%	~	~	~	1 100%	1 20%	~	3 23%	6 29%	9 32%	~	7 35%	2 13%
9-10	22 63%	428 63%	~	1 50%	7 58%	5 63%	9 69%	12 57%	~	~	~	~	4 80%	2 50%	9 69%	12 57%	16 57%	6 86%	12 60%	10 67%
VALID CASES	35	675		2	12	8	13	21			1	5	4	13	21	28	7	20	15	
NUMBER OF RESPONDENTS	35	675		2	12	8	13	21			1	5	4	13	21	28	7	20	15	
	100%	100%		100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	
MEAN	2.51	2.53		2.50	2.42	2.50	2.62	2.48			2.00	2.80	2.00	2.62	2.43	2.46	2.71	2.55	2.47	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

NQ54 RATING OF CHILD'S HEALTH PLAN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST 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		
NQ54 0-6	37 12%	619 12%	1 33%~	2 4%~	9 11%	10 11%	15 19%	28 16%*	~	~	~	~	3%~	26%~	6 7%*	11 17%*	25 12%~	4 19%~	26 11%	11 19%
7-8	92 31%	1448 29%	~	17 38%~	24 29%	29 33%	22 28%	61 34%	~	~	~100%~	1 32%~	12 22%~	5 23%*	35 39%*	56 31%~	5 24%~	71 30%	21 36%	
9-10	169 57%	2927 59%	2 67%~	26 58%~	50 60%	48 55%	43 54%	90 50%*	~100%~	1 100%~	1 100%~	~	24 65%~	12 52%~	105 70%*	62 43%*	156 57%~	12 57%~	142 59%	27 46%
VALID CASES	298	4994	3	45	83	87	80	179	1	1	1	37	23	151	143	274	21	239	59	
NUMBER OF RESPONDENTS	298 100%	4994 100%	3 100%	45 100%	83 100%	87 100%	80 100%	179 100%	1 100%	1 100%	1 100%	37 100%	23 100%	151 100%	143 100%	274 100%	21 100%	239 100%	59 100%	
MEAN	2.44	2.46	2.33	2.53	2.49	2.44	2.35	2.35	3.00	3.00	2.00	2.62	2.26	2.62	2.26	2.45	2.38	2.49	2.27	
p stat_(*=Sig @ p<=.05)		.627	~	~	.432	.922	.200	.003*	~	~	~	~	~	~	.000*	.000*	~	~	.052	.052

GETTING NEEDED CARE

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NPRBSEE4 NQ46	2.21	2.21	3.00	2.09	2.56	2.00	2.25	1.00	2.00	2.40	2.00	2.54	2.04	2.16	2.43	2.35	2.06		
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
NCARNES4 NQ15	2.39	2.44	2.50	2.41	2.32	2.42	2.44	2.40	3.00	2.00	2.41	2.53	2.37	2.44	2.44	1.93	2.42	2.31	
p stat_(*=Sig @ p<=.05)	.388		~	~	.356	.793	.585	.971	~	~	~	~	~	.639	.380	~	~	~	
COMPOSITE	2.30	2.32	2.50	2.71	2.21	2.49	2.22	2.32	x 1.00	3.00	2.00	2.40	2.27	2.45	2.24	2.30	2.18	2.39	2.18
p stat_(*=Sig @ p<=.05)	.613		~	~	.028*	.000*	.112	.333	~	~	~	~	~	~	.000*	.017*	~	~	~

GETTING CARE QUICKLY

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST 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		
NCARSN4 NQ4	2.67	2.60	2.47	2.63	2.73	2.79	2.70					2.67	2.67	2.59	2.72	2.68	2.50	2.64	2.72	
p stat_(*=Sig @ p<=.05)	.307		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NAPGET4 NQ6	2.40	2.43	3.00	2.40	2.20	2.45	2.54	2.46		3.00	3.00	2.14	2.33	2.31	2.48	2.40	2.25	2.39	2.43	
p stat_(*=Sig @ p<=.05)	.605		~	~.021*	~	~	~.221	~	~	~	~	~	~	.149	.183	~	~	~	~	
COMPOSITE	2.53	2.51	3.00	2.44	2.41	2.59	2.66	2.58	x	x	3.00	3.00	2.40	2.50	2.45	2.60	2.54	2.38	2.52	2.58
p stat_(*=Sig @ p<=.05)	.692		~	~.041*	.306	.014*	.108	~	~	~	~	~	~	.034*	.055	~	~	~	~	

HOW WELL DOCTORS COMMUNICATE

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NDREXPL4 NQ32	2.60	2.69	2.00	2.68	2.60	2.46	2.69	2.67		3.00	3.00	2.44	2.46	2.45	2.73	2.64	2.09	2.55	2.73	
p stat_(*=Sig @ p<=.05)		.049*	~	~	~	~	~	.092	~	~	~	~	~	.024*	.007*	~	~	~	~	
NDRLSTN4 NQ33	2.59	2.71	3.00	2.68	2.57	2.48	2.67	2.54		3.00	2.00	2.56	2.54	2.57	2.60	2.58	2.58	2.63	2.48	
p stat_(*=Sig @ p<=.05)		.020*	~	~	~	~	~	.328	~	~	~	~	~	.831	.734	~	~	~	~	
NDRESPU4 NQ34	2.63	2.77	2.00	2.68	2.54	2.63	2.72	2.60		3.00	2.00	2.63	2.46	2.64	2.63	2.64	2.58	2.66	2.55	
p stat_(*=Sig @ p<=.05)		.005*	~	~	~	~	~	.490	~	~	~	~	~	.857	.979	~	~	~	~	
NDRTMEN4 NQ37	2.29	2.49	2.00	2.32	2.31	2.20	2.36	2.44		3.00	1.00	1.94	2.15	2.11	2.44	2.35	1.75	2.29	2.30	
p stat_(*=Sig @ p<=.05)		.001*	~	~	~	~	~	.006*	~	~	~	~	~	.022*	.010*	~	~	~	~	
COMPOSITE	2.53	2.67	2.25	2.59	2.50	2.44	2.61	2.56	x	x	3.00	2.00	2.39	2.40	2.44	2.60	2.55	2.25	2.53	2.51
p stat_(*=Sig @ p<=.05)		.036*	~	~	~	~	~	.311	~	~	~	~	~	.143	.078	~	~	~	~	

CUSTOMER SERVICE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST 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		
NPBCLCS4 NQ50	2.42	2.24	1.80	2.56	2.38	2.50	2.31					2.63	3.00	2.43	2.37	2.42	2.43	2.37	2.57	
p stat_(*=Sig @ p<=.05)		.090	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCSRESP NQ51	2.75	2.57	2.80	2.88	2.44	2.89	2.63					2.88	3.00	2.77	2.68	2.77	2.57	2.71	2.86	
p stat_(*=Sig @ p<=.05)		.016*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.58	2.41	x	2.30	2.72	2.41	2.69	2.47	x	x	x	x	2.75	3.00	2.60	2.53	2.59	2.50	2.54	2.71
p stat_(*=Sig @ p<=.05)		.088	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

SHARED DECISION MAKING

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	EAST 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
NNRXWHY NQ11	2.89	2.88	3.00	2.87	3.00	2.67	2.89			3.00	2.00	3.00	2.88	2.89	2.88	3.00	2.93	2.84
p stat_(*=Sig @ p<=.05)	.824		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NNRXWYNT NQ12	2.30	2.40	1.91	2.20	2.63	2.33	2.37			3.00	2.00	1.67	2.06	2.39	2.27	3.00	2.10	2.52
p stat_(*=Sig @ p<=.05)	.378		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXBST NQ13	2.49	2.55	2.45	2.44	2.76	2.23	2.44			3.00	2.33	2.33	2.71	2.39	2.46	3.00	2.44	2.56
p stat_(*=Sig @ p<=.05)	.601		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.56	2.61	x 2.45	2.50	2.80	2.41	2.57	x	x	x 3.00	2.11	2.33	2.55	2.56	2.54	3.00	2.49	2.64
p stat_(*=Sig @ p<=.05)	.679		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

ACCESS TO SPECIALIZED SERVICES

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
NEZMDEQ NQ20	2.14	2.15		3.00	2.00	2.67	1.67	2.38				3.00	1.50	2.14	2.14	2.17	2.00	2.60	1.89	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NEZTHP NQ23	2.35	1.94		2.33	2.17	2.40	2.67	2.42				3.00	1.00	2.33	2.38	2.29	2.67	2.56	2.13	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NEZTC NQ26	2.24	2.08		3.00	2.00	2.18	2.29	2.23			2.00	2.67	3.00	2.25	2.32	2.35	2.00	2.18	2.27	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.25	2.06	x	2.78	2.06	2.42	2.21	2.34	x	x	x	2.00	2.89	1.83	2.24	2.28	2.27	2.22	2.45	2.10
p stat_(*=Sig @ p<=.05)		.007*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

	EAST TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PRBSEE4 Q46	76%	75%		100%	73%	89%	69%	75%		0%		100%	100%	75%	92%	68%	74%	86%	80%	72%
CARNES4 Q15	88%	88%	100%	90%	85%	92%	86%	89%			100%	100%	91%	100%	87%	90%	90%	67%	89%	85%
AVERAGE	82.20	81.22	100.0	94.83	78.74	90.67	77.37	81.85	x	x	x	x	95.45	87.50	89.83	79.05	82.21	76.19	84.48	78.82

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/PAC	AMER IND/ALSK	OTH	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
CARSN4 Q4	93%	90%		82%	91%	95%	100%	97%					89%	92%	87%	97%	92%	100%	90%	100%
APGET4 Q6	84%	84%	100%	80%	76%	84%	92%	89%			100%	100%	71%	75%	78%	88%	84%	75%	83%	86%
AVERAGE	88.23	87.16	100.0	81.18	83.55	89.77	95.83	93.05	x	x	x	x	80.16	83.33	82.69	92.46	88.10	87.50	86.41	92.86

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST 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		
DREXPL4 Q32	92%	93%	100%	95%	89%	92%	95%			100%	100%	87%	85%	88%	96%	95%	55%	91%	98%	
DRLSTN4 Q33	90%	94%	100%	91%	87%	88%	95%	89%		100%	100%	88%	85%	90%	90%	90%	83%	91%	88%	
DRESPU4 Q34	93%	95%	100%	95%	87%	93%	97%	93%		100%	100%	88%	85%	93%	93%	94%	83%	94%	90%	
DRTMEN4 Q37	79%	86%	100%	77%	80%	78%	79%	85%		100%	0%	69%	77%	72%	85%	82%	50%	79%	80%	
AVERAGE	88.5	92.0	x	89.8	85.7	87.5	91.7	90.8	x	x	x	x	82.8	82.7	86.0	91.0	90.3	67.8	88.3	88.8

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV HAW/PAC	AMER IND/ALSK	MUL-TI	OTH	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
PBCLCS4 Q50	82%	77%		60%	88%	81%	83%	78%						100%	100%	83%	79%	81%	86%	78%	93%
CSRESP Q51	96%	91%		100%	100%	87%	100%	94%						100%	100%	97%	95%	98%	86%	95%	100%
AVERAGE	89.09	83.89	x	80.00	93.75	84.38	91.67	85.94	x	x	x	x	100.0	100.0	90.00	86.84	89.58	85.71	86.59	96.43	

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST 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 Q11	94%	94%	100%	93%	100%	83%	95%			100%	50%	100%	94%	94%	94%	100%	97%	92%		
NRXWYNT Q12	65%	70%	45%	60%	81%	67%	68%			100%	50%	33%	53%	69%	63%	100%	55%	76%		
RXBST Q13	75%	78%	73%	72%	88%	62%	72%			100%	67%	67%	86%	69%	73%	100%	72%	78%		
AVERAGE	77.9	80.5	x	72.7	75.2	89.8	70.5	78.3	x	x	x	x	55.6	66.7	77.6	77.8	77.0	100	74.5	81.9

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST 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	64%	70%	100%	57%	100%	33%	75%					100%	50%	71%	57%	67%	50%	80%	56%	
EZTHP Q23	76%	61%	67%	67%	80%	100%	83%					100%	0%	78%	75%	71%	100%	89%	63%	
EZTC Q26	79%	67%	100%	75%	73%	82%	77%				100%	100%	100%	75%	84%	85%	60%	82%	77%	
AVERAGE	73.2	66.1	x	66.7	66.3	84.2	71.9	78.5	x	x	x	x	100	50.0	74.7	72.1	74.2	70.0	83.6	65.1

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	EAST 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	77%	84%	100%	86%	83%	74%	67%	77%		100%	100%	75%	67%	77%	79%	79%	67%	75%	82%	
DRUNCON Q43	87%	89%		100%	93%	79%	88%	89%			0%	100%	100%	88%	89%	91%	67%	73%	90%	
DRUNFAM Q44	78%	84%		100%	86%	79%	69%	76%			0%	100%	100%	88%	76%	82%	67%	64%	82%	
AVERAGE	80.7	85.5	x	95.5	87.2	77.4	74.6	80.7	x	x	x	x	91.7	88.9	84.5	81.1	84.2	66.7	70.4	85.2

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
EAST 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	100%	94%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%			
HLPCOORD Q29	60%	60%	0%	56%	60%	75%	62%			100%	25%	50%	67%	57%	59%	67%	48%	73%		
AVERAGE	80.0	76.8	x	55.6	80.0	87.5	75.0	80.8	x	x	x	x	25.0	75.0	83.3	78.4	79.6	83.3	74.1	86.5

INDEX OF ADULT TABLES

PAGE QUESTION TITLE

1. INTRODUCTION

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

2. YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

3 Q4 IN THE LAST 6 MONTHS, WHEN YOU NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOU GET CARE AS SOON AS YOU NEEDED? [ASKED IF Q3 = YES]

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

5 Q6 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC AS SOON AS YOU NEEDED? [ASKED IF Q5 = YES]

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

7 Q8 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS? [ASKED IF Q7 >= 1 TIME]

8 Q9 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE? [ASKED IF Q7 >= 1 TIME]

9 Q10 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]

10 Q11 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]

11 Q12 WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOU? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]

12 Q13 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1 TIME]

13 Q14 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS OR TREATMENT YOU NEEDED? [ASKED IF Q7 >= 1 TIME]

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]

PAGE QUESTION TITLE

5. ADDITIONAL QUESTIONS

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

40 Q35F HOW MUCH EFFORT WAS MADE TO HELP YOU UNDERSTAND YOUR HEALTH ISSUE? [ASKED IF Q35E = YES]

41 Q35G HOW MUCH EFFORT WAS MADE TO LISTEN TO THE THINGS THAT MATTER MOST TO YOU ABOUT YOUR HEALTH ISSUE? [ASKED IF Q35E = YES]

42 Q35H HOW MUCH EFFORT WAS MADE TO INCLUDE WHAT MATTERS MOST TO YOU IN CHOOSING WHAT TO DO NEXT? [ASKED IF Q35E = YES]

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

44 Q35J IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR TREATMENT OR HEALTH CARE? [ASKED IF Q35I = YES]

45 Q35K IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOU? [ASKED IF Q35I = YES]

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

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

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

49 Q35O IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER USE A CONDESCENDING, SARCASTIC, OR RUDE TONE OR MANNER WITH YOU?

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

5. ACCESS TO DENTAL CARE

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

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

PAGE	QUESTION	TITLE
6. ABOUT YOU		
53	Q36	IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL HEALTH?
54	Q37	IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL MENTAL OR EMOTIONAL HEALTH?
55	Q38	HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2014?
56	Q39	DO YOU NOW SMOKE CIGARETTES OR USE TOBACCO EVERY DAY, SOME DAYS, OR NOT AT ALL?
57	Q40	IN THE LAST 6 MONTHS, HOW OFTEN WERE YOU ADVISED TO QUIT SMOKING OR USING TOBACCO BY A DOCTOR OR OTHER HEALTH PROVIDER IN YOUR PLAN? [ASKED IF Q39 = EVERY DAY OR SOME DAYS]
58	Q41	IN THE LAST 6 MONTHS, HOW OFTEN WAS MEDICATION RECOMMENDED OR DISCUSSED BY A DOCTOR OR HEALTH PROVIDER TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF MEDICATION ARE: NICOTINE GUM, PATCH, NASAL SPRAY, INHALER, OR PRESCRIPTION MEDICATION. [ASKED IF Q39 = EVERY DAY OR SOME DAYS]
59	Q42	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR DOCTOR OR HEALTH PROVIDER DISCUSS OR PROVIDE METHODS AND STRATEGIES OTHER THAN MEDICATION TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF METHODS AND STRATEGIES ARE: TELEPHONE HELPLINE, INDIVIDUAL OR GROUP COUNSELING, OR CESSATION PROGRAM. [ASKED IF Q39 = EVERY DAY OR SOME DAYS]
60	Q43	DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?
61	Q44	DO YOU HAVE A HEALTH PROBLEM OR TAKE MEDICATION THAT MAKES TAKING ASPIRIN UNSAFE FOR YOU?
62	Q45	HAS A DOCTOR OR HEALTH PROVIDER EVER DISCUSSED WITH YOU THE RISKS AND BENEFITS OF ASPIRIN TO PREVENT HEART ATTACK OR STROKE?

PAGE	QUESTION	TITLE
63	Q46.1	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH CHOLESTEROL
64	Q46.2	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH BLOOD PRESSURE
65	Q46.3	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: PARENT OR SIBLING WITH HEART ATTACK BEFORE THE AGE OF 60
66	Q47.1	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A HEART ATTACK
67	Q47.2	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANGINA OR CORONARY HEART DISEASE
68	Q47.3	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A STROKE
69	Q47.4	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANY KIND OF DIABETES OR HIGH BLOOD SUGAR
70	Q48	IN THE LAST 6 MONTHS, DID YOU GET HEALTH CARE 3 OR MORE TIMES FOR THE SAME CONDITION OR PROBLEM?
71	Q49	IS THIS A CONDITION OR PROBLEM THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE. [ASKED IF Q48 = YES]
72	Q50	DO YOU NOW NEED OR TAKE MEDICINE PRESCRIBED BY A DOCTOR? DO NOT INCLUDE BIRTH CONTROL.
73	Q51	IS THIS MEDICINE TO TREAT A CONDITION THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE. [ASKED IF Q50 = YES]
74	NQ52	WHAT IS YOUR AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
75	NQ53	ARE YOU MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
76	Q54	WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?
77	Q55	ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?
78	Q56.1	WHAT IS YOUR RACE? RESPONSE: WHITE
79	Q56.2	WHAT IS YOUR RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN
80	Q56.3	WHAT IS YOUR RACE? RESPONSE: ASIAN
81	Q56.4	WHAT IS YOUR RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
82	Q56.5	WHAT IS YOUR RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE
83	Q56.6	WHAT IS YOUR RACE? RESPONSE: OTHER
84	Q57	DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]
85	Q58.1	HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

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

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

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

89 Q58.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

PAGE	QUESTION	TITLE
8. RATINGS		
90	NQ13	RATING OF ALL HEALTH CARE [ASKED IF Q7 >= 1 TIME]
91	NQ23	RATING OF PERSONAL DOCTOR [ASKED IF Q15 = YES]
92	NQ27	RATING OF SPECIALIST SEEN MOST OFTEN [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]
93	NQ35	RATING OF HEALTH PLAN
9. COMPOSITES		
94		GETTING NEEDED CARE
95		GETTING CARE QUICKLY
96		HOW WELL DOCTORS COMMUNICATE
97		CUSTOMER SERVICE
98		SHARED DECISION MAKING
10. GLOBAL PROPORTION COMPOSITES		
99		GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
100		GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
101		HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
102		CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
103		SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

INDEX OF CHILD TABLES

PAGE QUESTION TITLE

1. INTRODUCTION

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

2. YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

3 Q4 IN THE LAST 6 MONTHS, WHEN YOUR CHILD NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOUR CHILD GET CARE AS SOON AS HE OR SHE NEEDED? [ASKED IF Q3 = YES]

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

5 Q6 IN THE LAST 6 MONTHS, WHEN YOU MADE AN APPOINTMENT FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOUR CHILD NEEDED? [ASKED IF Q5 = YES]

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

7 Q8 IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS IN YOUR CHILD? [ASKED IF Q7 >= 1 TIME]

8 Q9 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER? [ASKED IF Q7 >= 1 TIME]

9 Q10 IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME]

10 Q11 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]

11 Q12 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]

12 Q13 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]

13 Q14 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1]

14 Q15 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS, OR TREATMENT YOUR CHILD NEEDED? [ASKED IF Q7 >= 1 TIME]

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

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

3. SPECIALIZED SERVICES

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

PAGE QUESTION TITLE

4. YOUR CHILD'S PERSONAL DOCTOR

- 29 Q30 A PERSONAL DOCTOR IS THE ONE YOUR CHILD WOULD SEE IF HE OR SHE NEEDS A CHECKUP, HAS A HEALTH PROBLEM, OR GETS SICK OR HURT. DOES YOUR CHILD HAVE A PERSONAL DOCTOR?
- 30 Q31 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOUR CHILD VISIT HIS OR HER PERSONAL DOCTOR FOR CARE? [ASKED IF Q30 = YES]
- 31 Q31A IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE A HARD TIME SPEAKING WITH OR UNDERSTANDING YOUR CHILD'S PERSONAL DOCTOR BECAUSE YOU SPOKE DIFFERENT LANGUAGES? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

32 Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS ABOUT YOUR CHILD'S HEALTH IN A WAY THAT WAS EASY TO UNDERSTAND? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

33 Q33 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR LISTEN CAREFULLY TO YOU? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

34 Q34 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

35 Q35 IS YOUR CHILD ABLE TO TALK WITH DOCTORS ABOUT HIS OR HER HEALTH CARE? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

36 Q36 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY FOR YOUR CHILD TO UNDERSTAND? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q35 = YES]

37 Q37 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOUR CHILD? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

38 Q38 IN THE LAST 6 MONTHS, DID YOUR CHILD'S PERSONAL DOCTOR TALK WITH YOU ABOUT HOW YOUR CHILD IS FEELING, GROWING, OR BEHAVING? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

39 Q39 IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES HIS OR HER PERSONAL DOCTOR? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

40 Q40 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOUR CHILD GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q39 = YES]

41 Q41 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S PERSONAL DOCTOR? [ASKED IF Q30 = YES]

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

43 Q43 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW THESE MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR CHILD'S DAY-TO-DAY LIFE? [ASKED IF Q30 = YES AND Q42 = YES]

44 Q44 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW YOUR CHILD'S MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR FAMILY'S DAY-TO-DAY LIFE? [ASKED IF Q30 = YES AND Q42 = YES]

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

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

6. YOUR CHILD'S HEALTH PLAN

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

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

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

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

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

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

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

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

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

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

7. ACCESS TO DENTAL CARE

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

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

7. ADDITIONAL QUESTIONS

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

- 61 Q57D IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE? [ASKED IF Q57C = YES]
- 62 Q57E IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOUR CHILD? [ASKED IF Q57C = YES]
- 63 Q57F IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER CONSIDER AND RESPECT WHAT HEALTH CARE AND TREATMENT CHOICES YOU THOUGHT WORK BEST FOR YOUR CHILD? [ASKED IF Q57C = YES]
- 64 Q57G IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER ENCOURAGE YOU TO ASK QUESTIONS AND RAISE CONCERNS? [ASKED IF Q57C = YES]
- 65 Q57H IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS AND RAISE CONCERNS? [ASKED IF Q57C = YES]

8. ABOUT YOUR CHILD AND YOU

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

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

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

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

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

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

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

91 Q78 WHAT IS YOUR AGE?

92 Q79 ARE YOU MALE OR FEMALE?

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

94 Q81 HOW ARE YOU RELATED TO THE CHILD?

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

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

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

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

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

100 Q83.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

PAGE QUESTION TITLE

9. RATINGS

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

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

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

104 NQ54 RATING OF CHILD'S HEALTH PLAN

10. COMPOSITES

105 GETTING NEEDED CARE

106 GETTING CARE QUICKLY

107 HOW WELL DOCTORS COMMUNICATE

108 CUSTOMER SERVICE

109 SHARED DECISION MAKING
110 ACCESS TO SPECIALIZED SERVICES

11. GLOBAL PROPORTION COMPOSITES

111 GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
112 GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
113 HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
114 CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
115 SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE
116 ACCESS TO SPECIALIZED SERVICES (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
117 PERSONAL DOCTOR WHO KNOWS CHILD (YES) -- GLOBAL PROPORTION COMPOSITE
118 CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks   

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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

- Yes → *Go to Question 3*
- No

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

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

7. In the last 6 months, not counting the times you went to an emergency room, how many times did you go to a doctor's office or clinic to get health care for yourself?
- None → *Go to Question 15*
 1 time
 2
 3
 4
 5 to 9
 10 or more times
8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?
- Yes
 No
9. In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?
- Yes
 No → *Go to Question 13*
10. Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?
- Yes
 No
11. Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?
- Yes
 No
12. When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?
- Yes
 No

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

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

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

- Never
 Sometimes
 Usually
 Always

YOUR PERSONAL DOCTOR

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

- Yes
 No → *Go to Question 24*

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

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

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *Go to Question 23*

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

- Never
 Sometimes
 Usually
 Always

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

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



GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
 No → *Go to Question 28*

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

- Never
 Sometimes
 Usually
 Always

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

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

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

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

YOUR HEALTH PLAN

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

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

- Yes
 No → *Go to Question 30*

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *Go to Question 33*

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *Go to Question 35*

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

- Yes
- No

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

- Yes
- No

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

- Never
- Sometimes
- Usually
- Always

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes, definitely
- Yes, somewhat
- No

ACCESS TO DENTAL CARE

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

- Yes
- No

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

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

ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

37. In general, how would you rate your overall mental or emotional health?
- Excellent
 - Very Good
 - Good
 - Fair
 - Poor
38. Have you had either a flu shot or flu spray in the nose since July 1, 2014?
- Yes
 - No
 - Don't know
39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
- Every day
 - Some days
 - Not at all → *Go to Question 43*
 - Don't know → *Go to Question 43*
40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
- Never
 - Sometimes
 - Usually
 - Always
41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.
- Never
 - Sometimes
 - Usually
 - Always

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.
- Never
 - Sometimes
 - Usually
 - Always
43. Do you take aspirin daily or every other day?
- Yes
 - No
 - Don't know
44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?
- Yes
 - No
 - Don't know
45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?
- Yes
 - No
46. Are you aware that you have any of the following conditions? Mark all that apply.
- High cholesterol
 - High blood pressure
 - Parent or sibling with heart attack before the age of 60
47. Has a doctor ever told you that you have any of the following conditions? Mark all that apply.
- A heart attack
 - Angina or coronary heart disease
 - A stroke
 - Any kind of diabetes or high blood sugar

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

- Yes
- No → **Go to Question 50**

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

- Yes
- No

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

- Yes
- No → **Go to Question 52**

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

- Yes
- No

52. What is your age?

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

53. Are you male or female?

- Male
- Female

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

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

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

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

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

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

57. Did someone help you complete this survey?

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

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

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

THANK YOU

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

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

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



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

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

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 doctors or other health providers?

Never
 Sometimes
 Usually
 Always

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

Yes
 No → *Go to Question 14*

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

Yes
 No

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

- Yes
- No

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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

16. Is your child now enrolled in any kind of school or daycare?

- Yes
- No → *Go to Question 19*

17. In the last 6 months, did you need your child's doctor or other health provider to contact a school or daycare center about your child's health or health care?

- Yes
- No → *Go to Question 19*

18. In the last 6 months, did you get the help you needed from your child's doctor or other health provider in contacting your child's school or daycare?

- Yes
- No

SPECIALIZED SERVICES

19. Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment.

In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- Yes
- No → *Go to Question 22*

20. In the last 6 months, how often was it easy to get special medical equipment or devices for your child?

- Never
- Sometimes
- Usually
- Always

21. Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- Yes
- No

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

- Yes
- No → *Go to Question 25*



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always



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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 37*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 41*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → *Go to Question 45*



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

- Yes
- No

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

- Yes
- No

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

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

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → **Go to Question 49**

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

- Never
- Sometimes
- Usually
- Always

YOUR CHILD'S HEALTH PLAN

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

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

- Yes
- No → **Go to Question 52**

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

- Never
- Sometimes
- Usually
- Always



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 54**

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

- Never
- Sometimes
- Usually
- Always

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

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

PRESCRIPTION MEDICINES

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

- Yes
- No → **Go to Question 57a**

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

ACCESS TO DENTAL CARE

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

- Yes
- No

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

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



ADDITIONAL QUESTIONS

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

- Yes
- No → *Go to Question 58*

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

- Yes
- No

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

- Yes
- No

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No

63. Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?
- Yes
 No → **Go to Question 66**
64. Is this because of any medical, behavioral, or other health condition?
- Yes
 No → **Go to Question 66**
65. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
 No
66. Is your child limited or prevented in any way in his or her ability to do the things most children of the same age can do?
- Yes
 No → **Go to Question 69**
67. Is this because of any medical, behavioral, or other health condition?
- Yes
 No → **Go to Question 69**
68. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
 No
69. Does your child need or get special therapy such as physical, occupational, or speech therapy?
- Yes
 No → **Go to Question 72**

70. Is this because of any medical, behavioral, or other health condition?
- Yes
 No → **Go to Question 72**
71. Is this a condition that has lasted or is expected to last for at least 12 months?
- Yes
 No
72. Does your child have any kind of emotional, developmental, or behavioral problem for which he or she needs or gets treatment or counseling?
- Yes
 No → **Go to Question 74**
73. Has this problem lasted or is it expected to last for at least 12 months?
- Yes
 No
74. What is your child's age?
- Less than 1 year old
- YEARS OLD (write in)
75. Is your child male or female?
- Male
 Female
76. Is your child of Hispanic or Latino origin or descent?
- Yes, Hispanic or Latino
 No, Not Hispanic or Latino



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

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

78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

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

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

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

THANK YOU

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

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

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





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

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.

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta ●

Marca
Incorrecta   

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

● Sí → *Pase a la Pregunta 1*
○ No

↓ **COMIENZE AQUI** ↓

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

- Sí → *Pase a la pregunta 3*
- No

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

LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

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

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 23*

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

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

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

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

LA ATENCIÓN MÉDICA QUE RECIBÍÓ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 35c*

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

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

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

- Sí
- No → *Pase a la pregunta 35e*

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

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

PREGUNTAS ADICIONALES

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

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

- Sí
- No → *Pase a la pregunta 35i*

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

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

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 35l*

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

- Sí
- No

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

- Sí
- No

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

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

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

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

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

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

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

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

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

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

- Sí, definitivamente
- Sí, algo
- No

ACCESO A CUIDADO DENTAL

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

- Sí
- No

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

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

ACERCA DE USTED

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

38. Desde el 1 de julio del 2014, ¿le han puesto la vacuna para la influenza o gripe ya sea en inyección o con un rociador o spray nasal?

- Sí
- No
- No sé

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

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

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

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

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

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

42. En los últimos 6 meses, ¿qué tan seguido le ofreció o habló con su doctor o profesional médico sobre métodos y estrategias, aparte de medicamentos, para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de métodos y estrategias son: una línea telefónica de ayuda, consejería individual o terapia de grupo o un programa para dejar de fumar.
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre
43. ¿Toma aspirina todos los días o un día sí y otro día no?
- Sí
 - No
 - No sé
44. ¿Tiene algún problema de salud o toma algún medicamento que hace que sea peligroso para usted tomar aspirina?
- Sí
 - No
 - No sé
45. ¿Ha hablado alguna vez un doctor o profesional médico con usted acerca de los riesgos y beneficios de la aspirina para prevenir un infarto o un derrame cerebral?
- Sí
 - No

46. Que usted sepa, ¿tiene alguna de las siguientes enfermedades? Marque una o más.
- Colesterol alto
 - Presión sanguínea alta (hipertensión arterial)
 - Padres o hermanos que hayan tenido un infarto antes de los 60 años
47. ¿Alguna vez le ha dicho un doctor que usted tiene alguna de las siguientes enfermedades? Marque una o más.
- Un infarto
 - Angina de pecho o cardiopatía coronaria
 - Un derrame cerebral
 - Algún tipo de diabetes o niveles altos de azúcar en la sangre
48. En los últimos 6 meses, ¿recibió usted atención médica 3 veces o más para la misma enfermedad o problema?
- Sí
 - No → *Pase a la pregunta 50*
49. ¿Se trata de una enfermedad o problema que ha durado al menos 3 meses? No incluya el embarazo ni la menopausia.
- Sí
 - No
50. ¿Necesita o toma ahora alguna medicina recetada por un doctor? No incluya anticonceptivos.
- Sí
 - No → *Pase a la pregunta 52*

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

- Sí
- No

52. ¿Qué edad tiene?

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

53. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

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

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

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

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

57. ¿Le ayudó alguien a completar esta encuesta?

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

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

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

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

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

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





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

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.

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta



Marca
Incorrecta



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

- Sí → *Pase a la Pregunta 1*
- No



COMIENCE AQUI



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

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

- Sí → *Pase a la pregunta 3*
- No

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

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

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

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

Sí
 No → *Pase a la pregunta 5*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Sí
 No → *Pase a la pregunta 7*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

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

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

Sí
 No

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

- Sí
- No → *Pase a la pregunta 14*

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

- Sí
- No

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

- Sí
- No

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

- Sí
- No

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

-
- 0 1 2 3 4 5 6 7 8 9 10
- La peor atención médica posible La mejor atención médica posible

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

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

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No



SERVICIOS ESPECIALIZADOS

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

- Sí
- No → *Pase a la pregunta 22*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 25*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 30*

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

- Sí
- No

EL DOCTOR PERSONAL DE SU NIÑO

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

- Sí
- No → *Pase a la pregunta 45*

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

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

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

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

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

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

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 37*

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

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



PREGUNTAS ADICIONALES

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

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

- Sí
- No → *Pase a la pregunta 58*

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

- Sí
- No

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

- Sí
- No

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

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

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

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

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

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

ACERCA DE USTED Y DE SU NIÑO

58. En general, ¿cómo calificaría toda la salud de su niño?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

59. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

60. ¿Actualmente necesita o usa su niño una medicina recetada por un doctor (aparte de vitaminas)?

- Sí
- No → *Pase a la pregunta 63*

61. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?
- Sí
 No → *Pase a la pregunta 63*
62. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
- Sí
 No
63. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?
- Sí
 No → *Pase a la pregunta 66*
64. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?
- Sí
 No → *Pase a la pregunta 66*
65. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
- Sí
 No
66. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?
- Sí
 No → *Pase a la pregunta 69*

67. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?
- Sí
 No → *Pase a la pregunta 69*
68. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
- Sí
 No
69. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?
- Sí
 No → *Pase a la pregunta 72*
70. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?
- Sí
 No → *Pase a la pregunta 72*
71. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?
- Sí
 No
72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?
- Sí
 No → *Pase a la pregunta 74*
73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?
- Sí
 No

74. ¿Qué edad tiene su niño?

Menos de un año

AÑOS (escriba la respuesta)

75. ¿Es su niño de sexo masculino o femenino?

Masculino

Femenino

76. ¿Es su niño de origen o ascendencia hispana o latina?

Sí, hispano o latino

No, ni hispano ni latino

77. ¿A qué raza pertenece su niño?
Marque una o más.

Blanca

Negra o afroamericana

Asiática

Nativo de Hawái o de otras islas del Pacífico

Indígena americano o nativo de Alaska

Otra (Por favor escriba en letra de molde)

78. ¿Qué edad tiene usted?

Menos de 18 años

18 a 24

25 a 34

35 a 44

45 a 54

55 a 64

65 a 74

75 años o más

79. ¿Es usted hombre o mujer?

Hombre

Mujer

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

8 años de escuela o menos

9 a 12 años de escuela, pero sin graduarse

Graduado de la escuela secundaria (high school), Diploma de escuela secundaria, preparatoria, o su equivalente (o GED)

Algunos cursos universitarios o un título universitario de un programa de 2 años

Título universitario de 4 años

Título universitario de más de 4 años

81. ¿Qué relación tiene con el niño?

Madre o padre

Abuelo o abuela

Tía o tío

Hermano o hermana mayor

Otro familiar

Tutor legal del niño

Otra persona

82. ¿Le ayudó alguien a completar esta encuesta?

Sí → **Pase a la pregunta 83**

No → **Gracias. Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado.**

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

Me leyó las preguntas

Anotó las respuestas que le di

Contestó las preguntas por mí

Tradujo las preguntas a mi idioma

Me ayudó de otra forma (Por favor escriba en letra de molde)

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

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

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



DIAL.SCREEN

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

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

(IWER: THIS IS NOT A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with [MEMBER FIRST NAME] [MEMBER LAST NAME]?

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

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your health care or benefits in any way.")

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

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

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

RE.INTRO

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

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

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

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

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

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

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

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX

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

1. MALE
2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

1. Spanish
2. English

MEMBER

Q1. / MEMBER

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

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF Oregon Health Plan, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

NPLNAME

Q2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

[(ENTER 5 IF R SAYS: MEDICAID)]

(IF R SAYS SOMETHING CLOSE TO Oregon Health Plan, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. RESPONDENT NO LONGER INSURED -----> NO.INSUR
- 5. RESPONDENT INSURED BY MEDICAID BUT DOESN'T -----> CK.PLMSTCR
KNOW PLAN NAME
- 6. RESPONDENT INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

Q2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your own health care. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

INCARE

Q3. / INCARE

In the last 6 months, did you have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

Q4. / CARSN4

In the last 6 months, when you NEEDED CARE RIGHT AWAY, how often did you get care as soon as you needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

Q5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic?

- 1. YES
- 2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

Q6. / APGET4

In the last 6 months, how often did you get an appointment for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic as soon as you needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

Q7. / OFCTIM4

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

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care you received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL THEN GO TO PRSNLD4

PRVENT5

Q8. / PRVENT5

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXSTP

9. / RXSTP

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

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

NRXWHY

10. / NRXWHY

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

NRXWYNT

11. / NRXWYNT

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXBST

12. / RXBST

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

13. / RTALLCR

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

(IF NEEDED: "Please do not include any dental care you may have received.")

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

CARNES4

14. / CARNES4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PRSNLD4

15. / PRSNLD4

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

Do you have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

16. / DRTMS

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

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> RATEDR4
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DREXPL4

17. / DREXPL4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

18. / DRLSTN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

19. / DRESPU4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

20. / DRTMEN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR

21. / DIFFDR

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

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED --> RATEDR4

DRINFO

22. / DRINFO

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

23. / RATEDR4

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

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital

NDSPDR4

24. / NDSPDR4

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

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

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

25. / PRBSEE4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

26. / SPDRS

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

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say you've seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

27. / RTSPDR4

We want to know your rating of the specialist you saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN

Now I'm going to ask you some questions about your experience with your health plan.

LOOMAT4

28. / LOOMAT4

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

- 1. YES
- 2. NO -----> CLCSRV4

DK/REFUSAL/NOT ASCERTAINED --> CLCSRV4

UNDINF4

29. / UNDINF4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSRV4

30. / CLCSRV4

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

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4

31. / PBCLCS4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

32. / CSRESP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

33. / PLPRWK4

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

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

34. / PBPLPW4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

35. / RTPLEXP

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

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

HPMDEQ

35a. / HPMDEQ

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

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

EZMDHP

35b. / EZMDHP

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

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

POSTHP

35c. / POSTHP

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

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

EZPOST

35d. / EZPOST

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

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

INTRO.SHLTHIS

INTRO.SHLTHIS

A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse or anyone else you would see for health care. Please keep this in mind as you answer the following questions.

SHLTHIS

35e. / SHLTHIS

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

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

DK/REFUSAL/NOT ASCERTAINED --> CHTREAT

EUNDER

35f. / EUNDER

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

ELISTEN

35g. / ELISTEN

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

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED

EINCLUD

35h. / EINCLUD

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

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED

CHTREAT

35i. / CHTREAT

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

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

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

DK/REFUSAL/NOT ASCERTAINED --> RESPCHT

PCTREAT

35j. / PCTREAT

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

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

BSTREAT

35k. / BSTREAT

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

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

EASYQC

35l. / EASYQC

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DTLKTF

35m. / DTLKTF

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DINTER

35n. / DINTER

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

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED

DRRUDE

35o. / DRRUDE

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

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED

TRUSTDR

35p. / TRUSTDR

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

REGDENT

35q. / REGDENT

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

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

DNTASAP

35r.

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

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

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

36. / HLTSTA4

In general, how would you rate your overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

37. / MNTLSTAT

In general, how would you rate your overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

FLUSHOTQ

38. / FLUSHOTQ

Have you had either a flu shot or flu spray in the nose since July 1, 2014?

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

NOWSMOK

39. / NOWSMOK

Do you now smoke cigarettes or use tobacco...

(READ LIST)

1. EVERY DAY,
2. SOME DAYS, OR
3. NOT AT ALL? -----> ASPDAY
4. DON'T KNOW (DO NOT READ) -----> ASPDAY
9. REFUSAL/NOT ASCERTAINED (DO NOT READ) --> ASPDAY

ADVQUIT9

40. / ADVQUIT9

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PATCH9

41. / PATCH9

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

WILLPWR9

42. / WILLPWR9

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPDAY

43. / ASPDAY

Do you take aspirin daily or every other day?

(IF NEEDED: "Would you say YES or NO?")

(IWER: If the R asks about whether a particular medication or Brand name is considered aspirin, you may provide the following clarification:

Aspirin: Bayer and Bufferin

Not Aspirin: Tylenol, Motrin, Aleve, Advil, ibuprofen and acetaminophen)

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPUSF

44. / ASPUSF

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

(IF NEEDED: "Would you say YES or NO?")

1. YES
2. NO
3. DON'T KNOW

9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPPRV

45. / ASPPRV

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.AWCOND
INTRO.AWCOND

When I read the following list, please tell me if you are aware that you have any of these conditions.

PHAWCD.(1-3)
46.(1-3) / PHAWCD.(1-3)

[First,/(Next/How About...)]

1. "High cholesterol"
2. "High blood pressure"
3. "Parent or sibling who had a heart attack before the age of 60"

(IWER IF NECESSARY: "Are you aware if you have this condition?")

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.DRCOND
INTRO.DRCOND

When I read the following list, please tell me if a doctor has ever told you that you have any of these conditions.

PHDRCD.(1-4)
47.(1-4) / PHDRCD.(1-4)

[First,/(Next/How About...)]

1. "A heart attack"
2. "Angina or coronary heart disease"
3. "A stroke"
4. "Any kind of diabetes or high blood sugar"

(IWER IF NECESSARY: "Has a doctor ever told you that you have this condition?")

[FOR PHDRCD.2: (IWER IF NEEDED, CLARIFY: Angina pectoris (an-JYE-nuh or AN-jin-uh PECK-ter-iss) is severe pain in the chest associated with insufficient blood supply to the heart.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SMPROB

48. / SMPROB

I have just a few more questions.

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

- 1. YES
- 2. NO -----> TKMED

DK/REFUSAL/NOT ASCERTAINED --> TKMED

PRBLST

49. / PRBLST

Is this a condition or problem that has lasted for at least 3 months? [Please do NOT include pregnancy or menopause.]

[(IWER IF NEEDED, CLARIFY: Menopause (men-ne-paws) is the time in a woman's life when she stops having menstrual periods. It is sometimes called 'the change of life' or 'the change'.)]

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

TKMED

50. / TKMED

Do you now need or take medicine prescribed by a doctor? [Please do NOT include birth control.]

- 1. YES
- 2. NO -----> QAGE4

DK/REFUSAL\NOT ASCERTAINED --> QAGE4

TRTCOND

51. / TRTCOND

Is this medicine to treat a condition that has lasted for at least three months? [Please do NOT include pregnancy or menopause.]

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

QAGE4

52. / QAGE4

What is your age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ LIST IF NEEDED, "Are you...")

1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

QGENDER

53. / QGENDER

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

(ASK IF NECESSARY, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

54. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

LATINO

55. / LATINO

Are you of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

56.(1-6) / PQRACE3.(1-6)

[(Are you)]

1. "White"
2. "Black or African-American"
3. "Asian"
4. "Native Hawaiian or other Pacific Islander"
5. "American Indian or Alaska Native"
6. "Some other race"

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY RACE?" SAY "We ask about your race for demographic purposes only. We want to be sure that the people we survey accurately represent the racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC" or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

ALL.DONE

THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

DIAL.SCREEN

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

(IWER: THIS IS A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with the person who knows the most about [NAME OF CHILD]'s health care?

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

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.")

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

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

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

MAIL.SCREEN

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

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

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

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

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

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

RE.INTRO

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

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

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

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

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

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

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

("DK" NOT ALLOWED)

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

SEX

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

1. MALE
2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

1. Spanish
2. English

MEMBER

Q1. / MEMBER

I will be asking you about [NAME OF CHILD]'s health care. Please answer these questions based on the experiences you have had in getting health care for [NAME OF CHILD], and not on any experiences you may have had getting care for yourself or other members of your family.

Our records show that your child is now in Oregon Health Plan. Is that right?

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF Oregon Health Plan, ENTER "2".)

1. YES --> CK.PLMSTCR
2. NO

DK/REFUSAL/NOT ASCERTAINED

NPLNAME

Q2. / NPLNAME

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

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

[(ENTER 5 IF R SAYS: MEDICAID)]

(IF R SAYS SOMETHING CLOSE TO Oregon Health Plan, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

1. EXACT MATCH -----> CK.PLMSTCR
2. POSSIBLE MATCH -----> PLNAME
3. NOT A MATCH -----> PLNAME
4. CHILD NO LONGER INSURED -----> NO.INSUR
5. CHILD INSURED BY MEDICAID BUT DOESN'T -----> CK.PLMSTCR
KNOW PLAN NAME
6. CHILD INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

Q2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your child's health care. When you answer these questions, please do NOT include dental visits or care your child got when [he/she] stayed overnight in a hospital.

INCARE

Q3. / INCARE

In the last 6 months, did your child have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

1. YES
2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

Q4. / CARSN4

In the last 6 months, when your child NEEDED CARE RIGHT AWAY, how often did your child get care as soon as [he/she] needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

Q5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic?

1. YES
2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

Q6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

Q7. / OFCTIM4

In the last 6 months, NOT counting the times your child went to an emergency room, how many times did [he/she] go to a doctor's office or clinic to get health care?

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care your child received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL THEN GO TO CHSCHL

PRVENT5

Q8. / PRVENT5

In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

OFTQUES

9. / OFTQUES

In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXSTP

10. / RXSTP

In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

1. YES
2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

NRXWHY

11. / NRXWHY

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

NRXWYNT

12. / NRXWYNT

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RXBST

13. / RXBST

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

14. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care your child may have received.")

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

CARNES4

15. / CARNES4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHSCHL

16. / CHSCHL

Is your child now enrolled in any kind of school or daycare?

1. YES
2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

CONTSCHL

17. / CONTSCHL

In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

1. YES
2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

HELPCONT

18. / HELPCONT

In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

MEDEQUIP

19. / MEDEQUIP

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

1. YES
2. NO -----> SPCTHY

DK/REFUSAL/NOT ASCERTAINED --> SPCTHY

EZMDEQ

20. / EZMDEQ

In the last 6 months, how often was it easy to get special medical equipment or devices for your child? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPMDEQ

21. / HELPMDEQ

Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SPCTHY

22. / SPCTHY

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

1. YES
2. NO -----> TCPBLM

DK/REFUSAL/NOT ASCERTAINED --> TCPBLM

EZTHP

23. / EZTHP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTHP

24. / HELPTHP

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

TCPBLM

25. / TCPBLM

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

1. YES
2. NO -----> PLUSCARE

DK/REFUSAL/NOT ASCERTAINED --> PLUSCARE

EZTC

26. / EZTC

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTC

27. / HELPTC

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

PLUSCARE

28. / PLUSCARE

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

1. YES
2. NO -----> PRSNLD4

DK/REFUSAL/NOT ASCERTAINED --> PRSNLD4

HLPCOORD

29. / HLPCOORD

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

PRSNLD4

30. / PRSNLD4

A personal doctor is the one your child would see if [he/she] needs a check-up, has a health problem or gets sick or hurt.

Does your child have a personal doctor?

1. YES
2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

31. / DRTMS

In the last 6 months, how many times did your child visit
[his/her] personal doctor for care?

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> RATEDR4
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

PBDRNG

31a. / PBDRNG

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DREXPL4

32. / DREXPL4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

33. / DRLSTN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

34. / DRESPU4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CABLTLK

35. / CABLTLK

Is your child able to talk with doctors about [his/her] health care?

1. YES
2. NO -----> DRTMEN4

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

CDREXPL

36. / CDREXPL

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

37. / DRTMEN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTLKU

38. / DRTLKU

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DIFFDR

39. / DIFFDR

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

1. YES
2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED --> RATEDR4

DRINFO

40. / DRINFO

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

41. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

COND3MO

42. / COND3MO

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

(IWER: "We are looking for a condition that the child CURRENTLY HAS that has lasted for more than 3 months.")

1. YES
2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRUNCON

43. / DRUNCON

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DRUNFAM

44. / DRUNFAM

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care your child got when (he/she) stayed overnight in a hospital.

NDSPDR4

45. / NDSPDR4

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

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

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

1. YES
2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

46. / PRBSEE4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

47. / SPDRS

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

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say your child has seen...")

(READ LIST IF NEEDED: "Would you say...")

0. NONE, -----> INTRO.PLAN
1. 1 SPECIALIST,
2. 2,
3. 3,
4. 4, OR
5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

48. / RTSPDR4

We want to know your rating of the specialist your child saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN

INTRO.PLAN

Now I'm going to ask you some questions about your experience with your child's health plan.

CLCSRV4

49. / CLCSRV4

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

1. YES
2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4

50. / PBCLCS4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

51. / CSRESP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

52. / PLPRWK4

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

1. YES
2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

53. / PBPLPW4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

54. / RTPLEXP

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

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

CHPRES

55. / CHPRES

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

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

DK/REFUSAL/NOT ASCERTAINED --> REGDENT

EZPRES

56. / EZPRES

In the last 6 months, how often was it easy to get prescription medicines for your child through [his/her] health plan? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPPRES

57. / HELPPRES

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

REGDENT

57a. / REGDENT

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

Does your child have a regular dentist?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DNTASAP

57b. / DNTASAP

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

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

DK/REFUSAL/NOT ASCERTAINED

CHTREAT

57c. / CHTREAT

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

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

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

DK/REFUSAL/NOT ASCERTAINED --> RESPCHT

PCTREAT

57d. / PCTREAT

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

BSTREAT

57e. / BSTREAT

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RESPCHT

57f. / RESPCHT

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

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

DK/REFUSAL/NOT ASCERTAINED

ENCORQC

57g. / ENCORQC

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

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

DK/REFUSAL/NOT ASCERTAINED

EASYQC

57h. / EASYQC

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

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

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

58. / HLTSTA4

In general, how would you rate your child's overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

59. / MNTLSTAT

In general, how would you rate your child's overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CUSEMED

60. / CUSEMED

Other than vitamins, does your child currently need or use medicine prescribed by a doctor?

1. YES
2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDA

61. / WHYMEDA

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

1. YES
2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDB

62. / WHYMEDB

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

MOREMED

63. / MOREMED

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

1. YES
2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREA

64. / WHYMOREA

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

1. YES
2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREB

65. / WHYMOREB

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

LIMITED

66. / LIMITED

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

1. YES
2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMA

67. / WHYLIMA

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

1. YES
2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMB

68. / WHYLIMB

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SPECTHP

69. / SPECTHP

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

1. YES
2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTA

70. / WHYSTA

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

1. YES
2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTB

71. / WHYSTB

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

CHCOUNS

72. / CHCOUNS

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

1. YES
2. NO -----> CAGE

DK/REFUSAL/NOT ASCERTAINED --> CAGE

TIMCOUNA

73. / TIMCOUNA

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

CAGE

74. / CAGE

I have just a few more questions.

What is YOUR CHILD'S age?

(IWER: ENTER 00 IF LESS THAN 1 YEAR OLD)

(IWER: IF NEEDED CLARIFY, "Please answer based on your child's age as of their last birthday.")

___ ENTER CHILD'S AGE

DK/REFUSAL/NOT ASCERTAINED

CGENDER

75. / CGENDER

(IF NEEDED: "Is your child male or female?")

1. MALE
2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO

76. / LATINO

Is your child of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your child's race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

77.1-6) / PQRACE3.(1-6)

[(Is your child)]

1. "White"
2. "Black or African-American"
3. "Asian"
4. "Native Hawaiian or other Pacific Islander"
5. "American Indian or Alaska Native"
6. "Some other race"

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY CHILD'S RACE?" SAY "We ask about your child's race for demographic purposes only. We want to be sure that the people we survey accurately represent the racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC" or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

PAGE

78. / PAGE

Now I have a few questions about you. What is YOUR age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ IF NEEDED, "Are you...")

0. UNDER 18,
1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PGENDER

79. / PGENDER

(IWER: ENTER RESPONDENT'S SEX. "DK" NOT ALLOWED.)

(IWER: IF NECESSARY ASK, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

80. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE
SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT
LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS
SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH
SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHRELT

81. / CHRELT

How are you related to the child?

(READ IF NEEDED: "Are you the ...")

1. MOTHER OR FATHER,
2. GRANDPARENT,
3. AUNT OR UNCLE,
4. OLDER BROTHER OR SISTER,
5. OTHER RELATIVE,
6. LEGAL GUARDIAN, OR
7. SOMEONE ELSE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ALL.DONE

THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.