



Health Share of Oregon
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2014



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METHODOLOGY

Introduction

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

Survey Milestones

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

Sampling

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

Questionnaires

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

Selection of Cases for Analysis

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

Composites, Overall Ratings, and Measures for Reporting

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

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

Composite: Getting Needed Care

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

Q25/28. Getting appointments with specialists

Composite: Getting Care Quickly

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

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

Composite: How Well Doctors Communicate

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

Q18/18. Personal doctor listened carefully to you

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

Q20/22. Personal doctor spent enough time with you

Composite: Customer Service

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

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

Composite: Shared Decision Making

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

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

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

Rating Questions

Q13/13. Rating of all health care

Q23/26. Rating of personal doctor

Q27/30. Rating of specialist doctor

Q42/36. Rating of health plan

Composite: Access to Specialized Services (Child only)

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

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

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

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

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

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

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

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

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

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

Comparisons, Statistical Testing, Scoring, and Weighting

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

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

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

Sample Disposition

Category	Adult		Child	
	Health Share of Oregon	Overall	Health Share of Oregon	Overall
**First mailing - sent	900	15300	900	15300
*First mailing - usable survey returned	166	3059	148	2459
Second mailing - sent	699	11718	742	12459
*Second mailing - usable survey returned	65	1039	55	1057
*Phone - usable surveys	81	1456	155	2502
Total - usable surveys	312	5554	358	6018
†Ineligible: According to population criteria‡	15	348	16	362
†Ineligible: Deceased	5	78	0	3
†Ineligible: Mentally or physically unable to complete survey	23	301	0	0
†Ineligible: Language barrier	27	77	18	39
Incorrect address AND incorrect phone number	60	1065	51	991
Refusal/Returned survey blank	41	720	43	783
Nonresponse - Unavailable by mail or phone	417	7157	414	7104
Adjusted Response Rate	37.6%	38.3%	41.3%	40.4%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Response/Non-Response Comparison

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

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

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

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

Adult

Gender / Age	Non-Respondents	Respondents	Difference
Male	175 38.2%	121 38.8%	0.57%
Female	283 61.8%	191 61.2%	-0.57%
18-24	96 21.0%	55 17.6%	-3.33%
25-34	115 25.1%	41 13.1%	-11.97%
35-44	88 19.2%	47 15.1%	-4.15%
45-54	65 14.2%	57 18.3%	4.08%
55-64	43 9.4%	68 21.8%	12.41%
65-74	28 6.1%	24 7.7%	1.58%
75 or Older	23 5.0%	20 6.4%	1.39%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	230 50.3%	192 53.6%	3.30%
Female	227 49.7%	166 46.4%	-3.30%
<1, 1-3	99 21.7%	65 18.2%	-3.51%
4-7	119 26.0%	98 27.4%	1.33%
8-12	130 28.4%	114 31.8%	3.40%
13 or older	109 23.9%	81 22.6%	-1.23%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q1 YES	300 100%	5403 100%	37 100%	30 100%	49 100%	55 100%	62 100%	42 100%	178 100%	20 100%	29 100%	2 100%	8 100%	8 100%	23 100%	25 100%	242 100%	175 100%	92 100%	105 100%	168 100%
NOT ANSWERED	12	151	5	1		1	1	2	5	1	2			1		2	8	7	2	6	4
VALID CASES	300	5403	37	30	49	55	62	42	178	20	29	2	8	8	23	25	242	175	92	105	168
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS 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	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q3 YES	137 46%	2419 45%	19 45%~	11 35%~	22 45%~	25 46%	33 54%	20 47%~	85 47%	12 63%~	8 26%~	1 50%~	5 63%~	5 56%~	12 52%~	10 38%~	114 46%	75 42%	51 55%*	50 46%	80 47%
Q3 NO	159 54%	2914 55%	23 55%~	20 65%~	27 55%~	29 54%	28 46%	23 53%~	95 53%	7 37%~	23 74%~	1 50%~	3 38%~	4 44%~	11 48%~	16 62%~	132 54%	104 58%	41 45%*	59 54%	90 53%
NOT ANSWERED	16	220				2	2	1	3	2						1	4	3	2	2	2
VALID CASES	296	5334	42	31	49	54	61	43	180	19	31	2	8	9	23	26	246	179	92	109	170
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	54 100%	61 100%	43 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q4 NEVER	5 4%	72 3%	~	~	9%~	5%~	8%~	~	4%~	~	25%~	~	~	~	~	~	5%~	3%~	7%~	8%~	3%~
SOMETIMES	21 18%	310 15%	31%~	22%~	14%~	10%~	17%~	11%~	10%~	9%~	38%~	~	~	50%~	50%~	29%~	15%~	17%~	17%~	8%~	21%~
USUALLY	25 21%	531 26%	19%~	22%~	32%~	14%~	21%~	28%~	28%~	~	25%~	~	~	25%~	20%~	14%~	21%~	18%~	29%~	18%~	26%~
ALWAYS	66 56%	1161 56%	50%~	56%~	45%~	71%~	54%~	61%~	58%~	91%~	13%~	100%~	100%~	25%~	30%~	57%~	58%~	62%~	48%~	68%~	50%~
#ALWAYS + USUALLY (NET)	91 78%	1692 82%	69%~	78%~	77%~	86%~	75%~	89%~	86%~	91%~	38%~	100%~	100%~	50%~	50%~	71%~	80%~	80%~	76%~	85%~	76%~
TOP BOX SCORE	66 56%	1161 56%	50%~	56%~	45%~	71%~	54%~	61%~	58%~	91%~	13%~	100%~	100%~	25%~	30%~	57%~	58%~	62%~	48%~	68%~	50%~
NOT ANSWERED	20	322	3	2		4	9	2	14	1			1	1	2	3	16	10	9	10	10
VALID CASES	117	2074	16	9	22	21	24	18	71	11	8	1	4	4	10	7	98	65	42	40	70
NUMBER OF RESPONDENTS	137 100%	2396 100%	19 100%	11 100%	22 100%	25 100%	33 100%	20 100%	85 100%	12 100%	8 100%	1 100%	5 100%	5 100%	12 100%	10 100%	114 100%	75 100%	51 100%	50 100%	80 100%

[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	
		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	OTHER	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q5	HTS TOT ADLT																				
YES	208 71%	3840 72%	22 54%~	23 77%~	30 62%~	45 82%*	48 80%	29 67%~	135 75%*	14 74%~	17 57%~	1 50%~	7 87%~	3 33%~	14 61%~	17 68%~	172 70%~	113 63%*	79 86%*	75 71%	122 72%
NO	85 29%	1468 28%	19 46%~	7 23%~	18 38%~	10 18%*	12 20%	14 33%~	44 25%*	5 26%~	13 43%~	1 50%~	1 13%~	6 67%~	9 39%~	8 32%~	72 30%~	65 37%*	13 14%*	31 29%	47 28%
NOT ANSWERED	19	246	1	1	1	1	3	1	4	2	1				2	6	4	2	5	3	
VALID CASES	293	5308	41	30	48	55	60	43	179	19	30	2	8	9	23	25	244	178	92	106	169
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

			AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER			
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q6 NEVER	2 1%	83 2%*	~	~	~	~	3%~ 4%	2 2%	~	~	~	~	~	~	2 1%	1 1%	1 1%	1 2%	1 0.9%		
SOMETIMES	41 22%	655 19%	3 15%~	3 13%~	5 17%~	13 31%~	8 20%~	6 23%~	25 20%	1 8%~	8 47%~	1 ~	1 17%~	3 ~	27%~	4 27%~	33 21%~	20 19%	18 25%	16 24%	22 19%
USUALLY	49 26%	957 28%	4 20%~	9 39%~	7 24%~	6 14%~	12 30%~	8 31%~	34 27%	2 17%~	3 18%~	1 100%~	1 17%~	2 100%~	18%~	4 27%~	40 25%~	25 24%	18 25%	11 17%*	35 31%*
ALWAYS	98 52%	1742 51%	13 65%~	11 48%~	17 59%~	23 55%~	19 48%~	11 42%~	64 51%	9 75%~	6 35%~	4 ~	4 67%~	6 ~	55%~	7 47%~	82 52%~	58 56%	34 48%	38 58%	56 49%
#ALWAYS + USUALLY (NET)	147 77%	2699 79%	17 85%~	20 87%~	24 83%~	29 69%~	31 78%~	19 73%~	98 78%	11 92%~	9 53%~	1 100%~	5 83%~	2 100%~	8 73%~	11 73%~	122 78%~	83 80%	52 73%	49 74%	91 80%
TOP BOX SCORE	98 52%	1742 51%	13 65%~	11 48%~	17 59%~	23 55%~	19 48%~	11 42%~	64 51%	9 75%~	6 35%~	4 ~	4 67%~	6 ~	55%~	7 47%~	82 52%~	58 56%	34 48%	38 58%	56 49%
NOT ANSWERED	18	401	2		1	3	8	3	10	2		1	1	3	2	15	9	8	9	8	
VALID CASES	190	3437	20	23	29	42	40	26	125	12	17	1	6	2	11	15	157	104	71	66	114
NUMBER OF RESPONDENTS	208	3838	22	23	30	45	48	29	135	14	17	1	7	3	14	17	172	113	79	75	122
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q7 NONE	77 27%	1217 23%	15 38%~	13 42%~	15 31%~	9 17%*	9 15%*	14 33%~	37 21%*	4 22%~	17 59%~	1 50%~	2 25%~	4 44%~	9 41%~	7 28%~	67 28%~	63 35%*	9 10%*	33 31%	41 24%
1 TIME	48 17%	847 16%	7 17%~	6 19%~	7 15%~	12 22%	8 13%	2 5%~	32 18%	1 6%~	3 10%~	1 50%~	~	1 11%~	1 5%~	5 20%~	36 15%~	30 17%	10 11%	12 11%	30 18%
2	59 20%	1010 19%	10 25%~	3 10%~	6 12%~	12 22%	20 33%*	5 12%~	44 24%*	4 22%~	1 3%~	~	1 13%~	~	5 23%~	4 16%~	52 21%~	34 19%	22 25%	22 21%	33 20%
3	29 10%	647 12%	2 5%~	5 16%~	3 6%~	5 9%	7 12%	7 17%~	19 11%	2 11%~	3 10%~	~	1 13%~	1 11%~	2 9%~	3 12%~	26 11%~	20 11%	8 9%	13 12%	16 10%
4	20 7%	427 8%	~	1 3%~	2 4%~	6 11%	5 8%	4 10%~	10 6%	2 11%~	1 3%~	~	~	2 22%~	3 14%~	3 12%~	15 6%~	9 5%	9 10%	7 7%	11 7%
5 TO 9	34 12%	719 14%	4 10%~	1 3%~	8 17%~	7 13%	7 12%	7 17%~	22 12%	3 17%~	3 10%~	~	3 38%~	1 11%~	1 5%~	3 12%~	27 11%~	13 7%*	20 22%*	13 12%	21 12%
10 OR MORE TIMES	23 8%	356 7%	2 5%~	2 6%~	7 15%~	3 6%	4 7%	3 7%~	16 9%	2 11%~	1 3%~	~	1 13%~	~	1 5%~	~	20 8%~	9 5%*	11 12%	5 5%	16 10%
NOT ANSWERED	22	330	2	~	1	2	3	2	3	3	2	~	~	1	2	7	4	5	6	4	4
VALID CASES	290	5224	40	31	48	54	60	42	180	18	29	2	8	9	22	25	243	178	89	105	168
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		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	
Q8 #YES	HTS TOT ADULT 153 74%	OHP TOT ADULT 2839 72%	15 63%	15 83%	23 70%	34 76%	37 77%	21 75%	101 72%	12 86%	10 83%	6 ~100%	4 80%	8 67%	14 78%	126 73%	84 74%	56 72%	57 80%	88 71%	
NO	55 26%	1080 28%	9 37%	3 17%	10 30%	11 24%	11 23%	7 25%	39 28%	2 14%	2 17%	1 ~100%	1 ~20%	4 33%	4 22%	46 27%	29 26%	22 28%	14 20%	36 29%	
NOT ANSWERED	5	109	1			3		3						1	4	2	2	1	3		
VALID CASES	208	3919	24	18	33	45	48	28	140	14	12	1	6	5	12	18	172	113	78	71	124
NUMBER OF RESPONDENTS	213	4028	25	18	33	45	51	28	143	14	12	1	6	5	13	18	176	115	80	72	127
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

	HTS TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q9 YES	106 51%	2140 54%	5 21%~	7 39%~	14 42%~	25 56%~	29 60%~	19 68%~	77 55%	7 50%~	4 33%~		3 ~ 50%~	2 40%~	3 25%~	5 28%~	90 52%~	47 42%*	48 62%*	34 48%	65 52%
NO	102 49%	1796 46%	19 79%~	11 61%~	19 58%~	20 44%~	19 40%~	9 32%~	63 45%	7 50%~	8 67%~	1 100%~	3 50%~	3 60%~	9 75%~	13 72%~	82 48%~	66 58%*	30 38%*	37 52%	59 48%
NOT ANSWERED	5	92	1				3		3						1		4	2	2	1	3
VALID CASES	208	3936	24	18	33	45	48	28	140	14	12	1	6	5	12	18	172	113	78	71	124
NUMBER OF RESPONDENTS	213 100%	4028 100%	25 100%	18 100%	33 100%	45 100%	51 100%	28 100%	143 100%	14 100%	12 100%	1 100%	6 100%	5 100%	13 100%	18 100%	176 100%	115 100%	80 100%	72 100%	127 100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNIC- ITY	HEALTH STATUS		GENDER				
	HTS 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	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE MALE		
Q10 NOT AT ALL	5 5%	93 4%	1 ~ 14%	2 ~ 8%	2 ~ 7%	2 ~ 5%	2 ~ 5%	4 5%	~	~	1 ~ 33%	~	~	5 6%	3 7%	2 4%	2 6%	3 5%		
A LITTLE	15 15%	327 16%	2 40%	3 ~ 21%	2 8%	5 19%	2 12%	9 12%	2 33%	~	~	1 ~ 100%	1 33%	2 50%	12 14%	9 20%	5 11%	5 15%	9 15%	
SOME	39 39%	758 36%	2 40%	3 43%	4 29%	13 54%	11 41%	5 29%	33 45%	1 17%	~	2 ~ 67%	1 33%	1 25%	34 40%	16 36%	19 41%	16 48%	22 36%	
#A LOT	40 40%	898 43%	1 20%	3 43%	7 50%	7 29%	9 33%	10 59%	28 38%	3 50%	4 100%	~	~	1 33%	35 41%	16 36%	20 43%	10 30%	27 44%	
NOT ANSWERED	7	95			1	2	2	3	1			1		1	4	3	2	1	4	
VALID CASES	99	2076	5	7	14	24	27	17	74	6	4	3	1	3	4	86	44	46	33	61
NUMBER OF RESPONDENTS	106	2171	5	7	14	25	29	19	77	7	4	3	2	3	5	90	47	48	34	65
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	HTS TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE				
Q11 NOT AT ALL	21 21%	407 20%	1 25%	3 43%	2 14%	4 17%	6 21%	5 28%	15 20%	2 33%	1 25%	1 ~	1 33%	1 100%	1 50%	1 33%	20 23%	9 21%	9 19%	8 25%	13 21%
A LITTLE	20 20%	411 20%	1 25%	1 14%	2 14%	3 13%	9 32%	3 17%	14 19%	3 50%	1 25%	~	~	1 50%	1 ~	19 22%	8 19%	10 21%	7 22%	12 19%	
SOME	27 27%	704 34%	2 50%	1 14%	2 14%	9 39%	8 29%	4 22%	23 31%	~	~	1 ~	1 33%	~	23 26%	12 28%	14 30%	10 31%	16 26%		
#A LOT	31 31%	554 27%	~	2 29%	8 57%	7 30%	5 18%	6 33%	23 31%	1 17%	2 50%	~	1 33%	~	25 29%	14 33%	14 30%	7 22%	21 34%		
NOT ANSWERED	7	95	1			2	1	1	2	1				1	1	2	3	4	1	2	3
VALID CASES	99	2076	4	7	14	23	28	18	75	6	4		3	1	2	3	87	43	47	32	62
NUMBER OF RESPONDENTS	106	2171	5	7	14	25	29	19	77	7	4		3	2	3	5	90	47	48	34	65
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	HTS 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- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q12 #YES	73 73%	1495 72%	4 80%~	5 71%~	11 85%~	18 75%~	22 79%~	9 50%~	52 69%~	6 86%~	3 75%~	2 ~100%	1 ~100%	3 ~100%	4 100%~	61 70%~	34 77%~	33 70%~	25 76%~	44 71%~
NO	27 27%	577 28%	1 20%~	2 29%~	2 15%~	6 25%~	6 21%~	9 50%~	23 31%~	1 14%~	1 25%~	~	~	~	26 ~30%	10 23%~	14 30%~	8 24%~	18 29%~	
NOT ANSWERED	6	99			1	1	1	1	2			1	1		1	3	3	1	1	3
VALID CASES	100	2072	5	7	13	24	28	18	75	7	4	2	1	3	4	87	44	47	33	62
NUMBER OF RESPONDENTS	106 100%	2171 100%	5 100%	7 100%	14 100%	25 100%	29 100%	19 100%	77 100%	7 100%	4 100%	3 100%	2 100%	3 100%	5 100%	90 100%	47 100%	48 100%	34 100%	65 100%

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

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

			AGE					RACE					ETHNIC- ITY	HEALTH STATUS		GENDER					
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
Q13 WORST HEALTH CARE POSSIBLE	1 0.5%	27 0.7%	~	~	~	~	2%~	0.7%	~	~	~	~	~	1 -0.6%	1 -0.9%	~	~	1 -0.8%			
01	1 0.5%	36 0.9%	~	~	~	~	4%~	0.7%	~	~	~	~	~	1 -0.6%	1 -0.9%	~	~	1 -0.8%			
02	3 1%	49 1%	~	~	~	1 2%~	1 2%~	~	~	~	~	~	~	2 1%~	1 0.9%	1 1%	~	2 2%			
03	4 2%	75 2%	~	~	1 3%~	1 2%~	~	7%~	~	~	~	~	1 8%~	~	4 2%~	1 0.9%	3 4%	4 3%~			
04	10 5%	144 4%	3 13%~	~	2 6%~	2 4%~	3 6%~	~	7 5%	~	1 ~100%~	~	1 ~20%~	1 8%~	1 6%~	9 5%~	5 4%	5 6%	3 4%	6 5%	
05	11 5%	268 7%	~	2 11%~	4 13%~	2 4%~	1 2%~	2 7%~	6 4%	1 7%~	2 18%~	~	1 ~17%~	~	1 8%~	~	11 6%~	8 7%	3 4%	3 4%	8 7%
06	8 4%	223 6%	~	1 6%~	1 3%~	2 4%~	2 4%~	1 4%~	5 4%	~	1 9%~	~	~	~	1 8%~	~	6 3%~	4 4%	2 3%	2 3%	5 4%
07	18 9%	446 11%	1 4%~	1 6%~	2 6%~	5 11%~	5 10%~	2 7%~	14 10%	1 7%~	~	~	~	1 ~20%~	~	1 6%~	15 9%~	8 7%	9 12%	8 11%	8 7%
08	51 25%	874 22%	9 38%~	5 28%~	9 28%~	10 22%~	9 18%~	5 18%~	31 22%	5 36%~	3 27%~	~	1 ~17%~	1 20%~	5 42%~	5 28%~	42 24%~	28 25%	18 23%	17 24%	30 24%
09	34 17%	633 16%	5 21%~	5 28%~	3 9%~	8 18%~	10 20%~	2 7%~	24 17%	4 29%~	2 18%~	~	~	~	1 8%~	3 17%~	30 17%~	19 17%	13 17%	15 21%	18 15%
BEST HEALTH CARE POSSIBLE	65 32%	1114 29%	6 25%~	4 22%~	10 31%~	14 31%~	17 35%~	13 46%~	47 33%	3 21%~	3 27%~	~	4 ~67%~	2 40%~	2 17%~	8 44%~	51 30%~	37 33%	24 31%	24 33%	40 33%
#8-10 (NET)	150 73%	2622 67%*	20 83%~	14 78%~	22 69%~	32 71%~	36 73%~	20 71%~	102 72%	12 86%~	8 73%~	~	5 ~83%~	3 60%~	8 67%~	16 89%~	123 72%~	84 74%	55 71%	56 78%	88 72%

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				
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
9-10 (NET)	99 48%	1747 45%	11 46%	9 50%	13 41%	22 49%	27 55%	15 54%	71 50%	7 50%	5 45%	4 ~	2 67%	3 40%	11 25%	81 61%	56 47%	37 47%	39 54%	58 47%	
NOT ANSWERED	7	139	1		1		2		2		1			1		4		2	2	4	
VALID CASES	206	3889	24	18	32	45	49	28	141	14	11	1	6	5	12	18	172	113	78	72	123
NUMBER OF RESPONDENTS	213 100%	4028 100%	25 100%	18 100%	33 100%	45 100%	51 100%	28 100%	143 100%	14 100%	12 100%	1 100%	6 100%	5 100%	13 100%	18 100%	176 100%	115 100%	80 100%	72 100%	127 100%
MEAN	8.02	7.86	8.17	8.22	7.81	8.04	8.12	8.04	8.04	8.43	8.00	4.00	8.83	7.80	7.25	8.78	7.94	8.06	7.97	8.42	7.88
p stat_(*=Sig @ p<=.05)		.179	~	~	~	~	~	~	.811	~	~	~	~	~	~	~	~	.751	.812	.029*	.221

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		GENDER			
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
Q14 NEVER	2 1%	106 3%*	~	~	1 3%~	1 2%~	~	~	2 1%~	~	~	~	~	~	~	2 1%~	1 0.9%	1 1%	~	2 2%~	
SOMETIMES	38 19%	606 16%	4 17%~	1 6%~	10 31%~	12 27%~	3 6%~	5 18%~	23 16%	2 14%~	3 27%~	1 100%~	1 17%~	1 20%~	4 33%~	2 11%~	32 19%~	20 18%	13 17%	16 22%	18 15%
USUALLY	54 26%	1251 32%*	6 25%~	7 41%~	4 12%~	12 27%~	16 33%~	5 18%~	41 29%	2 14%~	2 18%~	~	1 17%~	2 40%~	2 17%~	6 33%~	44 26%~	24 21%	26 33%	17 24%	33 27%
ALWAYS	110 54%	1927 50%	14 58%~	9 53%~	17 53%~	20 44%~	30 61%~	18 64%~	74 53%	10 71%~	6 55%~	~	4 67%~	2 40%~	6 50%~	10 56%~	93 54%~	67 60%	38 49%	39 54%	69 57%
#ALWAYS + USUALLY (NET)	164 80%	3178 82%	20 83%~	16 94%~	21 66%~	32 71%~	46 94%~	23 82%~	115 82%	12 86%~	8 73%~	~	5 83%~	4 80%~	8 67%~	16 89%~	137 80%~	91 81%	64 82%	56 78%	102 84%
TOP BOX SCORE	110 54%	1927 50%	14 58%~	9 53%~	17 53%~	20 44%~	30 61%~	18 64%~	74 53%	10 71%~	6 55%~	~	4 67%~	2 40%~	6 50%~	10 56%~	93 54%~	67 60%	38 49%	39 54%	69 57%
NOT ANSWERED	9	138	1	1	1		2		3		1			1		5	3	2		5	
VALID CASES	204	3890	24	17	32	45	49	28	140	14	11	1	6	5	12	18	171	112	78	72	122
NUMBER OF RESPONDENTS	213 100%	4028 100%	25 100%	18 100%	33 100%	45 100%	51 100%	28 100%	143 100%	14 100%	12 100%	1 100%	6 100%	5 100%	13 100%	18 100%	176 100%	115 100%	80 100%	72 100%	127 100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q15 YES	247 84%	4471 84%	32 76%	23 74%	41 84%	51 91%	57 92%*	34 79%	157 86%	18 90%	24 77%	2 100%	8 100%	8 89%	15 65%	22 85%	208 84%	145 80%*	85 92%*	94 86%	142 83%
NO	46 16%	824 16%	10 24%	8 26%	8 16%	5 9%	5 8%*	9 21%	25 14%	2 10%	7 23%	~	~	1 11%	8 35%	4 15%	41 16%	37 20%*	7 8%*	15 14%	30 17%
NOT ANSWERED	19	259					1	1	1	1						1	1		2		2
VALID CASES	293	5295	42	31	49	56	62	43	182	20	31	2	8	9	23	26	249	182	92	109	172
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

	HTS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q16 NONE	41 18%	737 18%	8 27%~	7 30%~	10 25%~	5 11%~	5 9%*	6 19%~	22 15%	1 7%~	7 32%~	2 100%~	1 13%~	3 43%~	4 27%~	6 29%~	34 17%~	36 27%*	5 6%*	15 17%	25 19%
1 TIME	42 18%	904 22%	7 23%~	6 26%~	7 17%~	9 19%~	8 15%	2 6%~	25 17%	3 20%~	6 27%~	~	~	2 29%~	2 13%~	4 19%~	35 18%~	24 18%	11 13%	16 18%	23 17%
2	57 24%	921 22%	4 13%~	2 9%~	7 17%~	15 32%~	20 38%*	8 26%~	48 32%*	2 13%~	1 5%~	~	2 25%~	2 13%~	2 10%~	53 27%~	29 22%	26 32%	30 34%*	26 20%*	
3	30 13%	552 13%	3 10%~	1 4%~	3 8%~	7 15%~	6 11%	8 26%~	17 11%	3 20%~	3 14%~	~	1 13%~	2 13%~	5 24%~	22 11%~	13 10%	14 17%	10 11%	17 13%	
4	26 11%	381 9%	4 13%~	4 17%~	2 5%~	7 15%~	5 9%	2 6%~	15 10%	2 13%~	2 9%~	~	1 13%~	1 14%~	3 20%~	2 10%~	21 11%~	15 11%	9 11%	8 9%	16 12%
5 TO 9	26 11%	484 12%	4 13%~	1 4%~	7 17%~	4 9%~	7 13%	3 10%~	16 11%	3 20%~	3 14%~	~	1 13%~	1 14%~	1 7%~	2 10%~	21 11%~	11 8%	13 16%	9 10%	17 13%
10 OR MORE TIMES	11 5%	164 4%	~	2 9%~	4 10%~	~	2 4%	2 6%~	6 4%	1 7%~	~	~	2 25%~	1 7%~	~	9 5%~	6 4%	4 5%	1 1%*	9 7%	
NOT ANSWERED	14	311	2	~	1	4	4	3	8	3	2	~	~	1	1	13	11	3	5	9	
VALID CASES	233	4143	30	23	40	47	53	31	149	15	22	2	8	7	15	21	195	134	82	89	133
NUMBER OF RESPONDENTS	247	4454	32	23	41	51	57	34	157	18	24	2	8	8	15	22	208	145	85	94	142
	100%	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?

	HTS 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	
Q17 NEVER	1 0.5%	64 2%*	~	~	~	2%~	~	~	~	~	~	~	~	~	~	~	~	1	1	1	~
SOMETIMES	8 4%	221 7%*	2 9%~	1 6%~	2 7%~	2 5%~	1 2%~	3 2%	1 7%~	1 7%~	1 ~	1 14%~	2 ~	2 18%~	2 13%~	5 3%~	4 4%	3 4%	2 3%	6 6%	
USUALLY	41 22%	788 23%	6 27%~	4 25%~	7 23%~	8 19%~	9 20%~	3 13%~	26 21%	5 ~	1 36%~	2 ~	2 14%~	2 50%~	2 18%~	5 33%~	31 20%~	16 16%	19 26%	10 14%*	26 24%
ALWAYS	138 73%	2286 68%*	14 64%~	11 69%~	21 70%~	31 74%~	36 78%~	21 88%~	95 76%	13 93%~	8 57%~	5 ~	2 71%~	7 50%~	7 64%~	8 53%~	121 77%~	78 80%*	51 69%	59 82%*	75 70%
#ALWAYS + USUALLY (NET)	179 95%	3074 92%*	20 91%~	15 94%~	28 93%~	39 93%~	45 98%~	24 100%~	121 97%	13 93%~	13 93%~	6 ~	4 86%~	9 100%~	9 82%~	13 87%~	152 96%~	94 96%	70 95%	69 96%	101 94%
TOP BOX SCORE	138 73%	2286 68%*	14 64%~	11 69%~	21 70%~	31 74%~	36 78%~	21 88%~	95 76%	13 93%~	8 57%~	5 ~	2 71%~	7 50%~	7 64%~	8 53%~	121 77%~	78 80%*	51 69%	59 82%*	75 70%
NOT ANSWERED	4	36					2	1	2	1					3		3	2	1		
VALID CASES	188	3360	22	16	30	42	46	24	125	14	14	7	4	11	15	158	98	74	72	107	
NUMBER OF RESPONDENTS	192 100%	3396 100%	22 100%	16 100%	30 100%	42 100%	48 100%	25 100%	127 100%	14 100%	15 100%	7 100%	4 100%	11 100%	15 100%	161 100%	98 100%	77 100%	74 100%	108 100%	

[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	
	HTS 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
Q18 NEVER	5 3%	80 2%		2 ~ 12%~	1 3%~	2 5%~			3 2%	1 ~ 7%~			1 ~ 9%~		4 ~ 3%~	1 1%	4 5%	1 1%	4 4%	
SOMETIMES	14 8%	289 9%	3 14%~	1 6%~	2 7%~	4 10%~	3 7%~	10 8%	1 8%~			1 ~ 25%~	1 9%~	1 7%~	12 8%~	6 6%	5 7%	2 3%*	10 9%	
USUALLY	33 18%	705 21%	2 9%~	2 12%~	5 17%~	6 14%~	10 23%~	5 21%~	17 14%	2 15%~	6 43%~	1 ~ 14%~	1 25%~	3 27%~	5 33%~	24 15%~	13 13%	17 23%	10 14%	20 19%
ALWAYS	134 72%	2267 68%	17 77%~	11 69%~	22 73%~	30 71%~	31 70%~	19 79%~	94 76%	10 77%~	7 50%~	6 ~ 86%~	2 50%~	6 55%~	9 60%~	116 74%~	78 80%*	47 64%	58 82%*	72 68%
#ALWAYS + USUALLY (NET)	167 90%	2972 89%	19 86%~	13 81%~	27 90%~	36 86%~	41 93%~	24 100%~	111 90%	12 92%~	13 93%~	7 ~ 100%~	3 75%~	9 82%~	14 93%~	140 90%~	91 93%	64 88%	68 96%*	92 87%
TOP BOX SCORE	134 72%	2267 68%	17 77%~	11 69%~	22 73%~	30 71%~	31 70%~	19 79%~	94 76%	10 77%~	7 50%~	6 ~ 86%~	2 50%~	6 55%~	9 60%~	116 74%~	78 80%*	47 64%	58 82%*	72 68%
NOT ANSWERED	6	55					4 1		3 1	1 1					5		4	3	2	
VALID CASES	186	3341	22	16	30	42	44	24	124	13	14	7	4	11	15	156	98	73	71	106
NUMBER OF RESPONDENTS	192 100%	3396 100%	22 100%	16 100%	30 100%	42 100%	48 100%	25 100%	127 100%	14 100%	15 100%	7 100%	4 100%	11 100%	15 100%	161 100%	98 100%	77 100%	74 100%	108 100%

[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		
	HTS TOT ADULT	OHP TOT ADULT	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 ILND	AMER PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q19 NEVER	2 1%	70 2%	~	1 6%	~	1 2%	~	~	0.8%	~	7%	~	~	~	~	~	~	1 1%	1 1%	1 1%	1 0.9%
SOMETIMES	10 5%	242 7%	2 9%	2 12%	1 3%	2 5%	2 4%	~	7 6%	1 8%	~	~	~	1 25%	~	1 7%	8 5%	1 1%*	6 8%	3 4%	6 6%
USUALLY	25 13%	541 16%	2 9%	2 12%	6 20%	4 10%	6 13%	3 13%	16 13%	1 8%	3 21%	~	~	1 25%	2 18%	1 7%	22 14%	10 10%	11 15%	6 8%	16 15%
ALWAYS	150 80%	2489 74%*	18 82%	11 69%	23 77%	35 83%	37 82%	21 88%	101 81%	11 85%	10 71%	~	7 100%	2 50%	9 82%	13 87%	126 80%	86 88%*	56 76%	61 86%	84 79%
#ALWAYS + USUALLY (NET)	175 94%	3030 91%*	20 91%	13 81%	29 97%	39 93%	43 96%	24 100%	117 94%	12 92%	13 93%	~	7 100%	3 75%	11 100%	14 93%	148 94%	96 98%*	67 91%	67 94%	100 93%
TOP BOX SCORE	150 80%	2489 74%*	18 82%	11 69%	23 77%	35 83%	37 82%	21 88%	101 81%	11 85%	10 71%	~	7 100%	2 50%	9 82%	13 87%	126 80%	86 88%*	56 76%	61 86%	84 79%
NOT ANSWERED	5	53					3	1	2	1	1					4		3	3	1	
VALID CASES	187	3343	22	16	30	42	45	24	125	13	14		7	4	11	15	157	98	74	71	107
NUMBER OF RESPONDENTS	192 100%	3396 100%	22 100%	16 100%	30 100%	42 100%	48 100%	25 100%	127 100%	14 100%	15 100%		7 100%	4 100%	11 100%	15 100%	161 100%	98 100%	77 100%	74 100%	108 100%

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

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS 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	
Q20 NEVER	7 4%	102 3%	1 5%	1 7%	1 4%	2 5%	~	3 3%	~	~	~	~	1 25%	1 9%	1 7%	4 3%	~	5 7%	1 1%	4 4%	
SOMETIMES	16 9%	343 11%	3 14%	~	2 7%	3 8%	7 16%	1 4%	10 8%	4 31%	2 15%	~	~	~	1 7%	15 10%	8 9%	7 10%	6 9%	9 9%	
USUALLY	45 25%	852 27%	3 14%	2 13%	9 32%	10 26%	13 30%	5 22%	28 24%	3 23%	5 38%	~	2 29%	3 75%	1 9%	3 21%	38 25%	21 23%	19 26%	21 31%	21 21%
ALWAYS	110 62%	1905 60%	14 67%	12 80%	16 57%	24 62%	24 55%	17 74%	77 65%	6 46%	6 46%	~	5 71%	9 82%	9 64%	94 62%	64 69%*	41 57%	40 59%	67 66%	
#ALWAYS + USUALLY (NET)	155 87%	2757 86%	17 81%	14 93%	25 89%	34 87%	37 84%	22 96%	105 89%	9 69%	11 85%	~	7 100%	3 75%	10 91%	12 86%	132 87%	85 91%	60 83%	61 90%	88 87%
TOP BOX SCORE	110 62%	1905 60%	14 67%	12 80%	16 57%	24 62%	24 55%	17 74%	77 65%	6 46%	6 46%	~	5 71%	9 82%	9 64%	94 62%	64 69%*	41 57%	40 59%	67 66%	
NOT ANSWERED	14	195	1	1	2	3	4	2	9	1	2				1	10	5	5	6	7	
VALID CASES	178	3201	21	15	28	39	44	23	118	13	13		7	4	11	14	151	93	72	68	101
NUMBER OF RESPONDENTS	192 100%	3396 100%	22 100%	16 100%	30 100%	42 100%	48 100%	25 100%	127 100%	14 100%	15 100%		7 100%	4 100%	11 100%	15 100%	161 100%	98 100%	77 100%	74 100%	108 100%

[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	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		
Q21	HTS TOT ADLT																				
YES	108 61%	1971 62%	13 59%	5 33%	16 57%	18 46%	29 67%	21 91%	72 62%	8 57%	8 62%	5 ~	2 71%	5 50%	9 60%	88 59%	46 49%*	51 72%*	38 54%	64 65%	
NO	70 39%	1225 38%	9 41%	10 67%	12 43%	21 54%	14 33%	2 9%	44 38%	6 43%	5 38%	2 ~	2 29%	2 50%	6 55%	6 40%	62 41%	47 51%*	20 28%*	32 46%	35 35%
NOT ANSWERED	14	201		1	2	3	5	2	11		2				11	5	6	4	9		
VALID CASES	178	3195	22	15	28	39	43	23	116	14	13	7	4	11	15	150	93	71	70	99	
NUMBER OF RESPONDENTS	192 100%	3396 100%	22 100%	16 100%	30 100%	42 100%	48 100%	25 100%	127 100%	14 100%	15 100%	7 100%	4 100%	11 100%	15 100%	161 100%	98 100%	77 100%	74 100%	108 100%	

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

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	AMER ASIAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHER	MULTI	HIS-IC	NOT HIS-PAN-IC	VERY GOOD & FAIR	EX & VERY GOOD & FAIR	POOR	MALE	FE-MALE
Q22 NEVER	8 8%	127 7%	1 8%	1 20%	2 13%	2 11%	1 4%	5 7%	~	~	~	~	1 50%	1 20%	1 13%	6 7%	1 2%	4 8%	4 11%	3 5%	
SOMETIMES	17 16%	264 14%	1 8%	2 40%	1 7%	5 28%	5 18%	2 10%	11 15%	1 14%	2 25%	~	1 20%	1 50%	2 25%	13 15%	5 11%	11 22%	4 11%	12 19%	
USUALLY	31 30%	545 29%	6 50%	~	2 13%	4 22%	9 32%	8 38%	19 27%	3 43%	3 38%	~	2 40%	~	1 20%	4 50%	23 27%	11 24%	18 35%	12 33%	17 27%
ALWAYS	49 47%	930 50%	4 33%	2 40%	10 67%	7 39%	13 46%	11 52%	36 51%	3 43%	3 38%	~	2 40%	~	3 60%	1 13%	44 51%	28 62%	18 35%*	16 44%	31 49%
#ALWAYS + USUALLY (NET)	80 76%	1474 79%	10 83%	2 40%	12 80%	11 61%	19 79%	19 90%	55 77%	6 86%	6 75%	~	4 80%	~	4 80%	5 63%	67 78%	39 87%	36 71%	28 78%	48 76%
TOP BOX SCORE	49 47%	930 50%	4 33%	2 40%	10 67%	7 39%	13 46%	11 52%	36 51%	3 43%	3 38%	~	2 40%	~	3 60%	1 13%	44 51%	28 62%	18 35%*	16 44%	31 49%
NOT ANSWERED	3	57	1		1		1		1	1					1	2	1		2	1	
VALID CASES	105	1865	12	5	15	18	28	21	71	7	8		5	2	5	8	86	45	51	36	63
NUMBER OF RESPONDENTS	108	1922	13	5	16	18	29	21	72	8	8		5	2	5	9	88	46	51	38	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	HTS TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE			
Q23 WORST PERSONAL DOCTOR POSSIBLE	2 0.9%	44 1%	1 3%	~	~	~	~	1 0.7%	~	~	~	~	~	~	1 -0.5%	1 0.8%	~	1 -0.8%			
01		31 0.8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
02	2 0.9%	33 0.8%	~	~	~	1 2%	1 2%	2 1%	~	~	~	~	~	~	2 1%	1 0.8%	1 1%	2 2%			
03	2 0.9%	49 1%	~	~	~	2 5%	~	2 1%	~	~	~	~	~	~	2 1%	1 0.8%	1 1%	1 0.8%			
04	6 3%	91 2%	1 3%	1 5%	~	1 2%	3 6%	4 3%	1 6%	~	~	1 17%	~	1 5%	5 3%	3 2%	3 4%	2 2%	3 2%		
05	13 6%	232 6%	4 13%	~	6 15%	~	2 4%	1 4%	4 3%*	1 6%	2 10%	1 50%	2 25%	1 17%	2 13%	1 5%	11 6%	8 6%	5 6%	6 7%	7 6%
06	7 3%	158 4%	1 3%	1 5%	2 5%	~	1 2%	1 4%	5 4%	~	1 5%	~	~	~	~	6 3%	2 2%	3 4%	1 1%	5 4%	
07	14 6%	284 7%	1 3%	1 5%	1 3%	2 5%	5 10%	3 11%	10 7%	1 6%	1 5%	~	~	~	1 7%	13 7%	6 5%	7 9%	4 5%	9 7%	
08	35 16%	633 16%	2 7%	2 9%	10 26%	11 26%	7 13%	1 4%	17 12%	3 18%	6 30%	~	1 13%	2 33%	3 20%	2 10%	30 16%	19 15%	13 17%	22 26%*	11 9%*
09	39 18%	737 19%	6 20%	5 23%	6 15%	8 19%	9 17%	5 19%	23 17%	5 29%	6 30%	~	2 25%	~	2 13%	6 30%	32 17%	26 20%	12 16%	16 19%	23 18%
BEST PERSONAL DOCTOR POSSIBLE	99 45%	1651 42%	14 47%	12 55%	14 36%	17 40%	24 46%	16 59%	71 51%*	6 35%	4 20%	1 50%	3 38%	2 33%	7 47%	10 50%	84 45%	62 48%	32 42%	32 38%	65 51%*
#8-10 (NET)	173 79%	3021 77%	22 73%	19 86%	30 77%	36 86%	40 77%	22 81%	111 80%	14 82%	16 80%	1 50%	6 75%	4 67%	12 80%	18 90%	146 78%	107 83%	57 74%	70 83%	99 78%

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			
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
9-10 (NET)	138 63%	2388 61%	20 67%~	17 77%~	20 51%~	25 60%~	33 63%~	21 78%~	94 68%	11 65%~	10 50%~	1 50%~	5 63%~	2 33%~	9 60%~	16 80%~	116 62%~	88 68%	44 57%	48 57%	88 69%*
NOT ANSWERED	28	511	2	1	2	9	5	7	18	1	4			2		2	22	16	8	10	15
VALID CASES	219	3943	30	22	39	42	52	27	139	17	20	2	8	6	15	20	186	129	77	84	127
NUMBER OF RESPONDENTS	247 100%	4454 100%	32 100%	23 100%	41 100%	51 100%	57 100%	34 100%	157 100%	18 100%	24 100%	2 100%	8 100%	8 100%	15 100%	22 100%	208 100%	145 100%	85 100%	94 100%	142 100%
MEAN	8.49	8.35	8.23	9.00	8.28	8.48	8.50	9.07	8.63	8.53	8.25	7.50	8.25	7.50	8.60	8.95	8.49	8.66	8.32	8.51	8.60
p stat_(*=Sig @ p<=.05)		.200	~	~	~	~	.978	~	.196	~	~	~	~	~	~	~	~	.145	.363	.909	.360

[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		
	HTS 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	GOOD & FAIR & POOR	MALE	FE- MALE	
Q24 YES	118 43%	2057 40%	9 23%~	7 23%~	21 44%~	21 41%	31 53%	25 62%~	77 45%	12 57%~	8 29%~	1 50%~	5 63%~	4 44%~	7 30%~	7 27%~	101 43%~	58 33%*	52 59%*	47 45%	67 41%
NO	156 57%	3041 60%	31 78%~	23 77%~	27 56%~	30 59%	28 47%	15 38%~	93 55%	9 43%~	20 71%~	1 50%~	3 38%~	5 56%~	16 70%~	19 73%~	134 57%~	116 67%*	36 41%*	58 55%	95 59%
NOT ANSWERED	38	457	2	1	1	5	4	4	13		3					1	15	8	6	6	10
VALID CASES	274	5097	40	30	48	51	59	40	170	21	28	2	8	9	23	26	235	174	88	105	162
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE			
Q25 NEVER	4 4%	91 5%	~	~	1 5%	1 5%	~	2 9%	3 4%	~	~	~	~	1 14%	~	3 3%	2 4%	2 4%	1 2%	3 5%	
SOMETIMES	22 20%	329 17%	4 50%	3 43%	5 25%	2 10%	3 11%	4 17%	11 15%	2 18%	5 63%	1 100%	~	2 29%	20 21%	11 20%	9 18%	6 14%	15 23%		
USUALLY	32 29%	546 29%	~	2 29%	5 25%	6 29%	8 29%	9 39%	21 30%	4 36%	1 13%	~	1 20%	3 75%	~	5 71%	24 26%	11 20%	18 36%	17 40%	13 20%
ALWAYS	53 48%	927 49%	4 50%	2 29%	9 45%	12 57%	17 61%	8 35%	36 51%	5 45%	2 25%	~	4 80%	1 25%	4 57%	2 29%	47 50%	30 56%	21 42%	19 44%	33 52%
#ALWAYS + USUALLY (NET)	85 77%	1473 78%	4 50%	4 57%	14 70%	18 86%	25 89%	17 74%	57 80%	9 82%	3 38%	~	5 100%	4 100%	4 57%	7 100%	71 76%	41 76%	39 78%	36 84%	46 72%
TOP BOX SCORE	53 48%	927 49%	4 50%	2 29%	9 45%	12 57%	17 61%	8 35%	36 51%	5 45%	2 25%	~	4 80%	1 25%	4 57%	2 29%	47 50%	30 56%	21 42%	19 44%	33 52%
NOT ANSWERED	7	107	1	~	1	~	3	2	6	1	~	~	~	~	7	4	2	4	3		
VALID CASES	111	1893	8	7	20	21	28	23	71	11	8	1	5	4	7	7	94	54	50	43	64
NUMBER OF RESPONDENTS	118	2000	9	7	21	21	31	25	77	12	8	1	5	4	7	7	101	58	52	47	67
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS 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	MALE	FE- MALE	
Q26 NONE	1 0.9%	66 3%*	~	~	~	~	~	4%	1	1%	~	~	~	~	~	~	~	~	~	~	
1 SPECIALIST	54 49%	967 51%	8 100%	5 71%	7 37%	7 33%	15 52%	10 43%	36 50%	4 40%	5 63%	1 100%	2 40%	2 50%	2 29%	2 29%	47 50%	30 57%	20 39%	20 48%	32 49%
2	32 29%	501 26%	~	2 29%	7 37%	5 24%	8 28%	9 39%	19 26%	4 40%	2 25%	~	1 20%	1 25%	4 57%	3 43%	27 29%	14 26%	16 31%	12 29%	19 29%
3	14 13%	222 12%	~	~	2 11%	5 24%	5 17%	2 9%	11 15%	1 10%	1 13%	~	~	1 25%	~	2 29%	12 13%	5 9%	9 18%	5 12%	9 14%
4	5 5%	72 4%	~	~	1 5%	2 10%	1 3%	1 4%	2 3%	1 10%	~	~	1 20%	1 14%	~	4 4%	2 4%	3 6%	3 7%	2 3%	
5 OR MORE SPECIALISTS	5 5%	70 4%	~	~	2 11%	2 10%	~	~	3 4%	~	~	~	1 20%	~	~	4 4%	1 2%	3 6%	1 2%	3 5%	
NOT ANSWERED	7	103	1	~	2	~	2	2	5	2	~	~	~	~	~	7	5	1	5	2	
VALID CASES	111	1897	8	7	19	21	29	23	72	10	8	1	5	4	7	7	94	53	51	42	65
NUMBER OF RESPONDENTS	118	2000	9	7	21	21	31	25	77	12	8	1	5	4	7	7	101	58	52	47	67
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q24 = YES]

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

	HTS TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE				
Q27 WORST SPECIALIST POSSIBLE		10 0.6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
01		12 0.7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
02	1 0.9%	19 1%	~	~	1 5%	~	~	1 1%	~	~	~	~	~	~	1 1%	~	1 2%	1 2%	~		
03	1 0.9%	29 2%	~	~	~	~	5 5%	1 1%	~	~	~	~	~	~	1 1%	~	1 2%	~	1 2%		
04	3 3%	30 2%	~	1 14%	1 5%	~	1 4%	2 3%	~	1 13%	~	~	~	~	3 3%	2 4%	1 2%	~	3 5%		
05	1 0.9%	55 3%	~	~	~	~	1 4%	1 1%	~	~	~	~	~	~	1 1%	~	1 2%	~	1 2%		
06	5 5%	75 4%	~	1 14%	1 5%	1 5%	1 4%	3 4%	1 10%	~	~	~	~	~	3 3%	2 4%	2 4%	3 7%	1 2%		
07	7 6%	144 8%	~	~	1 5%	2 10%	2 7%	2 9%	4 6%	1 13%	~	~	1 25%	1 14%	1 14%	6 6%	2 4%	5 10%	2 5%	5 8%	
08	26 24%	332 19%	~	4 57%	5 26%	5 24%	7 25%	4 18%	14 20%	4 40%	3 38%	~	1 20%	2 50%	1 14%	3 43%	21 23%	10 19%	14 27%	11 27%	14 22%
09	19 18%	332 19%	3 38%	1 14%	2 11%	5 24%	5 18%	3 14%	14 20%	2 20%	2 25%	~	1 20%	~	~	2 29%	16 17%	11 21%	7 14%	9 22%	10 16%
BEST SPECIALIST POSSIBLE	45 42%	747 42%	5 63%	~	8 42%	8 38%	11 39%	12 55%	30 43%	3 30%	1 13%	1 100%	3 60%	1 25%	5 71%	1 14%	41 44%	25 48%	19 37%	15 37%	29 45%
#8-10 (NET)	90 83%	1411 79%	8 100%	5 71%	15 79%	18 86%	23 82%	19 86%	58 83%	9 90%	6 75%	1 100%	5 100%	3 75%	6 86%	6 86%	78 84%	46 88%	40 78%	35 85%	53 83%

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				
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AMER IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
9-10 (NET)	64 59%	1080 60%	8 100%	1 14%	10 53%	13 62%	16 57%	15 68%	44 63%	5 50%	3 38%	1 100%	4 80%	1 25%	5 71%	3 43%	57 61%	36 69%*	26 51%	24 59%	39 61%
NOT ANSWERED	2	31				1		1							1					1	
VALID CASES	108	1786	8	7	19	21	28	22	70	10	8	1	5	4	7	7	93	52	51	41	64
NUMBER OF RESPONDENTS	110	1817	8	7	19	21	29	22	71	10	8	1	5	4	7	7	94	52	51	41	65
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.61	8.46	9.63	7.29	8.26	8.81	8.57	8.91	8.60	8.60	7.88	10.0	9.40	8.25	9.29	8.43	8.65	8.90	8.35	8.61	8.64
p stat_(*=Sig @ p<=.05)		.241	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.080	.132	~	~

[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?

	HTS TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q28 YES	57 21%	1016 20%	8 20%~	10 33%~	8 17%~	9 17%	12 20%	7 17%~	35 20%	6 ~ 21%~	2 ~ 25%~	4 44%~	6 26%~	5 19%~	48 20%~	35 20%	19 21%	19 18%	34 20%		
NO	221 79%	4109 80%	33 80%~	20 67%~	40 83%~	43 83%	49 80%	34 83%~	139 80%	21 100%~	22 79%~	2 100%~	6 75%~	5 56%~	17 74%~	22 81%~	191 80%~	142 80%	70 79%	87 82%	132 80%
NOT ANSWERED	34	429	1	1	1	4	2	3	9	3					11	5	5	5	6		
VALID CASES	278	5125	41	30	48	52	61	41	174	21	28	2	8	9	23	27	239	177	89	106	166
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q29 NEVER	8 15%	95 10%	1 ~ 10%	4 ~ 44%	2 20%	6 18%	~	~	~	~	1 17%	7 15%	4 12%	3 17%	1 6%	6 19%			
SOMETIMES	20 37%	336 35%	3 38%	4 40%	4 50%	2 22%	4 40%	2 33%	11 33%	2 ~ 33%	1 ~ 50%	2 67%	3 50%	2 50%	16 48%	4 22%	8 44%	10 31%	
USUALLY	13 24%	299 31%	3 38%	2 20%	2 25%	2 22%	3 ~ 50%	6 18%	3 ~ 50%	~	1 ~ 33%	2 33%	1 25%	11 24%	6 18%	6 33%	6 33%	6 19%	
ALWAYS	13 24%	228 24%	2 25%	3 30%	2 25%	1 11%	4 40%	1 17%	10 30%	1 ~ 17%	1 ~ 50%	~	1 25%	12 26%	7 21%	5 28%	3 17%	10 31%	
#ALWAYS + USUALLY (NET)	26 48%	526 55%	5 63%	5 50%	4 50%	3 33%	4 40%	4 67%	16 48%	4 ~ 67%	1 ~ 50%	1 33%	2 33%	2 50%	23 50%	13 39%	11 61%	9 50%	16 50%
TOP BOX SCORE	13 24%	228 24%	2 25%	3 30%	2 25%	1 11%	4 40%	1 17%	10 30%	1 ~ 17%	1 ~ 50%	~	1 25%	12 26%	7 21%	5 28%	3 17%	10 31%	
NOT ANSWERED	3	45				2	1	2			1		1	2	2	1	1	2	
VALID CASES	54	957	8	10	8	9	10	6	33	6	2	3	6	4	46	33	18	18	32
NUMBER OF RESPONDENTS	57	1002	8	10	8	9	12	7	35	6	2	4	6	5	48	35	19	19	34
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		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		
Q30	HTS TOT ADLT																				
YES	79 29%	1357 27%	12 29%	12 40%	14 30%	12 24%	17 28%	10 24%	49 28%	4 20%	8 27%	3 ~	4 38%	4 44%	5 23%	14 52%	60 25%	51 29%	25 28%	30 29%	47 28%
NO	197 71%	3728 73%	30 71%	18 60%	33 70%	38 76%	43 72%	32 76%	123 72%	16 80%	22 73%	2 100%	5 63%	5 56%	17 77%	13 48%	177 75%	124 71%	63 72%	73 71%	120 72%
NOT ANSWERED	36	469		1	2	6	3	2	11	1	1				13	7	6	8	5		
VALID CASES	276	5085	42	30	47	50	60	42	172	20	30	2	8	9	22	27	237	175	88	103	167
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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		
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE	
Q31 NEVER	2 3%	46 4%	~	~	7%~	8%~	~	4%~	~	~	~	~	~	~	~	4%~	2%~	4%~	~	4%~	
SOMETIMES	25 34%	289 23%*	64%~	17%~	43%~	17%~	31%~	43%~	28%~	25%~	33%~	~	33%~	50%~	80%~	54%~	30%~	38%~	25%~	37%~	33%~
USUALLY	24 32%	401 32%	18%~	58%~	14%~	42%~	25%~	29%~	40%~	~	17%~	~	33%~	25%~	~	31%~	30%~	28%~	38%~	41%~	24%~
ALWAYS	23 31%	508 41%*	18%~	25%~	36%~	33%~	44%~	29%~	28%~	75%~	50%~	~	33%~	25%~	20%~	15%~	36%~	32%~	33%~	22%~	38%~
#ALWAYS + USUALLY (NET)	47 64%	909 73%*	36%~	83%~	50%~	75%~	69%~	57%~	68%~	75%~	67%~	~	67%~	50%~	20%~	46%~	66%~	60%~	71%~	63%~	62%~
TOP BOX SCORE	23 31%	508 41%*	18%~	25%~	36%~	33%~	44%~	29%~	28%~	75%~	50%~	~	33%~	25%~	20%~	15%~	36%~	32%~	33%~	22%~	38%~
NOT ANSWERED	5	75	1				1	3	2		2					1	4	4	1	3	2
VALID CASES	74	1245	11	12	14	12	16	7	47	4	6		3	4	5	13	56	47	24	27	45
NUMBER OF RESPONDENTS	79	1320	12	12	14	12	17	10	49	4	8		3	4	5	14	60	51	25	30	47
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS 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	
Q32 NEVER	1 1%	18 1%	~	~	7%~	~	~	2%~	~	~	~	~	~	~	~	2%~	2%~	~	~	2%~	
SOMETIMES	5 7%	93 7%	1 9%~	~	2 14%~	1 9%~	1 7%~	2 4%~	~	1 17%~	~	~	1 25%~	1 25%~	1 8%~	4 7%~	2 4%~	3 13%~	1 4%~	4 9%~	
USUALLY	18 25%	288 23%	3 27%~	4 33%~	4 29%~	~	3 20%~	2 25%~	10 21%~	1 25%~	2 33%~	~	~	1 25%~	1 25%~	3 23%~	12 22%~	11 24%~	5 21%~	6 23%~	10 22%~
ALWAYS	49 67%	849 68%	7 64%~	8 67%~	7 50%~	10 91%~	11 73%~	6 75%~	34 72%~	3 75%~	3 50%~	~	3 100%~	2 50%~	2 50%~	9 69%~	38 69%~	32 70%~	16 67%~	19 73%~	30 67%~
#ALWAYS + USUALLY (NET)	67 92%	1137 91%	10 91%~	12 100%~	11 79%~	10 91%~	14 93%~	8 100%~	44 94%~	4 100%~	5 83%~	~	3 100%~	3 75%~	3 75%~	12 92%~	50 91%~	43 93%~	21 88%~	25 96%~	40 89%~
TOP BOX SCORE	49 67%	849 68%	7 64%~	8 67%~	7 50%~	10 91%~	11 73%~	6 75%~	34 72%~	3 75%~	3 50%~	~	3 100%~	2 50%~	2 50%~	9 69%~	38 69%~	32 70%~	16 67%~	19 73%~	30 67%~
NOT ANSWERED	6	73	1			1	2	2	2	2				1	1	5	5	1	4	2	
VALID CASES	73	1247	11	12	14	11	15	8	47	4	6		3	4	4	13	55	46	24	26	45
NUMBER OF RESPONDENTS	79	1320	12	12	14	12	17	10	49	4	8		3	4	5	14	60	51	25	30	47
	100%	100%	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	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE			
Q33																						
YES	HTS TOT ADLT	16	9	17	9	15	14	48	4	6	1	2	3	13	9	68	50	26	32	48		
	OHP TOT ADLT	29%	30%	38%~	30%~	36%~	17%*	25%	33%~	28%	19%~	20%~	50%~	25%~	33%~	57%~	33%~	28%~	29%	29%	30%	29%
NO	HTS TOT ADLT	26	21	30	43	46	28	125	17	24	1	6	6	10	18	172	125	64	74	119		
	OHP TOT ADLT	71%	70%	62%~	70%~	64%~	83%*	75%	67%~	72%	81%~	80%~	50%~	75%~	67%~	43%~	67%~	72%~	71%	71%	70%	71%
NOT ANSWERED	HTS TOT ADLT		1	2	4	2	2	10		1						10	7	4	5	5		
VALID CASES	HTS TOT ADLT	42	30	47	52	61	42	173	21	30	2	8	9	23	27	240	175	90	106	167		
NUMBER OF RESPONDENTS	OHP TOT ADLT	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
		100%	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		
	HTS 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		
PQ34 NEVER	2 0.7%	53 1%	1 ~	3 3%	~	~	1 2%	~	2 1%	~	~	~	~	~	~	2 ~0.9%	1 0.6%	1 1%	2 ~	1 1%	
SOMETIMES	14 5%	302 6%	1 2%	~	3 7%	2 4%	4 7%	3 8%	6 4%	2 10%	1 3%	~	~	4 18%	2 7%	11 5%	8 5%	3 3%	5 5%	8 5%	
USUALLY	31 11%	589 12%	7 17%	5 17%	7 16%	4 8%	4 7%	3 8%	20 12%	~	2 7%	~	1 13%	3 33%	3 14%	4 15%	24 10%	18 11%	12 13%	10 10%	20 12%
ALWAYS	224 83%	4094 81%	34 81%	24 80%	35 78%	46 88%	51 85%	32 84%	140 83%	19 90%	26 90%	2 100%	7 87%	6 67%	15 68%	21 78%	196 84%	142 84%	73 82%	88 85%	133 82%
#ALWAYS + USUALLY (NET)	255 94%	4682 93%	41 98%	29 97%	42 93%	50 96%	55 92%	35 92%	160 95%	19 90%	28 97%	2 100%	8 100%	9 100%	18 82%	25 93%	220 94%	160 95%	85 96%	98 95%	153 94%
TOP BOX SCORE	224 83%	4094 81%	34 81%	24 80%	35 78%	46 88%	51 85%	32 84%	140 83%	19 90%	26 90%	2 100%	7 87%	6 67%	15 68%	21 78%	196 84%	142 84%	73 82%	88 85%	133 82%
NOT ANSWERED	7	97			2		1	4	5		1			1		7	6	1	3	4	
VALID CASES	271	5037	42	30	45	52	60	38	168	21	29	2	8	9	22	27	233	169	89	103	163
NUMBER OF RESPONDENTS	278 100%	5134 100%	42 100%	30 100%	47 100%	52 100%	61 100%	42 100%	173 100%	21 100%	30 100%	2 100%	8 100%	9 100%	23 100%	27 100%	240 100%	175 100%	90 100%	106 100%	167 100%

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

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

			AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER					
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE				
Q35 WORST HEALTH PLAN POSSIBLE	3 1%	48 1%	~	1 3%	~	1 2%	1 2%	~	2 1%	~	~	~	~	1 4%	~	3 1%	2 1%	1 1%	~	3 2%	
01	1 0.4%	36 0.7%	~	~	~	1 2%	~	~	1 0.6%	~	~	~	~	~	1 0.4%	1 0.6%	~	~	1 0.6%		
02	3 1%	58 1%	~	1 3%	~	1 2%	1 2%	~	3 2%	~	~	~	~	~	3 1%	1 0.6%	2 2%	~	3 2%		
03	5 2%	85 2%	~	~	3 7%	~	2 3%	~	4 2%	~	~	~	~	1 4%	~	5 2%	3 2%	2 2%	~	5 3%	
04	3 1%	108 2%*	~	~	1 2%	1 2%	~	1 3%	3 2%	~	~	~	~	~	~	3 1%	2 1%	1 1%	1 1%	2 1%	
05	27 10%	486 10%	3 8%	5 17%	7 15%	5 11%	5 8%	2 5%	17 10%	1 5%	2 7%	~	1 13%	2 22%	4 17%	2 8%	24 11%	15 9%	11 13%	14 14%	13 8%
06	15 6%	314 6%	2 5%	4 14%	4 9%	2 4%	1 2%*	~	10 6%	~	1 4%	~	~	1 11%	~	2 8%	10 4%	7 4%	5 6%	4 4%	9 6%
07	24 9%	595 12%*	6 15%	~	3 7%	8 17%	4 7%	3 8%	17 10%	1 5%	2 7%	~	~	1 11%	2 9%	2 8%	21 9%	14 8%	10 12%	9 9%	15 10%
08	52 20%	978 20%	11 28%	7 24%	10 22%	9 19%	6 10%*	7 18%	29 18%	7 35%	7 26%	~	~	1 11%	6 26%	2 8%	48 21%	39 23%*	9 11%*	21 20%	29 19%
09	48 18%	825 17%	8 21%	4 14%	4 9%	9 19%	15 25%	8 21%	29 18%	3 15%	9 33%	~	1 13%	1 11%	2 9%	6 23%	40 18%	28 17%	17 20%	22 21%	25 16%
BEST HEALTH PLAN POSSIBLE	84 32%	1331 27%	9 23%	7 24%	14 30%	10 21%	26 43%*	17 45%	49 30%	8 40%	6 22%	1 100%	6 75%	3 33%	7 30%	12 46%	69 30%	56 33%	27 32%	32 31%	51 33%
#8-10 (NET)	184 69%	3134 64%*	28 72%	18 62%	28 61%	28 60%	47 77%	32 84%	107 65%	18 90%	22 81%	1 100%	7 87%	5 56%	15 65%	20 77%	157 69%	123 73%	53 62%	75 73%	105 67%

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					ETHNIC- ITY	HEALTH STATUS		GENDER					
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE MALE			
9-10 (NET)	132 50%	2156 44%*	17 44%~	11 38%~	18 39%~	19 40%~	41 67%*	25 66%~	78 48%	11 55%~	15 56%~	1 100%~	7 87%~	4 44%~	9 39%~	18 69%~	109 48%~	84 50%	44 52%	54 52%	76 49%
NOT ANSWERED	47	689	3	2	3	9	2	6	19	1	4	1			1	23	14	9	8	16	
VALID CASES	265	4865	39	29	46	47	61	38	164	20	27	1	8	9	23	26	227	168	85	103	156
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%
MEAN	7.98	7.79	8.18	7.34	7.59	7.51	8.36	8.76	7.79	8.75	8.41	10.0	9.25	7.78	7.52	8.69	7.91	8.09	7.81	8.22	7.83
p stat_(*=Sig @ p<=.05)		.062	~	~	~	~	.136	~	.070	~	~	~	~	~	~	~	~	.291	.400	.145	.165

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q35A YES	52 19%	908 18%	4 10%	2 7%	7 15%	9 18%	17 28%	12 29%	34 20%	5 24%	1 3%	2 ~	2 25%	2 22%	7 30%	3 11%	45 19%	23 13%*	28 31%*	23 22%	28 17%
NO	226 81%	4189 82%	38 90%	28 93%	41 85%	42 82%	43 72%	30 71%	139 80%	16 76%	28 97%	2 100%	6 75%	7 78%	16 70%	24 89%	194 81%	153 87%*	61 69%*	82 78%	139 83%
NOT ANSWERED	34	458		1	1	5	3	2	10		2					11	6	5	6	5	
VALID CASES	278	5096	42	30	48	51	60	42	173	21	29	2	8	9	23	27	239	176	89	105	167
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

	HTS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35B NEVER	11 22%	172 22%	1 25%~	1 50%~	3 50%~	1 11%~	3 19%~	2 17%~	7 22%~	1 20%~	1 100%~	~	~	~	2 29%~	10 ~ 23%~	4 17%~	7 27%~	2 10%~	9 32%~	
SOMETIMES	9 18%	131 17%	1 25%~	~	1 17%~	3 33%~	1 6%~	3 25%~	6 19%~	1 20%~	~	~	~	~	2 29%~	1 33%~	7 16%~	5 22%~	4 15%~	5 24%~	4 14%~
USUALLY	10 20%	173 22%	1 25%~	~	1 17%~	1 11%~	4 25%~	3 25%~	6 19%~	1 20%~	~	~	1 50%~	1 50%~	1 14%~	9 ~ 21%~	5 22%~	5 19%~	6 29%~	4 14%~	
ALWAYS	20 40%	296 38%	1 25%~	1 50%~	1 17%~	4 44%~	8 50%~	4 33%~	13 41%~	2 40%~	~	~	1 50%~	1 50%~	2 29%~	2 67%~	17 40%~	9 39%~	10 38%~	8 38%~	11 39%~
#ALWAYS + USUALLY (NET)	30 60%	470 61%	2 50%~	1 50%~	2 33%~	5 56%~	12 75%~	7 58%~	19 59%~	3 60%~	~	~	2 100%~	2 100%~	3 43%~	2 67%~	26 60%~	14 61%~	15 58%~	14 67%~	15 54%~
TOP BOX SCORE	20 40%	296 38%	1 25%~	1 50%~	1 17%~	4 44%~	8 50%~	4 33%~	13 41%~	2 40%~	~	~	1 50%~	1 50%~	2 29%~	2 67%~	17 40%~	9 39%~	10 38%~	8 38%~	11 39%~
NOT ANSWERED	2	58			1		1		2							2		2		2	
VALID CASES	50	773	4	2	6	9	16	12	32	5	1		2	2	7	3	43	23	26	21	28
NUMBER OF RESPONDENTS	52 100%	831 100%	4 100%	2 100%	7 100%	9 100%	17 100%	12 100%	34 100%	5 100%	1 100%		2 100%	2 100%	7 100%	3 100%	45 100%	23 100%	28 100%	23 100%	28 100%

[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		
	HTS 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	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q35C YES	52 18%	876 17%	7 17%~	5 17%~	10 20%~	9 17%	9 15%	10 23%~	32 18%	6 29%~	2 7%~	2 ~	2 25%~	2 22%~	6 26%~	5 19%~	44 18%~	26 15%*	23 25%	16 15%	34 20%
NO	233 82%	4320 83%	35 83%~	25 83%~	39 80%~	44 83%	53 85%	34 77%~	147 82%	15 71%~	28 93%~	2 100%~	6 75%~	7 78%~	17 74%~	22 81%~	202 82%~	153 85%*	69 75%	92 85%	136 80%
NOT ANSWERED	27	357	1	1	3	1		4	1						4	3	2	3	2		
VALID CASES	285	5197	42	30	49	53	62	44	179	21	30	2	8	9	23	27	246	179	92	108	170
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

	HTS 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35D NEVER	15 30%	245 32%	1 14%~	3 60%~	1 10%~	3 38%~	4 44%~	2 22%~	13 43%~	~	~	~	~	~	1 17%~	14 ~ 33%~	5 21%~	9 39%~	3 20%~	11 33%~	
SOMETIMES	6 12%	126 16%	3 43%~	~	1 10%~	~	1 11%~	1 11%~	2 7%~	2 33%~	1 50%~	~	~	~	1 17%~	6 ~ 14%~	3 13%~	2 9%~	4 27%~	2 6%~	
USUALLY	11 22%	150 20%	1 14%~	1 20%~	~	2 25%~	3 33%~	3 33%~	5 17%~	1 17%~	1 50%~	~	~	2 ~100%~	1 17%~	4 80%~	6 14%~	5 21%~	5 22%~	4 27%~	6 18%~
ALWAYS	18 36%	244 32%	2 29%~	1 20%~	8 80%~	3 38%~	1 11%~	3 33%~	10 33%~	3 50%~	~	~	2 ~100%~	~	3 50%~	1 20%~	16 38%~	11 46%~	7 30%~	4 27%~	14 42%~
#ALWAYS + USUALLY (NET)	29 58%	393 51%	3 43%~	2 40%~	8 80%~	5 63%~	4 44%~	6 67%~	15 50%~	4 67%~	1 50%~	~	2 ~100%~	2 ~100%~	4 67%~	5 100%~	22 52%~	16 67%~	12 52%~	8 53%~	20 61%~
TOP BOX SCORE	18 36%	244 32%	2 29%~	1 20%~	8 80%~	3 38%~	1 11%~	3 33%~	10 33%~	3 50%~	~	~	2 ~100%~	~	3 50%~	1 20%~	16 38%~	11 46%~	7 30%~	4 27%~	14 42%~
NOT ANSWERED	2	42				1		1	2							2	2		1	1	
VALID CASES	50	765	7	5	10	8	9	9	30	6	2		2	2	6	5	42	24	23	15	33
NUMBER OF RESPONDENTS	52	807	7	5	10	9	9	10	32	6	2		2	2	6	5	44	26	23	16	34
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35C = YES]

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q35E ALWAYS	10 4%	186 4%	1 2%	1 ~	2 2%	1 4%	5 12%	4 2%	2 ~	2 7%	2 ~	2 25%	2 ~	9 9%	1 4%	9 4%	4 2%	6 7%	3 3%	7 4%	
USUALLY	15 5%	261 5%	5 12%	2 7%	1 2%	1 2%	4 6%	1 2%	7 4%	1 5%	1 3%	2 ~	2 ~	3 22%	3 13%	11 4%	5 3%*	8 9%	8 7%	6 4%	
SOMETIMES	51 18%	993 19%	9 22%	5 17%	10 21%	9 17%	7 16%	27 15%	6 29%	7 23%	1 50%	2 25%	1 11%	4 17%	5 19%	45 18%	30 17%	16 17%	18 17%	31 18%	
NEVER	206 73%	3697 72%	26 63%	23 77%	36 75%	41 77%	47 76%	30 70%	139 79%*	14 67%	20 67%	1 50%	4 50%	6 67%	14 61%	17 65%	180 73%	138 78%*	62 67%	78 73%	124 74%
#NEVER + SOMETIMES (NET)	257 91%	4690 91%	35 85%	28 93%	46 96%	50 94%	37 92%	166 94%	20 95%	27 90%	2 100%	6 75%	7 78%	18 78%	22 85%	225 92%	168 95%*	78 85%*	96 90%	155 92%	
TOP BOX SCORE	206 73%	3697 72%	26 63%	23 77%	36 75%	41 77%	47 76%	30 70%	139 79%*	14 67%	20 67%	1 50%	4 50%	6 67%	14 61%	17 65%	180 73%	138 78%*	62 67%	78 73%	124 74%
NOT ANSWERED	30	417	1	1	1	3	1	1	6	1					1	5	5	2	4	4	
VALID CASES	282	5137	41	30	48	53	62	43	177	21	30	2	8	9	23	26	245	177	92	107	168
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q35F ALWAYS	5 2%	87 2%	1 2%	1 ~	2 2%	4 4%	~	2 2%	2 1%	1 ~	1 3%	1 ~	1 13%	1 ~	5 5%	3 2%	2 2%	1 0.9%	4 2%		
USUALLY	6 2%	142 3%	1 2%	2 7%	1 2%	1 2%	1 2%	~	4 2%	~	~	~	~	2 9%	1 4%	5 2%	4 2%	2 2%	4 2%		
SOMETIMES	41 15%	912 18%	8 19%	3 10%	5 10%	6 12%	11 17%	7 17%	28 16%	2 10%	4 13%	1 ~	1 13%	1 11%	3 14%	3 11%	37 15%	21 12%	16 17%	12 11%	27 16%
NEVER	230 82%	4005 78%	32 76%	25 83%	41 85%	43 83%	51 81%	34 81%	143 81%	19 90%	25 83%	2 100%	6 75%	8 89%	16 73%	23 85%	197 81%	148 84%	72 78%	93 86%	132 79%
#NEVER + SOMETIMES (NET)	271 96%	4917 96%	40 95%	28 93%	46 96%	49 94%	62 98%	41 98%	171 97%	21 100%	29 97%	2 100%	7 87%	9 100%	19 86%	26 96%	234 96%	169 96%	88 96%	105 97%	159 95%
TOP BOX SCORE	230 82%	4005 78%	32 76%	25 83%	41 85%	43 83%	51 81%	34 81%	143 81%	19 90%	25 83%	2 100%	6 75%	8 89%	16 73%	23 85%	197 81%	148 84%	72 78%	93 86%	132 79%
NOT ANSWERED	30	408		1	1	4		2	6		1			1		6	6	2	3	5	
VALID CASES	282	5146	42	30	48	52	63	42	177	21	30	2	8	9	22	27	244	176	92	108	167
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

			AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER			
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q35G ALWAYS	3 1%	75 1%	1 2%	~	1 2%	1 2%	~	0.6%	~	~	~	13%	~	4%	~	1% 1%	~	2%~			
USUALLY	3 1%	99 2%	2 5%	~	~	1 2%	~	0.6%	~	~	~	~	~	9%	4%~0.8%	2%~	~	2% 0.6%			
SOMETIMES	26 9%	596 12%	3 7%	3 10%	2 4%	7 13%	6 10%	4 9%	17 9%	1 5%	2 7%	~	1 11%	3 13%	2 7%	22 9%	10 6%*	14 15%*	7 6%	17 10%	
NEVER	254 89%	4397 85%*	36 86%	27 90%	46 94%	45 83%	57 90%	39 91%	161 89%	20 95%	28 93%	2 100%	7 87%	8 89%	17 74%	24 89%	220 89%	164 92%	78 84%	100 92%	149 88%
#NEVER + SOMETIMES (NET)	280 98%	4993 97%	39 93%	30 100%	48 98%	52 96%	63 100%	43 100%	178 99%	21 100%	30 100%	2 100%	7 87%	9 100%	20 87%	26 96%	242 98%	174 97%	92 99%	107 98%	166 98%
TOP BOX SCORE	254 89%	4397 85%*	36 86%	27 90%	46 94%	45 83%	57 90%	39 91%	161 89%	20 95%	28 93%	2 100%	7 87%	8 89%	17 74%	24 89%	220 89%	164 92%	78 84%	100 92%	149 88%
NOT ANSWERED	26	387		1		2		1	3		1					3	3	1	2	2	
VALID CASES	286	5167	42	30	49	54	63	43	180	21	30	2	8	9	23	27	247	179	93	109	170
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

	HTS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q35H #YES DEFINITELY	116 42%	2206 43%	10 25%~	12 43%~	24 52%~	23 43%	26 41%	20 48%	81 46%	11 52%~	7 26%~	1 50%~	2 29%~	3 33%~	9 39%~	6 23%~	104 43%~	72 41%	39 42%	49 47%	65 39%
YES SOMEWHAT	99 36%	1724 34%	18 45%~	10 36%~	11 24%~	21 39%	23 37%	13 31%~	63 36%	6 29%~	10 37%~	1 50%~	2 29%~	3 33%~	7 30%~	11 42%~	84 35%~	63 36%	30 33%	30 29%	65 39%
NO	63 23%	1181 23%	12 30%~	6 21%~	11 24%~	10 19%	14 22%	9 21%~	33 19%*	4 19%~	10 37%~	~	3 43%~	3 33%~	7 30%~	9 35%~	53 22%~	39 22%	23 25%	25 24%	37 22%
NOT ANSWERED	34	443	2	3	3	2		2	6		4		1			1	9	8	2	7	5
VALID CASES	278	5111	40	28	46	54	63	42	177	21	27	2	7	9	23	26	241	174	92	104	167
NUMBER OF RESPONDENTS	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	HTS 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	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q35I																					
#YES DEFINITELY	196 70%	3431 67%	28 67%~	18 64%~	38 78%~	37 69%	41 66%	32 76%~	128 72%	11 52%~	22 73%~	2 100%~	4 50%~	5 56%~	15 68%~	16 59%~	171 70%~	130 73%	57 63%	81 74%	111 67%
YES SOMEWHAT	68 24%	1348 26%	13 31%~	9 32%~	10 20%~	12 22%	18 29%	4 10%~	41 23%	9 43%~	4 13%~	2 ~ 25%~	4 44%~	5 23%~	10 37%~	56 23%~	35 20%*	29 32%*	22 20%	44 27%	
NO	18 6%	341 7%	1 2%~	1 4%~	1 2%~	5 9%	3 5%	6 14%~	8 5%	1 5%~	4 13%~	2 ~ 25%~	2 ~ 9%~	2 9%~	1 4%~	16 7%~	12 7%	5 5%	6 6%	11 7%	
NOT ANSWERED	30	434		3		2	1	2	6		1			1		7	5	3	2	6	
VALID CASES	282	5120	42	28	49	54	62	42	177	21	30	2	8	9	22	27	243	177	91	109	166
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS 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	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q35J #YES DEFINITELY	213 75%	3907 76%	32 76%~	21 72%~	38 78%~	40 74%	45 71%	34 79%~	140 78%	13 62%~	19 63%~	2 100%~	7 87%~	5 56%~	16 70%~	22 81%~	181 74%~	136 76%	67 72%	85 78%	124 73%
YES SOMEWHAT	50 18%	870 17%	7 17%~	7 24%~	8 16%~	8 15%	14 22%	4 9%~	30 17%	6 29%~	6 20%~	~	~	3 33%~	3 13%~	4 15%~	44 18%~	29 16%	17 18%	16 15%	31 18%
NO	22 8%	334 7%	3 7%~	1 3%~	3 6%~	6 11%	4 6%	5 12%~	9 5%*	2 10%~	5 17%~	~	1 13%~	1 11%~	4 17%~	1 4%~	21 9%~	13 7%	9 10%	8 7%	14 8%
NOT ANSWERED	27	443		2		2		1	4		1					4	4	1	2	3	
VALID CASES	285	5111	42	29	49	54	63	43	179	21	30	2	8	9	23	27	246	178	93	109	169
NUMBER OF RESPONDENTS	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	HTS 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	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q35K																					
#YES DEFINITELY	191 67%	3274 64%	25 60%	18 62%	34 69%	38 70%	40 63%	34 81%	126 70%	13 62%	23 77%	1 50%	5 63%	4 44%	12 55%	16 59%	167 68%	124 70%	58 63%	77 71%	110 65%
YES SOMEWHAT	64 23%	1308 25%	13 31%	6 21%	10 20%	10 19%	17 27%	5 12%	36 20%	4 19%	6 20%	1 50%	2 25%	3 33%	7 32%	8 30%	52 21%	41 23%	20 22%	22 20%	39 23%
NO	29 10%	554 11%	4 10%	5 17%	5 10%	6 11%	6 10%	3 7%	17 9%	4 19%	1 3%	1 13%	2 22%	3 14%	3 11%	26 11%	13 7%	14 15%	10 9%	19 11%	
NOT ANSWERED	28	417		2		2		2	4		1				1		5	4	2	2	4
VALID CASES	284	5137	42	29	49	54	63	42	179	21	30	2	8	9	22	27	245	178	92	109	168
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

			AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35L NEVER	13 5%	281 6%	1 3%	1 3%	1 2%	4 7%	3 5%	3 7%	8 4%	2 ~	7 ~	~	~	~	3 14%	13 ~	5 5%	6 3%	6 6%	5 5%	8 5%	
SOMETIMES	33 12%	704 14%	5 13%	4 14%	5 10%	8 15%	7 11%	2 5%	21 12%	5 24%	1 3%	~	~	2 25%	1 5%	5 20%	26 11%	14 8%*	16 17%	8 7%	23 14%	
USUALLY	64 23%	1231 24%	9 23%	8 28%	13 27%	12 22%	12 19%	7 16%	37 21%	3 14%	11 37%	1 50%	1 13%	3 38%	4 18%	5 20%	54 22%	43 24%	18 19%	27 25%	34 20%	
ALWAYS	172 61%	2878 56%*	25 62%	16 55%	29 60%	31 56%	40 65%	31 72%	114 63%	13 62%	16 53%	1 50%	7 87%	3 38%	14 64%	15 60%	152 62%	113 64%	53 57%	67 63%	103 61%	
#ALWAYS + USUALLY (NET)	236 84%	4109 81%	34 85%	24 83%	42 88%	43 78%	52 84%	38 88%	151 84%	16 76%	27 90%	2 100%	8 100%	6 75%	18 82%	20 80%	206 84%	156 89%*	71 76%*	94 88%	137 82%	
TOP BOX SCORE	172 61%	2878 56%*	25 62%	16 55%	29 60%	31 56%	40 65%	31 72%	114 63%	13 62%	16 53%	1 50%	7 87%	3 38%	14 64%	15 60%	152 62%	113 64%	53 57%	67 63%	103 61%	
NOT ANSWERED	30	461	2	2	1	1	1	1	3	1				1	1	2	5	6	1	4	4	
VALID CASES	282	5093	40	29	48	55	62	43	180	21	30	2	8	8	22	25	245	176	93	107	168	
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%	

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		GENDER			
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q35M ALWAYS	3 1%	72 1%	~	~	2%	2%	2%	~0.6%	~	~	~	13%	~	4%	~	1%	0.6%	2%	~	2%	
USUALLY	4 1%	48 0.9%	2%	~	2%	~	2%	~	~	7%	~	~	~	4%	~	1%	2%	~	2%	0.6%	
SOMETIMES	9 3%	187 4%	~	~	8%	4%	3%	2%	4%	~	7%	~	~	~	~	4%	2%	5%	3%	4%	
NEVER	268 94%	4818 94%	39 98%	29 100%	43 88%	52 95%	59 94%	42 98%	171 96%	21 100%	26 87%	2 100%	7 87%	9 100%	21 91%	26 100%	231 94%	170 96%	87 93%	103 95%	159 94%
#NEVER + SOMETIMES (NET)	277 98%	5005 98%	39 98%	29 100%	47 96%	54 98%	61 97%	43 100%	178 99%	21 100%	28 93%	2 100%	7 87%	9 100%	21 91%	240 98%	173 98%	92 98%	106 98%	165 98%	
TOP BOX SCORE	268 94%	4818 94%	39 98%	29 100%	43 88%	52 95%	59 94%	42 98%	171 96%	21 100%	26 87%	2 100%	7 87%	9 100%	21 91%	231 94%	170 96%	87 93%	103 95%	159 94%	
NOT ANSWERED	28	430	2	2		1		1	4		1				1	4	5		3	3	
VALID CASES	284	5124	40	29	49	55	63	43	179	21	30	2	8	9	23	26	246	177	94	108	169
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		GENDER			
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q35N ALWAYS	7 2%	130 3%	2 5%~	2 ~	1 4%~	2 2%	3 3%	3 ~	1 ~	1 3%~	1 ~	2 13%~	2 ~	1 9%~	1 4%~	6 2%~	4 2%	3 3%	1 0.9%	6 4%	
USUALLY	12 4%	191 4%	~	1 3%~	3 6%~	5 9%	3 5%	10 6%	~	~	~	~	1 11%~	1 4%~	11 4%~	6 3%	6 6%	2 2%	10 6%		
SOMETIMES	34 12%	664 13%	4 10%~	5 17%~	9 18%~	9 16%	4 6%	2 5%~	22 12%	3 14%~	4 13%~	~	~	4 17%~	2 8%~	29 12%~	20 11%	10 11%	14 13%	19 11%	
NEVER	231 81%	4121 81%	34 85%~	24 80%~	35 71%~	40 73%	54 86%	40 95%~	145 81%	18 86%~	25 83%~	2 100%~	7 87%~	8 89%~	16 70%~	21 84%~	200 81%~	147 83%	75 80%	91 84%	134 79%
#NEVER + SOMETIMES (NET)	265 93%	4786 94%	38 95%~	29 97%~	44 90%~	49 89%	58 92%	42 100%~	167 93%	21 100%~	29 97%~	2 100%~	7 87%~	8 89%~	20 87%~	23 92%~	229 93%~	167 94%	85 90%	105 97%*	153 91%*
TOP BOX SCORE	231 81%	4121 81%	34 85%~	24 80%~	35 71%~	40 73%	54 86%	40 95%~	145 81%	18 86%~	25 83%~	2 100%~	7 87%~	8 89%~	16 70%~	21 84%~	200 81%~	147 83%	75 80%	91 84%	134 79%
NOT ANSWERED	28	448	2	1		1		2	3		1				2	4	5		3	3	
VALID CASES	284	5106	40	30	49	55	63	42	180	21	30	2	8	9	23	25	246	177	94	108	169
NUMBER OF RESPONDENTS	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	VERY GOOD & POOR	FAIR & POOR	FE-MALE	MALE		
Q350 NEVER	14 5%	298 6%	3 7%	2 7%	1 2%	4 7%	1 2%	2 5%	5 3%	3 ~ 10%	1 ~ 13%	2 22%	2 9%	3 12%	9 4%	8 5%	5 5%	3 3%	10 6%		
SOMETIMES	42 15%	693 14%	8 20%	3 10%	8 16%	8 15%	9 14%	6 14%	25 14%	3 14%	6 19%	~ ~	1 ~ 11%	7 30%	3 12%	39 16%	25 14%	16 17%	16 15%	26 15%	
USUALLY	69 24%	1328 26%	7 17%	9 30%	14 29%	9 17%	18 29%	11 26%	47 26%	2 10%	10 32%	1 50%	3 ~ 33%	4 17%	5 19%	63 26%	37 21%	27 29%	24 22%	43 25%	
ALWAYS	157 56%	2777 55%	23 56%	16 53%	26 53%	33 61%	34 55%	24 56%	101 57%	16 76%	12 39%	1 50%	7 87%	3 33%	10 43%	15 58%	134 55%	107 60%*	45 48%	65 60%	90 53%
#ALWAYS + USUALLY (NET)	226 80%	4105 81%	30 73%	25 83%	40 82%	42 78%	52 84%	35 81%	148 83%	18 86%	22 71%	2 100%	7 87%	6 67%	14 61%	20 77%	197 80%	144 81%	72 77%	89 82%	133 79%
TOP BOX SCORE	157 56%	2777 55%	23 56%	16 53%	26 53%	33 61%	34 55%	24 56%	101 57%	16 76%	12 39%	1 50%	7 87%	3 33%	10 43%	15 58%	134 55%	107 60%*	45 48%	65 60%	90 53%
NOT ANSWERED	30	459	1	1		2	1	1	5						1	5	5	1	3	3	
VALID CASES	282	5095	41	30	49	54	62	43	178	21	31	2	8	9	23	26	245	177	93	108	169
NUMBER OF RESPONDENTS	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	ASIAN	NATV ILND	AMER HAW/IND/PAC/ALSK	MULTI	NOT HIS-PAN-IC	HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & FAIR & POOR	MALE	FE-MALE		
Q35P NEVER	29 10%	592 12%	4 10%	3 10%	4 9%	9 17%	4 6%	5 12%	18 10%		4 ~ 13%		2 ~ 22%	5 22%	3 12%	26 11%	13 7%*	14 15%	10 9%	19 11%	
SOMETIMES	42 15%	825 16%	6 15%	3 10%	4 9%	9 17%	11 18%	8 19%	27 15%	5 24%	4 13%			5 ~ 22%	2 8%	38 16%	25 14%	15 16%	15 14%	26 16%	
USUALLY	74 27%	1308 26%	9 22%	11 38%	16 34%	11 20%	21 34%	6 14%	52 30%	5 24%	10 33%		1 ~ 13%	3 33%	2 9%	68 15%	42 28%	28 24%	30 28%	43 26%	
ALWAYS	133 48%	2353 46%	22 54%	12 41%	23 49%	25 46%	26 42%	24 56%	79 45%	11 52%	12 40%	2 100%	7 87%	4 44%	11 48%	17 65%	112 46%	95 54%*	36 39%*	52 49%	79 47%
#ALWAYS + USUALLY (NET)	207 74%	3661 72%	31 76%	23 79%	39 83%	36 67%	47 76%	30 70%	131 74%	16 76%	22 73%	2 100%	8 100%	7 78%	13 57%	21 81%	180 74%	137 78%	64 69%	82 77%	122 73%
TOP BOX SCORE	133 48%	2353 46%	22 54%	12 41%	23 49%	25 46%	26 42%	24 56%	79 45%	11 52%	12 40%	2 100%	7 87%	4 44%	11 48%	17 65%	112 46%	95 54%*	36 39%*	52 49%	79 47%
NOT ANSWERED	34	477	1	2	2	2	1	1	7		1				1	6	7	1	4	5	
VALID CASES	278	5077	41	29	47	54	62	43	176	21	30	2	8	9	23	26	244	175	93	107	167
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

			AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	HTS 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	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q35Q ALWAYS	11 4%	187 4%	3 7%~	1 4%~	2 4%~	1 2%	3 5%	1 2%~	4 2%	2 10%~	1 3%~	1 ~ 13%~	2 ~ 9%~	3 12%~	8 3%~	8 5%	3 3%	2 2%	9 5%			
USUALLY	9 3%	215 4%	3 7%~	1 4%~	3 6%~	1 2%	1 ~ 2%~	4 2%	1 5%~	3 10%~	~	~	1 ~ 4%~	9 ~ 4%~	5 3%	4 4%	5 5%	4 2%				
SOMETIMES	102 37%	1973 39%	18 44%~	12 43%~	14 29%~	17 31%	26 42%	13 31%~	56 32%*	8 38%~	14 48%~	1 50%~	3 38%~	8 89%~	7 30%~	13 50%~	86 35%~	66 38%	32 35%	36 34%	63 38%	
NEVER	155 56%	2695 53%	17 41%~	14 50%~	29 60%~	35 65%	33 53%	27 64%~	112 64%*	10 48%~	11 38%~	1 50%~	4 50%~	1 11%~	13 57%~	10 38%~	140 58%~	96 55%	53 58%	63 59%	91 54%	
#NEVER + SOMETIMES (NET)	257 93%	4668 92%	35 85%~	26 93%~	43 90%~	52 96%	59 95%	40 95%~	168 95%*	18 86%~	25 86%~	2 100%~	7 88%~	9 100%~	20 87%~	23 88%~	226 93%~	162 93%	85 92%	99 93%	154 92%	
TOP BOX SCORE	155 56%	2695 53%	17 41%~	14 50%~	29 60%~	35 65%	33 53%	27 64%~	112 64%*	10 48%~	11 38%~	1 50%~	4 50%~	1 11%~	13 57%~	10 38%~	140 58%~	96 55%	53 58%	63 59%	91 54%	
NOT ANSWERED	35	484	1	3	1	2	1	2	7	2				1	7	7	2	5	5			
VALID CASES	277	5070	41	28	48	54	62	42	176	21	29	2	8	9	23	26	243	175	92	106	167	
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%	

Q35R WHAT IS YOUR PREFERRED 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	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q35R	HTS TOT ADLT																				
ENGLISH	244 87%	4755 93%*	37 88%~	28 93%~	40 85%~	54 98%*	56 90%	28 65%~	166 93%*	19 90%~	14 48%~	2 100%~	8 100%~	7 78%~	22 96%~	19 70%~	218 89%~	156 88%	80 86%	93 85%	148 88%
SPANISH	8 3%	169 3%	2 5%~	1 3%~	~	1 2%	2 3%	2 5%~	3 2%	1 5%~	~	~	~	1 11%~	~	8 30%~	~	4 2%	3 3%	4 4%	4 2%
SOME OTHER LANGUAGE	29 10%	191 4%*	3 7%~	1 3%~	7 15%~	~	4 6%	13 30%~	10 6%*	1 5%~	15 52%~	~	~	1 11%~	1 4%~	~	27 11%~	17 10%	10 11%	12 11%	16 10%
NOT ANSWERED	31	438		1	2	1	1	1	4		2					5	5	1	2	4	
VALID CASES	281	5116	42	30	47	55	62	43	179	21	29	2	8	9	23	27	245	177	93	109	168
NUMBER OF RESPONDENTS	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35S HOW WELL DO YOU SPEAK ENGLISH?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	POOR	MALE	FE- MALE	
Q35S																						
VERY WELL	HTS TOT ADLT	11 4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
WELL	OHP TOT ADLT	6 16%	41 17%	1 20%	1 ~	1 14%	2 ~	2 15%	2 ~	1 50%				5 19%	4 19%	1 8%	2 12%	3 15%				
NOT WELL		23 62%	119 49%	3 60%	1 50%	6 86%	4 ~	9 67%	9 60%	1 ~	11 73%			4 50%	19 70%	14 67%	8 62%	11 69%	12 60%			
NOT AT ALL		8 22%	71 30%	1 20%	1 50%	1 ~	1 100%	4 17%	2 27%	1 ~	2 ~	1 50%	1 100%	4 50%	3 11%	3 14%	4 31%	3 19%	5 25%			
NOT ANSWERED		8																				
VALID CASES		37	242	5	2	7	1	6	15				2	1	8	27	21	13	16	20		
NUMBER OF RESPONDENTS		37	250	5	2	7	1	6	15				2	1	8	27	21	13	16	20		
		100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%		

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	AS- IAN	NATV ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE	
Q35T NEVER	6 17%	52 22%	~	~	29%~	~	17%~	21%~	8%~	~	36%~	~	~	~	~	23%~	25%~	8%~	13%~	21%~	
SOMETIMES	8 23%	51 22%	2 50%~	1 ~	14%~	~	17%~	21%~	15%~	~	36%~	~	~	~	~	27%~	20%~	23%~	27%~	16%~	
USUALLY	10 29%	50 22%	~	1 50%~	2 29%~	~	~	50%~	31%~	50%~	14%~	~	~	50%~	100%~	43%~	27%~	30%~	31%~	27%~	32%~
ALWAYS	11 31%	77 34%	2 50%~	1 50%~	2 29%~	1 100%~	4 67%~	1 7%~	6 46%~	1 50%~	2 14%~	~	~	50%~	~	57%~	23%~	25%~	38%~	33%~	32%~
#ALWAYS + USUALLY (NET)	21 60%	128 55%	2 50%~	2 100%~	4 57%~	1 100%~	4 67%~	8 57%~	10 77%~	2 100%~	4 29%~	~	~	100%~	100%~	100%~	50%~	55%~	69%~	60%~	63%~
TOP BOX SCORE	11 31%	77 34%	2 50%~	1 50%~	2 29%~	1 100%~	4 67%~	1 7%~	6 46%~	1 50%~	2 14%~	~	~	50%~	~	57%~	23%~	25%~	38%~	33%~	32%~
NOT ANSWERED	2	20	1				1			1					1	1	1		1	1	
VALID CASES	35	230	4	2	7	1	6	14	13	2	14		2	1	7	26	20	13	15	19	
NUMBER OF RESPONDENTS	37	250	5	2	7	1	6	15	13	2	15		2	1	8	27	21	13	16	20	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

	AGE								RACE						ETHNICITY		HEALTH STATUS		GENDER	
	HTS 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
Q35U YES	25 76%	134 58%	3 75%	1 100%	2 33%	1 100%	4 67%	14 93%	9 69%	1 79%	11 ~	~	1 50%	1 100%	6 86%	19 73%	13 68%	11 85%	13 87%	12 67%
NO	8 24%	98 42%	1 25%	~	4 67%	~	2 33%	1 7%	4 31%	3 21%	~	~	1 50%	~	1 14%	7 27%	6 32%	2 15%	2 13%	6 33%
NOT ANSWERED	4	19	1	1	1				1	1					1	1	2		1	2
VALID CASES	33	231	4	1	6	1	6	15	13	1	14		2	1	7	26	19	13	15	18
NUMBER OF RESPONDENTS	37	250	5	2	7	1	6	15	13	2	15		2	1	8	27	21	13	16	20
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	HTS 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
Q35V NEVER	6 26%	21 21%	1 ~100%	1 50%			4 ~31%	1 13%	4 ~36%					2 40%	4 22%	5 42%	1 9%	2 17%	4 36%	
SOMETIMES	2 9%	13 13%			1 ~100%		1 8%	1 13%	1 100%						2 40%		2 18%	1 8%	1 9%	
USUALLY	4 17%	16 16%	1 50%			1 25%	2 15%	1 13%	3 27%						4 22%	3 25%	1 9%	2 17%	2 18%	
ALWAYS	11 48%	50 50%	1 50%	1 50%		3 75%	6 46%	5 63%	4 36%			1 ~100%	1 100%	1 20%	10 56%	4 33%	7 64%	7 58%	4 36%	
#ALWAYS + USUALLY (NET)	15 65%	66 66%	2 100%	1 50%		4 100%	8 62%	6 75%	7 64%			1 ~100%	1 100%	1 20%	14 78%	7 58%	8 73%	9 75%	6 55%	
TOP BOX SCORE	11 48%	50 50%	1 50%	1 50%		3 75%	6 46%	5 63%	4 36%			1 ~100%	1 100%	1 20%	10 56%	4 33%	7 64%	7 58%	4 36%	
NOT ANSWERED	2	7	1				1	1						1	1	1		1	1	
VALID CASES	23	100	2	1	2	1	4	13	8	1	11		1	1	5	18	12	11	12	11
NUMBER OF RESPONDENTS	25	107	3	1	2	1	4	14	9	1	11		1	1	6	19	13	11	13	12
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q35W NEVER	3 13%	16 16%	1 50%	1 100%	~	~	1 25%	~	1 13%	1 9%	~	~	~	1 20%	2 11%	2 17%	1 9%	1 8%	2 18%
SOMETIMES	6 26%	27 27%	~	~	1 50%	1 100%	4 31%	2 25%	4 36%	~	~	~	~	1 20%	5 28%	2 17%	4 36%	3 25%	3 27%
USUALLY	6 26%	21 21%	~	~	1 50%	~	5 38%	1 13%	1 100%	3 27%	~	~	1 100%	2 40%	4 22%	5 42%	1 9%	4 33%	2 18%
ALWAYS	8 35%	37 36%	1 50%	~	~	~	3 75%	4 31%	4 50%	3 27%	~	1 100%	~	1 20%	7 39%	3 25%	5 45%	4 33%	4 36%
NOT ANSWERED	2	6	1				1	1						1	1	1		1	1
VALID CASES	23	101	2	1	2	1	4	13	8	1	11		1	5	18	12	11	12	11
NUMBER OF RESPONDENTS	25	107	3	1	2	1	4	14	9	1	11		1	6	19	13	11	13	12
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER				
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q35X A STAFF MEMBER FROM THE HEALTH PLAN	1 6%	7 9%	~	~	~	~	~	8%	17%	~	~	~	~	~	1 7%	1 13%	1 13%			
AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN	4 22%	16 21%	~	~	50%	~	50%	17%	17%	~	22%	~	100%	2 50%	2 14%	4 40%	3 30%	1 13%		
A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN	6 33%	22 28%	~	~	50%	100%	~	33%	33%	~	33%	~	~	1 25%	5 36%	3 30%	3 38%	3 30%	3 38%	
SOMEONE ELSE PROVIDED BY THE HEALTH PLAN	2 11%	7 9%	~	~	~	~	~	17%	~	2 22%	~	~	~	~	2 14%	2 20%	~	1 10%	1 13%	
DON'T KNOW OR UNSURE	5 28%	25 33%	1 100%	~	~	~	50%	25%	33%	1 100%	2 22%	~	~	~	1 25%	4 29%	1 10%	4 50%	3 30%	2 25%
NOT ANSWERED	2	8					1	1	1	1				2	2	1	1			
VALID CASES	18	77	1	2	1	2	12	6	1	9	1	1	4	14	10	8	10	8		
NUMBER OF RESPONDENTS	20	85	1	2	1	3	13	7	1	10	1	1	4	16	10	10	11	9		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

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

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

	HTS TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q35Y NEVER	1 0.9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
SOMETIMES	2 10%	6 7%	~	~	1 50%	~	~	~	1 20%	~	~	~	~	2 12%	2 20%	~	2 18%	~	~		
USUALLY	5 25%	22 26%	~	~	~	1 33%	4 31%	1 14%	1 100%	3 30%	~	~	~	1 25%	4 25%	3 30%	2 20%	3 27%	2 22%		
ALWAYS	13 65%	56 66%	1 100%	~	1 50%	1 100%	2 67%	8 62%	6 86%	5 50%	~	~	1 100%	1 100%	3 75%	10 62%	5 50%	8 80%	6 55%	7 78%	
#ALWAYS + USUALLY (NET)	18 90%	78 92%	1 100%	~	1 50%	1 100%	3 100%	12 92%	7 100%	1 100%	8 80%	~	~	1 100%	1 100%	4 100%	14 88%	8 80%	10 100%	9 82%	9 100%
TOP BOX SCORE	13 65%	56 66%	1 100%	~	1 50%	1 100%	2 67%	8 62%	6 86%	5 50%	~	~	~	1 100%	1 100%	3 75%	10 62%	5 50%	8 80%	6 55%	7 78%
VALID CASES	20	85	1	~	2	1	3	13	7	1	10	~	~	1	1	4	16	10	10	11	9
NUMBER OF RESPONDENTS	20 100%	85 100%	1 100%	~	2 100%	1 100%	3 100%	13 100%	7 100%	1 100%	10 100%	~	~	1 100%	1 100%	4 100%	16 100%	10 100%	10 100%	11 100%	9 100%

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

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

	AGE							RACE					ETHNICITY	HEALTH STATUS		GENDER			
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35Z WORST INTERPRETER POSSIBLE	1	0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
05	2	5	~	~	1	~	1	~	~	2	~	~	~	2	1	1	2	~	
	10%	6%	~	~	50%	~	8%	~	~	20%	~	~	~	13%	10%	10%	18%	~	
06	1	1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
07	1	7	~	~	~	~	1	~	~	1	~	~	~	1	~	1	~	1	
	5%	9%	~	~	~	~	8%	~	~	10%	~	~	~	6%	~	10%	~	11%	
08	5	19	~	~	~	~	5	1	1	3	~	~	~	2	3	3	2	4	1
	25%	22%	~	~	~	~	38%	14%	100%	30%	~	~	~	50%	19%	30%	20%	36%	11%
09	4	15	~	~	1	~	3	1	~	2	~	~	1	4	3	1	1	1	3
	20%	18%	~	~	50%	~	23%	14%	~	20%	~	~	~	25%	30%	10%	9%	33%	
BEST INTERPRETER POSSIBLE	8	37	1	~	1	1	3	3	5	2	~	1	2	6	3	5	4	4	
	40%	44%	100%	~	100%	100%	23%	71%	~	20%	~	~	50%	38%	30%	50%	36%	44%	
#8-10 (NET)	17	71	1	~	1	1	3	11	7	1	7	~	1	13	9	8	9	8	
	85%	84%	100%	~	50%	100%	100%	85%	100%	100%	70%	~	100%	100%	81%	90%	80%	82%	89%
9-10 (NET)	12	52	1	~	1	1	3	6	6	4	~	1	1	10	6	6	5	7	
	60%	62%	100%	~	50%	100%	100%	46%	86%	40%	~	~	~	50%	63%	60%	60%	45%	78%
VALID CASES	20	85	1	~	2	1	3	13	7	1	10	~	1	16	10	10	11	9	
NUMBER OF RESPONDENTS	20	85	1	~	2	1	3	13	7	1	10	~	1	16	10	10	11	9	
	100%	100%	100%	~	100%	100%	100%	100%	100%	100%	100%	~	100%	100%	100%	100%	100%	100%	
MEAN	8.65	8.74	10.0	7.00	10.0	10.0	8.38	9.57	8.00	7.90	~	~	~	9.00	8.56	8.60	8.70	8.27	9.11
p stat_(*=Sig @ p<=.05)	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	HTS 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 ASIAN	NATV HAW/IND/PAC	AMR ALASK	OTHER	MULTI	HIS-IC	NOT HIS-PAN-IC	VERY GOOD & FAIR	EX & FAIR & POOR	MALE	FE-MALE
Q35AA NEVER	11 48%	48	1	2	1	1	6	6	4						3	8	5	6	6	5
			~100%	~100%	~100%	~25%	~46%	75%	~36%	~	~	~	~	60%	44%	42%	55%	50%	45%	
SOMETIMES	5 22%	22	1			1	3	1	1	2			1	1	4	3	2	4	1	
			50%	~	~	~25%	~23%	13%	~100%	~18%	~	~	~100%	20%	22%	25%	18%	33%	9%	
USUALLY	2 9%	7	1				1			2					2	1	1	1	1	
			50%	~	~	~	8%	~	~	18%	~	~	~	~	11%	8%	9%	8%	9%	
ALWAYS	5 22%	23				2	3	1	3			1		1	4	3	2	1	4	
			~	~	~	~50%	~23%	13%	~27%	~	~100%	~	~	20%	22%	25%	18%	8%	36%	
NOT ANSWERED	2	7	1				1	1						1	1	1		1	1	
VALID CASES	23	100	2	1	2	1	4	13	8	1	11		1	1	5	18	12	11	12	11
NUMBER OF RESPONDENTS	25	107	3	1	2	1	4	14	9	1	11		1	1	6	19	13	11	13	12
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q35AB NEVER	1 8%	4 8%	~	~	~	~	33%~	50%~	~	~	~	~	~	~	~	10%~	20%~	17%~	~		
SOMETIMES	3 25%	18 36%	1 50%~	~	~	~	29%~	~100%~	29%~	~	~	~	~	~	50%~	20%~	29%~	20%~	50%~		
USUALLY	5 42%	14 27%	1 50%~	~	~	~	33%~	43%~	~	43%~	~	~100%~	100%~	~	50%~	40%~	57%~	20%~	33%~	50%~	
ALWAYS	3 25%	15 30%	~	~	~	~	33%~	29%~	50%~	~	29%~	~	~	~	~	30%~	14%~	40%~	~	50%~	
NOT ANSWERED		1																			
VALID CASES	12	52	2				3	7	2	1	7			1	1	2	10	7	5	6	6
NUMBER OF RESPONDENTS	12	52	2				3	7	2	1	7			1	1	2	10	7	5	6	6
	100%	100%	100%				100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS 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	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q36																					
EXCELLENT	27 10%	446 9%	9 23%~	5 17%~	4 9%~	4 7%	3 5%	2 5%~	13 7%	3 16%~	2 7%~	3 ~ 38%~	4 ~ 18%~	4 15%~	23 10%~	27 15%*	11 ~ 11%	16 9%			
VERY GOOD	63 23%	1044 20%	13 33%~	9 30%~	16 34%~	11 20%	9 15%	5 12%~	43 24%	3 16%~	8 27%~	1 50%~	1 13%~	3 33%~	2 9%~	8 31%~	52 22%~	63 35%*	25 ~ 24%	37 22%	
GOOD	92 33%	1716 34%	13 33%~	12 40%~	16 34%~	16 30%	18 30%	16 37%~	55 31%	7 37%~	11 37%~	1 50%~	2 25%~	3 33%~	10 45%~	7 27%~	82 34%~	92 51%*	32 ~ 31%	58 34%	
FAIR	60 22%	1325 26%*	5 12%~	3 10%~	8 17%~	14 26%	18 30%	12 28%~	42 24%	3 16%~	8 27%~	2 ~ 25%~	2 22%~	2 9%~	7 27%~	52 22%~	60 ~ 64%~	26 25%	34 20%		
POOR	34 12%	590 12%	~	1 3%~	3 6%~	9 17%	13 21%*	8 19%~	25 14%	3 16%~	1 3%~	~	1 ~ 11%~	4 18%~	32 ~ 13%~	34 ~ 36%*	10 10%	24 14%			
#EXCELLENT + VERY GOOD + GOOD (NET)	182 66%	3206 63%	35 88%~	26 87%~	36 77%~	31 57%	30 49%*	23 53%~	111 62%	13 68%~	21 70%~	2 100%~	6 75%~	6 67%~	16 73%~	19 73%~	157 65%~	182 100%~	68 ~ 65%	111 66%	
NOT ANSWERED	36	432	2	1	2	2	2	1	5	2	1			1	1	9		7	3		
VALID CASES	276	5122	40	30	47	54	61	43	178	19	30	2	8	9	22	26	241	182	94	104	169
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q37 EXCELLENT	39 14%	724 14%	10 26%~	6 20%~	9 19%~	3 5%*	6 10%	5 12%~	23 13%	3 15%~	3 11%~	1 100%~	3 38%~	4 ~ 17%~	5 20%~	34 14%~	36 20%*	3 3%*	12 11%	27 16%	
VERY GOOD	76 28%	1207 24%	16 41%~	10 33%~	19 40%~	15 27%	10 16%*	6 15%~	49 28%	6 30%~	9 32%~	2 ~ 25%~	3 33%~	5 22%~	8 32%~	65 27%~	64 36%*	11 12%*	30 28%	46 28%	
GOOD	83 30%	1578 31%	8 21%~	8 27%~	11 23%~	18 32%	21 34%	16 40%~	56 31%	4 20%~	9 32%~	1 ~ 13%~	4 44%~	7 30%~	7 28%~	74 31%~	57 32%	25 27%	34 32%	46 28%	
FAIR	57 21%	1184 23%	4 10%~	2 7%~	6 12%~	12 21%	22 36%*	11 28%~	38 21%	5 25%~	6 21%~	2 ~ 25%~	1 11%~	3 13%~	4 16%~	50 21%~	15 8%*	41 44%*	25 24%	32 19%	
POOR	20 7%	395 8%	1 3%~	4 13%~	3 6%~	8 14%	2 3%	2 5%~	12 7%	2 10%~	1 4%~	~	1 ~ 11%~	4 17%~	1 4%~	18 7%~	6 3%*	13 14%*	5 5%	15 9%	
#EXCELLENT + VERY GOOD + GOOD (NET)	198 72%	3509 69%	34 87%~	24 80%~	39 81%~	36 64%	37 61%*	27 68%~	128 72%	13 65%~	21 75%~	1 100%~	6 75%~	7 78%~	16 70%~	20 80%~	173 72%~	157 88%*	39 42%*	76 72%	119 72%
NOT ANSWERED	37	466	3	1	1		2	4	5	1	3	1			2	9	4	1	5	6	
VALID CASES	275	5088	39	30	48	56	61	40	178	20	28	1	8	9	23	25	241	178	93	106	166
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

	HTS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q38 #YES	127 47%	2344 47%	17 46%~	7 25%~	16 33%~	30 54%	28 47%	29 72%~	83 47%	6 30%~	14 54%~	6 ~	4 86%~	10 44%~	15 63%~	109 46%~	72 41%*	54 59%*	49 46%	77 48%	
NO	143 53%	2668 53%	20 54%~	21 75%~	32 67%~	26 46%	32 53%	11 28%~	93 53%	14 70%~	12 46%~	1 100%~	1 14%~	5 56%~	12 55%~	9 37%~	130 54%~	102 59%*	37 41%*	57 54%	85 52%
DON'T KNOW	8	137	3	1			1	3	3		3		1		2	5	5	3	2	6	
NOT ANSWERED	34	405	2	2	1		2	1	4	1	2	1			1	6	3		3	4	
VALID CASES	270	5013	37	28	48	56	60	40	176	20	26	1	7	9	22	24	239	174	91	106	162
NUMBER OF RESPONDENTS	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q39 EVERY DAY	69 25%	1219 24%	7 18%~	9 32%~	14 29%~	17 31%	20 33%	2 5%~	53 30%*	3 15%~	1 ~100%~	3 38%~	1 11%~	8 35%~	2 8%~	65 27%~	44 25%	25 27%	31 30%	37 22%	
SOME DAYS	25 9%	519 10%	1 3%~	2 7%~	2 4%~	11 20%*	7 12%	2 5%~	13 7%	6 30%~	2 7%~	~	~	1 11%~	2 9%~	25 10%~	10 6%*	12 13%	13 12%	12 7%	
NOT AT ALL	180 66%	3357 66%	32 80%~	17 61%~	32 67%~	27 49%*	33 55%	39 91%~	110 63%	11 55%~	27 93%~	5 ~	7 63%~	13 78%~	24 57%~	151 63%~	123 69%	55 60%	61 58%*	118 71%*	
DON'T KNOW		16																			
NOT ANSWERED	38	443	2	3	1	1	3	1	7	1	2	1			1	9	5	2	6	5	
VALID CASES	274	5095	40	28	48	55	60	43	176	20	29	1	8	9	23	26	241	177	92	105	167
NUMBER OF RESPONDENTS	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q40 NEVER	19 21%	387 21%	1 13%	5 45%	2 13%	5 19%	5 19%	1 25%	13 20%	2 25%	1 50%	~	~	1 50%	1 10%	1 50%	18 20%	14 26%	5 14%	7 17%	11 22%
SOMETIMES	20 22%	442 24%	1 13%	1 9%	5 31%	6 22%	7 27%	~	13 20%	2 25%	~	~	1 33%	4 40%	1 50%	19 22%	11 21%	7 19%	12 29%	8 16%	
USUALLY	15 16%	333 18%	~	3 27%	4 25%	4 15%	3 12%	1 25%	13 20%	~	~	~	1 33%	1 10%	~	14 16%	6 11%	9 25%	7 17%	8 16%	
ALWAYS	38 41%	687 37%	6 75%	2 18%	5 31%	12 44%	11 42%	2 50%	26 40%	4 50%	1 50%	1 100%	1 33%	1 50%	4 40%	37 42%	22 42%	15 42%	16 38%	22 45%	
#ALWAYS + USUALLY (NET)	53 58%	1020 55%	6 75%	5 45%	9 56%	16 59%	14 54%	3 75%	39 60%	4 50%	1 50%	1 100%	2 67%	1 50%	5 50%	51 58%	28 53%	24 67%	23 55%	30 61%	
TOP BOX SCORE	38 41%	687 37%	6 75%	2 18%	5 31%	12 44%	11 42%	2 50%	26 40%	4 50%	1 50%	1 100%	1 33%	1 50%	4 40%	37 42%	22 42%	15 42%	16 38%	22 45%	
NOT ANSWERED	2	37				1	1		1	1					2	1	1		2		
VALID CASES	92	1849	8	11	16	27	26	4	65	8	2	1	3	2	10	2	88	53	36	42	49
NUMBER OF RESPONDENTS	94	1886	8	11	16	28	27	4	66	9	2	1	3	2	10	2	90	54	37	44	49
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q41 NEVER	38 41%	839 45%	5 63%~	5 45%~	6 38%~	12 44%~	9 35%~	1 25%~	23 35%~	5 63%~	1 50%~	2 ~	1 ~	5 50%~	2 100%~	36 41%~	26 49%~	11 31%~	19 45%~	18 37%~	
SOMETIMES	17 18%	418 23%	1 13%~	3 27%~	4 25%~	4 15%~	5 19%~	~	12 18%~	1 13%~	~	~	~	4 40%~	~	15 17%~	8 15%~	9 25%~	7 17%~	10 20%~	
USUALLY	16 17%	263 14%	1 13%~	2 18%~	4 25%~	4 15%~	1 25%~	1	13 20%~	1 13%~	1 ~100%~	1 ~	1 ~	1 ~	~	16 18%~	8 15%~	7 19%~	8 19%~	8 16%~	
ALWAYS	21 23%	327 18%	1 13%~	1 9%~	2 13%~	7 26%~	8 31%~	2 50%~	17 26%~	1 13%~	1 50%~	1 ~	1 ~	1 10%~	~	21 24%~	11 21%~	9 25%~	8 19%~	13 27%~	
#ALWAYS + USUALLY (NET)	37 40%	589 32%*	2 25%~	3 27%~	6 38%~	11 41%~	12 46%~	3 75%~	30 46%~	2 25%~	1 50%~	1 ~100%~	1 33%~	1 50%~	1 10%~	~	37 42%~	19 36%~	16 44%~	16 38%~	21 43%~
TOP BOX SCORE	21 23%	327 18%	1 13%~	1 9%~	2 13%~	7 26%~	8 31%~	2 50%~	17 26%~	1 13%~	1 50%~	1 ~	1 ~	1 10%~	~	21 24%~	11 21%~	9 25%~	8 19%~	13 27%~	
NOT ANSWERED	2	39				1	1		1	1					2	1	1	2			
VALID CASES	92	1847	8	11	16	27	26	4	65	8	2	1	3	2	10	2	88	53	36	42	49
NUMBER OF RESPONDENTS	94 100%	1886 100%	8 100%	11 100%	16 100%	27 100%	26 100%	4 100%	66 100%	9 100%	2 100%	1 100%	3 100%	2 100%	10 100%	2 100%	90 100%	54 100%	37 100%	44 100%	49 100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q42																					
NEVER	45 49%	965 52%	6 75%	5 45%	8 50%	11 41%	13 50%	2 50%	31 48%	5 63%	1 50%	1 ~	1 33%	1 50%	5 50%	2 100%	42 48%	28 53%	16 44%	23 55%	21 43%
SOMETIMES	20 22%	401 22%	1 13%	3 27%	2 13%	9 33%	5 19%	~	13 20%	2 25%	~	1 ~	1 33%	4 ~	4 40%	19 ~	10 22%	8 22%	8 19%	12 24%	
USUALLY	9 10%	224 12%	1 13%	1 9%	3 19%	2 7%	2 8%	~	8 12%	~	1 ~	1 100%	~	~	~	9 ~	6 10%	3 11%	3 8%	6 7%	6 12%
ALWAYS	18 20%	255 14%	~	2 18%	3 19%	5 19%	6 23%	2 50%	13 20%	1 13%	1 50%	1 ~	1 33%	1 50%	1 10%	18 ~	9 17%	9 25%	8 19%	10 20%	
#ALWAYS + USUALLY (NET)	27 29%	479 26%	1 13%	3 27%	6 38%	7 26%	8 31%	2 50%	21 32%	1 13%	1 50%	1 100%	1 33%	1 50%	1 10%	27 ~	15 31%	12 28%	11 26%	16 33%	
TOP BOX SCORE	18 20%	255 14%	~	2 18%	3 19%	5 19%	6 23%	2 50%	13 20%	1 13%	1 50%	1 ~	1 33%	1 50%	1 10%	18 ~	9 17%	9 25%	8 19%	10 20%	
NOT ANSWERED	2	40				1	1		1	1					2	1	1		2		
VALID CASES	92	1846	8	11	16	27	26	4	65	8	2	1	3	2	10	2	88	53	36	42	49
NUMBER OF RESPONDENTS	94 100%	1886 100%	8 100%	11 100%	16 100%	27 100%	26 100%	4 100%	66 100%	9 100%	2 100%	1 100%	3 100%	2 100%	10 100%	2 100%	90 100%	54 100%	37 100%	44 100%	49 100%

[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/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q43																					
YES	73 27%	1277 25%	4 10%~	1 3%~	3 6%~	17 31%	24 40%*	24 57%~	46 26%	6 30%~	7 27%~	4 ~	2 50%~	8 22%~	35 35%~	4 15%~	66 27%~	37 21%*	35 38%*	30 28%	43 26%
NO	200 73%	3806 75%	35 90%~	28 97%~	45 94%~	38 69%	36 60%*	18 43%~	131 74%	14 70%~	19 73%~	2 100%~	4 50%~	7 78%~	15 65%~	22 85%~	174 73%~	139 79%*	57 62%*	77 72%	122 74%
DON'T KNOW	5	62	2	1			2			3						1	3	4	1	1	3
NOT ANSWERED	34	409	1	1	1	1	1	2	4	1	2						7	2	1	3	4
VALID CASES	273	5083	39	29	48	55	60	42	177	20	26	2	8	9	23	26	240	176	92	107	165
NUMBER OF RESPONDENTS	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q44	HTS TOT ADLT																				
YES	33 13%	646	2 ~	3 7%~	9 7%~	9 18%	10 27%~	24 15%	3 16%~	3 13%~	1 ~	1 14%~	1 13%~		30 ~	10 ~	23 6%*	12 29%*	12% 14%	21% 14%	
NO	218 87%	4029	37 100%~	26 93%~	41 93%~	41 82%	46 84%	27 73%~	141 85%	16 84%~	21 88%~	2 100%~	6 86%~	7 87%~	19 100%~	25 100%~	188 86%~	159 94%*	55 71%*	85% 88%	131 86%
DON'T KNOW	27	454	3	2	4	6	7	5	15	1	6		1	1	3	1	26	12	15	11	16
NOT ANSWERED	34	424	2	1	1		1	2	3	1	1			1	1	6	1	1	3	4	
VALID CASES	251	4675	37	28	44	50	55	37	165	19	24	2	7	8	19	25	218	169	78	97	152
NUMBER OF RESPONDENTS	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	HTS TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q45 YES	114 41%	2037 40%	12 30%~	3 10%~	8 17%~	27 48%	36 58%*	28 65%~	74 41%	12 60%~	10 33%~	4 ~	4 50%~	4 44%~	8 35%~	9 35%~	101 41%~	61 34%*	51 54%*	48 44%	66 39%
NO	164 59%	3086 60%	28 70%~	27 90%~	39 83%~	29 52%	26 42%*	15 35%~	105 59%	8 40%~	20 67%~	2 100%~	4 50%~	5 56%~	15 65%~	17 65%~	143 59%~	119 66%*	43 46%*	60 56%	102 61%
NOT ANSWERED	34	431	2	1	2		1	1	4	1	1					1	6	2		3	4
VALID CASES	278	5123	40	30	47	56	62	43	179	20	30	2	8	9	23	26	244	180	94	108	168
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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	FE- MALE	MALE		
Q46.1	HTS TOT ADLT																				
YES	82 26%	1388 25%	3 7%	2 6%	9 18%	18 32%	25 40%*	25 57%	50 27%	5 24%	13 42%	4 ~	3 50%	3 33%	6 26%	5 19%	75 30%*	41 23%	38 40%*	37 33%*	44 26%
NO	230 74%	4166 75%	39 93%	29 94%	40 82%	38 68%	19 60%*	43 43%	133 73%	16 76%	18 58%	2 100%	4 50%	6 67%	17 74%	22 81%	175 70%*	141 77%	56 60%*	74 67%*	128 74%
VALID CASES	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q46.2	HTS TOT ADLT																				
YES	106 34%	1754 32%	2 5%	2 6%	10 20%	23 41%	32 51%*	37 84%~	67 37%	10 48%~	14 45%~	3 ~	5 38%~	6 56%~	26%~	7 26%~	97 39%*	51 28%*	52 55%*	53 48%*	53 31%
NO	206 66%	3800 68%	40 95%~	29 94%~	39 80%~	33 59%	31 49%*	7 16%~	116 63%	11 52%~	17 55%~	2 100%~	5 63%~	4 44%~	17 74%~	20 74%~	153 61%*	131 72%*	42 45%*	58 52%*	119 69%
VALID CASES	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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	
	HTS 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- TI	OTH- R	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE				
Q46.3																						
YES	41 13%	899 16%*	5 12%~	5 16%~	5 10%~	10 18%	9 14%	7 16%~	23 13%	1 5%~	5 16%~	1 50%~	3 38%~	1 11%~	6 26%~	3 11%~	37 15%*	26 14%	14 15%	17 15%	23 13%	
NO	271 87%	4655 84%*	37 88%~	26 84%~	44 90%~	46 82%	54 86%	37 84%~	160 87%	20 95%~	26 84%~	1 50%~	5 63%~	8 89%~	17 74%~	24 89%~	213 85%*	156 86%	80 85%	94 85%	149 87%	
VALID CASES	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172	
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%	

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q47.1	HTS TOT ADLT																				
YES	13 4%	300 5%	1 2%	~	~	1 2%	5 8%	6 14%	8 4%	2 10%	2 6%	~	~	1 4%	1 4%	12 5%	7 4%	6 6%	8 7%	5 3%	
NO	299 96%	5254 95%	41 98%	31 100%	49 100%	55 98%	58 92%	38 86%	175 96%	19 90%	29 94%	2 100%	8 100%	9 100%	22 96%	26 96%	238 95%	175 96%	88 94%	103 93%	167 97%
VALID CASES	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q47.2	HTS TOT ADLT																				
YES	19 6%	335 6%	1 2%	1 3%	5 ~ 9%	4 6%	8 18%	13 7%	3 ~ 10%	1 ~ 13%	2 ~ 9%	1 4%	17 7%	9 5%	10 11%	10 9%	9 5%				
NO	293 94%	5219 94%	41 98%	30 97%	49 ~ 100%	51 91%	36 82%	170 93%	21 100%	28 90%	2 ~ 100%	7 87%	9 ~ 100%	21 91%	26 96%	233 93%	173 95%	84 89%	101 91%	163 95%	
VALID CASES	312	5554	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q47.3	HTS TOT ADLT																				
YES	15 5%	295 5%	1 2%	~	~	1 2%	4 6%	9 20%	10 5%	3 10%	1 13%	1 4%	1 4%	13 5%	6 3%	8 9%	6 5%	9 5%			
NO	297 95%	5259 95%	41 98%	31 100%	49 100%	55 98%	59 94%	35 80%	173 95%	21 100%	28 90%	2 100%	7 87%	9 100%	22 96%	26 96%	237 95%	176 97%	86 91%	105 95%	163 95%
VALID CASES	312	5554	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q47.4	HTS 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE
YES	63 20%	1125 20%	3 7%	2 6%	8 16%	14 25%	21 33%*	15 34%	38 21%	4 19%	8 26%	5 ~	2 63%	2 22%	6 26%	6 22%	54 22%	27 15%*	35 37%*	30 27%*	33 19%
NO	249 80%	4429 80%	39 93%	29 94%	41 84%	42 75%	29 67%*	29 66%	145 79%	17 81%	23 74%	2 100%	3 38%	7 78%	17 74%	21 78%	196 78%	155 85%*	59 63%*	81 73%*	139 81%
VALID CASES	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q48	HTS TOT ADLT																				
YES	102 37%	1783 35%	10 24%	6 20%	18 38%	24 43%	26 43%	18 45%	69 39%	9 43%	7 25%	7 87%	3 38%	7 32%	7 28%	90 37%	44 25%*	54 60%*	41 39%	61 37%	
NO	173 63%	3302 65%	31 76%	24 80%	30 62%	32 57%	34 57%	22 55%	110 61%	12 57%	21 75%	2 100%	1 13%	5 63%	15 68%	18 72%	153 63%	133 75%*	36 40%*	65 61%	106 63%
NOT ANSWERED	37	469	1	1	1	3	4	4	3			1	1	2	7	5	4	5	5		
VALID CASES	275	5085	41	30	48	56	60	40	179	21	28	2	8	8	22	25	243	177	90	106	167
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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			
		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 LLND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE			
Q49																						
YES	HTS TOT ADLT	84	4	15	23	20	14	61	6	3	6	2	6	6	74	35	45	35	49			
	OHP TOT ADLT	1476	87%	80%~	80%~	83%~	96%~	80%~	82%~	91%~	67%~	50%~	~	86%~	67%~	86%~	86%~	84%~	80%~	88%~	85%~	84%~
NO	HTS TOT ADLT	15	228	2	1	3	1	5	3	6	3	3	1	1	1	1	14	9	6	6	9	
	OHP TOT ADLT	15%	13%	20%~	20%~	17%~	4%~	20%~	18%~	9%~	33%~	50%~	~	14%~	33%~	14%~	14%~	16%~	20%~	12%~	15%~	16%~
NOT ANSWERED	HTS TOT ADLT	3	88	1			1	1		2		1				2		3		3		
VALID CASES	HTS TOT ADLT	99	1703	10	5	18	24	25	17	67	9	6	7	3	7	7	88	44	51	41	58	
NUMBER OF RESPONDENTS	OHP TOT ADLT	102	1791	10	6	18	24	26	18	69	9	7	7	3	7	7	90	44	54	41	61	
	HTS TOT ADLT	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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	HTS TOT ADLT	183 65%	3492 68%	16 39%~	12 40%~	28 58%~	42 75%	48 79%*	37 84%~	126 70%*	14 67%~	17 61%~	7 ~	5 87%~	11 56%~	48%~	164 67%~	99 56%*	79 85%*	74 67%	107 64%	
NO		97 35%	1617 32%	25 61%~	18 60%~	20 42%~	14 25%	13 21%*	7 16%~	55 30%*	7 33%~	11 39%~	2 100%~	1 13%~	4 44%~	12 52%~	14 52%~	82 33%~	78 44%*	14 15%*	36 33%	61 36%
NOT ANSWERED		32	446	1	1	1		2		2		3				4	5	1	1	4		
VALID CASES		280	5108	41	30	48	56	61	44	181	21	28	2	8	9	23	27	246	177	93	110	168
NUMBER OF RESPONDENTS		312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

	HTS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q51 YES	160 92%	3137 94%	11 73%~	10 83%~	26 100%~	40 95%~	42 91%~	31 97%~	118 97%*	10 71%~	11 85%~	7 ~100%~	5 100%~	8 80%~	11 92%~	143 92%~	87 92%~	70 93%	63 91%	95 93%
NO	13 8%	193 6%	4 27%~	2 17%~	2 ~	4 5%~	1 9%~	3 3%~	4 3%*	4 29%~	2 15%~	~	~	2 20%~	1 8%~	12 8%~	8 8%	5 7%	6 9%	7 7%
NOT ANSWERED	10	173	1		2		2	5	4		4			1	1	9	4	4	5	5
VALID CASES	173	3330	15	12	26	42	46	32	122	14	13	7	5	10	12	155	95	75	69	102
NUMBER OF RESPONDENTS	183 100%	3503 100%	16 100%	12 100%	28 100%	42 100%	48 100%	37 100%	126 100%	14 100%	17 100%	7 100%	5 100%	11 100%	13 100%	164 100%	99 100%	79 100%	74 100%	107 100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS 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	
NQ52																					
18 TO 24	51 16%	872 16%	42 100%	~	~	~	~	15 8%*	5 24%	4 13%	2 100%	1 13%	2 22%	7 30%	13 48%	29 12%*	35 19%	5 5%*	16 14%	26 15%	
25 TO 34	39 12%	867 16%*	~	31 ~100%	~	~	~	22 12%	1 5%	3 10%	~	1 13%	1 11%	2 9%	5 19%	24 10%*	27 15%	4 4%*	5 5%*	26 15%	
35 TO 44	52 17%	843 15%	~	~	49 ~100%	~	~	32 17%	4 19%	7 23%	~	2 25%	1 11%	3 13%	~	46 18%	36 20%	11 12%	20 18%	29 17%	
45 TO 54	58 19%	1055 19%	~	~	~	56 ~100%	~	44 24%*	4 19%	2 6%	~	1 13%	~	4 17%	2 7%	53 21%*	31 17%	23 24%	24 22%	31 18%	
55 TO 64	67 21%	1061 19%	~	~	~	63 ~100%	~	44 24%	6 29%	4 13%	~	2 25%	4 44%	3 13%	4 15%	58 23%	30 16%*	31 33%*	30 27%	32 19%	
65 TO 74	25 8%	478 9%	~	~	~	~	24 55%	17 9%	~	4 13%	~	1 13%	~	2 9%	2 7%	21 8%	15 8%	8 9%	8 7%	16 9%	
75 OR OLDER	20 6%	377 7%	~	~	~	~	20 45%	9 5%	1 5%	7 23%	~	~	1 11%	2 9%	1 4%	19 8%*	8 4%	12 13%*	8 7%	12 7%	
VALID CASES	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

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

NQ53 ARE YOU MALE OR FEMALE?

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	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	HTS TOT ADLT	120	5	20	25	30	16	64	11	14	1	4	6	9	11	99	69	36	111		
MALE	OHP TOT ADLT	2022	16	5	20	25	30	16	11	14	1	4	6	9	99	36	111				
		38%	38%	16%	41%	45%	48%	36%	35%	52%	45%	50%	50%	67%	39%	41%	40%	38%	38%	100%	~
FEMALE	HTS TOT ADLT	192	26	26	29	31	33	28	119	10	17	1	4	3	14	16	151	113	58	172	
	OHP TOT ADLT	3532	26	26	29	31	33	28	151	10	17	1	4	3	14	151	58	172			
		62%	62%	84%	59%	55%	52%	64%	65%	48%	55%	50%	50%	33%	61%	59%	60%	62%	62%	~	100%
VALID CASES	HTS TOT ADLT	312	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
NUMBER OF RESPONDENTS	OHP TOT ADLT	5554	42	31	49	56	63	44	250	21	31	2	8	9	23	250	94	172			
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS 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	FE- MALE	MALE		
Q54																					
8TH GRADE OR LESS	14 5%	280 5%	~	1 3%	2 4%	2 4%	4 6%	5 11%	5 3%*	2 10%	3 10%	~	1 13%	3 33%	~	6 23%	8 3%	7 4%	7 8%	5 5%	9 5%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	40 14%	804 16%	8 20%	5 16%	5 10%	6 11%	8 13%	8 18%	24 13%	7 33%	4 13%	~	~	~	4 17%	4 15%	35 14%	25 14%	12 13%	9 8%*	30 18%*
HIGH SCHOOL GRADUATE OR GED	111 40%	1985 39%	18 45%	14 45%	17 35%	20 36%	27 43%	15 34%	72 40%	7 33%	10 32%	2 100%	4 50%	2 22%	12 52%	10 38%	98 40%	75 42%	32 34%	55 50%*	55 33%*
SOME COLLEGE OR 2-YEAR DEGREE	92 33%	1653 32%	11 28%	9 29%	19 40%	23 42%	19 30%	11 25%	60 33%	5 24%	10 32%	~	3 38%	4 44%	6 26%	6 23%	84 34%	55 31%	36 39%	33 30%	59 35%
4-YEAR COLLEGE GRADUATE	12 4%	237 5%	2 5%	1 3%	4 8%	2 4%	~	3 7%	11 6%*	~	1 3%	~	~	~	~	~	12 5%	10 6%	1 1%*	4 4%	8 5%
MORE THAN 4-YEAR COLLEGE DEGREE	12 4%	145 3%	1 2%	1 3%	1 2%	2 4%	5 8%	2 5%	8 4%	~	3 10%	~	~	~	1 4%	~	11 4%	7 4%	5 5%	4 4%	8 5%
NOT ANSWERED	31	450	2		1	1			3							1	2	3	1	1	3
VALID CASES	281	5104	40	31	48	55	63	44	180	21	31	2	8	9	23	26	248	179	93	110	169
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLACK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q55																					
YES HISPANIC OR LATINO	27 10%	549 11%	13 31%~	5 17%~	2 ~	4 4%*	3 6%	6 3%*	1 5%~	~	1 50%~	4 57%~	6 67%~	2 9%~	27 100%~	~	19 11%	7 8%	11 10%	16 10%	
NO NOT HISPANIC OR LATINO	250 90%	4520 89%	29 69%~	24 83%~	46 100%~	53 96%*	40 94%	172 97%*	20 95%~	29 100%~	1 50%~	3 43%~	3 33%~	21 91%~	250 ~100%~	~	157 89%	84 92%	98 90%	150 90%	
NOT ANSWERED	35	485		2	3	1	1	5		2		1					6	3	2	6	
VALID CASES	277	5069	42	29	46	55	62	178	21	29	2	7	9	23	27	250	176	91	109	166	
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%	

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q56.1																						
YES	HTS TOT ADLT	204	4288	22	24	34	48	46	30	183				21	8	191	126	73	71	131		
		65%	77%*	52%~	77%~	69%~	86%*	73%	68%~	100%~	~	~	~	~	91%~	30%~	76%*	69%	78%*	64%	76%*	
NO	HTS TOT ADLT	108	1266	20	7	15	8	17	14		21	31	2	8	9	2	19	59	56	21	40	41
		35%	23%*	48%~	23%~	31%~	14%*	27%	32%~	~	100%~	100%~	100%~	100%~	100%~	9%~	70%~	24%*	31%	22%*	36%	24%*
VALID CASES	HTS TOT ADLT	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
NUMBER OF RESPONDENTS		312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-TI	HIS-IC	NOT HIS-IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE-MALE			
Q56.2	HTS TOT ADLT																				
YES	25 8%	207 4%*	6 14%~	1 3%~	6 12%~	4 7%	1 2%~	21 ~100%~	~	~	~	~	4 ~17%~	1 4%~	24 10%*	16 9%	6 6%	12 11%	13 8%		
NO	287 92%	5347 96%*	36 86%~	30 97%~	43 88%~	52 93%	56 89%	43 98%~	183 100%~	31 ~100%~	2 100%~	8 100%~	9 100%~	19 83%~	26 96%~	226 90%*	166 91%	88 94%	99 89%	159 92%	
VALID CASES	312	5554	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE			
Q56.3	HTS TOT ADLT	18	25	35	45	55	65															
YES	OHP TOT ADLT	4	3	7	2	4	12			31			1		30	21	10	14	18			
		10%	4%*	10%~	10%~	14%~	4%*	6%	27%~	~	~100%~	~	~	~	4%~	~	12%*	12%	11%	13%	10%	
NO	HTS TOT ADLT	38	28	42	54	59	32	183	21	2	8	9	22	27	220	161	84	97	154			
	OHP TOT ADLT	90%	96%*	90%~	90%~	86%~	96%*	94%	73%~	100%~	100%~	~	100%~	100%~	96%~	100%~	88%*	88%	89%	87%	90%	
VALID CASES	HTS TOT ADLT	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172		
NUMBER OF RESPONDENTS	OHP TOT ADLT	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
		100%	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	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	MALE	FE- MALE			
Q56.4	HTS TOT ADLT	18	25	35	45	55	65															
	OHP TOT ADLT	2	38	2	~	~	~	~	~	2	~	~	~	1	1	2	1	1	1			
YES		0.6%	0.7%	5%~	~	~	~	~	~	~100%~	~	~	~	4%~	0.4%	1%~	~	~0.9%	0.6%			
	NO	310	5516	40	31	49	56	63	44	183	21	31	8	9	23	26	249	180	94	110	171	
		99%	99%	95%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~	96%~	100%	99%	100%~	99%	99%	99%		
	VALID CASES	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
	NUMBER OF RESPONDENTS	312	5554	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.5	HTS TOT ADLT																				
YES	21 7%	4 10%	3 10%	4 8%	4 7%	4 6%	2 5%	~	~	~	~	8 100%	13 57%	5 19%	15 6%	16 9%	4 4%	11 10%	10 6%		
NO	291 93%	38 90%	28 90%	45 92%	52 93%	59 94%	42 95%	183 100%	21 100%	31 100%	2 100%	9 100%	10 43%	22 81%	235 94%	166 91%	90 96%	100 90%	162 94%		
VALID CASES	312	42	31	49	56	63	44	183	21	31	2	8	9	23	27	250	182	94	111	172	
NUMBER OF RESPONDENTS	312 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%	

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.6	HTS TOT ADLT	18	25	35	45	55	65														
	OHP TOT ADLT	24	34	44	54	64	OVER	WHTE	AMER	IAN	ILND	NATV	OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
YES	19 6%	323 6%	5 12%	2 6%	2 4%	2 4%	5 8%	3 7%					9 10%	10 43%	7 26%	12 5%	12 7%	7 7%	9 8%	10 6%	
NO	293 94%	5231 94%	37 88%	29 94%	47 96%	54 96%	58 92%	41 93%	183 100%	21 100%	31 100%	2 100%	8 100%	13 57%	20 74%	238 95%	170 93%	87 93%	102 92%	162 94%	
VALID CASES	312	5554	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%
NUMBER OF RESPONDENTS	312 100%	5554 100%	42 100%	31 100%	49 100%	56 100%	63 100%	44 100%	183 100%	21 100%	31 100%	2 100%	8 100%	9 100%	23 100%	27 100%	250 100%	182 100%	94 100%	111 100%	172 100%

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLACK OR AFR-	ASIAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHER	MULTI	HIS-IC	NOT HIS-IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE-MALE		
Q57																						
YES	HTS TOT ADLT	39	778	4	3	8	2	9	13	19	4	8	1	4	1	8	28	23	15	17	21	
		17%	19%	15%~	13%~	24%~	4%~	16%	33%~	13%*	25%~	28%~	~	20%~	44%~	11%~	40%~	14%~	17%	19%	19%	16%
NO	HTS TOT ADLT	187	3221	22	21	25	46	47	26	132	12	21	2	4	5	8	12	171	115	64	74	112
		83%	81%	85%~	88%~	76%~	96%~	84%	67%~	87%*	75%~	72%~	100%~	80%~	56%~	89%~	60%~	86%~	83%	81%	81%	84%
NOT ANSWERED	HTS TOT ADLT	5	98	1	1	1				2	1					2	2	1	2	1		
VALID CASES	HTS TOT ADLT	226	3999	26	24	33	48	56	39	151	16	29	2	5	9	9	20	199	138	79	91	133
NUMBER OF RESPONDENTS	HTS TOT ADLT	231	4097	26	25	34	48	57	39	153	16	30	2	5	9	9	20	201	140	80	93	134
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		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	
Q58.1	HTS TOT ADLT																			
YES	21 54%	312 49%	1 ~33%	6 75%	2 100%	4 44%	8 62%	8 42%	4 100%	5 63%	1 ~100%	2 50%	1 100%	4 50%	16 57%	14 61%	6 40%	9 53%	11 52%	
NO	18 46%	325 51%	4 100%	2 67%	2 25%	5 ~56%	5 38%	11 58%	3 ~38%	2 ~	2 ~	2 50%	1 ~	4 50%	12 43%	9 39%	9 60%	8 47%	10 48%	
VALID CASES	39	637	4	3	8	2	9	13	19	4	8	1	4	1	8	28	23	15	17	21
NUMBER OF RESPONDENTS	39 100%	637 100%	4 100%	3 100%	8 100%	2 100%	9 100%	13 100%	19 100%	4 100%	8 100%	1 100%	4 100%	1 100%	8 100%	28 100%	23 100%	15 100%	17 100%	21 100%

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

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.2																				
YES	HTS TOT ADLT	17	2	2	4	1	1	7	9	2	2		1	1	4	13	11	5	8	9
	OHP TOT ADLT	277	2	2	4	1	1	7	9	2	2		1	1	4	13	11	5	8	9
		44%	50%~	67%~	50%~	50%~	11%~	54%~	47%~	50%~	25%~		25%~	100%~	50%~	46%~	48%~	33%~	47%~	43%~
NO	HTS TOT ADLT	22	2	1	4	1	8	6	10	2	6		1	3	4	15	12	10	9	12
	OHP TOT ADLT	360	2	1	4	1	8	6	10	2	6		1	3	4	15	12	10	9	12
		56%	50%~	33%~	50%~	50%~	89%~	46%~	53%~	50%~	75%~		100%~	75%~	50%~	54%~	52%~	67%~	53%~	57%~
VALID CASES	HTS TOT ADLT	39	4	3	8	2	9	13	19	4	8		1	4	8	28	23	15	17	21
NUMBER OF RESPONDENTS	OHP TOT ADLT	637	4	3	8	2	9	13	19	4	8		1	4	8	28	23	15	17	21
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

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

Q58.3 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	FE- MALE	MALE	
Q58.3	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE
YES	7 18%	225 35%	2 50%	1 33%	1 13%	~	~	23%	4 21%	1 13%	~	~	2 50%	~	1 13%	5 18%	5 22%	2 13%	4 24%	3 14%
NO	32 82%	412 65%	2 50%	2 67%	7 87%	2 100%	9 100%	10 77%	15 79%	4 100%	7 87%	1 100%	2 50%	1 100%	7 87%	23 82%	18 78%	13 87%	13 76%	18 86%
VALID CASES	39	637	4	3	8	2	9	13	19	4	8	1	4	1	8	28	23	15	17	21
NUMBER OF RESPONDENTS	39 100%	637 100%	4 100%	3 100%	8 100%	2 100%	9 100%	13 100%	19 100%	4 100%	8 100%	1 100%	4 100%	1 100%	8 100%	28 100%	23 100%	15 100%	17 100%	21 100%

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

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q58.4	HTS TOT ADLT																				
YES	14 36%	83	1	2	4	7	5	1	5		2	1	2	12	6	7	8	6			
			~ 33%	~ 25%	~ 44%	~ 54%	26%	25%	63%	~	~ 50%	100%	25%	43%	26%	47%	47%	29%			
NO	25 64%	554	4	2	6	2	5	6	14	3	3	1	2	6	16	17	8	9	15		
			~ 100%	~ 67%	~ 75%	~ 100%	~ 56%	~ 46%	74%	75%	38%	~ 100%	~ 50%	~ 75%	~ 57%	74%	53%	53%	71%		
VALID CASES	39 39	637	4	3	8	2	9	13	19	4	8	1	4	1	8	28	23	15	17	21	
NUMBER OF RESPONDENTS	39 100%	637	4 100%	3 100%	8 100%	2 100%	9 100%	13 100%	19 100%	4 100%	8 100%	1 100%	4 100%	1 100%	8 100%	28 100%	23 100%	15 100%	17 100%	21 100%	

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

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q58.5	HTS TOT ADLT																				
YES	4 10%			1 13%		2 22%	1 5%	1 25%	1 13%			1 25%		1 13%	3 11%	2 9%	1 7%	2 12%	2 10%		
NO	35 90%	4 100%	3 100%	7 87%	2 100%	7 87%	12 92%	18 95%	3 75%	7 87%		1 100%	3 75%	1 100%	7 87%	25 89%	21 91%	14 93%	15 88%	19 90%	
VALID CASES	39	637	4	3	8	2	9	13	19	4	8		1	4	1	8	28	23	15	17	21
NUMBER OF RESPONDENTS	39 100%	637 100%	4 100%	3 100%	8 100%	2 100%	9 100%	13 100%	19 100%	4 100%	8 100%		1 100%	4 100%	1 100%	8 100%	28 100%	23 100%	15 100%	17 100%	21 100%

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

NQ13 RATING OF ALL HEALTH CARE

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
NQ13	HTS TOT ADLT																				
0-6	38 18%	821 21%	3 13%	3 17%	8 25%	8 18%	6 21%	25 18%	1 7%	3 27%	1 100%	1 17%	1 20%	4 33%	1 6%	34 20%	21 19%	14 18%	8 11%*	27 22%	
7-8	69 33%	1319 34%	10 42%	6 33%	11 34%	15 33%	7 29%	45 32%	6 43%	3 27%	1 ~	2 17%	5 40%	5 42%	6 33%	57 33%	36 32%	27 35%	25 35%	38 31%	
9-10	99 48%	1746 45%	11 46%	9 50%	13 41%	22 49%	15 55%	71 50%	7 50%	5 45%	4 ~	2 67%	3 40%	3 25%	11 61%	81 47%	56 50%	37 47%	39 54%	58 47%	
VALID CASES	206	3886	24	18	32	45	49	28	141	14	11	1	6	5	12	18	172	113	78	72	123
NUMBER OF RESPONDENTS	206 100%	3886 100%	24 100%	18 100%	32 100%	45 100%	49 100%	28 100%	141 100%	14 100%	11 100%	1 100%	6 100%	5 100%	12 100%	18 100%	172 100%	113 100%	78 100%	72 100%	123 100%
MEAN	2.30	2.24	2.33	2.33	2.16	2.31	2.39	2.32	2.33	2.43	2.18	1.00	2.50	2.20	1.92	2.56	2.27	2.31	2.29	2.43	2.25
p stat_(*=Sig @ p<=.05)		.175	~	~	~	~	~	~	.404	~	~	~	~	~	~	~	.777	.985	.053	.301	

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
NQ23 0-6	32 15%	644 16%	7 23%~	2 9%~	8 21%~	4 10%~	7 13%	2 7%~	18 13%	2 12%~	3 15%~	1 50%~	2 25%~	2 33%~	2 13%~	2 10%~	27 15%~	16 12%	13 17%	10 12%	19 15%
7-8	49 22%	927 23%	3 10%~	3 14%~	11 28%~	13 31%~	12 23%	4 15%~	27 19%	4 24%~	7 35%~	1 ~	2 13%~	4 33%~	4 27%~	2 10%~	43 23%~	25 19%	20 26%	26 31%*	20 16%*
9-10	138 63%	2413 61%	20 67%~	17 77%~	20 51%~	25 60%~	33 63%	21 78%~	94 68%	11 65%~	10 50%~	1 50%~	5 63%~	2 33%~	9 60%~	16 80%~	116 62%~	88 68%	44 57%	48 57%	88 69%*
VALID CASES	219	3984	30	22	39	42	52	27	139	17	20	2	8	6	15	20	186	129	77	84	127
NUMBER OF RESPONDENTS	219 100%	3984 100%	30 100%	22 100%	39 100%	42 100%	52 100%	27 100%	139 100%	17 100%	20 100%	2 100%	8 100%	6 100%	15 100%	20 100%	186 100%	129 100%	77 100%	84 100%	127 100%
MEAN	2.48	2.44	2.43	2.68	2.31	2.50	2.50	2.70	2.55	2.53	2.35	2.00	2.38	2.00	2.47	2.70	2.48	2.56	2.40	2.45	2.54
p stat_(*=Sig @ p<=.05)		.314	~	~	~	~.857	~	.097	~	~	~	~	~	~	~	~	~.075	.238	.611	.161	

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	HTS TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ27 0-6	11 10%	230 13%		2 ~ 29%	3 ~ 16%	1 ~ 5%	3 ~ 11%	1 ~ 5%	8 11%	1 10%	1 13%						9 ~ 10%	4 8%	6 12%	4 10%	6 9%
7-8	33 31%	475 27%		4 ~ 57%	6 ~ 32%	7 ~ 33%	9 ~ 32%	6 ~ 27%	18 26%	4 40%	4 50%		1 ~ 20%	3 75%	2 29%	4 57%	27 29%	12 23%	19 37%	13 32%	19 30%
9-10	64 59%	1078 60%	8 100%	1 ~ 14%	10 ~ 53%	13 ~ 62%	15 ~ 57%	15 ~ 68%	44 63%	5 50%	3 38%	1 100%	4 80%	1 25%	5 71%	3 43%	57 61%	36 69%*	26 51%	24 59%	39 61%
VALID CASES	108	1782	8	7	19	21	28	22	70	10	8	1	5	4	7	7	93	52	51	41	64
NUMBER OF RESPONDENTS	108 100%	1782 100%	8 100%	7 100%	19 100%	21 100%	28 100%	22 100%	70 100%	10 100%	8 100%	1 100%	5 100%	4 100%	7 100%	7 100%	93 100%	52 100%	51 100%	41 100%	64 100%
MEAN	2.49	2.48	3.00	1.86	2.37	2.57	2.46	2.64	2.51	2.40	2.25	3.00	2.80	2.25	2.71	2.43	2.52	2.62	2.39	2.49	2.52
p stat_(*=Sig @ p<=.05)		.780	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.064	.152	~	~

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

NQ35 RATING OF HEALTH PLAN

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	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	HTS TOT ADLT																				
0-6	57 22%	1152 23%	5 13%	11 38%	15 33%	11 23%	10 16%	3 8%	40 24%	1 5%	3 11%	1 ~	3 13%	3 33%	6 26%	4 15%	49 22%	31 18%	22 26%	19 18%	36 23%
7-8	76 29%	1595 32%	17 44%	7 24%	13 28%	17 36%	10 16%*	10 26%	46 28%	8 40%	9 33%	~	~	2 22%	8 35%	4 15%	69 30%	53 32%	19 22%	30 29%	44 28%
9-10	132 50%	2187 44%*	17 44%	11 38%	18 39%	19 40%	41 67%*	25 66%	78 48%	11 55%	15 56%	1 100%	7 87%	4 44%	9 39%	18 69%	109 48%	84 50%	44 52%	54 52%	76 49%
VALID CASES	265	4933	39	29	46	47	61	38	164	20	27	1	8	9	23	26	227	168	85	103	156
NUMBER OF RESPONDENTS	265 100%	4933 100%	39 100%	29 100%	46 100%	47 100%	61 100%	38 100%	164 100%	20 100%	27 100%	1 100%	8 100%	9 100%	23 100%	26 100%	227 100%	168 100%	85 100%	103 100%	156 100%
MEAN	2.28	2.21	2.31	2.00	2.07	2.17	2.51	2.58	2.23	2.50	2.44	3.00	2.75	2.11	2.13	2.54	2.26	2.32	2.26	2.34	2.26
p stat_(*=Sig @ p<=.05)		.055	~	~	~	~.012*	~	.182	~	~	~	~	~	~	~	~	~.396	.743	.355	.516	

NQ35Z RATING OF INTERPRETER

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ35Z 0-6	2 10%	6 8%	~	~	1 50%	~	~	1 8%	~	2 20%	~	~	~	~	2 12%	1 10%	1 10%	2 18%	~	
7-8	6 30%	26 31%	~	~	~	~	6 46%	1 14%	1 100%	4 40%	~	~	~	~	2 50%	4 25%	3 30%	3 30%	4 36%	2 22%
9-10	12 60%	52 62%	1 100%	~	1 50%	1 100%	3 100%	6 46%	6 86%	4 40%	~	1 100%	1 100%	~	2 50%	10 62%	6 60%	6 60%	5 45%	7 78%
VALID CASES	20	85	1	2	1	3	13	7	1	10	~	1	1	4	16	10	10	11	9	
NUMBER OF RESPONDENTS	20 100%	85 100%	1 100%	2 100%	1 100%	3 100%	13 100%	7 100%	1 100%	10 100%	~	1 100%	1 100%	4 100%	16 100%	10 100%	10 100%	11 100%	9 100%	
MEAN	2.50	2.54	3.00	2.00	3.00	3.00	2.38	2.86	2.00	2.20	~	3.00	3.00	2.50	2.50	2.50	2.50	2.27	2.78	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

GETTING NEEDED CARE

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NPRBSEE4 NQ25	2.24	2.27	2.00	1.86	2.15	2.43	2.50	2.09	2.31	2.27	1.63	1.00	2.80	2.25	2.14	2.29	2.26	2.31	2.20	2.28	2.23
p stat_(*=Sig @ p<=.05)		.669	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.367	.612	~	~	
NCARNES4 NQ14	2.34	2.31	2.42	2.47	2.19	2.16	2.55	2.46	2.35	2.57	2.27	1.00	2.50	2.20	2.17	2.44	2.35	2.41	2.31	2.32	2.40
p stat_(*=Sig @ p<=.05)		.463	~	~	~	~	~	~	.859	~	~	~	~	~	~	~	~	.176	.609	.756	.203
COMPOSITE	2.29	2.29	2.21	2.16	2.17	2.29	2.53	2.28	2.33	2.42	1.95	1.00	2.65	2.22	2.15	2.37	2.30	2.36	2.25	2.30	2.32
p stat_(*=Sig @ p<=.05)		.989	~	~	~	~	.556	~	.809	~	~	~	~	~	~	~	~	.721	.888	.983	.890

GETTING CARE QUICKLY

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NCARSN4 NQ4	2.34	2.38	2.19	2.33	2.23	2.57	2.29	2.50	2.44	2.82	1.50	3.00	3.00	1.75	1.80	2.29	2.38	2.42	2.24	2.53	2.26
p stat_(*=Sig @ p<=.05)		.539	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.280	~	~	~	
NAPGET4 NQ6	2.29	2.29	2.50	2.35	2.41	2.24	2.25	2.15	2.30	2.67	1.88	2.00	2.50	2.00	2.27	2.20	2.30	2.36	2.21	2.32	2.29
p stat_(*=Sig @ p<=.05)		.958	~	~	~	~	~	~	.880	~	~	~	~	~	~	~	.218	.315	.731	1.00	
COMPOSITE	2.32	2.33	2.34	2.34	2.32	2.40	2.27	2.33	2.37	2.74	1.69	2.50	2.75	1.88	2.04	2.24	2.34	2.39	2.22	2.42	2.27
p stat_(*=Sig @ p<=.05)		.933	~	~	~	~	~	~	.763	~	~	~	~	~	~	~	.723	.759	.728	.821	

HOW WELL DOCTORS COMMUNICATE

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE
NDREXPL4 NQ17	2.69	2.60	2.55	2.62	2.63	2.67	2.76	2.88	2.73	2.86	2.50	2.57	2.50	2.45	2.40	2.73	2.76	2.64	2.78	2.64
p stat_(*=Sig @ p<=.05)		.005*	~	~	~	~	~	~	.178	~	~	~	~	~	~	~	.079	.323	.068	.236
NDRLSTN4 NQ18	2.62	2.57	2.64	2.50	2.63	2.57	2.64	2.79	2.65	2.69	2.43	2.86	2.25	2.36	2.53	2.64	2.72	2.52	2.77	2.55
p stat_(*=Sig @ p<=.05)		.201	~	~	~	~	~	~	.311	~	~	~	~	~	~	~	.022*	.117	.006*	.083
NDRESPU4 NQ19	2.74	2.65	2.73	2.50	2.73	2.76	2.78	2.88	2.74	2.77	2.64	3.00	2.25	2.82	2.80	2.75	2.86	2.66	2.80	2.72
p stat_(*=Sig @ p<=.05)		.009*	~	~	~	~	~	~	.837	~	~	~	~	~	~	~	.003*	.140	.222	.608
NDRTMEN4 NQ20	2.49	2.46	2.48	2.73	2.46	2.49	2.39	2.70	2.54	2.15	2.31	2.71	1.75	2.73	2.50	2.50	2.60	2.40	2.49	2.53
p stat_(*=Sig @ p<=.05)		.443	~	~	~	~	~	~	.160	~	~	~	~	~	~	~	.027*	.197	.959	.327
COMPOSITE	2.63	2.57	2.60	2.59	2.62	2.62	2.64	2.81	2.67	2.62	2.47	x 2.79	2.19	2.59	2.56	2.65	2.73	2.56	2.71	2.61
p stat_(*=Sig @ p<=.05)		.833	~	~	~	~	~	~	.881	~	~	~	~	~	~	~	.744	.846	.851	.940

CUSTOMER SERVICE

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NPBCLCS4 NQ31	1.95	2.14	1.55	2.08	1.86	2.08	2.13	1.86	1.96	2.50	2.17	2.00	1.75	1.40	1.62	2.02	1.91	2.04	1.85	2.00	
p stat_(*=Sig @ p<=.05)		.011*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCSRESP NQ32	2.59	2.59	2.55	2.67	2.29	2.82	2.67	2.75	2.66	2.75	2.33	3.00	2.25	2.25	2.62	2.60	2.63	2.54	2.69	2.56	
p stat_(*=Sig @ p<=.05)		.956	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.27	2.37	2.05	2.38	2.07	2.45	2.40	2.30	2.31	2.63	2.25	x 2.50	2.00	1.83	2.12	2.31	2.27	2.29	2.27	2.28	
p stat_(*=Sig @ p<=.05)		.826	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

SHARED DECISION MAKING

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE
NRXWHY NQ10	2.20	2.23	1.80	2.29	2.29	2.13	2.07	2.47	2.20	2.17	3.00	1.67	1.00	2.00	1.75	2.21	2.09	2.28	2.09	2.25
p stat_(*=Sig @ p<=.05)		.652	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXWYNT NQ11	1.90	1.87	1.50	1.71	2.29	2.00	1.64	1.89	1.92	1.33	2.00	2.00	1.00	1.00	2.00	1.84	1.93	1.89	1.75	1.94
p stat_(*=Sig @ p<=.05)		.705	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXBST NQ12	2.46	2.44	2.60	2.43	2.69	2.50	2.57	2.00	2.39	2.71	2.50	3.00	3.00	3.00	3.00	2.40	2.55	2.40	2.52	2.42
p stat_(*=Sig @ p<=.05)		.814	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.19	2.18	1.97	2.14	2.42	2.21	2.10	2.12	2.17	2.07	2.50	x 2.22	1.67	2.00	2.25	2.15	2.19	2.19	2.12	2.20
p stat_(*=Sig @ p<=.05)		.989	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
PRBSEE4 Q25	77%	78%	50%	57%	70%	86%	89%	74%	80%	82%	38%	0%	100%	100%	57%	100%	76%	78%	84%	72%	
CARNES4 Q14	80%	82%	83%	94%	66%	71%	94%	82%	86%	73%	0%	83%	80%	67%	89%	80%	81%	82%	78%	84%	
AVERAGE	78.5	79.8	66.7	75.6	67.8	78.4	91.6	78.0	81.2	83.8	55.1		91.7	90.0	61.9	94.4	77.8	78.6	80.0	80.7	77.7

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
CARSN4 Q4	78%	82%	69%	78%	77%	86%	75%	89%	86%	91%	38%	100%	100%	50%	50%	71%	80%	80%	76%	85%	76%
APGET4 Q6	77%	79%	85%	87%	83%	69%	78%	73%	78%	92%	53%	100%	83%	100%	73%	73%	78%	80%	73%	74%	80%
AVERAGE	77.6	80.1	76.9	82.4	80.0	77.4	76.3	81.0	82.2	91.3	45.2	100	91.7	75.0	61.4	72.4	78.6	79.9	74.7	79.6	77.8

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS 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			
DREXPL4 Q17	95%	92%	91%	94%	93%	93%	98%	100%	97%	93%	93%	86%	100%	82%	87%	96%	95%	96%	94%		
DRLSTN4 Q18	90%	89%	86%	81%	90%	86%	93%	100%	90%	92%	93%	100%	75%	82%	93%	90%	93%	88%	96%	87%	
DRESPU4 Q19	94%	91%	91%	81%	97%	93%	96%	100%	94%	92%	93%	100%	75%	100%	93%	94%	98%	91%	94%	93%	
DRTMEN4 Q20	87%	86%	81%	93%	89%	87%	84%	96%	89%	69%	85%	100%	75%	91%	86%	87%	91%	83%	90%	87%	
AVERAGE	91.4	89.3	87.3	87.4	92.3	89.7	92.7	98.9	92.2	86.7	90.8	x	96.4	81.3	88.6	89.8	91.9	94.5	89.0	93.9	90.4

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	HTS 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
PBCLCS4 Q31	64%	73%	36%	83%	50%	75%	69%	57%	68%	75%	67%		67%	50%	20%	46%	66%	60%	71%	63%	62%
CSRESP Q32	92%	91%	91%	100%	79%	91%	93%	100%	94%	100%	83%		100%	75%	75%	92%	91%	93%	88%	96%	89%
AVERAGE	77.6	82.1	63.6	91.7	64.3	83.0	81.0	78.6	80.9	87.5	75.0	x	83.3	62.5	47.5	69.2	78.5	76.5	79.2	79.6	75.6

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	HTS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE
RXWHY Q10	80%	80%	60%	86%	79%	83%	74%	88%	82%	67%	100%	67%	0%	67%	50%	80%	73%	85%	79%	80%
RXWYNT Q11	59%	61%	50%	43%	71%	70%	46%	56%	61%	17%	50%	67%	0%	0%	67%	55%	60%	60%	53%	60%
FRXBST Q12	73%	72%	80%	71%	85%	75%	79%	50%	69%	86%	75%	100%	100%	100%	100%	70%	77%	70%	76%	71%
AVERAGE	70.5	70.8	63.3	66.7	78.2	76.0	66.4	64.6	71.0	56.3	75.0	x 77.8	33.3	55.6	72.2	68.5	70.2	71.5	69.2	70.3

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS 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
Q1 YES	345	5863	58	93	112	82	138	12	22	4	1	28	46	180	141	308	15	282	63
	100%	100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%
NOT ANSWERED	13	155	3	4	6		4					3		12	1	13		12	1
VALID CASES	345	5863	58	93	112	82	138	12	22	4	1	28	46	180	141	308	15	282	63
NUMBER OF RESPONDENTS	358	6018	61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q3 YES	92 26%	1775 30%*	~	24 41%*	25 27%	22 19%*	21 26%	29 21%	3 25%~	1 5%~	1 25%~	1 100%~	10 32%~	19 41%~	38 20%*	42 30%	77 24%~	4 27%~	71 25%	21 33%
NO	260 74%	4117 70%*	~	35 59%*	69 73%	96 81%*	60 74%	111 79%	9 75%~	21 95%~	3 75%~		21 ~	27 59%~	150 80%*	99 70%	240 76%~	11 73%~	217 75%	43 67%
NOT ANSWERED	6	126		2	3		1	2							4	1	4		6	
VALID CASES	352	5892		59	94	118	81	140	12	22	4	1	31	46	188	141	317	15	288	64
NUMBER OF RESPONDENTS	358 100%	6018 100%		61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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		
	HTS 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	
Q4 NEVER	2 2%	28 2%	1 ~ 5%	~	~	1 5%	1 4%	~	~	~	~	~	1 3%	1 1%	1 1%	~	1 2%	1 5%	
SOMETIMES	11 13%	167 10%	3 ~ 15%	3 13%	4 19%	1 5%	1 4%	1 33%	1 100%	~	2 25%	2 12%	7 20%	3 8%	8 12%	2 50%	11 17%	~	
USUALLY	13 16%	270 16%	3 ~ 15%	2 9%	4 19%	4 21%	2 7%	1 33%	~	~	~	3 18%	6 17%	4 10%	10 14%	~	9 14%	4 20%	
ALWAYS	57 69%	1252 73%	13 ~ 65%	18 78%	13 62%	13 68%	23 85%	1 33%	1 100%	1 100%	6 75%	12 71%	22 63%	31 79%	50 72%	2 50%	42 67%	15 75%	
#ALWAYS + USUALLY (NET)	70 84%	1522 89%	16 ~ 80%	20 87%	17 81%	17 89%	25 93%	2 67%	1 100%	1 100%	6 75%	15 88%	28 80%	35 90%	60 87%	2 50%	51 81%	19 95%	
TOP BOX SCORE	57 69%	1252 73%	13 ~ 65%	18 78%	13 62%	13 68%	23 85%	1 33%	1 100%	1 100%	6 75%	12 71%	22 63%	31 79%	50 72%	2 50%	42 67%	15 75%	
NOT ANSWERED	9	136	4	2	1	2	2				2	2	3	3	8		8	1	
VALID CASES	83	1718	20	23	21	19	27	3	1	1	1	8	17	35	39	69	4	63	20
NUMBER OF RESPONDENTS	92	1854	24	25	22	21	29	3	1	1	1	10	19	38	42	77	4	71	21
	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 FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q5																			
YES	226 65%	3764 65%	41 ~ 72%	56 60%	72 62%	57 71%	87 63%	6 50%	12 57%	4 100%		24 ~ 80%	28 64%	120 64%	90 65%	203 65%	10 67%	180 63%	46 74%
NO	120 35%	2063 35%	16 ~ 28%	37 40%	44 38%	23 29%	52 37%	6 50%	9 43%		1 ~100%	6 20%	16 36%	67 36%	48 35%	110 35%	5 33%	104 37%	16 26%
NOT ANSWERED	12	192	4	4	2	2	3		1			1	2	5	4	8		10	2
VALID CASES	346	5826	57	93	116	80	139	12	21	4	1	30	44	187	138	313	15	284	62
NUMBER OF RESPONDENTS	358 100%	6018 100%	61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q6 NEVER	2 1%	57 2%	~	~	~	1%	2%	~	~	~	~	~	~	1 4%	2 2%	1 0.5%	1 10%	2 1%	~	
SOMETIMES	37 18%	442 13%*	~	2 6%	13 25%	10 15%	12 23%	14 17%	1 17%	4 40%	2 50%	~	1 5%	3 13%	20 18%	15 18%	33 18%	2 20%	29 18%	8 18%
USUALLY	53 26%	870 25%	~	9 26%	14 26%	16 24%	14 27%	17 21%	3 50%	2 20%	~	~	6 27%	7 29%	30 27%	19 23%	47 25%	3 30%	39 24%	14 32%
ALWAYS	115 56%	2092 60%	~	24 69%	26 49%	40 60%	25 48%	51 62%	2 33%	4 40%	2 50%	~	15 68%	13 54%	61 54%	50 60%	106 57%	4 40%	93 57%	22 50%
#ALWAYS + USUALLY (NET)	168 81%	2961 86%*	~	33 94%	40 75%	56 84%	39 75%	68 83%	5 83%	6 60%	2 50%	~	21 95%	20 83%	91 81%	69 82%	153 82%	7 70%	132 81%	36 82%
TOP BOX SCORE	115 56%	2092 60%	~	24 69%	26 49%	40 60%	25 48%	51 62%	2 33%	4 40%	2 50%	~	15 68%	13 54%	61 54%	50 60%	106 57%	4 40%	93 57%	22 50%
NOT ANSWERED	19	259	6	3	5	5	5	2					2	4	7	6	16		17	2
VALID CASES	207	3460	35	53	67	52	82	6	10	4			22	24	113	84	187	10	163	44
NUMBER OF RESPONDENTS	226	3719	41	56	72	57	87	6	12	4			24	28	120	90	203	10	180	46
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	NO CCC	CCC	
Q7 NONE	110 32%	1770 31%	12 ~ 21%*	34 37%	38 34%	26 33%	48 35%	4 33%	9 43%	~	9 ~ 29%	13 28%	67 36%	40 29%	101 32%	7 50%	94 34%	16 25%	
1 TIME	100 29%	1587 28%	16 ~ 28%	26 28%	37 33%	21 27%	47 34%	4 33%	5 24%	~	11 ~ 35%	9 20%	53 29%	42 30%	94 30%	4 29%	82 29%	18 28%	
2	75 22%	1212 21%	18 ~ 32%	23 25%	18 16%*	16 20%	28 20%	2 17%	5 24%	~	4 ~ 13%	14 30%	36 19%	35 25%	69 22%	1 7%	58 21%	17 27%	
3	26 8%	601 10%*	5 ~ 9%	4 4%	14 12%*	3 4%	3 2%*	1 8%	1 5%	1 33%	4 ~ 13%	4 9%	16 9%	7 5%	22 7%	1 7%	23 8%	3 5%	
4	13 4%	266 5%	4 ~ 7%	2 2%	3 3%	4 5%	5 4%	1 ~ 5%	1 ~ 100%	1 ~ 6%	2 4%	2 4%	4 2%	8 6%	12 4%	~	11 4%	2 3%	
5 TO 9	11 3%	243 4%	1 ~ 2%	4 4%	1 0.9%*	5 6%	5 4%	1 8%	2 ~ 67%	1 ~ 3%	1 2%	4 2%	6 4%	10 3%	~	8 3%	3 5%		
10 OR MORE TIMES	7 2%	84 1%	1 ~ 2%	~	2 2%	4 5%	3 2%	~	~	~	~	3 7%	5 3%	2 1%	6 2%	1 7%	2 0.7%*	5 8%*	
NOT ANSWERED	16	255	4	4	5	3	3	1	1				7	2	7	1	16		
VALID CASES	342	5763	57	93	113	79	139	12	21	3	1	31	46	185	140	314	14	278	64
NUMBER OF RESPONDENTS	358 100%	6018 100%	61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q8 #YES	165 73%	2722 69%	32 ~ 76%	45 ~ 76%	51 71%	37 70%	71 80%	6 75%	6 55%	3 ~100%	1 ~100%	14 64%	23 72%	79 68%	75 77%	149 72%	6 86%	130 73%	35 73%
NO	61 27%	1206 31%	10 ~ 24%	14 ~ 24%	21 29%	16 30%	18 20%	2 25%	5 45%			8 ~ 36%	9 28%	37 32%	22 23%	58 28%	1 14%	48 27%	13 27%
NOT ANSWERED	6	97	3		3		2		1				1		2	3	6		6
VALID CASES	226	3927	42	59	72	53	89	8	11	3	1	22	32	116	97	207	7	178	48
NUMBER OF RESPONDENTS	232 100%	4024 100%	45 100%	59 100%	75 100%	53 100%	91 100%	8 100%	12 100%	3 100%	1 100%	22 100%	33 100%	118 100%	100 100%	213 100%	7 100%	184 100%	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					
	HTS 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	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC			
Q9 NEVER	7 3%	99 3%	~	2%~	2%	4%	4%	2%	~	17%~	~	~	~	3%~	3%	4%	6%	1%	3%~	14%~	5%	2%	4%~
SOMETIMES	24 11%	362 9%	~	9%~	15%	5%	13%	7%	~	42%~	33%~	~	5%~	3%~	8%	13%	21%	1%	10%~	14%~	21%	3%	6%~
USUALLY	49 21%	854 22%	~	19%~	22%	21%	25%	16%	38%~	8%~	~	~	45%~	21%~	24%	21%	48%	~	23%~	~	40%	9%	19%~
ALWAYS	148 65%	2627 67%	~	70%~	61%	70%	58%	64%	63%~	33%~	67%~	100%~	50%~	73%~	66%	62%	134%	5%	64%~	71%~	114%	34%	71%~
#ALWAYS + USUALLY (NET)	197 86%	3480 88%	~	88%~	83%	90%	83%	80%	100%~	42%~	67%~	100%~	95%~	94%~	90%	83%	182%	5%	87%~	71%~	154%	43%	90%~
TOP BOX SCORE	148 65%	2627 67%	~	70%~	61%	70%	58%	64%	63%~	33%~	67%~	100%~	50%~	73%~	66%	62%	134%	5%	64%~	71%~	114%	34%	71%~
NOT ANSWERED	4	83	~	2	~	2	~	2	~	~	~	~	~	~	2	1	4	~	~	~	4	~	~
VALID CASES	228	3941	~	43	59	73	53	89	8	12	3	1	22	33	116	99	209	7	100%	100%	180	48	100%
NUMBER OF RESPONDENTS	232 100%	4024 100%	~	45	59	75	53	91	8	12	3	1	22	33	118	100	213	7	100%	100%	184	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?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS 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
Q10 YES	74 33%	1194 30%	15 ~ 35%	15 ~ 25%	22 30%	22 42%	29 33%	1 13%	3 25%			7 ~ 32%	11 33%	40 35%	27 27%	67 32%	1 14%	50 28%	24 50%
Q10 NO	153 67%	2727 70%	28 ~ 65%	44 ~ 75%	51 70%	30 58%	60 67%	7 87%	9 75%	3 100%	1 100%	15 68%	22 67%	75 65%	72 73%	141 68%	6 86%	129 72%	24 50%
NOT ANSWERED	5	102	2		2	1	2							3	1	5		5	
VALID CASES	227	3922	43	59	73	52	89	8	12	3	1	22	33	115	99	208	7	179	48
NUMBER OF RESPONDENTS	232 100%	4024 100%	45 100%	59 100%	75 100%	53 100%	91 100%	8 100%	12 100%	3 100%	1 100%	22 100%	33 100%	118 100%	100 100%	213 100%	7 100%	184 100%	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			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q11 NOT AT ALL	5 7%	40 4%		1 ~ 7%	1 7%		3 ~ 15%	1 4%					2 ~ 33%		3 8%	1 4%	4 6%		4 9%	1 4%
A LITTLE	6 9%	110 10%		1 ~ 7%	2 13%		3 ~ 15%	2 7%		1 ~ 33%				1 ~ 10%	4 10%	2 8%	6 10%		5 11%	1 4%
SOME	17 24%	287 26%		4 ~ 27%	3 20%	8 40%	2 10%	5 19%	1 100%				3 ~ 50%	2 20%	12 31%	4 17%	16 25%		12 26%	5 22%
#A LOT	42 60%	660 60%		9 ~ 60%	9 60%	12 60%	12 60%	19 70%		2 ~ 67%			1 ~ 17%	7 70%	20 51%	17 71%	37 59%	1 100%	26 55%	16 70%
NOT ANSWERED	4	40				2	2	2					1	1	1	3	4		3	1
VALID CASES	70	1098		15	15	20	20	27	1	3			6	10	39	24	63	1	47	23
NUMBER OF RESPONDENTS	74	1138		15	15	22	22	29	1	3			7	11	40	27	67	1	50	24
	100%	100%		100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q12 NOT AT ALL	14 20%	204 19%		3 ~ 21%~	2 14%~	2 10%~	7 33%~	4 14%~					2 ~ 33%~	2 20%~	8 21%~	3 12%~	12 19%~		12 ~ 26%~	2 9%~
A LITTLE	6 9%	171 16%*		2 ~ 14%~		2 ~ 10%~	2 10%~	3 10%~						1 ~ 10%~	1 3%~	4 15%~	5 8%~		6 ~ 13%~	
SOME	25 36%	343 31%		5 ~ 36%~	7 50%~	8 38%~	5 24%~	10 34%~		1 ~ 33%~			4 ~ 67%~	5 50%~	14 37%~	11 42%~	25 39%~		14 ~ 30%~	11 48%~
#A LOT	25 36%	374 34%		4 ~ 29%~	5 36%~	9 43%~	7 33%~	12 41%~	1 100%~	2 67%~				2 ~ 20%~	15 39%~	8 31%~	22 34%~	1 100%~	15 32%~	10 43%~
NOT ANSWERED	4	47		1	1	1	1						1	1	2	1	3		3	1
VALID CASES	70	1091		14	14	21	21	29	1	3			6	10	38	26	64	1	47	23
NUMBER OF RESPONDENTS	74	1138		15	15	22	22	29	1	3			7	11	40	27	67	1	50	24
	100%	100%		100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q13 #YES	56 80%	872 80%	10 ~ 67%	12 ~ 80%	19 ~ 90%	15 ~ 79%	25 86%	1 100%	3 100%				3 ~ 50%	5 ~ 56%	31 79%	21 84%	51 80%	1 100%	34 72%	22 96%
NO	14 20%	225 20%	5 ~ 33%	3 ~ 20%	2 ~ 10%	4 ~ 21%	4 14%						3 ~ 50%	4 ~ 44%	8 21%	4 16%	13 20%		13 28%	1 4%
NOT ANSWERED	4	42				1 3							1 2	2	1 2	3			3	1
VALID CASES	70	1096	15	15	21	19	29	1	3				6	9	39	25	64	1	47	23
NUMBER OF RESPONDENTS	74 100%	1138 100%	15 100%	15 100%	22 100%	22 100%	29 100%	1 100%	3 100%				7 100%	11 100%	40 100%	27 100%	67 100%	1 100%	50 100%	24 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q14 WORST HEALTH CARE POSSIBLE		4 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01		5 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02	1 0.4%	15 0.4%	~	~	~	~	1 2%	1 1%	~	~	~	~	~	~	1 1%	1 0.5%	~	~	1 2%	
03	2 0.9%	33 0.8%	~	~	1 2%	1 1%	~	~	8%~	~	~	~	~	1 0.9%	1 1%	2 1%	~	1 0.6%	1 2%	
04	3 1%	53 1%	~	1 2%	1 2%	1 2%	~	~	8%~	~	~	~	1 3%	1 0.9%	2 2%	2 1%	1 17%	3 2%	~	
05	10 4%	141 4%	~	~	2 3%	5 7%	3 6%	4 5%	1 13%	2 17%	~	~	~	1 3%	4 3%	6 6%	9 4%	1 17%	8 5%	2 4%
06	5 2%	124 3%	~	~	4 7%	1 1%	~	1 1%	~	1 8%	~	~	~	~	3 3%	2 2%	5 2%	~	5 3%	~
07	15 7%	316 8%	~	5 12%	6 10%	3 4%	1 2%*	7 8%	2 25%	1 8%	~	~	1 5%	2 6%	4 3%	10 10%	14 7%	~	14 8%	1 2%
08	56 25%	886 23%	~	12 28%	11 19%	18 25%	15 29%	26 30%	1 13%	1 8%	~	~	7 32%	8 24%	26 23%	26 27%	50 24%	1 17%	43 24%	13 27%
09	49 22%	849 22%	~	8 19%	14 24%	13 18%	14 27%	13 15%*	4 50%	3 25%	~	1 100%	7 32%	9 27%	25 22%	21 21%	46 22%	1 17%	38 21%	11 23%
BEST HEALTH CARE POSSIBLE	84 37%	1476 38%	~	17 40%	20 34%	30 42%	17 33%	36 41%	~	2 17%	3 100%	~	7 32%	12 36%	51 44%*	29 30%*	78 38%	2 33%	65 37%	19 40%
#8-10 (NET)	189 84%	3211 82%	~	37 86%	45 76%	61 86%	46 88%	75 85%	5 63%	6 50%	3 100%	1 100%	21 95%	29 88%	102 89%*	76 78%*	174 84%	4 67%	146 82%	43 90%

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		
	HTS 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	
9-10 (NET)	133 59%	2325 60%	25 ~ 58%	34 ~ 58%	43 61%	31 60%	49 56%	4 50%	5 42%	3 100%	1 100%	14 64%	21 64%	76 66%*	50 51%*	124 60%	3 50%	103 58%	30 63%
NOT ANSWERED	7	122	2		4	1	3							3	2	6	1	7	
VALID CASES	225	3902	43	59	71	52	88	8	12	3	1	22	33	115	98	207	6	177	48
NUMBER OF RESPONDENTS	232 100%	4024 100%	45 100%	59 100%	75 100%	53 100%	91 100%	8 100%	12 100%	3 100%	1 100%	22 100%	33 100%	118 100%	100 100%	213 100%	7 100%	184 100%	48 100%
MEAN	8.60	8.59	8.77	8.42	8.68	8.54	8.66	7.88	7.08	10.00	9.00	8.91	8.73	8.83	8.29	8.61	7.67	8.58	8.65
p stat_(*=Sig @ p<=.05)		.901	~	~.354	.607	.768	.626	~	~	~	~	~	~	~.020*	.010*	~	~	~	~

[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		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q15 NEVER	5 2%	70 2%	~	2%~	2%	1%	4%	2%	~	~	~	~	5%~	3%~	3%	2%	4	1	3	2
SOMETIMES	25 11%	378 10%	~	10%~	12%	10%	13%	7	~	4	~	~	5%~	12%~	12%	9%	22	1	18	7
USUALLY	71 32%	1179 30%	~	36%~	35%	30%	28%	32	5	3	~	~	30%~	21%~	32%	32%	64	4	60	11
ALWAYS	122 55%	2256 58%	~	52%~	51%	59%	55%	48	3	5	2	1	12	21	60	56	114	1	94	28
#ALWAYS + USUALLY (NET)	193 87%	3435 88%	~	88%~	86%	89%	83%	80	8	8	2	1	18	28	96	87	178	5	154	39
TOP BOX SCORE	122 55%	2256 58%	~	52%~	51%	59%	55%	48	3	5	2	1	12	21	60	56	114	1	94	28
NOT ANSWERED	9	141		3	2	4		2			1		2		6	2	9		9	
VALID CASES	223	3883		42	57	71	53	89	8	12	2	1	20	33	112	98	204	7	175	48
NUMBER OF RESPONDENTS	232 100%	4024 100%		45 100%	59 100%	75 100%	53 100%	91 100%	8 100%	12 100%	3 100%	1 100%	22 100%	33 100%	118 100%	100 100%	213 100%	7 100%	184 100%	48 100%

[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		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
Q16 YES	222 63%	4005 69%*	~ 19%*	11 71%	68 75%*	86 71%	57	96 68%	10 83%~	12 55%~	2 50%~	1 100%~	18 58%~	28 61%~	111 59%*	96 68%	198 62%~	10 67%~	173 60%*	49 77%*
NO	128 37%	1827 31%*	~ 81%*	48 29%	28 25%*	29 29%	23	45 32%	2 17%~	10 45%~	2 50%~		13 ~ 42%~	18 39%~	78 41%*	46 32%	121 38%~	5 33%~	113 40%*	15 23%*
NOT ANSWERED	8	187		2	1	3	2	1							3		2		8	
VALID CASES	350	5831		59	96	115	80	141	12	22	4	1	31	46	189	142	319	15	286	64
NUMBER OF RESPONDENTS	358 100%	6018 100%		61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC			
Q17 YES	26 13%	460 12%	~	20%~	12 19%	4 5%*	8 14%	13 14%	~	~	~	~	18%~	17%~	15% 13%~	8 10%~	23 9%~	1 10%~	15 9%~	11 24%~	
NO	180 87%	3425 88%	~	80%~	8 81%	52 95%*	72 86%	48 86%	78 86%	10 100%	11 100%	2 100%	1 100%	14 82%~	20 83%~	88 85%	81 91%	159 87%~	9 90%~	145 91%~	35 76%~
NOT ANSWERED	16	235	1	4	10	1	5	1			1	4	8	7	16		13	3			
VALID CASES	206	3885	10	64	76	56	91	10	11	2	1	17	24	103	89	182	10	160	46		
NUMBER OF RESPONDENTS	222 100%	4120 100%	11 100%	68 100%	86 100%	57 100%	96 100%	10 100%	12 100%	2 100%	1 100%	18 100%	28 100%	111 100%	96 100%	198 100%	10 100%	173 100%	49 100%		

[ASKED IF Q16 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS 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	
Q18 #YES	23 88%	368 88%	~	2 100%	10 83%	4 100%	7 87%	10 77%	~	~	~	~	3 100%	4 100%	15 100%	5 63%	20 87%	1 100%	13 87%	10 91%
NO	3 12%	51 12%	~	~	2 17%	~	1 13%	3 23%	~	~	~	~	~	~	3 38%	3 13%	~	2 13%	1 9%	
NOT ANSWERED		1																		
VALID CASES	26	419		2	12	4	8	13					3	4	15	8	23	1	15	11
NUMBER OF RESPONDENTS	26	420		2	12	4	8	13					3	4	15	8	23	1	15	11
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES AND Q17 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q19 YES	9 3%	202 3%	~	2 3%	1 1%	4 3%	2 3%	4 3%	~	1 5%	~	~	~	1 2%	5 3%	3 2%	7 2%	1 7%	6 2%	3 5%
NO	340 97%	5625 97%	~	57 97%	94 99%	112 97%	77 97%	136 97%	12 100%	21 95%	4 100%	1 100%	31 100%	45 98%	184 97%	138 98%	311 98%	14 93%	279 98%	61 95%
NOT ANSWERED	9	191		2	2	2	3	2						3	1	3		9		
VALID CASES	349	5827		59	95	116	79	140	12	22	4	1	31	46	189	141	318	15	285	64
NUMBER OF RESPONDENTS	358 100%	6018 100%		61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q20 NEVER		22 11%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES		27 13%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY	2 25%	51 24%	~	~	1 33%	1 50%	1 25%	~	~	~	~	~	~	1 25%	1 33%	1 17%	1 100%	1 20%	1 33%	1 33%
ALWAYS	6 75%	109 52%	2 ~100%	1 ~100%	2 67%	1 50%	3 75%	~100%	1 ~100%	~	~	~	1 ~100%	3 75%	2 67%	5 83%	~	4 80%	2 67%	~
#ALWAYS + USUALLY (NET)	8 100%	160 76%	2 ~100%	1 ~100%	3 ~100%	2 ~100%	4 ~100%	~100%	1 ~100%	~	~	~	1 ~100%	4 ~100%	3 ~100%	6 ~100%	1 ~100%	5 ~100%	3 ~100%	3 ~100%
TOP BOX SCORE	6 75%	109 52%	2 ~100%	1 ~100%	2 67%	1 50%	3 75%	~100%	1 ~100%	~	~	~	1 ~100%	3 75%	2 67%	5 83%	~	4 80%	2 67%	~
NOT ANSWERED	1	12				1								1		1		1		
VALID CASES	8	210	2	1	3	2	4	1					1	4	3	6	1	5	3	
NUMBER OF RESPONDENTS	9	222	2	1	4	2	4	1					1	5	3	7	1	6	3	
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

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

[ASKED IF Q19 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER					
	HTS 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				
Q22 YES	34 10%	474 8%	~	7%	10%	10%	12%	15%	11%	1	1	~	~	3	4	10%	9%	19%	12%	26%	5%	16%	18%
NO	313 90%	5319 92%	~	93%	90%	90%	88%	125%	11%	21%	4	1	27	42	168	130	92%	10%	291%	10%	267%	46%	
NOT ANSWERED	11	225	4	3	3	1	2					1		5		4		11					
VALID CASES	347	5793	57	94	115	81	140	12	22	4	1	30	46	187	142	317	15	283	64				
NUMBER OF RESPONDENTS	358 100%	6018 100%	61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64				
			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q23 NEVER	5 16%	60 14%	~	~	3 38%	~	2 20%	4 29%	~	~	~	~	~	1 25%	1 6%	4 33%	5 21%	~	1 7%	4 22%
SOMETIMES	5 16%	71 17%	~	~	4 40%	1 10%	3 21%	~	~	~	~	~	~	1 25%	3 18%	2 17%	3 13%	1 20%	~	5 28%
USUALLY	9 28%	110 26%	~	~	1 13%	2 20%	6 60%	2 14%	1 100%	1 100%	~	~	~	~	4 24%	3 25%	5 21%	3 60%	6 43%	3 17%
ALWAYS	13 41%	179 43%	~	4 100%	4 50%	4 40%	1 10%	5 36%	~	~	~	~	3 100%	2 50%	9 53%	3 25%	11 46%	1 20%	7 50%	6 33%
#ALWAYS + USUALLY (NET)	22 69%	289 69%	~	4 100%	5 63%	6 60%	7 70%	7 50%	1 100%	1 100%	~	~	3 100%	2 50%	13 76%	6 50%	16 67%	4 80%	13 93%	9 50%
TOP BOX SCORE	13 41%	179 43%	~	4 100%	4 50%	4 40%	1 10%	5 36%	~	~	~	~	3 100%	2 50%	9 53%	3 25%	11 46%	1 20%	7 50%	6 33%
NOT ANSWERED	2	24			1	1		1							2		2		2	
VALID CASES	32	420		4	8	10	10	14	1	1			3	4	17	12	24	5	14	18
NUMBER OF RESPONDENTS	34	444		4	9	11	10	15	1	1			3	4	19	12	26	5	16	18
	100%	100%		100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q24 #YES	25 76%	291 69%	1	8	9	7	11	1				2	3	15	7	18	4	12	13
			~ 25%	~ 89%	~ 90%	~ 70%	73%	~ 100%	~	~	~	~ 67%	~ 75%	83%	58%	72%	80%	80%	72%
NO	8 24%	132 31%	3	1	1	3	4	1				1	1	3	5	7	1	3	5
			~ 75%	~ 11%	~ 10%	~ 30%	27%	~ 100%	~	~	~	~ 33%	~ 25%	17%	42%	28%	20%	20%	28%
NOT ANSWERED	1	21				1								1		1		1	
VALID CASES	33	423	4	9	10	10	15	1	1			3	4	18	12	25	5	15	18
NUMBER OF RESPONDENTS	34	444	4	9	11	10	15	1	1			3	4	19	12	26	5	16	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q25 YES	37 11%	682 12%	~	1 2%*	7 7%	18 16%	11 14%	16 12%	~	~	~	~	2 7%~	10 22%~	16 9%	18 13%	31 10%~	2 13%~	15 5%*	22 34%*
NO	309 89%	5109 88%	~	55 98%*	88 93%	97 84%	69 86%	123 88%	12 100%	22 100%	4 100%	1 100%	28 93%~	35 78%~	171 91%	124 87%	284 90%~	13 87%~	267 95%*	42 66%*
NOT ANSWERED	12	227		5	2	3	2	3					1	1	5		6		12	
VALID CASES	346	5791		56	95	115	80	139	12	22	4	1	30	45	187	142	315	15	282	64
NUMBER OF RESPONDENTS	358 100%	6018 100%		61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q26 NEVER	4 11%	90 14%	~	~	3 43%	~	1 10%	3 19%	~	~	~	~	~	1 11%	1 7%	3 18%	4 14%	~	2 14%	2 10%
SOMETIMES	6 17%	121 19%	~	~	1 14%	4 24%	1 10%	4 25%	~	~	~	~	1 50%	1 11%	2 13%	4 24%	5 17%	~	3 21%	3 14%
USUALLY	11 31%	156 24%	~	~	~	6 35%	5 50%	4 25%	~	~	~	~	1 50%	3 33%	4 27%	5 29%	9 31%	~	3 21%	8 38%
ALWAYS	14 40%	284 44%	~	1 100%	3 43%	7 41%	3 30%	5 31%	~	~	~	~	~	4 44%	8 53%	5 29%	11 38%	2 100%	6 43%	8 38%
#ALWAYS + USUALLY (NET)	25 71%	440 68%	~	1 100%	3 43%	13 76%	8 80%	9 56%	~	~	~	~	1 50%	7 78%	12 80%	10 59%	20 69%	2 100%	9 64%	16 76%
TOP BOX SCORE	14 40%	284 44%	~	1 100%	3 43%	7 41%	3 30%	5 31%	~	~	~	~	~	4 44%	8 53%	5 29%	11 38%	2 100%	6 43%	8 38%
NOT ANSWERED	2	25				1	1							1	1	1	2		1	1
VALID CASES	35	651		1	7	17	10	16					2	9	15	17	29	2	14	21
NUMBER OF RESPONDENTS	37	676		1	7	18	11	16					2	10	16	18	31	2	15	22
	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		
	HTS 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	
Q27 #YES	22 63%	347 53%	~100%	1 71%	5 53%	9 70%	7 44%	7	~	~	~	1 50%	7 78%	13 87%	7 41%	17 59%	2 100%	9 64%	13 62%
NO	13 37%	304 47%	~	~	2 29%	8 47%	3 30%	9 56%	~	~	~	1 50%	2 22%	2 13%	10 59%	12 41%	~	5 36%	8 38%
NOT ANSWERED	2	25				1 1							1	1	1	2		1	1
VALID CASES	35	651		1	7	17	10	16				2	9	15	17	29	2	14	21
NUMBER OF RESPONDENTS	37	676		1	7	18	11	16				2	10	16	18	31	2	15	22
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q28 YES	46 13%	1072 19%*	~	11%	11%	12%	20%	23 16%	1 8%~	2 9%~	~	~	2 7%~	5 11%~	28 15%	16 11%	41 13%~	3 20%~	28 10%*	18 28%*
NO	299 87%	4688 81%*	~	89%	89%	88%	80%	117 84%	11 92%~	20 91%~	4 100%~	1 100%~	28 93%~	40 89%~	159 85%	125 89%	274 87%~	12 80%~	253 90%*	46 72%*
NOT ANSWERED	13	257		5	2	5	1	2					1	1	5	1	6		13	
VALID CASES	345	5761		56	95	113	81	140	12	22	4	1	30	45	187	141	315	15	281	64
NUMBER OF RESPONDENTS	358 100%	6018 100%		61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

Q29 IN THE LAST 6 MONTHS, DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP COORDINATE YOUR CHILD'S CARE AMONG THESE DIFFERENT PROVIDERS OR SERVICES?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS 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	
Q29 #YES	26 57%	609 56%	~	2 33%	5 50%	8 57%	11 69%	15 65%	1 100%	1 50%	~	~	1 50%	1 20%	19 68%	6 38%	23 56%	2 67%	17 61%	9 50%
NO	20 43%	471 44%	~	4 67%	5 50%	6 43%	5 31%	8 35%	~	1 50%	~	~	1 50%	4 80%	9 32%	10 63%	18 44%	1 33%	11 39%	9 50%
NOT ANSWERED		35																		
VALID CASES	46	1080		6	10	14	16	23	1	2			2	5	28	16	41	3	28	18
NUMBER OF RESPONDENTS	46	1115		6	10	14	16	23	1	2			2	5	28	16	41	3	28	18
	100%	100%		100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS 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
Q30 YES	289 83%	4998 86%*	~ 88%	83%	78%	88%	121 86%	12 100%	16 73%	3 75%	1 100%	25 83%	43 96%	152 81%	122 86%	266 84%	11 79%	231 81%*	58 92%*
NO	58 17%	790 14%*	~ 12%	17%	22%	12%	19 14%	~ 27%	6 25%	1 ~ 17%	~ 17%	5 4%	2 4%	36 19%	20 14%	51 16%	3 21%	53 19%*	5 8%*
NOT ANSWERED	11	230	3	2	4	2	2					1	1	4		4	1	10	1
VALID CASES	347	5788	58	95	114	80	140	12	22	4	1	30	45	188	142	317	14	284	63
NUMBER OF RESPONDENTS	358 100%	6018 100%	61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q31 NONE	77 27%	1324 27%	~	22%	27%	28%	31%	38%	4%	4%	~	~	36%	26%	32%	24%	74%	3%	66%	11%
1 TIME	101 36%	1651 34%	~	32%	36%	47%*	25%*	44%	6%	4%	~	100%	36%	30%	38%	33%	94%	3%	81%	20%
2	62 22%	1029 21%	~	26%	26%	10%*	30%	22%	1%	5%	1%	~	16%	28%	18%	28%	57%	1%	47%	15%
3	23 8%	462 9%	~	14%	5%	9%	6%	8%	~	2%	1%	~	4%	5%	6%	9%	17%	3%	18%	5%
4	9 3%	201 4%	~	4%	3%	3%	3%	1%	1%	1%	~	~	8%	5%	4%	3%	9%	~	7%	2%
5 TO 9	7 2%	173 4%	~	~	4%	1%	4%	4%	~	~	1%	~	~	2%	1%	3%	5%	1%	3%	4%
10 OR MORE TIMES	2 0.7%	32 0.6%	~	2%	~	1%	~	~	~	~	~	~	~	5%	1%	~	2%	~	1%	1%
NOT ANSWERED	8	181		1	1	3	3	4							4	3	8		8	
VALID CASES	281	4872		50	78	86	67	117	12	16	3	1	25	43	148	119	258	11	223	58
NUMBER OF RESPONDENTS	289	5053		51	79	89	70	121	12	16	3	1	25	43	152	122	266	11	231	58
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS 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 & POOR	NO CCC	CCC		
Q31A ALWAYS	5 2%	68 2%	~	~	2 4%	1 2%	2 4%	1 1%	2 ~ 17%	~	~	~	1 3%	2 2%	3 3%	4 2%	1 13%	4 3%	1 2%	
USUALLY	6 3%	51 1%	~	~	4 ~	2 6%	2 4%	1 1%	~	~	~	~	~	4 4%	~	3 2%	2 25%	4 3%	2 4%	
SOMETIMES	30 15%	288 8%*	~	7 19%	11 19%	10 16%	2 4%	8 10%	1 13%	4 33%	1 33%	~	2 12%	21 21%*	8 9%*	28 15%	1 13%	27 17%	3 6%	
NEVER	161 80%	3102 88%*	~	30 81%	44 77%	47 76%	40 87%	69 87%*	7 87%	6 50%	2 67%	1 100%	14 88%	30 97%	73 73%*	79 88%*	147 81%	4 50%	120 77%	41 87%
#NEVER + SOMETIMES (NET)	191 95%	3390 97%	~	37 100%	55 96%	57 92%	42 91%	77 97%	8 100%	10 83%	3 100%	1 100%	16 100%	30 97%	94 94%	87 97%	175 96%	5 63%	147 95%	44 94%
TOP BOX SCORE	161 80%	3102 88%*	~	30 81%	44 77%	47 76%	40 87%	69 87%*	7 87%	6 50%	2 67%	1 100%	14 88%	30 97%	73 73%*	79 88%*	147 81%	4 50%	120 77%	41 87%
NOT ANSWERED	2	31	2									1	1		2		2			
VALID CASES	202	3509	37	57	62	46	79	8	12	3	1	16	31	100	90	182	8	155	47	
NUMBER OF RESPONDENTS	204	3540	39	57	62	46	79	8	12	3	1	16	32	101	90	184	8	157	47	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS 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	
Q32 NEVER	6 3%	74 2%	~	~	4 7%	~	2 4%	~	~	~	~	~	1 6%	1 3%	3 1%	4 2%	~	6 4%	~	
SOMETIMES	18 9%	183 5%*	~	2 5%	5 9%	7 11%	4 9%	4 5%	~	5 42%	1 33%	~	~	~	10 10%	7 8%	15 8%	3 38%	14 9%	4 9%
USUALLY	35 17%	573 16%	~	8 22%	7 12%	9 15%	11 24%	12 15%	3 43%	1 8%	~	~	4 25%	3 10%	21 21%	14 16%	33 18%	2 25%	27 18%	8 17%
ALWAYS	141 71%	2676 76%*	~	27 73%	40 71%	45 74%	29 63%	62 79%*	4 57%	6 50%	2 67%	1 100%	11 69%	27 87%	65 66%	68 76%	129 71%	3 38%	106 69%	35 74%
#ALWAYS + USUALLY (NET)	176 88%	3249 93%*	~	35 95%	47 84%	54 89%	40 87%	74 95%*	7 100%	7 58%	2 67%	1 100%	15 94%	30 97%	86 87%	82 91%	162 90%	5 63%	133 87%	43 91%
TOP BOX SCORE	141 71%	2676 76%*	~	27 73%	40 71%	45 74%	29 63%	62 79%*	4 57%	6 50%	2 67%	1 100%	11 69%	27 87%	65 66%	68 76%	129 71%	3 38%	106 69%	35 74%
NOT ANSWERED	4	33	~	2	1	1	~	1	1	~	~	~	1	2	~	~	3	~	4	~
VALID CASES	200	3507	~	37	56	61	46	78	7	12	3	1	16	31	99	90	181	8	153	47
NUMBER OF RESPONDENTS	204	3540	~	39	57	62	46	79	8	12	3	1	16	32	101	90	184	8	157	47
	100%	100%	~	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS 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	GOOD & POOR	NO CCC	CCC	
Q33 NEVER	1 0.5%	29 0.8%	~	~	~	~	2%	~	~	~	~	~	6%	~	1%	~	1	~0.5%	~	1	~0.6%
SOMETIMES	18 9%	199 6%*	~	4 11%	2 4%*	7 11%	5 11%	5 6%	1 14%	3 25%	~	~	~	~	10 10%	7 8%	14 8%	4 50%	12 8%	6 13%	
USUALLY	39 19%	611 17%	~	8 22%	12 21%	12 20%	7 15%	14 18%	~	4 33%	~	1 100%	5 31%	6 19%	24 24%	15 17%	38 21%	1 13%	34 22%	5 11%	
ALWAYS	143 71%	2666 76%*	~	25 68%	43 75%	42 69%	33 72%	60 76%	6 86%	5 42%	3 100%	~	10 63%	25 81%	65 65%	68 76%	129 71%	3 38%	107 69%	36 77%	
#ALWAYS + USUALLY (NET)	182 91%	3277 93%	~	33 89%	55 96%*	54 89%	40 87%	74 94%	6 86%	9 75%	3 100%	1 100%	15 94%	31 100%	89 89%	83 92%	167 92%	4 50%	141 92%	41 87%	
TOP BOX SCORE	143 71%	2666 76%*	~	25 68%	43 75%	42 69%	33 72%	60 76%	6 86%	5 42%	3 100%	~	10 63%	25 81%	65 65%	68 76%	129 71%	3 38%	107 69%	36 77%	
NOT ANSWERED	3	34	~	2	~	1	~	~	1	~	~	~	~	1	1	~	2	~	3	~	
VALID CASES	201	3506	~	37	57	61	46	79	7	12	3	1	16	31	100	90	182	8	154	47	
NUMBER OF RESPONDENTS	204 100%	3540 100%	~	39 100%	57 100%	62 100%	46 100%	79 100%	8 100%	12 100%	3 100%	1 100%	16 100%	32 100%	101 100%	90 100%	184 100%	8 100%	157 100%	47 100%	

[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				
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
Q34 NEVER	1 0.5%	22 0.6%	~	~	~	~	2%	~	~	~	~	~	6%	~	1%	~	1	~	1	~	1	~
SOMETIMES	9 4%	152 4%	~	2 5%	2 4%	2 3%	3 7%	4 5%	~	3 25%	~	~	~	~	2 2%	6 7%	7 4%	1 13%	5 3%	4 9%	~	~
USUALLY	31 15%	469 13%	~	4 11%	8 14%	13 21%	6 13%	7 9%*	2 29%	4 33%	~	1 100%	3 19%	3 10%	16 16%	13 14%	27 15%	3 38%	25 16%	6 13%	~	~
ALWAYS	159 80%	2859 82%	~	31 84%	47 82%	46 75%	35 78%	68 86%	5 71%	5 42%	3 100%	~	12 75%	28 90%	81 81%	71 79%	147 81%	4 50%	122 80%	37 79%	~	~
#ALWAYS + USUALLY (NET)	190 95%	3328 95%	~	35 95%	55 96%	59 97%	41 91%	75 95%	7 100%	9 75%	3 100%	1 100%	15 94%	31 100%	97 97%	84 93%	174 96%	7 88%	147 96%	43 91%	~	~
TOP BOX SCORE	159 80%	2859 82%	~	31 84%	47 82%	46 75%	35 78%	68 86%	5 71%	5 42%	3 100%	~	12 75%	28 90%	81 81%	71 79%	147 81%	4 50%	122 80%	37 79%	~	~
NOT ANSWERED	4	38	~	2	~	1	1	~	1	~	~	~	~	1	1	~	2	~	4	~	~	~
VALID CASES	200	3502	~	37	57	61	45	79	7	12	3	1	16	31	100	90	182	8	153	47	~	~
NUMBER OF RESPONDENTS	204 100%	3540 100%	~	39 100%	57 100%	62 100%	46 100%	79 100%	8 100%	12 100%	3 100%	1 100%	16 100%	32 100%	101 100%	90 100%	184 100%	8 100%	157 100%	47 100%	~	~

[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		
	HTS 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/ PAC ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q35 YES	143 72%	2353 68%	7 ~ 19%	41 73%	52 85%*	43 96%	51 65%	7 100%	11 92%	1 33%	1 100%	11 69%	21 68%	68 69%	66 73%	127 71%	6 75%	106 70%	37 79%
NO	55 28%	1128 32%	29 ~ 81%	15 27%	9 15%*	2 4%	28 35%		1 8%	2 67%		5 31%	10 32%	30 31%	24 27%	53 29%	2 25%	45 30%	10 21%
NOT ANSWERED	6	60	3	1	1	1		1					1	3		4		6	
VALID CASES	198	3480	36	56	61	45	79	7	12	3	1	16	31	98	90	180	8	151	47
NUMBER OF RESPONDENTS	204 100%	3540 100%	39 100%	57 100%	62 100%	46 100%	79 100%	8 100%	12 100%	3 100%	1 100%	16 100%	32 100%	101 100%	90 100%	184 100%	8 100%	157 100%	47 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS 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	
Q35A ALWAYS	4 3%	43 2%	~	~	2 5%	2 4%	~	1 2%	~	1 9%	1 100%	~	~	~	2 3%	2 3%	4 3%	~	4 4%	~
USUALLY	7 5%	47 2%*	~	1 14%	2 5%	3 6%	1 2%	2 4%	~	2 18%	~	~	~	~	5 7%	2 3%	7 6%	~	5 5%	2 6%
SOMETIMES	12 8%	152 7%	~	1 14%	6 15%	3 6%	2 5%	3 6%	~	2 18%	~	~	1 9%	2 10%	8 12%	4 6%	10 8%	2 33%	11 10%	1 3%
NEVER	119 84%	2045 89%*	~	5 71%	31 76%	43 84%	40 93%	44 88%	7 100%	6 55%	~	1 100%	10 91%	19 90%	53 78%	57 88%	106 83%	4 67%	86 81%	33 92%
#NEVER + SOMETIMES (NET)	131 92%	2197 96%*	~	6 86%	37 90%	46 90%	42 98%	47 94%	7 100%	8 73%	~	1 100%	11 100%	21 100%	61 90%	61 94%	116 91%	6 100%	97 92%	34 94%
TOP BOX SCORE	119 84%	2045 89%*	~	5 71%	31 76%	43 84%	40 93%	44 88%	7 100%	6 55%	~	1 100%	10 91%	19 90%	53 78%	57 88%	106 83%	4 67%	86 81%	33 92%
NOT ANSWERED	1	49				1	1								1					1
VALID CASES	142	2287		7	41	51	43	50	7	11	1	1	11	21	68	65	127	6	106	36
NUMBER OF RESPONDENTS	143	2336		7	41	52	43	51	7	11	1	1	11	21	68	66	127	6	106	37
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q36 NEVER	7 5%	72 3%	~	~	3 7%	1 2%	3 7%	1 2%	~	~	~	~	1 9%	2 10%	4 6%	2 3%	6 5%	~	5 5%	2 6%	
SOMETIMES	9 6%	148 6%	~	14%	3 7%	2 4%	3 7%	3 6%	~	3 27%	~	~	~	1 5%	3 4%	6 9%	7 6%	2 33%	6 6%	3 8%	
USUALLY	27 19%	454 20%	~	29%	2 24%	10 18%	9 14%	6 10%	10 20%	3 43%	1 9%	~	1 100%	~	5 25%	15 22%	12 19%	27 21%	~	19 18%	8 22%
ALWAYS	98 70%	1606 70%	~	57%	4 61%	25 61%	38 76%	31 72%	36 72%	4 57%	7 64%	1 100%	~	10 91%	12 60%	46 68%	44 69%	86 68%	4 67%	75 71%	23 64%
#ALWAYS + USUALLY (NET)	125 89%	2060 90%	~	86%	6 86%	35 85%	47 94%	37 86%	46 92%	7 100%	8 73%	1 100%	1 100%	10 91%	17 85%	61 90%	56 88%	113 90%	4 67%	94 90%	31 86%
TOP BOX SCORE	98 70%	1606 70%	~	57%	4 61%	25 61%	38 76%	31 72%	36 72%	4 57%	7 64%	1 100%	~	10 91%	12 60%	46 68%	44 69%	86 68%	4 67%	75 71%	23 64%
NOT ANSWERED	2	56				2		1					1		2		1		1	1	
VALID CASES	141	2280		7	41	50	43	50	7	11	1	1	11	20	68	64	126	6	105	36	
NUMBER OF RESPONDENTS	143	2336		7	41	52	43	51	7	11	1	1	11	21	68	66	127	6	106	37	
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC		
Q37 NEVER	4 2%	98 3%	~	~	4%	2%	2%	1%	~	~	~	~	~	~	3%	1%	4%	2%	~	3%	1%	
SOMETIMES	24 12%	385 11%	~	17%	14%	7%	14%	6%*	~	33%	33%	~	25%	6%	17%*	6%*	12%	25%	~	14%	6%	
USUALLY	54 27%	856 25%	~	19%	26%	23%	41%	25%	57%	33%	33%	~	100%	19%	23%	31%	26%	29%	25%	~	26%	30%
ALWAYS	116 59%	2135 61%	~	64%	56%	69%*	43%	67%*	43%	33%	33%	~	56%	71%	48%*	68%*	57%	50%	~	58%	62%	
#ALWAYS + USUALLY (NET)	170 86%	2991 86%	~	83%	82%	92%	84%	92%*	100%	67%	67%	~	100%	75%	94%	80%*	93%*	86%	75%	~	84%	91%
TOP BOX SCORE	116 59%	2135 61%	~	64%	56%	69%*	43%	67%*	43%	33%	33%	~	56%	71%	48%*	68%*	57%	50%	~	58%	62%	
NOT ANSWERED	6	67	3			1	2	1					1	2			3			6		
VALID CASES	198	3473	36	57	61	44	79	7	12	3	1	16	31	99	90	181	8	151	47			
NUMBER OF RESPONDENTS	204 100%	3540 100%	39 100%	57 100%	62 100%	46 100%	79 100%	8 100%	12 100%	3 100%	1 100%	16 100%	32 100%	101 100%	90 100%	184 100%	8 100%	157 100%	47 100%			

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

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS 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
Q38 #YES	171 86%	2956 85%	33 ~ 89%	52 ~ 91%	51 85%	35 80%	73 92%*	5 71%	8 67%	3 100%	1 100%	13 81%	29 94%	86 86%	79 88%	158 87%	6 75%	131 87%	40 85%
NO	27 14%	518 15%	4 ~ 11%	5 ~ 9%	9 15%	9 20%	6 8%*	2 29%	4 33%			3 ~ 19%	2 6%	14 14%	11 12%	24 13%	2 25%	20 13%	7 15%
NOT ANSWERED	6	66	2		2	2		1					1	1	2		6		
VALID CASES	198	3474	37	57	60	44	79	7	12	3	1	16	31	100	90	182	8	151	47
NUMBER OF RESPONDENTS	204 100%	3540 100%	39 100%	57 100%	62 100%	46 100%	79 100%	8 100%	12 100%	3 100%	1 100%	16 100%	32 100%	101 100%	90 100%	184 100%	8 100%	157 100%	47 100%

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

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q39 YES	74 37%	1340 39%	~ 54%	20 14	25%* 21	35% 19	43% 26	33% 4	57% 4	33% 1	33% 1	100% 7	44% 13	42% 38	38% 33	36% 65	63% 5	32% 49	53% 25
NO	124 63%	2127 61%	~ 46%	17 43	75%* 39	65% 25	57% 53	67% 3	43% 8	67% 2	67% 2	~ 56% 9	58% 18	62% 62	63% 57	64% 117	38% 3	68% 102	47% 22
NOT ANSWERED	6	73	2			2	2	1					1	1	2		6		
VALID CASES	198	3467	37	57	60	44	79	7	12	3	1	16	31	100	90	182	8	151	47
NUMBER OF RESPONDENTS	204	3540	39	57	62	46	79	8	12	3	1	16	32	101	90	184	8	157	47
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q40 NEVER	7 10%	102 8%	4 ~ 20%	1 ~ 5%	2 11%	2 11%	2 8%	~	~	~	~	2 29%	2 17%	4 11%	3 10%	7 11%	~	4 9%	3 12%
SOMETIMES	14 20%	189 15%	3 ~ 15%	2 17%	4 20%	5 26%	6 24%	1 25%	1 25%	~	~	1 14%	~	6 16%	7 23%	12 19%	1 20%	7 15%	7 28%
USUALLY	18 25%	353 28%	3 ~ 15%	3 25%	6 30%	6 32%	4 16%	2 50%	1 25%	~	1 100%	2 29%	2 17%	11 30%	7 23%	15 24%	3 60%	14 30%	4 16%
ALWAYS	32 45%	630 49%	10 ~ 50%	7 58%	9 45%	6 32%	13 52%	1 25%	2 50%	1 100%	~	2 29%	8 67%	16 43%	14 45%	28 45%	1 20%	21 46%	11 44%
#ALWAYS + USUALLY (NET)	50 70%	983 77%	13 ~ 65%	10 83%	15 75%	12 63%	17 68%	3 75%	3 75%	1 100%	1 100%	4 57%	10 83%	27 73%	21 68%	43 69%	4 80%	35 76%	15 60%
TOP BOX SCORE	32 45%	630 49%	10 ~ 50%	7 58%	9 45%	6 32%	13 52%	1 25%	2 50%	1 100%	~	2 29%	8 67%	16 43%	14 45%	28 45%	1 20%	21 46%	11 44%
NOT ANSWERED	3	48		2	1		1					1		1	2	3		3	
VALID CASES	71	1274	20	12	20	19	25	4	4	1	1	7	12	37	31	62	5	46	25
NUMBER OF RESPONDENTS	74	1322	20	14	21	19	26	4	4	1	1	7	13	38	33	65	5	49	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC			
Q41 WORST PERSONAL DOCTOR POSSIBLE	7	0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
01	2	17	~	~	1	1	2	~	~	~	~	~	~	1	1	2	1	1			
	0.7%	0.4%	~	~	1%	1%	2%	~	~	~	~	~	~	0.7%	0.8%	0.8%	0.5%	2%			
02	1	17	~	~	1	~	~	~	~	~	~	~	1	~	1	~	1	~			
	0.4%	0.3%	~	~	1%	~	~	~	~	~	~	~	0.7%	~	0.4%	~	0.5%	~			
03	21	0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
04	3	41	~	~	~	2	1	2	~	1	~	~	~	3	2	1	3	~			
	1%	0.9%	~	~	~	2%	2%	2%	~	6%	~	~	~	3%	0.8%	9%	1%	~			
05	9	139	~	~	2	4	3	6	1	~	~	~	1	2	7	8	1	5	4		
	3%	3%	~	~	3%	5%	5%	5%	9%	~	~	~	2%	1%	6%*	3%	9%	2%	7%		
06	8	111	~	2	1	4	1	~	1	1	~	~	2	4	4	7	1	6	2		
	3%	2%	~	4%	1%	5%	2%	~	9%	6%	~	~	5%	3%	3%	3%	9%	3%	3%		
07	20	320	~	4	5	6	5	10	1	1	~	~	2	3	9	10	19	15	5		
	7%	7%	~	8%	6%	7%	8%	9%	9%	6%	~	~	8%	7%	6%	8%	7%	7%	9%		
08	41	785	~	5	12	13	11	14	2	4	~	1	5	7	22	17	37	2	35	6	
	15%	16%	~	10%	15%	16%	17%	12%	18%	25%	~	~	100%	20%	16%	15%	14%	15%	18%	16%	10%
09	64	988	~	13	15	17	19	26	3	3	~	~	8	9	40	21	61	1	52	12	
	23%	21%	~	27%	19%	21%	30%	23%	27%	19%	~	~	32%	21%	28%	18%*	24%	9%	24%	21%	
BEST PERSONAL DOCTOR POSSIBLE	125	2358	~	25	42	34	24	53	3	6	3	10	21	65	55	117	5	97	28		
	46%	49%	~	51%	53%	42%	38%	47%	27%	38%	100%	~	40%	49%	45%	47%	46%	45%	45%	48%	
#8-10 (NET)	230	4130	~	43	69	64	54	93	8	13	3	1	23	37	127	93	215	8	184	46	
	84%	86%	~	88%	87%	79%	84%	82%	73%	81%	100%	~	100%	92%	86%	88%	79%*	85%	73%	86%	79%

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		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
9-10 (NET)	189 69%	3346 70%	38 ~ 78%	57 ~ 72%	51 63%	43 67%	79 70%	6 55%	9 56%	3 100%	18 ~ 72%	30 70%	105 73%	76 64%	178 70%	6 55%	149 69%	40 69%	
NOT ANSWERED	16	249	2		8	6	8	1					8	4	12		16		
VALID CASES	273	4804	49	79	81	64	113	11	16	3	1	25	43	144	118	254	11	215	58
NUMBER OF RESPONDENTS	289 100%	5053 100%	51 100%	79 100%	89 100%	70 100%	121 100%	12 100%	16 100%	3 100%	1 100%	25 100%	43 100%	152 100%	122 100%	266 100%	11 100%	231 100%	58 100%
MEAN	8.80	8.87	9.12	8.92	8.54	8.73	8.73	8.27	8.50	10.00	8.00	9.04	8.95	8.93	8.62	8.83	8.18	8.83	8.69
p stat_(*=Sig @ p<=.05)		.331	~	~.442	.112	.680	.526	~	~	~	~	~	~.168	.100	~	~	.549	.549	

[ASKED IF Q30 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
Q42 YES	56 20%	1181 24%*	~	3 6%*	7 9%*	27 33%*	19 29%	27 23%	1 9%~	2 12%~	~	~	5 20%~	14 33%~	23 16%*	31 26%*	48 19%~	6 5%~	16 7%*	40 69%*
NO	220 80%	3655 76%*	~	47 94%*	71 91%*	56 67%*	46 71%	89 77%	10 91%~	14 88%~	3 100%~	1 100%~	20 80%~	29 67%~	124 84%*	88 74%*	209 81%~	5 4%~	202 93%*	18 31%*
NOT ANSWERED	13	217		1	1	6	5	5	1						5	3	9		13	
VALID CASES	276	4836		50	78	83	65	116	11	16	3	1	25	43	147	119	257	11	218	58
NUMBER OF RESPONDENTS	289 100%	5053 100%		51 100%	79 100%	89 100%	70 100%	121 100%	12 100%	16 100%	3 100%	1 100%	25 100%	43 100%	152 100%	122 100%	266 100%	11 100%	231 100%	58 100%

[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			
	HTS 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	
Q43 #YES	45 82%	1018 86%	1 ~ 33%	6 86%	22 81%	16 89%	21 81%	1 100%	2 100%				5 ~ 100%	12 86%	19 83%	25 83%	40 85%	3 50%	11 73%	34 85%
NO	10 18%	160 14%	2 ~ 67%	1 14%	5 19%	2 11%	5 19%							2 ~ 14%	4 17%	5 17%	7 15%	3 50%	4 27%	6 15%
NOT ANSWERED	1	36				1	1								1	1		1		
VALID CASES	55	1178	3	7	27	18	26	1	2				5	14	23	30	47	6	15	40
NUMBER OF RESPONDENTS	56 100%	1214 100%	3 100%	7 100%	27 100%	19 100%	27 100%	1 100%	2 100%				5 100%	14 100%	23 100%	31 100%	48 100%	6 100%	16 100%	40 100%

[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			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q44 #YES	45 83%	992 85%	1 ~ 33%	6 ~ 86%	22 ~ 85%	16 ~ 89%	20 80%	1 100%	2 100%				5 ~ 100%	12 ~ 86%	20 87%	24 83%	40 85%	4 67%	11 73%	34 87%
NO	9 17%	179 15%	2 ~ 67%	1 ~ 14%	4 ~ 15%	2 ~ 11%	5 20%							2 ~ 14%	3 13%	5 17%	7 15%	2 33%	4 27%	5 13%
NOT ANSWERED	2	43				1 1	2								2		1		1	1
VALID CASES	54	1171	3	7	26	18	25	1	2				5	14	23	29	47	6	15	39
NUMBER OF RESPONDENTS	56 100%	1214 100%	3 100%	7 100%	27 100%	19 100%	27 100%	1 100%	2 100%				5 100%	14 100%	23 100%	31 100%	48 100%	6 100%	16 100%	40 100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q45																				
YES	47 14%	817 14%	~	4 7%*	12 13%	16 14%	15 19%	20 14%	2 18%~	3 14%~	1 ~100%~	3 10%~	4 9%~	29 15%	17 12%	45 14%~	1 7%~	30 11%*	17 27%*	
NO	293 86%	4882 86%	~	53 93%*	80 87%	98 86%	62 81%	119 86%	9 82%~	19 86%~	4 ~100%~	28 ~	42 91%~	160 85%	124 88%	272 86%~	14 93%~	246 89%*	47 73%*	
NOT ANSWERED	18	319		4	5	4	5	3	1					3	1	4		18		
VALID CASES	340	5699		57	92	114	77	139	11	22	4	1	31	46	189	141	317	15	276	64
NUMBER OF RESPONDENTS	358 100%	6018 100%		61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q46 NEVER	3 7%	42 5%	~	25%	~	~	13%	2 11%	~	~	~	~	~	~	1 4%	2 13%	3 7%	~	2 7%	1 6%
SOMETIMES	11 25%	149 19%	~	~	25%	46%	13%	4 21%	1 50%	2 67%	~	~	1 33%	1 25%	5 19%	5 31%	9 21%	1 100%	7 25%	4 25%
USUALLY	8 18%	195 25%	~	25%	33%	8%	13%	2 11%	1 50%	~	~	~	1 33%	~	7 26%	1 6%	8 19%	~	5 18%	3 19%
ALWAYS	22 50%	401 51%	~	50%	42%	46%	60%	11 58%	~	1 33%	~	1 100%	1 33%	3 75%	14 52%	8 50%	22 52%	~	14 50%	8 50%
#ALWAYS + USUALLY (NET)	30 68%	596 76%	~	75%	75%	54%	73%	13 68%	1 50%	1 33%	~	1 100%	2 67%	3 75%	21 78%	9 56%	30 71%	~	19 68%	11 69%
TOP BOX SCORE	22 50%	401 51%	~	50%	42%	46%	60%	11 58%	~	1 33%	~	1 100%	1 33%	3 75%	14 52%	8 50%	22 52%	~	14 50%	8 50%
NOT ANSWERED	3	26				3		1							2	1	3		2	1
VALID CASES	44	787		4	12	13	15	19	2	3		1	3	4	27	16	42	1	28	16
NUMBER OF RESPONDENTS	47	813		4	12	16	15	20	2	3		1	3	4	29	17	45	1	30	17
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

		AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/PAC	AMER IND/ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q47																			
NONE	4 9%	60 8%	1 ~ 25%	1 8%	1 7%	1 7%	3 15%							3 11%	1 6%	4 9%		4 14%	
1 SPECIALIST	30 67%	510 64%	1 ~ 25%	8 67%	11 79%	10 67%	10 50%	2 100%	3 100%	1 ~ 100%	3 100%	2 50%	19 70%	11 65%	30 70%		19 68%	11 65%	
2	10 22%	153 19%	2 ~ 50%	3 25%	2 14%	3 20%	7 35%					1 25%	5 19%	4 24%	8 19%	1 100%	5 18%	5 29%	
3		36 5%																	
4		16 2%																	
5 OR MORE SPECIALISTS	1 2%	17 2%				1 7%							1 25%	1 6%	1 2%			1 6%	
NOT ANSWERED	2	21			2										2		2		
VALID CASES	45	792	4	12	14	15	20	2	3		1	3	4	27	17	43	1	28	17
NUMBER OF RESPONDENTS	47	813	4	12	16	15	20	2	3		1	3	4	29	17	45	1	30	17
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS 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- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q48 WORST SPECIALIST POSSIBLE		3 0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02		1 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
04		5 0.6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
05	3 7%	22 3%	~	~	1 9%	~	2 14%	1 6%	1 50%	~	~	~	~	~	2 8%	1 6%	3 8%	~	1 4%	2 12%
06	2 5%	34 5%	~	~	1 9%	~	1 7%	1 6%	~	~	~	~	~	1 4%	1 6%	2 5%	~	2 8%	~	
07	3 7%	53 8%	~	1 33%	1 9%	~	1 7%	1 6%	~	~	~	~	1 25%	3 13%	~	3 8%	~	2 8%	1 6%	
08	10 24%	121 17%	~	~	4 36%	5 38%	1 7%	5 29%	1 50%	~	1 ~100%	~	1 25%	4 17%	5 31%	8 21%	1 100%	6 25%	4 24%	
09	6 15%	144 20%	~	~	2 18%	3 23%	1 7%	~	1 33%	~	~	2 67%	1 25%	4 17%	2 13%	6 15%	~	3 13%	3 18%	
BEST SPECIALIST POSSIBLE	17 41%	324 45%	~	2 67%	2 18%	5 38%	8 57%	9 53%	2 67%	~	~	1 33%	1 25%	10 42%	7 44%	17 44%	~	10 42%	7 41%	

Continued

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AMR IAN	NATV HAW/ ILND	AMR IND/ NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
#8-10 (NET)	33 80%	589 83%	2 ~ 67%	8 73%	13 100%	10 71%	14 82%	1 50%	3 100%	1 100%	3 100%	3 75%	18 75%	14 88%	31 79%	1 100%	19 79%	14 82%
9-10 (NET)	23 56%	468 66%	2 ~ 67%	4 36%	8 62%	9 64%	9 53%	3 ~ 100%				3 ~ 100%	2 50%	14 58%	9 56%	23 59%	13 54%	10 59%
NOT ANSWERED		9																
VALID CASES	41	712	3	11	13	14	17	2	3	1	3	4	24	16	39	1	24	17
NUMBER OF RESPONDENTS	41	721	3	11	13	14	17	2	3	1	3	4	24	16	39	1	24	17
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.59	8.75	9.00	8.00	9.00	8.57	8.71	6.50	9.67	8.00	9.33	8.50	8.54	8.69	8.62	8.00	8.58	8.59
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
Q49 YES	96 29%	1474 26%	~	30%	32%	23%	33%	31 23%*	5 45%~	7 33%~	1 25%~	10 ~	18 36%~	39%~	59 32%	37 26%	90 29%~	4 27%~	76 28%	20 32%
NO	235 71%	4149 74%	~	70%	68%	77%	67%	106 77%*	6 55%~	14 67%~	3 75%~	1 100%~	18 64%~	28 61%~	124 68%	103 74%	220 71%~	11 73%~	192 72%	43 68%
NOT ANSWERED	27	395		8	7	6	6	5	1	1			3		9	2	11		26	1
VALID CASES	331	5623		53	90	112	76	137	11	21	4	1	28	46	183	140	310	15	268	63
NUMBER OF RESPONDENTS	358 100%	6018 100%		61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q50 NEVER	2 2%	37 3%	~	~	1 3%	~	1 4%	1 3%	~	~	~	~	1 6%	2 5%	2 2%	~	1 1%	1 5%		
SOMETIMES	15 16%	224 17%	~	1 6%	10 34%	2 8%	2 8%	6 19%	~	1 14%	~	~	1 10%	3 17%	10 18%	5 14%	15 17%	14 19%	1 5%	
USUALLY	33 35%	391 30%	~	7 44%	9 31%	6 24%	11 46%	12 39%	2 40%	2 29%	1 100%	~	2 20%	4 22%	20 35%	13 35%	32 36%	25 34%	8 40%	
ALWAYS	44 47%	645 50%	~	8 50%	9 31%	17 68%	10 42%	12 39%	3 60%	4 57%	~	~	7 70%	10 56%	27 47%	17 46%	39 44%	4 100%	10 46%	
#ALWAYS + USUALLY (NET)	77 82%	1037 80%	~	15 94%	18 62%	23 92%	21 88%	24 77%	5 100%	6 86%	1 100%	~	9 90%	14 78%	47 82%	30 81%	71 81%	4 100%	18 90%	
TOP BOX SCORE	44 47%	645 50%	~	8 50%	9 31%	17 68%	10 42%	12 39%	3 60%	4 57%	~	~	7 70%	10 56%	27 47%	17 46%	39 44%	4 100%	10 46%	
NOT ANSWERED	2	44				1	1							2		2		2		
VALID CASES	94	1297		16	29	25	24	31	5	7	1		10	18	57	37	88	4	74	20
NUMBER OF RESPONDENTS	96	1341		16	29	26	25	31	5	7	1		10	18	59	37	90	4	76	20
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q51 NEVER	2 2%	31 2%	~	~	1 3%	~	1 4%	1 3%	~	~	~	~	~	~	2 4%	2 2%	~	2 3%	~	
SOMETIMES	14 15%	120 9%*	~	~	9 31%	2 8%	3 13%	3 10%	1 20%	3 43%	1 100%	~	1 10%	2 11%	6 11%	8 22%	13 15%	1 25%	12 16%	2 10%
USUALLY	20 21%	278 21%	~	3 19%	4 14%	7 28%	6 25%	5 16%	2 40%	~	~	~	3 30%	2 11%	15 26%	5 14%	18 20%	~	15 20%	5 25%
ALWAYS	58 62%	871 67%	~	13 81%	15 52%	16 64%	14 58%	22 71%	2 40%	4 57%	~	~	6 60%	14 78%	34 60%	24 65%	55 63%	3 75%	45 61%	13 65%
#ALWAYS + USUALLY (NET)	78 83%	1149 88%	~	16 100%	19 66%	23 92%	20 83%	27 87%	4 80%	4 57%	~	~	9 90%	16 89%	49 86%	29 78%	73 83%	3 75%	60 81%	18 90%
TOP BOX SCORE	58 62%	871 67%	~	13 81%	15 52%	16 64%	14 58%	22 71%	2 40%	4 57%	~	~	6 60%	14 78%	34 60%	24 65%	55 63%	3 75%	45 61%	13 65%
NOT ANSWERED	2	41				1	1								2			2		2
VALID CASES	94	1300		16	29	25	24	31	5	7	1		10	18	57	37	88	4	74	20
NUMBER OF RESPONDENTS	96	1341		16	29	26	25	31	5	7	1		10	18	59	37	90	4	76	20
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
Q52 YES	92 28%	1596 29%	~	16 29%	18 20%*	31 27%	27 36%	33 24%	4 36%~	6 27%~	1 25%~	7 ~	14 23%~	34 32%~	57 31%	34 24%	83 27%~	5 33%~	77 28%	15 24%
NO	242 72%	3983 71%	~	39 71%	72 80%*	82 73%	49 64%	104 76%	7 64%~	16 73%~	3 75%~	1 100%~	24 77%~	30 68%~	129 69%	106 76%	230 73%~	10 67%~	194 72%	48 76%
NOT ANSWERED	24	439		6	7	5	6	5	1				2		6	2	8		23	1
VALID CASES	334	5579		55	90	113	76	137	11	22	4	1	31	44	186	140	313	15	271	63
NUMBER OF RESPONDENTS	358 100%	6018 100%		61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
PQ53 NEVER	6 2%	65 1%	~	2%	~	3%	2 3%	~	~	5%	1 25%	1 ~	~	~	2 5%	4 2%	2 1%	4 1%	2 13%	5 2%	1 2%
SOMETIMES	20 6%	282 5%	~	2%*	8%	7 5%	6 8%	6 4%	~	2 9%	~	~	3 10%	2 5%	15 8%	5 4%	17 5%	3 20%	17 6%	3 5%	
USUALLY	26 8%	520 9%	~	9%	8%	7 7%	8 8%	11 8%	1 9%	1 5%	~	~	~	3 7%	19 10%	7 5%	24 8%	~	23 9%	3 5%	
ALWAYS	279 84%	4656 84%	~	87%	84%	95 85%	62 82%	118 87%	10 91%	18 82%	3 75%	1 100%	28 90%	37 84%	146 79%*	125 90%*	265 85%	10 67%	223 83%	56 89%	
#ALWAYS + USUALLY (NET)	305 92%	5175 94%	~	96%	92%	103 92%	68 89%	129 96%*	11 100%	19 86%	3 75%	1 100%	28 90%	40 91%	165 90%	132 95%	289 93%	10 67%	246 92%	59 94%	
TOP BOX SCORE	279 84%	4656 84%	~	87%	84%	95 85%	62 82%	118 87%	10 91%	18 82%	3 75%	1 100%	28 90%	37 84%	146 79%*	125 90%*	265 85%	10 67%	223 83%	56 89%	
NOT ANSWERED	3	67	~	1	1	1		2						2	1	3		3			
VALID CASES	331	5523		54	89	112	76	135	11	22	4	1	31	44	184	139	310	15	268	63	
NUMBER OF RESPONDENTS	334 100%	5590 100%		55 100%	90 100%	113 100%	76 100%	137 100%	11 100%	22 100%	4 100%	1 100%	31 100%	44 100%	186 100%	140 100%	313 100%	15 100%	271 100%	63 100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q54 WORST HEALTH PLAN POSSIBLE	1	18	~	~	~	1	~	1	~	~	~	~	~	1	1	1	~	1	~
	0.3%	0.3%			~0.9%	~	~0.7%							~0.7%	0.3%	~	~0.4%		
01		11	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
		0.2%																	
02	1	27	~	~	~	1	~	~	~	~	~	~	1	1	1	~	~	1	~
	0.3%	0.5%			~0.9%	~	~	~	~	~	~	~	2%	~0.7%	0.3%	~	~	2%	~
03	2	40	~	2%	~	~	1	1	~	~	~	~	1	2	2	~	~	1	1
	0.6%	0.7%				1%	0.7%						2%	~	1%	0.6%	~	~0.4%	2%
04		53	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
		0.9%																	
05	18	288	~	2%	3%	8%	6%	7%	2%	5%	~	~	1	4	14	15	3%	15	3%
	5%	5%				7%	8%	5%	18%	23%	~	~	2%	2%*	10%*	5%~	21%~	6%	5%
06	14	265	~	4%	3%	5%	4%	6%	~	1	~	~	3	6	8	14	~	11	3
	4%	5%				5%	4%	~	5%	~	~	~	7%	3%	6%	4%~	~	4%	5%
07	31	565	~	7%	11%	8%	9%	14%	1%	1	~	~	2	7	16	14	29	2	26
	9%	10%				12%	10%	9%	5%	~	~	6%	16%	9%	10%	9%~	14%~	10%	8%
08	54	980	~	16%	15%	21%	11%	31%	2%	1	~	~	4	6	21	31	50	1	43
	16%	18%				15%	23%*	18%~	5%~	~	~	13%~	13%~	11%*	22%*	16%~	7%~	16%	18%
09	62	1008	~	23%	24%	15%	13%	23%	3%	3	~	~	6	7	41	19	59	2	54
	19%	18%				17%	17%	27%~	14%~	~	~	19%~	16%~	22%	14%*	19%~	14%~	20%	13%
BEST HEALTH PLAN POSSIBLE	149	2334	~	47%	44%	52%	31	54	3	11	4	1	19	19	98	50	143	6	119
	45%	42%				41%	39%	27%~	50%~	100%~	100%~	61%~	42%~	53%*	36%*	46%~	43%~	44%	48%
#8-10 (NET)	265	4322	~	86%	82%	88%	55	108	8	15	4	1	29	32	160	100	252	9	216
	80%	77%				73%	79%	73%~	68%~	100%~	100%~	94%~	71%~	86%*	71%*	80%~	64%~	80%	79%

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	
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
9-10 (NET)	211 64%	3342 60%	40 ~ 70%	60 67%	67 60%	44 59%	77 56%*	6 55%~	14 64%~	4 100%~	1 100%~	25 81%~	26 58%~	139 75%*	69 49%*	202 64%~	8 57%~	173 64%	38 61%
NOT ANSWERED	26	430	4	8	7	7	5	1					1	6	2	7	1	24	2
VALID CASES	332	5588	57	89	111	75	137	11	22	4	1	31	45	186	140	314	14	270	62
NUMBER OF RESPONDENTS	358 100%	6018 100%	61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%
MEAN	8.67	8.52	8.89	8.83	8.57	8.47	8.52	8.18	8.32	10.0	10.0	9.35	8.40	9.06	8.16	8.70	8.21	8.69	8.60
p stat_(*=Sig @ p<=.05)		.038*	~.224	.235	.448	.242	.160	~	~	~	~	~	~	~.000*	.000*	~	~	~.718	.719

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS 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 ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q55 YES	121 36%	2224 39%	~ 38%	30 33%	34 31%	36 47%*	45 32%	5 45%~	10 45%~	3 75%~	13 42%~	21 47%~	55 29%*	62 44%*	110 35%~	8 53%~	78 29%*	43 67%*	
NO	215 64%	3434 61%	~ 63%	62 67%	77 69%	41 53%*	94 68%	6 55%~	12 55%~	1 25%~	1 100%~	18 58%~	24 53%~	134 71%*	78 56%*	205 65%~	7 47%~	194 71%*	21 33%*
NOT ANSWERED	22	359	5	5	7	5	3	1				1	3	2	6		22		
VALID CASES	336	5659	56	92	111	77	139	11	22	4	1	31	45	189	140	315	15	272	64
NUMBER OF RESPONDENTS	358 100%	6018 100%	61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q56 NEVER	1 0.8%	36 2%	~	~	~	3%	~	~	~	~	~	~	~	1	1	1	~	~	1	
SOMETIMES	11 9%	208 9%	~	1 5%	4 13%	3 9%	3 9%	4 9%	~	2 20%	1 33%	~	~	5 9%	6 10%	10 9%	1 13%	7 9%	4 10%	
USUALLY	32 27%	522 24%	~	6 29%	4 13%	9 28%	13 37%	12 28%	2 40%	2 20%	~	~	5 38%	3 14%	15 28%	15 25%	27 25%	3 38%	23 30%	9 21%
ALWAYS	74 63%	1443 65%	~	14 67%	22 73%	19 59%	19 54%	27 63%	3 60%	6 60%	2 67%	~	8 62%	17 81%	34 63%	38 63%	69 64%	4 50%	46 61%	28 67%
#ALWAYS + USUALLY (NET)	106 90%	1964 89%	~	20 95%	26 87%	28 88%	32 91%	39 91%	5 100%	8 80%	2 67%	~	13 100%	20 95%	49 91%	53 88%	96 90%	7 88%	69 91%	37 88%
TOP BOX SCORE	74 63%	1443 65%	~	14 67%	22 73%	19 59%	19 54%	27 63%	3 60%	6 60%	2 67%	~	8 62%	17 81%	34 63%	38 63%	69 64%	4 50%	46 61%	28 67%
NOT ANSWERED	3	47				2	1	2						1	2	3		2	1	
VALID CASES	118	2208		21	30	32	35	43	5	10	3		13	21	54	60	107	8	76	42
NUMBER OF RESPONDENTS	121	2255		21	30	34	36	45	5	10	3		13	21	55	62	110	8	78	43
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q57 #YES	80 71%	1308 61%*	~ 16%	~ 19%	~ 23%	~ 22%	~ 29%	~ 4%	~ 8%	~ 1%	~ 6%	~ 15%	~ 42%	~ 36%	~ 72%	~ 7%	~ 52%	~ 28%
NO	33 29%	853 39%*	~ 5%	~ 10%	~ 6%	~ 12%	~ 15%	~ 1%	~ 2%	~ 6%	~ 6%	~ 10%	~ 23%	~ 32%	~ 1%	~ 19%	~ 14%	
NOT ANSWERED	8	94		1	5	2	1	1	1		1		3	3	6		7	1
VALID CASES	113	2161	21	29	29	34	44	4	9	3	12	21	52	59	104	8	71	42
NUMBER OF RESPONDENTS	121 100%	2255 100%	21 100%	30 100%	34 100%	36 100%	45 100%	5 100%	10 100%	3 100%	13 100%	21 100%	55 100%	62 100%	110 100%	8 100%	78 100%	43 100%

[ASKED IF Q55 = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC
Q58 EXCELLENT	134 40%	2291 40%	29 ~ 50%	38 41%	38 34%	29 39%	60 43%	3 30%~	10 45%~	2 50%~	15 ~ 48%~	18 39%~	70 37%	62 44%	134 42%~	120 ~ 44%*	14 22%*		
VERY GOOD	111 33%	2006 35%	18 ~ 31%	37 40%	33 30%	23 31%	52 37%	5 50%~	6 27%~	1 25%~	1 100%~	9 29%~	17 37%~	57 30%	52 37%	111 35%~	89 ~ 33%	22 35%	
GOOD	76 23%	1106 20%	11 ~ 19%	16 17%	28 25%	21 28%	25 18%	2 20%~	4 18%~	1 25%~	7 ~ 23%~	9 20%~	53 28%*	22 16%*	76 24%~	55 ~ 20%*	21 33%*		
FAIR	15 4%	239 4%	~	1 ~ 1%*	12 11%*	2 3%	4 3%	~	2 9%~	~	~	2 ~ 4%~	10 5%	4 3%	15 ~ 100%~	9 3%	6 10%		
POOR	17 0.3%~		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
#EXCELLENT + VERY GOOD + GOOD (NET)	321 96%	5403 95%	58 ~ 100%~	91 99%*	99 89%*	73 97%	137 97%	10 100%~	20 91%~	4 100%~	1 100%~	31 100%~	44 96%~	180 95%	136 97%	321 100%~	264 ~ 97%	57 90%	
NOT ANSWERED	22	359	3	5	7	7	1	2						2	2	21	1		
VALID CASES	336	5659	58	92	111	75	141	10	22	4	1	31	46	190	140	321	15	273	63
NUMBER OF RESPONDENTS	358 100%	6018 100%	61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS 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
Q59 EXCELLENT	150 45%	2506 44%	38 ~ 66%*	45 49%	40 36%*	27 36%	65 46%	5 45%~	10 45%~	1 25%~		17 ~ 55%~	15 33%~	88 46%	59 42%	150 47%~	3 ~	144 53%*	6 9%*
VERY GOOD	95 28%	1630 29%	13 ~ 22%	33 36%	30 27%	19 25%	37 26%	4 36%~	8 36%~	1 25%~	1 100%~	7 23%~	14 31%~	53 28%	41 29%	90 28%~	3 20%~	79 29%	16 25%
GOOD	59 18%	1044 18%	7 ~ 12%	10 11%*	24 21%	18 24%	26 18%	2 18%~	3 14%~	2 50%~		6 ~ 19%~	8 18%~	34 18%	25 18%	56 18%~	3 20%~	41 15%*	18 28%*
FAIR	29 9%	420 7%	~	4 4%*	15 13%*	10 13%	13 9%	~	1 5%~			1 ~	6 13%~	14 7%	14 10%	20 6%~	8 53%~	9 3%*	20 31%*
POOR	4 1%	74 1%	~	~	3 3%	1 1%	1 0.7%	~	~	~	~	~	2 4%~	2 1%	2 1%	3 0.9%~	1 7%~	~	4 6%*
#EXCELLENT + VERY GOOD + GOOD (NET)	304 90%	5181 91%	58 ~100%~	88 96%*	94 84%*	64 85%	128 90%	11 100%~	21 95%~	4 100%~	1 100%~	30 97%~	37 82%~	175 92%	125 89%	296 93%~	6 40%~	264 97%*	40 63%*
NOT ANSWERED	21	344	3	5	6	7		1					1	1	1	2		21	
VALID CASES	337	5674	58	92	112	75	142	11	22	4	1	31	45	191	141	319	15	273	64
NUMBER OF RESPONDENTS	358 100%	6018 100%	61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS 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 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		
Q60 YES	62 18%	1197 21%	~	11%*	13%	17%	33%*	20%	4	2	1	6	12	27	34	18%~	56	6	20	42	
NO	275 82%	4478 79%	~	89%*	87%	83%	67%*	80%	7	20	3	1	25	34	163	108	82%~	262	9	253	22
NOT ANSWERED	21	343		4	5	6	6	1	1						2		3		21		
VALID CASES	337	5675		57	92	112	76	141	11	22	4	1	31	46	190	142	318	15	273	64	
NUMBER OF RESPONDENTS	358 100%	6018 100%		61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64	
				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q61 YES	42 72%	945 79%	4 ~ 80%	4 ~ 40%	16 ~ 84%	18 ~ 75%	24 92%	4 100%	~	~	~	3 50%	8 67%	17 65%	25 81%	38 73%	4 67%	4 25%	38 90%
NO	16 28%	248 21%	1 ~ 20%	6 ~ 60%	3 ~ 16%	6 ~ 25%	2 8%	2 ~ 100%	~	~	~	3 50%	4 33%	9 35%	6 19%	14 27%	2 33%	12 75%	4 10%
NOT ANSWERED	4	41	1	2		1	2		1					1	3	4		4	
VALID CASES	58	1192	5	10	19	24	26	4	2			6	12	26	31	52	6	16	42
NUMBER OF RESPONDENTS	62 100%	1233 100%	6 100%	12 100%	19 100%	25 100%	28 100%	4 100%	2 100%	1		6 100%	12 100%	27 100%	34 100%	56 100%	6 100%	20 100%	42 100%

[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						
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC			
Q62 YES	38 90%	867 92%	~	25%	100%	100%	94%	22%	4%	~	~	~	67%	87%	88%	92%	89%	100%	~	100%	~	
NO	4 10%	75 8%	~	75%	~	~	6%	2%	~	~	~	~	33%	13%	12%	8%	11%	~	100%	~	~	
NOT ANSWERED		13																				
VALID CASES	42	942		4	4	16	18	24	4				3	8	17	25	38	4	4	38		
NUMBER OF RESPONDENTS	42	955		4	4	16	18	24	4				3	8	17	25	38	4	4	38		
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%		

[ASKED IF Q60 = YES AND Q61 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q63 YES	45 13%	872 15%	~	3 5%*	10 11%	17 15%	15 20%	23 16%	1 9%~	1 5%~	~	~	2 6%~	11 24%~	22 12%	23 16%	40 13%~	4 27%~	9 3%*	36 56%*
NO	290 87%	4772 85%	~	53 95%*	81 89%	95 85%	61 80%	117 84%	10 91%~	21 95%~	4 100%~	1 100%~	29 94%~	34 76%~	166 88%	118 84%	276 87%~	11 73%~	262 97%*	28 44%*
NOT ANSWERED	23	374		5	6	6	6	2	1				1	4	1	5		23		
VALID CASES	335	5644		56	91	112	76	140	11	22	4	1	31	45	188	141	316	15	271	64
NUMBER OF RESPONDENTS	358 100%	6018 100%		61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q64 YES	36 80%	716 83%	~	2 67%	4 40%	15 88%	15 100%	20 87%	1 100%	1 100%	~	~	1 50%	10 91%	16 73%	20 87%	31 78%	4 100%	2 22%	34 94%
NO	9 20%	150 17%	~	1 33%	6 60%	2 12%	~	3 13%	~	~	~	~	1 50%	1 9%	6 27%	3 13%	9 23%	~	7 78%	2 6%
NOT ANSWERED		15																		
VALID CASES	45	866		3	10	17	15	23	1	1			2	11	22	23	40	4	9	36
NUMBER OF RESPONDENTS	45	881		3	10	17	15	23	1	1			2	11	22	23	40	4	9	36
	100%	100%		100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES]

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q65 YES	32 91%	679 96%	~ 50%	1 75%	3 100%	14 93%	14	17 89%	1 100%	1 100%	~	1 100%	9 90%	13 81%	19 100%	28 90%	4 100%	~ 97%	32	
NO	3 9%	29 4%	~ 50%	1 25%	1 ~	1 7%	2 11%	~	~	~	~	~	1 10%	3 19%	~	3 10%	~	~ 100%	2 3%	1
NOT ANSWERED	1	17				1	1								1				1	
VALID CASES	35	708		2	4	14	15	19	1	1		1	10	16	19	31	4		2	33
NUMBER OF RESPONDENTS	36	725		2	4	15	15	20	1	1		1	10	16	20	31	4		2	34
	100%	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?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS 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	
Q66 YES	38 11%	674 12%	~	9%	8%	16%	11%	17%	2%	2%	1%	~	1%	8%	18%	19%	32%	6%	14%	24%
								12%	18%~	9%~	25%~	~	3%~	18%~	10%	13%	10%~	40%~	5%*	37%*
NO	297 89%	4980 88%	~	91%	92%	84%	89%	123%	9%	20%	3%	1%	30%	37%	170%	123%	285%	9%	257%	40%
								88%	82%~	91%~	75%~	100%~	97%~	82%~	90%	87%	90%~	60%~	95%*	63%*
NOT ANSWERED	23	364		5	5	5	8	2	1				1	4			4		23	
VALID CASES	335	5654		56	92	113	74	140	11	22	4	1	31	45	188	142	317	15	271	64
NUMBER OF RESPONDENTS	358	6018		61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC		
Q67 YES	23 66%	505 79%	~	3 60%	3 50%	10 63%	7 87%	13 87%	1 50%	~	~	1 ~100%	7 87%	11 73%	12 63%	20 69%	3 50%	1 9%	22 92%	
NO	12 34%	133 21%	~	2 40%	3 50%	6 38%	1 13%	2 13%	1 50%	2 100%	1 100%	~	1 ~13%	4 27%	7 37%	9 31%	3 50%	10 91%	2 8%	
NOT ANSWERED	3	30			1	2		2						3		3		3		
VALID CASES	35	638		5	6	16	8	15	2	2	1		1	8	15	19	29	6	11	24
NUMBER OF RESPONDENTS	38	668		5	7	18	8	17	2	2	1		1	8	18	19	32	6	14	24
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES]

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q68 YES	21 91%	510 96%	~	33%	100%	100%	100%	85%	100%	~	~	~	100%	100%	82%	100%	90%	100%	~	95%
NO	2 9%	19 4%	~	67%	~	~	~	15%	~	~	~	~	~	~	18%	~	10%	~	100%	5%
NOT ANSWERED		5																		
VALID CASES	23	529		3	3	10	7	13	1			1	7	11	12	20	3	1	22	
NUMBER OF RESPONDENTS	23 100%	534 100%		3 100%	3 100%	10 100%	7 100%	13 100%	1 100%			1 100%	7 100%	11 100%	12 100%	20 100%	3 100%	1 100%	22 100%	

[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			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC			
Q69 YES	38 11%	583 10%	~	11%	18%*	12%	3%*	13%	9%~	~	~	~	3%~	17%~	10%	12%	10%~	29%~	6%*	34%*	
NO	300 89%	5081 90%	~	89%	82%*	88%	97%*	87%	91%~	100%~	100%~	100%~	97%~	83%~	90%	88%	90%~	71%~	94%*	66%*	
NOT ANSWERED	20	354		4	4	6	6	1	1						1		1	1		20	
VALID CASES	338	5664		57	93	112	76	141	11	22	4	1	31	46	191	142	320	14		274	64
NUMBER OF RESPONDENTS	358 100%	6018 100%		61	97	118	82	142	12	22	4	1	31	46	192	142	321	15		294	64
				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS 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- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q70 YES	16	317	2	4	8	2	9					6	8	8	13	3	1	15
	50%	61%	~ 40%	~ 31%	~ 67%	~ 100%	~ 50%	~	~	~	~	~ 86%	~ 47%	~ 53%	~ 50%	~ 75%	~ 8%	~ 75%
NO	16	205	3	9	4		9				1	1	9	7	13	1	11	5
	50%	39%	~ 60%	~ 69%	~ 33%	~	~ 50%	~	~	~	~ 100%	~ 14%	~ 53%	~ 47%	~ 50%	~ 25%	~ 92%	~ 25%
NOT ANSWERED	6	42	1	4	1		1	1				1	3	2	6		4	2
VALID CASES	32	522	5	13	12	2	18				1	7	17	15	26	4	12	20
NUMBER OF RESPONDENTS	38	564	6	17	13	2	19	1			1	8	20	17	32	4	16	22
	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			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q71 YES	14	315	2	2	8	2	8						5	6	8	11	3	14	
	93%	96%	~100%	67%	100%	100%	89%	~	~	~	~	~100%	86%	100%	92%	100%	~100%	~	
NO	1	14		1			1							1		1		1	
	7%	4%	~	33%	~	~	11%	~	~	~	~	~	~14%	~	8%	~	100%	~	
NOT ANSWERED	1	6		1									1	1	1			1	
VALID CASES	15	330	2	3	8	2	9						5	7	8	12	3	1	14
NUMBER OF RESPONDENTS	16	336	2	4	8	2	9						6	8	8	13	3	1	15
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES AND Q70 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q72 YES	39 12%	799 14%	~	~	8%	17%*	17%	18 13%	2 17%~	~	~	~	2 7%~	13 28%~	12 6%*	27 19%*	33 10%~	5 36%~	39 ~ 61%~	
NO	296 88%	4843 86%	~100%~	56 ~100%~	84 92%	93 83%*	63 83%	122 87%	10 83%~	22 100%~	4 100%~	1 100%~	28 93%~	33 72%~	176 94%*	115 81%*	283 90%~	9 64%~	271 100%~	25 39%~
NOT ANSWERED	23	376	5	6	6	6	2						1	4		5	1	23		
VALID CASES	335	5642	56	91	112	76	140	12	22	4	1	30	46	188	142	316	14	271	64	
NUMBER OF RESPONDENTS	358 100%	6018 100%	61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%	

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS 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	38	744	~	~100%	7	18	13	17	2	~	~	2	13	12	26	33	4	38
	97%	94%	~	~100%	95%	100%	94%	100%	~	~	~100%	100%	100%	100%	96%	100%	80%	~ 97%
NO	1	48	~	~	~	1	1	~	~	~	~	~	~	~	1	1	1	1
	3%	6%	~	~	~	5%	6%	~	~	~	~	~	~	~	4%	~ 20%	~	3%
NOT ANSWERED		31																
VALID CASES	39	793			7	19	13	18	2			2	13	12	27	33	5	39
NUMBER OF RESPONDENTS	39	824			7	19	13	18	2			2	13	12	27	33	5	39
	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					
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC			
NQ74 LESS THAN 1 YEAR OLD	27 0.4%		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
1 TO 3 YEARS OLD	61 17%	1125 19%	~100%	61	~	~	28	~	1	1	~	5	13	31	25	58	18%	20%*	3	5%*		
4 TO 7 YEARS OLD	97 27%	1651 27%	~	97	~100%	~	33	2	4	1	~	7	14	62	30	91	28%	7%	86	29%*	11	17%*
8 TO 12 YEARS OLD	118 33%	1813 30%	~	~	~100%	118	46	6	10	1	1	10	8	62	49	99	31%	80%	91	31%	27	42%
13 OR OLDER	82 23%	1402 23%	~	~	~	82	35	4	7	1	~	9	11	37	38	73	23%	13%	59	20%*	23	36%*
VALID CASES	358	6018		61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64		
NUMBER OF RESPONDENTS	358 100%	6018 100%		61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%		

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

		AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC				
NQ75	HTS TOT CHLD																			
MALE	OHP TOT CHLD	193	3120	35	55	59	44	72	4	11	2	16	31	104	76	173	9	156	37	
		54%	52%	~ 57%	57%	50%	54%	51%	33%~	50%~	50%~	~ 52%~	67%~	54%	54%	54%~	60%~	53%	58%	
FEMALE		165	2898	26	42	59	38	70	8	11	2	1	15	15	88	66	148	6	138	27
		46%	48%	~ 43%	43%	50%	46%	49%	67%~	50%~	50%~	100%~	48%~	33%~	46%	46%	46%~	40%~	47%	42%
VALID CASES		358	6018	61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64
NUMBER OF RESPONDENTS		358	6018	61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	AGE						RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q76																			
HISPANIC OR LATINO	192	2443	31	62	62	37	64	1	1		31	16	192		180	10	165	27	
	57%	43%*	~ 55%	67%*	56%	49%	45%*	9%~	5%~	~	~100%~	37%~	100%~	~	57%~	71%~	61%*	42%*	
NOT HISPANIC OR LATINO	142	3183	25	30	49	38	78	10	21	4	1		27	142	136	4	105	37	
	43%	57%*	~ 45%	33%*	44%	51%	55%*	91%~	95%~	100%~	100%~	~	63%~	~100%~	43%~	29%~	39%*	58%*	
NOT ANSWERED	24	391	5	5	7	7		1					3		5	1	24		
VALID CASES	334	5627	56	92	111	75	142	11	22	4	1	31	43	192	142	316	14	270	64
NUMBER OF RESPONDENTS	358	6018	61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q77.1	HTS TOT CHLD																		
YES	181 51%	3921 65%*	39 ~ 64%*	45 46%	54 46%	43 52%	142 100%~	~	~	~	~	39 ~ 85%~	77 40%*	101 71%*	174 54%~	6 40%~	135 46%*	46 72%*	
NO	177 49%	2097 35%*	22 ~ 36%*	52 54%	64 54%	39 48%	12 ~100%~	22 ~100%~	4 ~100%~	1 ~100%~	31 ~100%~	7 15%~	115 60%*	41 29%*	147 46%~	9 60%~	159 54%*	18 28%*	
VALID CASES	358	6018	61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64
NUMBER OF RESPONDENTS	358 100%	6018 100%	61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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

		AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER- AMER	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
Q77.2	HTS TOT CHLD																		
YES	34 9%	320 5%*	8 ~ 13%	8 8%	9 8%	9 11%	12 ~100%	~	~	~	~	22 ~ 48%	6 3%*	26 18%*	32 10%~	~	21 7%*	13 20%*	
NO	324 91%	5698 95%*	53 ~ 87%	89 92%	109 92%	73 89%	142 100%	22 ~100%	4 ~100%	1 ~100%	31 ~100%	24 ~ 52%	186 97%*	116 82%*	289 90%~	15 ~100%	273 93%*	51 80%*	
VALID CASES	358	6018	61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64
NUMBER OF RESPONDENTS	358 100%	6018 100%	61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	HIS- PAN- IC	NOT GOOD & POOR	VERY FAIR & POOR	NO CCC	CCC	
Q77.3	HTS TOT CHLD																		
YES	30 8%	238 4%*	5 ~ 8%	6 6%	11 9%	8 10%		22 ~100%				8 ~ 17%	3 2%*	27 19%*	28 9%~	2 13%~	27 9%	3 5%	
NO	328 92%	5780 96%*	56 ~ 92%	91 94%	107 91%	74 90%	142 100%	12 100%	4 ~100%	1 ~100%	31 ~100%	38 83%~	189 98%*	115 81%*	293 91%~	13 87%~	267 91%	61 95%	
VALID CASES	358	6018	61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64
NUMBER OF RESPONDENTS	358 100%	6018 100%	61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC		
Q77.4 YES	HTS TOT CHLD 6 2%	OHP TOT CHLD 104 2%	1 ~	2 2%	1 0.8%	2 2%	~	~	4 ~100%	~	~	2 4%	~	6 4%	6 2%	~	6 2%	~	
NO	352 98%	5914 98%	60 ~	95 98%	117 99%	80 98%	142 100%	12 100%	22 100%	1 ~100%	31 100%	44 96%	192 100%	136 96%*	315 98%	15 100%	288 98%	64 100%	
VALID CASES	358	6018	61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64
NUMBER OF RESPONDENTS	358 100%	6018 100%	61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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

			AGE					RACE						ETHNICITY	HEALTH STATUS	CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q77.5 YES	11 3%	339 6%*	~	3 5%	2 2%	2 2%	4 5%	~	~	~	1 ~100%	10 ~ 22%	4 2%	7 5%	11 3%	~	6 2%	5 8%		
NO	347 97%	5679 94%*	~	58 95%	95 98%	116 98%	78 95%	142 100%	12 100%	22 100%	4 100%	31 ~100%	36 78%	188 98%	135 95%	310 97%	15 100%	288 98%	59 92%	
VALID CASES	358	6018		61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64
NUMBER OF RESPONDENTS	358 100%	6018 100%		61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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

		AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	HIS- PAN- IC	NOT VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q77.6	HTS TOT CHLD																		
YES	53 15%	629 10%*	10 ~ 16%	14 14%	14 12%	15 18%	~	~	~	~	31 ~100%	22 48%	45 23%*	6 4%*	51 16%~	2 13%~	45 15%	8 12%	
NO	305 85%	5389 90%*	51 ~ 84%	83 86%	104 88%	67 82%	142 100%	12 100%	22 100%	4 100%	1 100%	24 ~ 52%	147 77%*	136 96%*	270 84%~	13 87%~	249 85%	56 88%	
VALID CASES	358	6018	61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64
NUMBER OF RESPONDENTS	358 100%	6018 100%	61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

Q78 WHAT IS YOUR AGE?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/PAC ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q78 UNDER 18	15 4%	209 4%	~	4 7%	~	5 5%	6 8%	6 4%	2 17%	2 9%	~	~	~	2 4%	5 3%	10 7%	14 4%	~	12 4%	3 5%
18 TO 24	15 4%	307 5%	~	7 12%*	8 9%	~	~	8 6%	~	~	~	~	2 6%	2 4%	11 6%	4 3%	14 4%	1 7%	14 5%	1 2%
25 TO 34	118 35%	2087 37%	~	33 57%*	38 42%	42 38%	5 7%*	55 39%	3 25%	3 14%	1 25%	1 100%	13 42%	16 35%	69 37%	47 33%	114 36%	4 29%	97 36%	21 33%
35 TO 44	134 40%	2042 36%	~	13 22%*	39 43%	41 37%	41 55%*	52 37%	5 42%	7 32%	2 50%	~	13 42%	19 41%	82 43%	50 35%	127 40%	6 43%	107 40%	27 42%
45 TO 54	42 13%	708 13%	~	1 2%*	4 4%*	20 18%	17 23%*	17 12%	~	7 32%	1 25%	~	3 10%	5 11%	21 11%	21 15%	38 12%	2 14%	35 13%	7 11%
55 TO 64	9 3%	233 4%*	~	~	1 1%	3 3%	5 7%	3 2%	1 8%	3 14%	~	~	~	2 4%	1 0.5%*	8 6%*	8 3%	1 7%	5 2%	4 6%
65 TO 74		39 0.7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
75 OR OLDER	1 0.3%	12 0.2%	~	~	~	1 1%	~	1 8%	~	~	~	~	~	~	1 0.7%	~	1 0.3%	~	~	1 2%
NOT ANSWERED	24	382		3	7	7	7	1							3	1	5	1	24	
VALID CASES	334	5636		58	90	111	75	141	12	22	4	1	31	46	189	141	316	14	270	64
NUMBER OF RESPONDENTS	358	6018		61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64
	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		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
Q79																				
MALE	35 10%	691 12%	~	7%	4%*	12%	18%*	5%*	8%~	36%~	~100%~	13%~	20%~	7%*	15%*	11%~	~	10%	14%	
FEMALE	301 90%	4976 88%	~	93%	54 96%*	86 88%	99 82%*	62 95%*	135 92%~	11 64%~	14 100%~	4 ~	27 87%~	37 80%~	176 93%*	121 85%*	283 89%~	14 100%~	246 90%	55 86%
NOT ANSWERED	22	352		3	7	6	6							2		3	1	22		
VALID CASES	336	5666		58	90	112	76	142	12	22	4	1	31	46	190	142	318	14	272	64
NUMBER OF RESPONDENTS	358 100%	6018 100%		61 100%	97 100%	118 100%	82 100%	142 100%	12 100%	22 100%	4 100%	1 100%	31 100%	46 100%	192 100%	142 100%	321 100%	15 100%	294 100%	64 100%

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q80																				
8TH GRADE OR LESS	61 19%	729 13%*	~	11%*	14%	22%	27%	15 11%*	1 9%~	4 20%~	~	~	10 34%~	4 9%~	54 30%*	7 5%*	57 19%~	3 23%~	55 21%*	6 10%*
SOME HIGH SCHOOL BUT DID NOT GRADUATE	37 12%	659 12%	~	11%	13%	14%	7%	11 8%	1 9%~	2 ~	50%~	~	1 3%~	5 11%~	31 17%*	6 4%*	35 12%~	2 15%~	30 12%	7 11%
HIGH SCHOOL GRADUATE OR GED	100 31%	1741 31%	~	36%	36%	31%	23%	42 30%	4 36%~	5 25%~	1 25%~	~	12 ~	12 26%~	63 35%	35 25%*	93 31%~	4 31%~	86 33%	14 23%
SOME COLLEGE OR 2-YEAR DEGREE	81 25%	1785 32%*	~	24%	26%	19%	34%	48 35%*	4 36%~	7 35%~	~	~	4 ~	16 35%~	20 11%*	59 43%*	78 26%~	3 23%~	58 22%*	23 37%*
4-YEAR COLLEGE GRADUATE	23 7%	395 7%	~	15%	7%	4%	7%	12 9%	1 9%~	1 5%~	1 25%~	~	1 ~	6 13%~	7 4%*	16 12%*	22 7%~	1 8%~	17 7%	6 10%
MORE THAN 4-YEAR COLLEGE DEGREE	19 6%	239 4%	~	4%	5%	10%*	3%	11 8%	~	3 ~	~	1 ~	1 3%~	3 7%~	4 2%*	15 11%*	19 6%~	~	13 5%	6 10%
NOT ANSWERED	37	471						3	1	2			2		13	4	17	2	35	2
VALID CASES	321	5547						139	11	20	4	1	29	46	179	138	304	13	259	62
NUMBER OF RESPONDENTS	358 100%	6018 100%						142	12	22	4	1	31	46	192	142	321	15	294	64
			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q81																				
MOTHER OR FATHER	321 96%	5300 95%	55 ~ 95%	89 99%*	106 96%	71 93%	137 96%	10 83%~	20 91%~	4 100%~	1 100%~	30 97%~	44 96%~	186 99%*	131 92%*	303 96%~	14 100%~	262 97%	59 92%	
GRANDPARENT	6 2%	137 2%	2 ~ 3%	1 1%	1 0.9%	2 3%	3 2%	1 8%~	~	~	~	~	1 3%~	~	2 1%	4 3%	6 2%~	~	4 1%	2 3%
AUNT OR UNCLE	1 0.3%	36 0.6%	~	~	~	1 1%~	~	~	1 5%~	~	~	~	~	~	1 ~0.7%	1 0.3%~	~	1 ~0.4%	~	
OLDER BROTHER OR SISTER	4 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
OTHER RELATIVE	6 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
LEGAL GUARDIAN	4 1%	77 1%	1 ~ 2%	~	2 2%	1 1%	2 1%	1 8%~	1 5%~	~	~	~	~	~	4 3%~	4 1%~	~	3 1%	1 2%	
SOMEONE ELSE	2 0.6%	44 0.8%	~	~	1 ~0.9%	1 1%	~	~	~	~	~	~	2 4%~	~	2 1%~	2 0.6%~	~	~	2 3%	
NOT ANSWERED	24	415	3	7	8	6								4		5	1	24		
VALID CASES	334	5603	58	90	110	76	142	12	22	4	1	31	46	188	142	316	14	270	64	
NUMBER OF RESPONDENTS	358	6018	61	97	118	82	142	12	22	4	1	31	46	192	142	321	15	294	64	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER				
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC			
Q82 YES	18 9%	157 5%*	~	~	3 6%	10 14%	5 12%	6 7%	1 10%	4 25%	~	~	4 25%	8 8%	9 10%	17 9%	~	17 10%	1 3%		
NO	183 91%	3319 95%*	~100%	~94%	35 94%	48 86%	63 88%	37 93%	83 90%	9 75%	12 100%	1 100%	1 75%	12 100%	20 100%	94 92%	84 90%	173 91%	5 100%	147 90%	36 97%
NOT ANSWERED	2	40				2								1		1	1	2			
VALID CASES	201	3476		35	51	73	42	89	10	16	1	1	16	20	102	93	190	5	164	37	
NUMBER OF RESPONDENTS	203	3516		35	51	75	42	89	10	16	1	1	16	20	103	93	191	6	166	37	
	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- AMER	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC	
Q83.1	HTS TOT CHLD																		
YES	9 50%	68 57%	~	~	2 67%	4 40%	3 60%	2 33%	1 100%	1 25%	~	~	3 75%	5 63%	3 33%	8 47%	~	8 47%	1 100%
NO	9 50%	51 43%	~	~	1 33%	6 60%	2 40%	4 67%	~	3 75%	~	~	1 25%	3 38%	6 67%	9 53%	~	9 53%	~
VALID CASES	18	119			3	10	5	6	1	4			4	8	9	17		17	1
NUMBER OF RESPONDENTS	18 100%	119 100%			3 100%	10 100%	5 100%	6 100%	1 100%	4 100%			4 100%	8 100%	9 100%	17 100%		17 100%	1 100%

[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			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q83.2 YES	8 44%	52 44%	~	~	3 100%	3 30%	2 40%	~	~	2 50%	~	~	4 100%	5 63%	2 22%	7 41%	7 41%	1 100%
NO	10 56%	67 56%	~	~	~	7 70%	3 60%	6 100%	1 100%	2 50%	~	~	~	3 38%	7 78%	10 59%	10 59%	~
VALID CASES	18	119			3	10	5	6	1	4			4	8	9	17	17	1
NUMBER OF RESPONDENTS	18 100%	119 100%			3 100%	10 100%	5 100%	6 100%	1 100%	4 100%			4 100%	8 100%	9 100%	17 100%	17 100%	1 100%

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

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	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
Q83.3	HTS TOT CHLD																
YES	1 6%	9 7%	~	~	1 10%	1 17%	~	~	~	~	~	1 13%	~	1 6%	1 6%	~	~
NO	17 94%	110 93%	~	3 100%	9 90%	5 100%	5 83%	1 100%	4 100%	~	4 100%	~	7 87%	9 100%	16 94%	16 94%	1 100%
VALID CASES	18	119		3	10	5	6	1	4		4		8	9	17	17	1
NUMBER OF RESPONDENTS	18 100%	119 100%		3 100%	10 100%	5 100%	6 100%	1 100%	4 100%		4 100%		8 100%	9 100%	17 100%	17 100%	1 100%

[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	HIS- PAN- IC	NOT VERY GOOD & FAIR & POOR	NO CCC	CCC
Q83.4	HTS TOT CHLD																
YES	OHP TOT CHLD	6	31	1	3	2	2	3					5	5	6		
		33%	26%	~	~	33%	30%	40%	33%	~	75%	~	~	~	56%	29%	35%
NO	OHP TOT CHLD	12	88	2	7	3	4	1	1		4		8	4	12	11	1
		67%	74%	~	~	67%	70%	60%	67%	100%	25%	~	100%	44%	71%	65%	100%
VALID CASES		18	119	3	10	5	6	1	4		4		8	9	17	17	1
NUMBER OF RESPONDENTS		18	119	3	10	5	6	1	4		4		8	9	17	17	1
		100%	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/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	HIS- PAN- IC	NOT VERY GOOD & FAIR & POOR	NO CCC	CCC
Q83.5	HTS TOT CHLD															
YES	OHP TOT CHLD	2	11	1	1	1	1	1				2	2	2	2	
		11%	9%	33%	20%	17%	25%					22%	12%	12%		
NO		16	108	2	10	4	5	1	3	4		8	7	15	15	1
		89%	91%	67%	100%	80%	83%	100%	75%	100%		100%	78%	88%	88%	100%
VALID CASES		18	119	3	10	5	6	1	4	4		8	9	17	17	1
NUMBER OF RESPONDENTS		18	119	3	10	5	6	1	4	4		8	9	17	17	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
NQ14 0-6	21 9%	375 10%	~	1 2%	8 14%	7 10%	5 10%	6 7%	1 13%	5 42%	~	~	~	2 6%	9 8%	12 12%	19 9%	2 33%	17 10%	4 8%
7-8	71 32%	1202 31%	~	17 40%	17 29%	21 30%	16 31%	33 37%	3 38%	2 17%	~	~	8 36%	10 30%	30 26%	36 37%	64 31%	1 17%	57 32%	14 29%
9-10	133 59%	2325 60%	~	25 58%	34 58%	43 61%	31 60%	49 56%	4 50%	5 42%	3 100%	1 100%	14 64%	21 64%	76 66%*	50 51%*	124 60%	3 50%	103 58%	30 62%
VALID CASES	225	3902		43	59	71	52	88	8	12	3	1	22	33	115	98	207	6	177	48
NUMBER OF RESPONDENTS	225 100%	3902 100%		43 100%	59 100%	71 100%	52 100%	88 100%	8 100%	12 100%	3 100%	1 100%	22 100%	33 100%	115 100%	98 100%	207 100%	6 100%	177 100%	48 100%
MEAN	2.50	2.50		2.56	2.44	2.51	2.50	2.49	2.38	2.00	3.00	3.00	2.64	2.58	2.58	2.39	2.51	2.17	2.49	2.54
p stat_(*=Sig @ p<=.05)		.951	~	~	.470	.888	.978	.866	~	~	~	~	~	~	.049*	.028*	~	~	~	~

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
NQ41 0-6	23 8%	353 7%	~	2 4%	5 6%	11 14%	5 8%	10 9%	2 18%	2 13%	~	~	~	3 7%	8 6%	15 13%*	20 8%	3 27%	16 7%	7 12%
7-8	61 22%	1106 23%	~	9 18%	17 22%	19 23%	16 25%	24 21%	3 27%	5 31%	~	1 100%	7 28%	10 23%	31 22%	27 23%	56 22%	2 18%	50 23%	11 19%
9-10	189 69%	3349 70%	~	38 78%	57 72%	51 63%	43 67%	79 70%	6 55%	9 56%	3 100%	~	18 72%	30 70%	105 73%	76 64%	178 70%	6 55%	149 69%	40 69%
VALID CASES	273	4809		49	79	81	64	113	11	16	3	1	25	43	144	118	254	11	215	58
NUMBER OF RESPONDENTS	273 100%	4809 100%		49 100%	79 100%	81 100%	64 100%	113 100%	11 100%	16 100%	3 100%	1 100%	25 100%	43 100%	144 100%	118 100%	254 100%	11 100%	215 100%	58 100%
MEAN	2.61	2.62		2.73	2.66	2.49	2.59	2.61	2.36	2.44	3.00	2.00	2.72	2.63	2.67	2.52	2.62	2.27	2.62	2.57
p stat_(*=Sig @ p<=.05)		.608		~	~.408	.078	.838	.956	~	~	~	~	~	~	.076	.039*	~	~	.600	.600

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
NQ48 0-6	5 12%	69 10%	~	~	2 18%	~	3 21%	2 12%	1 50%	~	~	~	~	3 13%	2 13%	5 13%	~	3 13%	2 12%
7-8	13 32%	173 25%	~	1 33%	5 45%	5 38%	2 14%	6 35%	1 50%	~	1 100%	~	2 50%	7 29%	5 31%	11 28%	1 100%	8 33%	5 29%
9-10	23 56%	464 66%	~	2 67%	4 36%	8 62%	9 64%	9 53%	3 100%	~	3 100%	2 50%	2 58%	14 56%	9 59%	23 59%	~	13 54%	10 59%
VALID CASES	41	706		3	11	13	14	17	2	3	1	3	4	24	16	39	1	24	17
NUMBER OF RESPONDENTS	41 100%	706 100%		3 100%	11 100%	13 100%	14 100%	17 100%	2 100%	3 100%	1 100%	3 100%	4 100%	24 100%	16 100%	39 100%	1 100%	24 100%	17 100%
MEAN	2.44	2.56		2.67	2.18	2.62	2.43	2.41	1.50	3.00	2.00	3.00	2.50	2.46	2.44	2.46	2.00	2.42	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		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
NQ54 0-6	36 11%	702 13%	~	4 7%	6 7%	15 14%	11 15%	15 11%	2 18%	6 27%	~	~	~	6 13%	10 5%*	26 19%*	33 11%	3 21%	28 10%	8 13%
7-8	85 26%	1548 28%	~	13 23%	23 26%	29 26%	20 27%	45 33%*	3 27%	2 9%	~	~	6 19%	13 29%	37 20%*	45 32%*	79 25%	3 21%	69 26%	16 26%
9-10	211 64%	3348 60%	~	40 70%	60 67%	67 60%	44 59%	77 56%*	6 55%	14 64%	4 100%	1 100%	25 81%	26 58%	139 75%*	69 49%*	202 64%	8 57%	173 64%	38 61%
VALID CASES	332	5598		57	89	111	75	137	11	22	4	1	31	45	186	140	314	14	270	62
NUMBER OF RESPONDENTS	332 100%	5598 100%		57 100%	89 100%	111 100%	75 100%	137 100%	11 100%	22 100%	4 100%	1 100%	31 100%	45 100%	186 100%	140 100%	314 100%	14 100%	270 100%	62 100%
MEAN	2.53	2.47		2.63	2.61	2.47	2.44	2.45	2.36	2.36	3.00	3.00	2.81	2.44	2.69	2.31	2.54	2.36	2.54	2.48
p stat_(*=Sig @ p<=.05)		.073		~.173	.172	.283	.238	.096	~	~	~	~	~	~	~.000*	.000*	~	~	~.595	.597

GETTING NEEDED CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS 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
NPRBSEE4 NQ46	2.18	2.27		2.25	2.17	2.00	2.33	2.26	1.50	1.67		3.00	2.00	2.50	2.30	2.06	2.24	1.00	2.18	2.19
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCARNES4 NQ15	2.41	2.47		2.40	2.37	2.48	2.38	2.44	2.38	2.08	3.00	3.00	2.50	2.48	2.39	2.46	2.43	1.86	2.42	2.40
p stat_(*=Sig @ p<=.05)		.140	~	~.591	.345	.683	.664	~	~	~	~	~	~	~.681	.387	~	~	~	~	~
COMPOSITE	2.30	2.37	x	2.33	2.27	2.24	2.36	2.35	1.94	1.87	3.00	3.00	2.25	2.49	2.34	2.26	2.33	1.43	2.30	2.29
p stat_(*=Sig @ p<=.05)		.650	~	~.911	.805	.854	.784	~	~	~	~	~	~	~.761	.842	~	~	~	~	~

GETTING CARE QUICKLY

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NCARSN4 NQ4	2.53	2.61	2.45	2.65	2.43	2.58	2.78	2.00	1.00	3.00	3.00	2.50	2.59	2.43	2.69	2.59	2.00	2.48	2.70
p stat_(*=Sig @ p<=.05)		.208	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NAPGET4 NQ6	2.37	2.46	2.63	2.25	2.43	2.23	2.45	2.17	2.00	2.00	2.64	2.38	2.35	2.42	2.39	2.10	2.38	2.32	
p stat_(*=Sig @ p<=.05)		.017*	~	~.189	.404	.146	.209	~	~	~	~	~	~.657	.452	~	~	~	~	
COMPOSITE	2.45	2.54	x 2.54	2.45	2.43	2.40	2.61	2.08	1.50	2.50	3.00	2.57	2.48	2.39	2.55	2.49	2.05	2.43	2.51
p stat_(*=Sig @ p<=.05)		.622	~	~1.00	.948	.890	.489	~	~	~	~	~	~.730	.642	~	~	~	~	

HOW WELL DOCTORS COMMUNICATE

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS 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- NATV	OTH	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NDREXPL4 NQ32	2.58	2.69	2.68	2.55	2.62	2.50	2.74	2.57	2.08	2.33	3.00	2.62	2.84	2.53	2.67	2.61	2.00	2.56	2.66		
p stat_(*=Sig @ p<=.05)		.007*	~	~.691	.608		~.005*	~	~	~	~	~	~	~.230	.128	~	~	~	~	~	~
NDRLSTN4 NQ33	2.62	2.70	2.57	2.72	2.57	2.59	2.70	2.71	2.17	3.00	2.00	2.56	2.81	2.54	2.68	2.63	1.88	2.61	2.64		
p stat_(*=Sig @ p<=.05)		.030*	~	~.117	.552		~.166	~	~	~	~	~	~	~.097	.230	~	~	~	~	~	~
NDRESPU4 NQ34	2.74	2.77	2.78	2.79	2.72	2.69	2.81	2.71	2.17	3.00	2.00	2.69	2.90	2.78	2.72	2.76	2.38	2.76	2.70		
p stat_(*=Sig @ p<=.05)		.462	~	~.438	.676		~.160	~	~	~	~	~	~	~.359	.596	~	~	~	~	~	~
NDRTMEN4 NQ37	2.44	2.48	2.47	2.39	2.61	2.27	2.59	2.43	2.00	2.00	2.00	2.31	2.65	2.28	2.61	2.44	2.25	2.42	2.53		
p stat_(*=Sig @ p<=.05)		.436	~	~.491	.026*		~.013*	~	~	~	~	~	~	~.002*	.002*	~	~	~	~	~	~
COMPOSITE	2.60	2.66	x 2.62	2.61	2.63	2.51	2.71	2.61	2.10	2.58	2.25	2.55	2.80	2.53	2.67	2.61	2.13	2.59	2.63		
p stat_(*=Sig @ p<=.05)		.834	~	~.976	.941		~.760	~	~	~	~	~	~	~.825	.827	~	~	~	~	~	~

CUSTOMER SERVICE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS 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 ILND	AMER ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC
NPBCLCS4 NQ50	2.29	2.30	2.44	1.93	2.60	2.29	2.16	2.60	2.43	2.00	2.60	2.33	2.30	2.27	2.25	3.00	2.26	2.40
p stat_(*=Sig @ p<=.05)	.878		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ51	2.45	2.55	2.81	2.17	2.56	2.42	2.58	2.20	2.14	1.00	2.50	2.67	2.46	2.43	2.45	2.50	2.42	2.55
p stat_(*=Sig @ p<=.05)	.076		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.37	2.43	x 2.62	2.05	2.58	2.35	2.37	2.40	2.29	1.50	x 2.55	2.50	2.38	2.35	2.35	2.75	2.34	2.47
p stat_(*=Sig @ p<=.05)	.880		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS 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 NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC
NRXWHY NQ11	2.44	2.46	2.47	2.40	2.60	2.30	2.59	2.00	2.33			1.83	2.60	2.33	2.58	2.43	3.00	2.36	2.61
p stat_(*=Sig @ p<=.05)		.754	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXWYNT NQ12	2.07	2.00	1.93	2.21	2.24	1.90	2.17	3.00	2.67			1.67	1.90	2.16	2.04	2.08	3.00	1.94	2.35
p stat_(*=Sig @ p<=.05)		.351	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXBST NQ13	2.60	2.59	2.33	2.60	2.81	2.58	2.72	3.00	3.00			2.00	2.11	2.59	2.68	2.59	3.00	2.45	2.91
p stat_(*=Sig @ p<=.05)		.895	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.37	2.35	x 2.24	2.40	2.55	2.26	2.50	2.67	2.67	x	x	1.83	2.20	2.36	2.43	2.37	3.00	2.25	2.62
p stat_(*=Sig @ p<=.05)		.963	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

ACCESS TO SPECIALIZED SERVICES

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC		
NEZMDEQ NQ20	2.75	2.28		3.00	3.00	2.67	2.50	2.75		3.00			3.00	2.75	2.67	2.83	2.00	2.80	2.67	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NEZTHP NQ23	2.09	2.11		3.00	2.13	2.00	1.80	1.86	2.00	2.00			3.00	2.00	2.29	1.75	2.13	2.00	2.43	1.83
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NEZTC NQ26	2.11	2.11		3.00	1.86	2.18	2.10	1.87				1.50	2.22	2.33	1.88	2.07	3.00	2.07	2.14	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.32	2.17	x	3.00	2.33	2.28	2.13	2.16	2.00	2.50	x	x	2.25	2.41	2.46	2.10	2.34	2.33	2.43	2.21
p stat_(*=Sig @ p<=.05)		.597	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
PRBSEE4 Q46	68%	76%	75%	75%	54%	73%	68%	50%	33%	100%	67%	75%	78%	56%	71%	0%	68%	69%		
CARNES4 Q15	87%	88%	88%	86%	89%	83%	90%	100%	67%	100%	90%	85%	86%	89%	87%	71%	88%	81%		
AVERAGE	77.4	82.1	x	81.5	80.5	71.3	78.2	79.2	75.0	50.0	100	100	78.3	79.9	81.7	72.5	79.3	35.7	77.9	75.0

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
CARSN4 Q4	84%	89%	80%	87%	81%	89%	93%	67%	0%	100%	100%	75%	88%	80%	90%	87%	50%	81%	95%	
APGET4 Q6	81%	86%	94%	75%	84%	75%	83%	83%	60%	50%		95%	83%	81%	82%	82%	70%	81%	82%	
AVERAGE	82.7	87.1	x	87.1	81.2	82.3	82.2	87.8	75.0	30.0	75.0	100	85.2	85.8	80.3	85.9	84.4	60.0	81.0	88.4

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
DREXPL4 Q32	88%	93%	95%	84%	89%	87%	95%	100%	58%	67%	100%	94%	97%	87%	91%	90%	63%	87%	91%
DRLSTN4 Q33	91%	93%	89%	96%	89%	87%	94%	86%	75%	100%	100%	94%	100%	89%	92%	92%	50%	92%	87%
DRESPU4 Q34	95%	95%	95%	96%	97%	91%	95%	100%	75%	100%	100%	94%	100%	97%	93%	96%	88%	96%	91%
DRTMEN4 Q37	86%	86%	83%	82%	92%	84%	92%	100%	67%	67%	100%	75%	94%	80%	93%	86%	75%	84%	91%
AVERAGE	89.9	91.8	x 90.4	89.8	91.4	87.3	94.0	96.4	68.8	83.3	100	89.1	97.6	88.2	92.5	90.8	68.8	89.7	90.4

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
PBCLCS4 Q50	82%	80%	94%	62%	92%	88%	77%	100%	86%	100%	90%	78%	82%	81%	81%	100%	80%	90%		
CSRESP Q51	83%	88%	100%	66%	92%	83%	87%	80%	57%	0%	90%	89%	86%	78%	83%	75%	81%	90%		
AVERAGE	82.4	84.1	x	96.9	63.8	92.0	85.4	82.3	90.0	71.4	50.0	x	90.0	83.3	84.2	79.7	81.8	87.5	80.4	90.0

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
RXWHY Q11	84%	86%	87%	80%	100%	70%	89%	100%	67%			67%	90%	82%	88%	84%	100%	81%	91%	
RXWYNT Q12	71%	66%	64%	86%	81%	57%	76%	100%	100%			67%	70%	76%	73%	73%	100%	62%	91%	
FRXBST Q13	80%	80%	67%	80%	90%	79%	86%	100%	100%			50%	56%	79%	84%	80%	100%	72%	96%	
AVERAGE	78.6	77.2	x	72.5	81.9	90.5	68.7	83.7	100	88.9	x	x	61.1	71.9	79.3	81.5	79.1	100	71.6	92.8

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
EZMDEQ Q20	100%	76%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%		
EZTHP Q23	69%	69%	100%	63%	60%	70%	50%	100%	100%			100%	50%	76%	50%	67%	80%	93%	50%	
EZTC Q26	71%	68%	100%	43%	76%	80%	56%					50%	78%	80%	59%	69%	100%	64%	76%	
AVERAGE	80.1	70.9	x	100	68.5	78.8	83.3	68.8	100	100	x	x	75.0	75.9	85.5	69.6	78.5	93.3	85.7	75.4

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	HTS 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	86%	85%	89%	91%	85%	80%	92%	71%	67%	100%	100%	81%	94%	86%	88%	87%	75%	87%	85%	
DRUNCON Q43	82%	86%	33%	86%	81%	89%	81%	100%	100%			100%	86%	83%	83%	85%	50%	73%	85%	
DRUNFAM Q44	83%	85%	33%	86%	85%	89%	80%	100%	100%			100%	86%	87%	83%	85%	67%	73%	87%	
AVERAGE	83.8	85.4	x	52.0	87.6	83.7	85.8	84.4	90.5	88.9	100	100	93.8	88.3	85.2	84.6	85.7	63.9	77.8	85.8

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	HTS 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	88%	88%	100%	83%	100%	87%	77%					100%	100%	100%	63%	87%	100%	87%	91%	
HLPCOORD Q29	57%	56%	33%	50%	57%	69%	65%	100%	50%			50%	20%	68%	38%	56%	67%	61%	50%	
AVERAGE	72.5	72.1	x	66.7	66.7	78.6	78.1	71.1	100	50.0	x	x	75.0	60.0	83.9	50.0	71.5	83.3	73.7	70.5

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	A HEALTH PROVIDER IS THE PERSON YOU WOULD SEE IF YOU NEED A CHECK-UP, WANT ADVICE ABOUT A HEALTH PROBLEM, OR GET SICK OR HURT. IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS? [ASKED IF Q7 >= 1 TIME]
8	Q9	IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE? [ASKED IF Q7 >= 1 TIME]
9	Q10	WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]
10	Q11	WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]
11	Q12	WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOU? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]
12	Q13	USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1 TIME]
13	Q14	IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS OR TREATMENT YOU NEEDED? [ASKED IF Q7 >= 1 TIME]

PAGE QUESTION TITLE

3. YOUR PERSONAL DOCTOR

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

4. GETTING HEALTH CARE FROM SPECIALISTS

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

PAGE QUESTION TITLE

5. YOUR HEALTH PLAN

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

PAGE QUESTION TITLE

- 61 Q35AA IN THE LAST 6 MONTHS, HOW OFTEN DID YOU USE A FRIEND OR FAMILY MEMBER AS AN INTERPRETER WHEN YOU TALKED WITH SOMEONE FROM YOUR HEALTH PLAN? [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES]
- 62 Q35AB IN THE LAST 6 MONTHS, DID YOU USE FRIENDS OR FAMILY MEMBERS AS INTERPRETERS BECAUSE THAT WAS WHAT YOU PREFERRED? [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES AND Q35AA = SOMETIMES OR USUALLY OR ALWAYS]

6. ABOUT YOU

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

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

PAGE QUESTION TITLE

8. RATINGS

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

9. COMPOSITES

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

10. GLOBAL PROPORTION COMPOSITES

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

INDEX OF CHILD TABLES

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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	A HEALTH PROVIDER IS THE PERSON YOU WOULD SEE IF YOUR CHILD NEEDED A CHECK-UP, WANTED ADVICE ABOUT A HEALTH PROBLEM, OR GOT SICK OR HURT. IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS IN YOUR CHILD? [ASKED IF Q7 >= 1 TIME]
8	Q9	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER? [ASKED IF Q7 >= 1 TIME]
9	Q10	IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME]
10	Q11	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
11	Q12	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
12	Q13	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
13	Q14	USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1]
14	Q15	IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS, OR TREATMENT YOUR CHILD NEEDED? [ASKED IF Q7 >= 1 TIME]

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

3. SPECIALIZED SERVICES

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

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

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

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

6. YOUR CHILD'S HEALTH PLAN

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

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

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

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

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

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

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

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

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

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

8. ABOUT YOUR CHILD AND YOU

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

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

PAGE	QUESTION	TITLE
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9. RATINGS

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

10. COMPOSITES

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

11. GLOBAL PROPORTION COMPOSITES

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

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

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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

- Yes → *Go to Question 3*
- No

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

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

- Yes
- No → *Go to Question 5*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 7*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No

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

- Yes
- No → *Go to Question 13*

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

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

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

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

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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 24*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 23*

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

- Never
- Sometimes
- Usually
- Always

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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



YOUR HEALTH PLAN

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

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

- Yes
- No → *Go to Question 30*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 33*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 35*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → *Go to Question 35c*

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

- Never
- Sometimes
- Usually
- Always



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

- Yes
- No → **Go to Question 35e**

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

- Never
- Sometimes
- Usually
- Always

CULTURAL COMPETENCY

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

HEALTH LITERACY

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

INTERPRETER SERVICES

35r. What is your preferred language?

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

35s. How well do you speak English?

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

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

- Never
- Sometimes
- Usually
- Always



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

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

- Yes
- No → **Go to Question 36**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always



ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Yes
- No
- Don't know

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No
- Don't know

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

- Yes
- No
- Don't know

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

- Yes
- No

◆

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

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

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

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

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

- Yes
- No → *Go to Question 50*

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

- Yes
- No

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

- Yes
- No → *Go to Question 52*

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

- Yes
- No

◆

52. What is your age?

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

53. Are you male or female?

- Male
- Female

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

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

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

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

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

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

57. Did someone help you complete this survey?

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

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

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

THANK YOU

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

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

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



448-12



12

CTYAD

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

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

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Correct
Mark 

Incorrect
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

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

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

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

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

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

- Yes
- No → **Go to Question 19**

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

- Yes
- No

SPECIALIZED SERVICES

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

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

- Yes
- No → **Go to Question 22**

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No



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

- Yes
- No → *Go to Question 25*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 37**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → **Go to Question 41**

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

- Never
- Sometimes
- Usually
- Always



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

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

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

- Yes
- No → **Go to Question 45**

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

- Yes
- No

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

- Yes
- No

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → **Go to Question 49**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

0 1 2 3 4 5 6 7 8 9 10

Worst Specialist Possible Best Specialist Possible

YOUR CHILD'S HEALTH PLAN

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

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

Yes
 No → *Go to Question 52*

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

Never
 Sometimes
 Usually
 Always

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

Never
 Sometimes
 Usually
 Always

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

Yes
 No → *Go to Question 54*

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

Never
 Sometimes
 Usually
 Always

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

0 1 2 3 4 5 6 7 8 9 10

Worst Health Plan Possible Best Health Plan Possible

PRESCRIPTION MEDICINES

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

Yes
 No → *Go to Question 58*

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

Never
 Sometimes
 Usually
 Always



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

- Yes
- No

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No

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

- Yes
- No → *Go to Question 72*



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

- Yes
- No → *Go to Question 72*

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

- Yes
- No

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

- Yes
- No → *Go to Question 74*

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

- Yes
- No

74. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

75. Is your child male or female?

- Male
- Female

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

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

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

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

78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

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

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

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

THANK YOU

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

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

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







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

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

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

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta ●

Marca
Incorrecta   

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

● Sí → *Pase a la Pregunta 1*
○ No

↓ **COMIENCE AQUI** ↓

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

- Sí → *Pase a la pregunta 3*
- No

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

LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

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

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

Sí
 No → *Pase a la pregunta 5*

4. En los últimos 6 meses, cuando usted necesitó atención inmediata, ¿con qué frecuencia lo atendieron tan pronto como lo necesitaba?

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Sí
 No → *Pase a la pregunta 7*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

7. En los últimos 6 meses, sin contar las veces en que fue a una sala de emergencia, ¿cuántas veces fue a un consultorio médico o a una clínica para recibir atención médica para usted mismo?

Ninguna vez → *Pase a la pregunta 15*
 1 vez
 2
 3
 4
 5 a 9
 10 veces o más

8. En los últimos 6 meses, ¿hablaron usted y un doctor u otro profesional médico sobre cosas específicas que usted podría hacer para prevenir enfermedades?

Sí
 No

9. En los últimos 6 meses, ¿hablaron usted y un doctor u otro profesional médico sobre comenzar o suspender una medicina recetada?

Sí
 No → *Pase a la pregunta 13*

10. Cuando hablaron de comenzar o suspender una medicina recetada, ¿qué tanto habló un doctor u otro profesional médico sobre las razones por las que tal vez quiera tomar una medicina?

Para nada
 Un poco
 Algo
 Mucho

11. Cuando hablaron de comenzar o suspender una medicina recetada, ¿qué tanto habló un doctor u otro profesional médico sobre las razones por las que tal vez no quiera tomar una medicina?

- Para nada
- Un poco
- Algo
- Mucho

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

- Sí
- No

13. 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 a toda la atención médica que 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

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

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

SU DOCTOR PERSONAL

15. El doctor personal es aquel a quien usted va si necesita un chequeo, quiere pedir consejo sobre un problema de salud o si se enferma o lastima. ¿Tiene usted un doctor personal?

- Sí
- No → *Pase a la pregunta 24*

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

- Ninguna vez → *Pase a la pregunta 23*
- 1 vez
- 2
- 3
- 4
- 5 a 9
- 10 veces o más

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

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

18. En los últimos 6 meses, ¿con qué frecuencia su doctor personal le escuchó con atención?

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

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 23*

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

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

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

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

LA ATENCIÓN MÉDICA QUE RECIBÍ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

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



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

0 1 2 3 4 5 6 7 8 9 10
El peor especialista posible El mejor especialista posible

SU PLAN DE SALUD

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

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

Sí
 No → *Pase a la pregunta 30*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Sí
 No → *Pase a la pregunta 33*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

Sí
 No → *Pase a la pregunta 35*

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

Nunca
 A veces
 La mayoría de las veces
 Siempre

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

0 1 2 3 4 5 6 7 8 9 10
El peor plan de salud posible El mejor plan de salud posible



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

- Sí
- No → *Pase a la pregunta 35c*

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

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

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

- Sí
- No → *Pase a la pregunta 35e*

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

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

CAPACIDAD CULTURAL

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

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

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

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

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

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

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

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

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

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

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

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

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

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

COMPRESIÓN DE INFORMACIÓN DE SALUD

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

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

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



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

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

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

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

SERVICIOS DE INTÉRPRETE

35r. ¿Qué idioma prefiere hablar usted?

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

35s. ¿Qué tan bien habla inglés?

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

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

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

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

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

- Sí
- No → *Pase a la Pregunta 36*

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ACERCA DE USTED

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Sí
- No
- No sé

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

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

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

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

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

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

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

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

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

- Sí
- No
- No sé

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

- Sí
- No
- No sé

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

- Sí
- No

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 50*

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

- Sí
- No

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

- Sí
- No → **Pase a la pregunta 52**

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

- Sí
- No

52. ¿Qué edad tiene?

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

53. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

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

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

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

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

57. ¿Le ayudó alguien a completar esta encuesta?

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

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

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

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

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

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



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

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

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

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta ●

Marca
Incorrecta   

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

● Sí → *Pase a la Pregunta 1*
○ No

↓ **COMIENCE AQUI** ↓

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

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

○ Sí → *Pase a la pregunta 3*
○ No

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

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

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

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

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

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

- Para nada
- Un poco
- Algo
- Mucho

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

- Para nada
- Un poco
- Algo
- Mucho

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

- Sí
- No

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No

SERVICIOS ESPECIALIZADOS

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

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

- Sí
- No → *Pase a la pregunta 22*



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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 25*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 30*

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

- Sí
- No

EL DOCTOR PERSONAL DE SU NIÑO

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

- Sí
- No → *Pase a la pregunta 45*

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

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

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

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

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

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

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

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

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

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

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

- Sí
- No → **Pase a la pregunta 37**

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

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

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

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

37. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con su niño?

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



38. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- Sí
- No

39. En los últimos 6 meses, ¿atendió a su niño algún doctor o un otro profesional médico además de su doctor personal?

- Sí
- No → *Pase a la pregunta 41*

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

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

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

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

42. ¿Tiene su niño alguna condición médica, de comportamiento u otra condición de salud que ha durado por más de 3 meses?

- Sí
- No → *Pase a la pregunta 45*

43. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su niño?

- Sí
- No

44. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su familia?

- Sí
- No

LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 49*

46. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista para su niño tan pronto como él o ella la necesitaba?

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

47. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?
- Ninguno → *Pase a la pregunta 49*
 - 1 especialista
 - 2
 - 3
 - 4
 - 5 especialistas o más

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

○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○
0 1 2 3 4 5 6 7 8 9 10
El peor especialista posible
El mejor especialista posible

EL PLAN DE SALUD DE SU NIÑO

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

49. En los últimos 6 meses, ¿recibió información o ayuda de parte del servicio al cliente del plan de salud de su niño?
- Sí
 - No → *Pase a la pregunta 52*
50. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre

51. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre

52. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para llenar?
- Sí
 - No → *Pase a la pregunta 54*

53. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de llenar los formularios del plan de salud de su niño?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre

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

○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○ ○
0 1 2 3 4 5 6 7 8 9 10
El peor plan de salud posible
El mejor plan de salud posible

MEDICINAS RECETADAS

55. En los últimos 6 meses, ¿consiguió alguna medicina recetada o renovó una receta para una medicina recetada para su niño?
- Sí
 - No → *Pase a la pregunta 58*



56. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?

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

57. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir las medicinas recetadas para su niño?

- Sí
- No

ACERCA DE USTED Y DE SU NIÑO

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Sí
- No → *Pase a la pregunta 63*

61. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 63*

62. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

63. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 66*

64. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 66*

65. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

66. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 69*

67. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 69*

68. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

69. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?

- Sí
- No → *Pase a la pregunta 72*

70. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 72*

71. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

- Sí
- No → *Pase a la pregunta 74*

73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

- Sí
- No

74. ¿Qué edad tiene su niño?

- Menos de un año

AÑOS (escriba la respuesta)

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

- Masculino
- Femenino

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

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

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

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

78. ¿Qué edad tiene usted?

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

79. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

◆

81. ¿Qué relación tiene con el niño?

- Madre o padre
- Abuelo o abuela
- Tía o tío
- Hermano o hermana mayor
- Otro familiar
- Tutor legal del niño
- Otra persona

82. ¿Le ayudó alguien a completar esta encuesta?

- Sí → ***Pase a la pregunta 83***
- No → ***Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.***

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

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

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

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

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

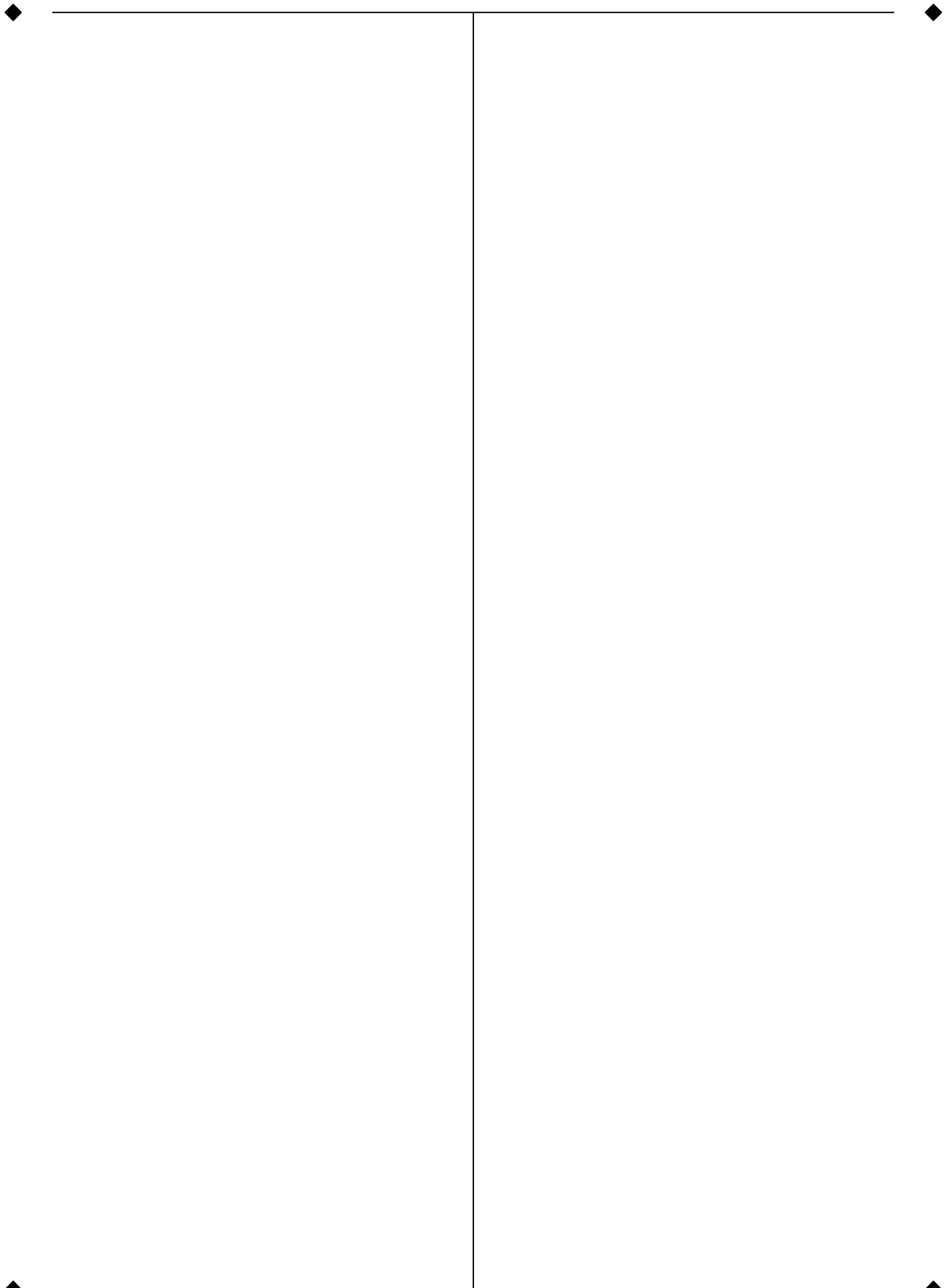


451-11



11

CTYSCCCC



DIAL.SCREEN

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

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS NOT A PROXY INTERVIEW.)

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

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

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

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

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

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

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

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

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

RETURN TO COVERSHEET

MAIL.SCREEN

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

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

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

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

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

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

RE.INTRO

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

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

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

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

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

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

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

("DK" NOT ALLOWED)

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

SEX

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

- 1. MALE
- 2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

- 1. Spanish
- 2. English

MEMBER

1. / MEMBER

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

("DK" NOT ALLOWED)

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF Oregon Health Plan, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

NPLNAME

2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

(IF R SAYS SOMETHING CLOSE TO Oregon Health Plan, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. [RESPONDENT] NO LONGER INSURED -----> NO.INSUR
- 5. [RESPONDENT] INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR
KNOW PLAN NAME
- 6. [RESPONDENT] INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your own health care. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

INCARE

3. / INCARE

In the last 6 months, did you have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

4. / CARSN4

In the last 6 months, when you NEEDED CARE RIGHT AWAY, how often did you get care as soon as you needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic?

1. YES
2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic, how often did you get an appointment as soon as you needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

7. / OFCTIM4

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

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care you received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5

8. / PRVENT5

A health provider is the person you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXSTP

9. / RXSTP

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

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY

10. / RXWHY

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT

11. / RXWYNT

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST

12. / RXBST

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

13. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care you may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH CARE										HEALTH CARE
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4

14. / CARNES4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PRSNLD4

15. / PRSNLD4

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

Do you have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

16. / DRTMS

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

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE, -----> RATEDR4
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DREXPL4

17. / DREXPL4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

18. / DRLSTN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

19. / DRESPU4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

20. / DRTMEN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR

21. / DIFFDR

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

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO

22. / DRINFO

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

23. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

NDSPDR4

24. / NDSPDR4

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

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

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does my (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

25. / PRBSEE4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

26. / SPDRS

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

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say you've seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

27. / RTSPDR4

We want to know your rating of the specialist you saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- | | | | | | | | | | | |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 |
| WORST | | | | | | | | | | BEST |
| SPECIALIST | | | | | | | | | | SPECIALIST |
| POSSIBLE | | | | | | | | | | POSSIBLE |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN

INTRO.PLAN

Now I'm going to ask you some questions about your experience with your health plan.

LOOMAT4

28. / LOOMAT4

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

- 1. YES
- 2. NO -----> CLCSR4

DK/REFUSAL/NOT ASCERTAINED --> CLCSR4

UNDINF4

29. / UNDINF4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSR4

30. / CLCSR4

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

- 1. YES
- 2. NO -----> PLPRW4

DK/REFUSAL/NOT ASCERTAINED --> PLPRW4

PBCLCS4

31. / PBCLCS4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

32. / CSRESP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

33. / PLPRWK4

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

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

34. / PBPLPW4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

35. / RTPLEXP

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

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH PLAN										HEALTH PLAN
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HPMDEQ

35a. / HPMDEQ

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

(READ LIST)

- 1. YES
- 2. NO -----> POSTHP

DK/REFUSAL/NOT ASCERTAINED

EZMDHP

35b. / EZMDHP

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

(READ LIST)

- 1. NEVER
- 2. SOMETIMES
- 3. USUALLY
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

POSTHP

35c. / POSTHP

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

(READ LIST)

- 1. YES
- 2. NO -----> INTRO.DTLKTF

DK/REFUSAL/NOT ASCERTAINED

EZPOST

35d. / EZPOST

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

- 1. NEVER
- 2. SOMETIMES
- 3. USUALLY
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

INTRO.DTLKTF

INTRO.DTLKTF

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

DTLKTF

35e. / DTLKTF

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

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DINTER

35f. / DINTER

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DRRUDE

35g. / DRRUDE

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DRTELL

35h. / DRTELL

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DTRUST

35i. / DTRUST

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DTRUTH

35j. / DTRUTH

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DCAREH

35k. / DCAREH

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DCAREP

35l. / DCAREP

In the last 6 months, did you feel this provider cared about you as a person? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

UNFETH

35m. / UNFETH

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

UNFINS

35n. / UNFINS

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

INTRO.ALLINF

INTRO.ALLINF

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

ALLINF

35o. / ALLINF

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

TLKQS

35p. / TLKQS

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DMEDW

35q. / DMEDW

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

PRFLANG

35r. / PRFLANG

What is your preferred language? Would you say..

(READ LIST)

- 1. ENGLISH, -----> HLTSTA4
- 2. SPANISH, or
- 3. SOME OTHER LANGUAGE

DK/REFUSAL/NOT ASCERTAINED

SPKENG

35s. / SPKENG

How well do you speak English? Would you say...

(READ LIST)

- 1. VERY WELL,
- 2. WELL,
- 3. NOT WELL, or
- 4. NOT AT ALL

DK/REFUSAL/NOT ASCERTAINED

DSPKPRF

35t. / DSPKPRF

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

NDINTRP

35u. / NDIRTRP

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

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

- 1. YES
- 2. NO -----> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED

FRTRAN

35v. / FRTRAN

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

INTROFC

35w. / INTROFC

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

(READ LIST)

- 1. NEVER, -----> INTRFRD
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

MOTRAN

35x. / MOTRAN

In the last 6 months, when you used an interpreter provided by your health plan, who was it? Was it..

(READ LIST)

- 1. A STAFF MEMBER FROM THE HEALTH PLAN
- 2. AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN
- 3. A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN
- 4. SOMEONE ELSE PROVIDED BY THE HEALTH PLAN
- 5. DON'T KNOW OR UNSURE

REFUSAL/NOT ASCERTAINED

CRTRAN

35y. / CRTRAN

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

RATEINT

35z. / RATEINT

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

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
INTERPRETER										INTERPRETER
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

INTRFRD

35aa. / INTRFRD

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

(READ LIST)

1. NEVER, -----> HLTSTA4
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

FRDPREF

35ab. / FRDPREF

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

36. / HLTSTA4

In general, how would you rate your overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

37. / MNTLSTAT

In general, how would you rate your overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

FLUSHOTQ

38. / FLUSHOTQ

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

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

NOWSMOK

39. / NOWSMOK

Do you now smoke cigarettes or use tobacco...

(READ LIST)

- 1. EVERY DAY,
- 2. SOME DAYS, OR
- 3. NOT AT ALL? -----> ASPDAY
- 4. DON'T KNOW (DO NOT READ) -----> ASPDAY
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ) --> ASPDAY

ADVQUIT9

40. / ADVQUIT9

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PATCH9

41. / PATCH9

In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication. Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

WILLPWR9

42. / WILLPWR9

In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program. Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPDAY

43. / ASPDAY

Do you take aspirin daily or every other day?

(IF NEEDED: "Would you say YES or NO?")

(IWER: If the R asks about whether a particular medication or Brand name is considered aspirin, you may provide the following clarification:

Aspirin: Bayer and Bufferin

Not Aspirin: Tylenol, Motrin, Aleve, Advil, ibuprofen and acetaminophen)

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPUSF

44. / ASPUSF

Do you have a health problem or take medication that makes taking aspirin unsafe for you?

(IF NEEDED: "Would you say YES or NO?")

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPPRV

45. / ASPPRV

Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.AWCOND

INTRO.AWCOND

When I read the following list, please tell me if you are aware that you have any of these conditions.

PHAWCD.(1-3)

46.(1-3) / PHAWCD.(1-3)

[First,/(Next/How About...)]

1. "High cholesterol"
2. "High blood pressure"
3. "Parent or sibling who had a heart attack before the age of 60"?

(IWER IF NECESSARY: "Are you aware that you have this condition?")

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.DRCOND

INTRO.DRCOND

When I read the following list, please tell me if a doctor has ever told you that you have any of these conditions.

PHDRCD.(1-4)

47.(1-4) / PHDRCD.(1-4)

[First,/(Next/How About...)]

1. "A heart attack"
2. "Angina or coronary heart disease"
3. "A stroke"
4. "Any kind of diabetes or high blood sugar"?

(IWER IF NECESSARY: "Has a doctor ever told you that you have this condition?")

[FOR PHDRCD.2: (IWER IF NEEDED, CLARIFY: Angina pectoris (an-JYE-nuh or AN-jin-uh PECK-ter-iss) is severe pain in the chest associated with insufficient blood supply to the heart.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SMPROB

48. / SMPROB

[I have just a few more questions.]

In the last 6 months, did you get health care 3 or more times for the same condition or problem?

1. YES
2. NO -----> TKMED

DK/REFUSAL/NOT ASCERTAINED

PRBLST

49. / PRBLST

Is this a condition or problem that has lasted for at least 3 months?
[Please do NOT include pregnancy or menopause.]

[IWER IF NEEDED, CLARIFY: Menopause (men-ne-paws) is the time in a woman's life when she stops having menstrual periods. It is sometimes called 'the change of life' or 'the change'.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

TKMED

50. / TKMED

Do you now need or take medicine prescribed by a doctor? [Please do NOT include birth control.]

1. YES
2. NO -----> QAGE4

DK/REFUSAL\NOT ASCERTAINED

TRTCOND

51. / TRTCOND

Is this medicine to treat a condition that has lasted for at least three months? Please do NOT include pregnancy or menopause.

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

52. / QAGE4

What is your age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ LIST IF NEEDED, "Are you...")

1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

QGENDER

53. / QGENDER

(IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

(ASK IF NECESSARY, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

54. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

LATINO

55. / LATINO

Are you of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

56.(1-6) / PQRACE3.(1-6)

[(Are you)]

1. "White"
2. "Black or African-American"
3. "Asian"
4. "Native Hawaiian or other Pacific Islander"
5. "American Indian or Alaska Native"
6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY RACE?" SAY
"We ask about your race for demographic purposes only.
We want to be sure that the people we survey accurately represent the
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH
(What is your race?)

ALL.DONE
THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG
(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH
EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

- 1) QUESTION NUMBER(S)
 - 2) WHAT WAS ENTERED
 - 3) WHAT NEEDS TO BE CHANGED
-

CK.END.EDIT
LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

(RC = [RC%])

RETURN TO COVERSHEET

TRANS.SCRN

INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR
A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT
ENTER "1"
2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG

INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

DK

GOOD.BYE

INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS
NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS
A LANGUAGE PROBLEM]

[(RC = 80)/(RC = 63)]

DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE PARENT OR GUARDIAN WHO KNOWS MOST ABOUT [MEMBER NAME]'S HEALTH CARE]

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with the person who knows the most about [NAME OF CHILD]'s health care]?

(IF NEEDED: "We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.")

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO
RETURN TO COVERSHEET

RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED
PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX

SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

- 1. MALE
- 2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

- 1. Spanish
- 2. English

MEMBER

1. / MEMBER

[I will be asking you about [NAME OF CHILD]'s health care. Please answer these questions based on the experiences you have had in getting health care for [NAME OF CHILD], and NOT on any experiences you may have had getting care for yourself or other members of your family.]

Our records show that your child is now in Oregon Health Plan. Is that right?

("DK" NOT ALLOWED)

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF OREGON HEALTH PLAN, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

NPLNAME

2. / NPLNAME

What is the name of your child's health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS OREGON HEALTH PLAN]

(IF R SAYS SOMETHING CLOSE TO OREGON HEALTH PLAN, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. CHILD NO LONGER INSURED -----> NO.INSUR
- 5. CHILD INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR
KNOW PLAN NAME
- 6. CHILD INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your child's health care. When you answer these questions, please do NOT include dental visits or care your child got when [he/she] stayed overnight in a hospital.

INCARE

3. / INCARE

In the last 6 months, did your child have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

4. / CARSN4

In the last 6 months, when your child NEEDED CARE RIGHT AWAY, how often did your child get care as soon as [he/she] needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic?

1. YES
2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

7. / OFCTIM4

In the last 6 months, NOT counting the times your child went to an emergency room, how many times did [he/she] go to a doctor's office or clinic to get health care?

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care your child received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5

8. / PRVENT5

In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

OFTQUES

9. / OFTQUES

In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXSTP

10. / RXSTP

In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY

11. / RXWHY

When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine? Would you say...

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT

12. / RXWYNT

When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might NOT want your child to take a medicine? Would you say...

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST

13. / RXBST

When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

14. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care your child may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH CARE										HEALTH CARE
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4

15. / CARNES4

In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHSCHL

16. / CHSCHL

Is your child now enrolled in any kind of school or daycare?

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

CONTSCHL

17. / CONTSCHL

In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

HELPCONT

18. / HELPCONT

In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MEDEQUIP

19. / MEDEQUIP

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- 1. YES
- 2. NO -----> SPCTHY

DK/REFUSAL/NOT ASCERTAINED --> SPCTHY

EZMDEQ

20. / EZMDEQ

In the last 6 months, how often was it easy to get special medical equipment or devices for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPMDEQ

21. / HELPMDEQ

Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPCTHY

22. / SPCTHY

In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- 1. YES
- 2. NO -----> TCPBLM

DK/REFUSAL/NOT ASCERTAINED --> TCPBLM

EZTHP

23. / EZTHP

In the last 6 months, how often was it easy to get this therapy for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTHP

24. / HELPTHP

Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

TCPBLM

25. / TCPBLM

In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- 1. YES
- 2. NO -----> PLUSCARE

DK/REFUSAL/NOT ASCERTAINED --> PLUSCARE

EZTC

26. / EZTC

In the last 6 months, how often was it easy to get this treatment or counseling for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTC

27. / HELPTC

Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLUSCARE

28. / PLUSCARE

In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- 1. YES
- 2. NO -----> PRSNLD4

DK/REFUSAL/NOT ASCERTAINED --> PRSNLD4

HLPCOORD

29. / HLPCOORD

In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

PRSNLD4

30. / PRSNLD4

A personal doctor is the one your child would see if [he/she] needs a check-up, has a health problem, or gets sick or hurt.

Does your child have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

31. / DRTMS

In the last 6 months, how many times did your child visit [his/her] personal doctor for care ?

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> RATEDR4
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

PBDRNG

31a. /PBDRNG

In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY,
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DREXPL4

32. / DREXPL4

In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRLSTN4

33. / DRLSTN4

In the last 6 months, how often did your child's personal doctor listen carefully to you?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRESPU4

34. / DRESPU4

In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CABLTLK

35. / CABLTLK

Is your child able to talk with doctors about [his/her] health care?

- 1. YES
- 2. NO -----> DRTMEN4

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

CPBDRLN

35a. / CPBDRLN

In the last 6 months, how often did your child have a hard time speaking with or understanding his or her personal doctor because they spoke different languages? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

CDREXPL

36. / CDREXPL

In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for YOUR CHILD to understand? Would you say...

(READ LIST)

1. NEVER
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

37. / DRTMEN4

In the last 6 months, how often did your child's personal doctor spend enough time with your child ? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTLKU

38. / DRTLKU

In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR

39. / DIFFDR

In the last 6 months, did your child get care from a doctor or other health provider besides [his/her] personal doctor?

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO

40. / DRINFO

In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

41. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

COND3MO

42. / COND3MO

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 MONTHS?

(IWER: "We are looking for a condition that the child CURRENTLY HAS that has lasted for more than 3 months.")

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRUNCON

43. / DRUNCON

Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRUNFAM

44. / DRUNFAM

Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your FAMILY'S day-to-day life?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care your child got when (he/she) stayed overnight in a hospital.

NDSPDR4

45. / NDSPDR4

SPECIALISTS are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does a (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

46. / PRBSEE4

In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

47. / SPDRS

How many specialists has your child seen in the last 6 months?

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say your child has seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

48. / RTSPDR4

We want to know your rating of the specialist your child saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- | | | | | | | | | | | |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 |
| WORST | | | | | | | | | | BEST |
| SPECIALIST | | | | | | | | | | SPECIALIST |
| POSSIBLE | | | | | | | | | | POSSIBLE |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN
INTRO.PLAN

Now I'm going to ask you some questions about your experience with your child's health plan.

CLCSR4
49. / CLCSR4

In the last 6 months, did you get information or help from customer service at your child's health plan?

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4
50. / PBCLCS4

In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP
51. / CSRESP

In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4
52. / PLPRWK4

In the last 6 months, did your child's health plan give you any forms to fill out?

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

53. / PBPLPW4

In the last 6 months, how often were the forms from your child's health plan easy to fill out? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

54. / RTPLEXP

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH PLAN										HEALTH PLAN
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHPRES

55. / CHPRES

In the last 6 months, did you get or refill any prescription medicines for your child?

- 1. YES
- 2. NO -----> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED --> HLTSTA4

EZPRES

56. / EZPRES

In the last 6 months, how often was it easy to get prescription medicines for your child through [his/her] health plan? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPPRES

57. / HELPPRES

Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

58. / HLTSTA4

In general, how would you rate your child's overall health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

59. / MNTLSTAT

In general, how would you rate your child's overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CUSEMED

60. / CUSEMED

Other than vitamins, does your child currently need or use medicine prescribed by a doctor?

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDA

61. / WHYMEDA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDB

62. / WHYMEDB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MOREMED

63. / MOREMED

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREA

64. / WHYMOREA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREB

65. / WHYMOREB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

LIMITED

66. / LIMITED

Is your child limited or prevented in any way in [his/her] ability to do the things most children of the same age can do?

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMA

67. / WHYLIMA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMB

68. / WHYLIMB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPECTHP

69. / SPECTHP

Does your child need or get special therapy such as physical, occupational, or speech therapy?

- 1. YES
- 2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTA

70. / WHYSTA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTB

71. / WHYSTB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CHCOUNS

72. / CHCOUNS

Does your child have any kind of emotional, developmental, or behavioral problem for which [he/she] needs or gets treatment or counseling?

- 1. YES
- 2. NO -----> CAGE

DK/REFUSAL/NOT ASCERTAINED --> CAGE

TIMCOUNA

73. / TIMCOUNA

Has this problem lasted or is it expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CAGE

74. / CAGE

I have just a few more questions.

What is YOUR CHILD'S age?

(IWER: ENTER 00 IF LESS THAN 1 YEAR OLD)

(IWER: IF NEEDED CLARIFY, "Please answer based on your child's age as of their last birthday.")

___ ENTER CHILD'S AGE

DK/REFUSAL/NOT ASCERTAINED

IF CAGE<19 THEN GO TO CGENDER

CAGE.CK

74a. / CAGE.CK

I have entered that [NAME OF CHILD] is [CAGE]. Is that correct?

("DK" NOT ALLOWED)

- 1. YES-AGE ENTERED CORRECTLY
- 2. NO-CORRECT AGE -----> CAGE

CGENDER

75. / CGENDER

(IF NEEDED: "Is your child male or female?")

- 1. MALE
- 2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO

76. / LATINO

Is your child of Hispanic or Latino origin or descent?

- 1. YES / HISPANIC OR LATINO
- 2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your child's race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

77.(1-6) / PQRACE3.(1-6)

[Is your child)]

- 1. "White"
- 2. "Black or African-American"
- 3. "Asian"
- 4. "Native Hawaiian or other Pacific Islander"
- 5. "American Indian or Alaska Native"
- 6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY CHILD'S RACE?" SAY
"We ask about your child's race for demographic purposes only.
We want to be sure that the people we survey accurately represent the
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH
(What is your child's race?)

PAGE
78. / PAGE

Now I have a few questions about you. What is YOUR age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your
last birthday.")

(READ IF NEEDED, "Are you...")

0. UNDER 18,
1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PGENDER
79. / PGENDER

(IWER: ENTER RESPONDENT'S SEX. "DK" NOT ALLOWED.)

(IWER: IF NECESSARY ASK, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

80. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE
SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT
LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS
SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH
SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHRELT

81. / CHRELT

How are you related to the child?

(READ IF NEEDED: "Are you the ...")

1. MOTHER OR FATHER,
2. GRANDPARENT,
3. AUNT OR UNCLE,
4. OLDER BROTHER OR SISTER,
5. OTHER RELATIVE,
6. LEGAL GUARDIAN, OR
7. SOMEONE ELSE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ALL.DONE

THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG

(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH

EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

- 1) QUESTION NUMBER(S)
 - 2) WHAT WAS ENTERED
 - 3) WHAT NEEDS TO BE CHANGED
-

CK.END.EDIT

LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

(RC = [RC%])

RETURN TO COVERSHEET

TRANS.SCRN

INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR
A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT
ENTER "1"
2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG

INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

DK

GOOD.BYE

INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS
NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS
A LANGUAGE PROBLEM]

[(RC = 80)/(RC = 63)]

