



PacificSource Community Solutions
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 PacificSource Community Solutions members. PacificSource Community Solutions 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	
	PacificSource Community Solutions	Overall	PacificSource Community Solutions	Overall
**First mailing - sent	900	15300	900	15300
*First mailing - usable survey returned	185	3059	164	2459
Second mailing - sent	699	11718	723	12459
*Second mailing - usable survey returned	50	1039	58	1057
*Phone - usable surveys	85	1456	147	2502
Total - usable surveys	320	5554	369	6018
†Ineligible: According to population criteria‡	21	348	26	362
†Ineligible: Deceased	3	78	0	3
†Ineligible: Mentally or physically unable to complete survey	12	301	0	0
†Ineligible: Language barrier	1	77	2	39
Incorrect address AND incorrect phone number	59	1065	74	991
Refusal/Returned survey blank	38	720	46	783
Nonresponse - Unavailable by mail or phone	446	7157	383	7104
Adjusted Response Rate	37.1%	38.3%	42.3%	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	179 37.0%	109 34.1%	-2.92%
Female	305 63.0%	211 65.9%	2.92%
18-24	126 26.0%	53 16.6%	-9.47%
25-34	139 28.7%	59 18.4%	-10.28%
35-44	103 21.3%	54 16.9%	-4.41%
45-54	53 11.0%	70 21.9%	10.92%
55-64	38 7.9%	52 16.3%	8.40%
65-74	13 2.7%	17 5.3%	2.63%
75 or Older	12 2.5%	15 4.7%	2.21%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	213 49.7%	189 51.2%	1.57%
Female	216 50.3%	180 48.8%	-1.57%
<1, 1-3	100 23.3%	65 17.6%	-5.69%
4-7	120 28.0%	94 25.5%	-2.50%
8-12	111 25.9%	123 33.3%	7.46%
13 or older	98 22.8%	87 23.6%	0.73%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
PSCS 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	MALE		
Q1 YES	316 100%	5403 100%	48 100%	55 100%	53 100%	69 100%	53 100%	30 100%	251 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	32 100%	272 100%	199 100%	104 100%	104 100%	203 100%
NOT ANSWERED	4	151			1	2	1	2							2	2	1	3	1	3	
VALID CASES	316	5403	48	55	53	69	53	30	251	1	2	1	8	7	28	32	272	199	104	104	203
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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?

	PSCS 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 & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q3 YES	149 47%	2419 45%	17 36%	23 43%	27 52%	36 51%	33 61%*	11 35%	116 46%	1 100%	2 100%	1 100%	5 71%	3 43%	15 54%	14 42%	131 48%	85 43%*	59 56%*	44 43%	102 50%
NO	165 53%	2914 55%	30 64%	31 57%	25 48%	34 49%	21 39%*	20 65%	134 54%	~	~	~	2 29%	4 57%	13 46%	19 58%	140 52%	113 57%*	46 44%*	58 57%	103 50%
NOT ANSWERED	6	220	1	1	1	1	1	3	3				1			1	3	2	2	3	1
VALID CASES	314	5334	47	54	52	70	54	31	250	1	2	1	7	7	28	33	271	198	105	102	205
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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		
	PSCS 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	GOOD & POOR	MALE	FE- MALE	
Q4 NEVER	5 4%	72 3%	~	~	~	15%	~	4%	~	~	~	~	~	8%	~	4%	4%	4%	5%	3%	
SOMETIMES	16 13%	310 15%	25%	5%	21%	3%	19%	14%	~	~	~	~	33%	8%	17%	12%	5%*	21%*	5%	16%	
USUALLY	37 29%	531 26%	19%	30%	25%	39%	22%	26%	~	100%	50%	33%	31%	50%	27%	29%	31%	32%	28%		
ALWAYS	69 54%	1161 56%	56%	65%	54%	42%	59%	56%	~100%	~	50%	33%	54%	33%	57%	62%	44%	58%	53%		
#ALWAYS + USUALLY (NET)	106 83%	1692 82%	75%	95%	79%	82%	81%	82%	~100%	~100%	~100%	67%	85%	83%	84%	90%*	75%*	89%	80%		
TOP BOX SCORE	69 54%	1161 56%	56%	65%	54%	42%	59%	56%	~100%	~	50%	33%	54%	33%	57%	62%	44%	58%	53%		
NOT ANSWERED	22	322	1	3	3	3	6	5	16	1	1	1	2	2	19	12	7	6	15		
VALID CASES	127	2074	16	20	24	33	27	6	100	1	1	4	3	12	112	73	52	38	87		
NUMBER OF RESPONDENTS	149 100%	2396 100%	17 100%	23 100%	27 100%	36 100%	33 100%	11 100%	116 100%	1 100%	2 100%	1 100%	5 100%	3 100%	15 100%	14 100%	131 100%	85 100%	59 100%	44 100%	102 100%

[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	
		PSCS 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- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE
Q5																					
YES	241 76%	3840 72%	32 67%	39 71%	41 77%	59 84%*	46 84%	22 71%~	197 78%	1 100%	2 100%~	7 ~ 88%	5 71%~	20 71%~	20 59%~	215 78%~	144 72%*	92 86%*	73 70%	165 80%*	
NO	75 24%	1468 28%	16 33%~	16 29%	12 23%	11 16%*	9 16%	9 29%~	56 22%	~	~100%~	1 13%~	1 29%~	2 29%~	8 29%~	14 41%~	59 22%~	56 28%*	15 14%*	32 30%	41 20%*
NOT ANSWERED	4	246																			
VALID CASES	316	5308	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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	
	PSCS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE
Q6 NEVER	84%	83%	2%	2%	3%	1%	4%	2%	~	~	17%	3%	8%	3%	5%	4%	4%
SOMETIMES	49%	65%	9%	9%	13%	9%	9%	41%	~	1%	~	3%	4%	5%	4%	12%	37%
USUALLY	62%	95%	8%	8%	10%	16%	10%	52%	~	~	3%	1%	4%	6%	5%	21%	40%
ALWAYS	99%	174%	12%	14%	15%	27%	21%	81%	~	1%	2%	1%	8%	7%	8%	30%	67%
#ALWAYS + USUALLY (NET)	161%	269%	20%	22%	25%	43%	31%	133%	~	1%	5%	2%	12%	13%	14%	51%	107%
TOP BOX SCORE	99%	174%	12%	14%	15%	27%	21%	81%	~	1%	2%	1%	8%	7%	8%	30%	67%
NOT ANSWERED	23%	40%	1%	6%	3%	4%	5%	4%	19%	1%	1%	1%	2%	2%	13%	10%	17%
VALID CASES	218%	343%	31%	33%	38%	55%	41%	18%	178%	2%	6%	5%	19%	18%	19%	67%	148%
NUMBER OF RESPONDENTS	241%	383%	32%	39%	41%	59%	46%	22%	197%	1%	7%	5%	20%	20%	21%	73%	165%
	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?

	PSCS 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				
Q7 NONE	62 20%	1217 23%	11 25%	11 20%	12 23%	14 20%	5 9%*	6 20%	46 18%	~	~	~	~	2 29%	6 23%	11 34%	48 18%	46 24%*	12 11%*	28 27%*	31 15%*
1 TIME	49 16%	847 16%	10 23%	10 19%	7 13%	5 7%*	8 15%	9 30%	42 17%	~	~100%	1 25%	2 29%	2 8%	2 8%	3 9%	45 17%	41 21%*	8 8%*	13 13%	36 18%
2	48 15%	1010 19%	5 11%	10 19%	8 15%	16 23%	5 9%	4 13%	40 16%	~	~	1 13%	~	~	6 23%	2 6%	45 17%	34 17%	13 12%	19 18%	29 14%
3	48 15%	647 12%	8 18%	6 11%	8 15%	10 14%	11 20%	5 17%	40 16%	~100%	~	2 25%	2 ~	3 12%	6 19%	41 15%	26 13%	21 20%	16 16%	32 16%	
4	21 7%	427 8%	1 2%	1 2%*	3 6%	3 4%	10 18%*	2 7%	13 5%	1 100%	~	2 25%	2 ~	3 12%	2 6%	18 7%	8 4%*	11 10%	8 8%	12 6%	
5 TO 9	53 17%	719 14%	6 14%	9 17%	11 21%	14 20%	9 16%	3 10%	45 18%	~	~	~	3 43%	2 8%	6 19%	46 17%	24 12%*	27 25%*	12 12%	39 19%	
10 OR MORE TIMES	30 10%	356 7%	3 7%	7 13%	4 8%	8 11%	7 13%	1 3%	24 10%	~	~	1 13%	4 ~	4 15%	2 6%	27 10%	16 8%	14 13%	7 7%	23 11%	
NOT ANSWERED	9	330	4	1				1	3					2	2	4	5	1	2	4	
VALID CASES	311	5224	44	54	53	70	55	30	250	1	2	1	8	7	26	32	270	195	106	103	202
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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		
PSCS	OHP	18	25	35	45	55	65		BLK	NATV	AMER					NOT	EX &					
TOT	TOT	TO	TO	TO	TO	TO	AND	WHTE	AFR-	AS-	PAC	ALSK	MUL-	HIS-	HIS-	VERY	GOOD	FAIR	MALE	FE-		
ADLT	ADLT	24	34	44	54	64	OVER		AMER	IAN	ILND	NATV	OTHR	TI	IC	IC	GOOD	POOR	MALE	MALE		
Q8 #YES	160 67%	2839 72%	16 50%~	27 66%~	25 62%~	42 75%	36 73%~	12 60%~	131 67%~	1 100%~	1 50%~		5 ~	2 71%~	14 40%~	11 70%~	144 52%~	98 67%~	58 64%	51 72%	106 64%	
NO	80 33%	1080 28%	16 50%~	14 34%~	15 38%~	14 25%	13 27%~	8 40%~	65 33%~		1 ~	1 50%~	2 100%~	3 29%~	6 60%~	10 30%~	70 48%~	33 33%~	45 31%	33 36%	20 28%	60 36%
NOT ANSWERED	9	109	1	2	1		1	4	8				1			8	6	3	4	5		
VALID CASES	240	3919	32	41	40	56	49	20	196	1	2	1	7	5	20	21	214	143	91	71	166	
NUMBER OF RESPONDENTS	249	4028	33	43	41	56	50	24	204	1	2	1	8	5	20	21	222	149	94	75	171	
	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?

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q9 YES	131 54%	2140 54%	13 41%~	19 44%~	20 50%~	38 68%*	31 65%~	9 45%~	107 54%~	1 100%~	2 100%~	5 ~	1 71%~	11 20%~	11 55%~	14 67%~	114 53%~	72 50%	55 60%	43 61%	86 51%
NO	110 46%	1796 46%	19 59%~	24 56%~	20 50%~	18 32%*	17 35%~	11 55%~	90 46%~	~	1 ~	2 100%~	4 29%~	9 80%~	7 45%~	101 33%~	101 47%~	72 50%	36 40%	28 39%	81 49%
NOT ANSWERED	8	92	1	1	1	2	4	7	7			1				7	5	3	4	4	
VALID CASES	241	3936	32	43	40	56	48	20	197	1	2	1	7	5	20	21	215	144	91	71	167
NUMBER OF RESPONDENTS	249 100%	4028 100%	33 100%	43 100%	41 100%	56 100%	50 100%	24 100%	204 100%	1 100%	2 100%	1 100%	8 100%	5 100%	20 100%	21 100%	222 100%	149 100%	94 100%	75 100%	171 100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PSCS 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- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q10 NOT AT ALL	5 4%	93 4%	~	~	5%~	3%~	4%~	22%~	5%~	~	~	~	~	~	~	5%~	1%~	8%~	5%~	4%~	
A LITTLE	23 18%	327 16%	38%~	~	32%~	8%~	21%~	33%~	17%~	~	50%~	~	25%~	~	27%~	36%~	17%~	19%~	19%~	16%~	20%~
SOME	39 31%	758 36%	38%~	21%~	16%~	42%~	32%~	33%~	31%~	~	50%~	~	25%~	~	27%~	27%~	32%~	29%~	34%~	37%~	28%~
#A LOT	58 46%	898 43%	23%~	79%~	47%~	47%~	43%~	11%~	47%~	100%~	~	~	50%~	100%~	45%~	36%~	47%~	50%~	40%~	42%~	48%~
NOT ANSWERED	6	95			1	2	3		4			1			3	3	4	2	5	1	
VALID CASES	125	2076	13	19	19	36	28	9	103	1	2	4	1	11	11	111	68	53	38	85	
NUMBER OF RESPONDENTS	131	2171	13	19	20	38	31	9	107	1	2	5	1	11	14	114	72	55	43	86	
	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?

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE				
Q11 NOT AT ALL	23 18%	407 20%	1 8%~	3 17%~	3 15%~	7 19%~	6 20%~	2 22%~	19 18%~	~	~	1 ~ 20%~	1 100%~	1 9%~	22 ~ 20%~	14 20%	9 17%	8 19%~	14 17%~	
A LITTLE	33 26%	411 20%	7 54%~	4 22%~	11 55%~	5 14%~	5 17%~	1 11%~	26 25%~	2 ~100%~	~	1 ~ 20%~	3 ~ 27%~	6 46%~	27 24%~	20 29%	13 24%	10 24%~	22 26%~	
SOME	42 33%	704 34%	3 23%~	5 28%~	4 20%~	18 49%~	8 27%~	4 44%~	37 36%~	~	~	1 ~ 20%~	2 ~ 18%~	4 31%~	37 33%~	21 30%	18 33%	14 33%~	28 33%~	
#A LOT	30 23%	554 27%	2 15%~	6 33%~	2 10%~	7 19%~	11 37%~	2 22%~	22 21%~	1 100%~	~	2 ~ 40%~	5 ~ 45%~	3 23%~	26 23%~	15 21%	14 26%	10 24%~	20 24%~	
NOT ANSWERED	3	95		1		1	1		3					1	2	2	1	1	2	
VALID CASES	128	2076	13	18	20	37	30	9	104	1	2	5	1	11	13	112	70	54	42	84
NUMBER OF RESPONDENTS	131	2171	13	19	20	38	31	9	107	1	2	5	1	11	14	114	72	55	43	86
	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?

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE			
Q12 #YES	90 70%	1495 72%	11 85%~	16 84%~	12 60%~	26 72%~	20 65%~	4 44%~	75 71%~	1 100%~	2 100%~	2 ~	40%~	7 ~	64%~	9 64%~	78 70%~	50 70%~	36 67%	31 72%~	57 68%~
NO	39 30%	577 28%	2 15%~	3 16%~	8 40%~	10 28%~	11 35%~	5 56%~	30 29%~	~	~	~	3 ~	1 ~	4 36%~	5 36%~	34 30%~	21 30%~	18 33%	12 28%~	27 32%~
NOT ANSWERED	2	99				2			2							2	1	1			2
VALID CASES	129	2072	13	19	20	36	31	9	105	1	2	5	1	11	14	112	71	54	43	84	
NUMBER OF RESPONDENTS	131 100%	2171 100%	13 100%	19 100%	20 100%	38 100%	31 100%	9 100%	107 100%	1 100%	2 100%	5 100%	1 100%	11 100%	14 100%	114 100%	72 100%	55 100%	43 100%	86 100%	

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

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

	PSCS 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	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE									
Q13 WORST HEALTH CARE POSSIBLE	2 0.8%	27 0.7%	~	~	~	2%	2%	~	1%	~	~	~	~	~	~	2	2	2	2	3%	~					
01	2 0.8%	36 0.9%	~	~	~	~	2%	5%	1%	1%	2	1%	~	~	~	2	2	2	2	~	1%					
02	2 0.8%	49 1%	~	~	~	~	2%	5%	1%	1%	2	1%	~	~	~	2	2	2	1	1%	0.6%					
03	8 3%	75 2%	~	1%	2%	5%	5%	2%	5%	1	4	2%	~	~	~	14%	20%	11%	2	1	6	3	3	1	7	
04	10 4%	144 4%	2%	2%	3%	8%	~	4%	5%	2	1	8	4%	~	~	14%	~	5%	1	10	3	7	2	8		
05	15 6%	268 7%	1%	2%	3%	8%	5%	8%	10%	4	2	10	5%	100%	50%	~	14%	~	5%	1	14	7	8	4	11	
06	17 7%	223 6%	5%	3%	2%	5%	4%	8%	5%	4	1	15	8%	~	~	14%	20%	~	5%	1	16	9	8	4	12	
07	30 13%	446 11%	4%	7%	7%	18%	15%	8%	~	4	~	24	12%	~	50%	~	14%	~	16%	3	6	24	19	9	12	18
08	55 23%	874 22%	11%	9%	7%	18%	22%	27%	10%	2	2	44	22%	~	~	100%	14%	20%	26%	5	6	48	36	18	14	40
09	38 16%	633 16%	1%	9%	7%	18%	22%	8%	20%	4	4	34	17%	~	~	~	20%	11%	2	2	35	29	9	14	23	
BEST HEALTH CARE POSSIBLE	60 25%	1114 29%	7%	10%	9%	25%	27%	35%	~	7	7	51	26%	~	~	14%	20%	26%	5	4	54	37	22	17	43	
#8-10 (NET)	153 64%	2622 67%	19%	28%	23%	69%	63%	65%	~	13	13	129	66%	~	~	100%	29%	60%	63%	12	12	137	102	49	45	106

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			
	PSCS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
9-10 (NET)	98 41%	1747 45%	8 26%	19 44%	16 40%	26 47%	17 35%	11 55%	85 43%	~	~	~	1 14%	2 40%	7 37%	6 29%	89 42%	66 46%*	31 34%	31 44%	66 40%
NOT ANSWERED	10	139	2		1	1	2	4	8				1		1		9	6	4	4	6
VALID CASES	239	3889	31	43	40	55	48	20	196	1	2	1	7	5	19	21	213	143	90	71	165
NUMBER OF RESPONDENTS	249 100%	4028 100%	33 100%	43 100%	41 100%	56 100%	50 100%	24 100%	204 100%	1 100%	2 100%	1 100%	8 100%	5 100%	20 100%	21 100%	222 100%	149 100%	94 100%	75 100%	171 100%
MEAN	7.69	7.86	7.68	7.93	7.58	7.93	7.42	7.40	7.79	5.00	6.00	8.00	6.14	7.20	7.58	7.71	7.69	8.13	7.10	7.73	7.68
p stat_(*=Sig @ p<=.05)		.230	~	~	~.372	~	~	~	~	~	~	~	~	~	~	~	~	~.001*	.001*	.866	.869

[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?

	PSCS 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	
Q14 NEVER	11 5%	106 3%	2 6%~	2 ~	1 5%~	4 2%	2 8%~	2 10%	8 4%~	~	~	~	~	1 20%~	1 5%~	2 10%~	9 4%~	3 2%*	7 8%	4 6%	7 4%
SOMETIMES	43 18%	606 16%	7 22%~	8 19%~	7 17%~	12 22%	5 10%~	3 14%~	28 14%~	1 ~	1 50%~	3 ~	2 38%~	6 40%~	6 30%~	3 14%~	38 18%~	23 16%	19 21%	9 13%	33 20%
USUALLY	87 36%	1251 32%	10 31%~	15 36%~	18 45%~	15 27%	21 43%~	7 33%~	72 37%~	1 100%~	1 50%~	1 100%~	5 63%~	1 20%~	5 25%~	7 33%~	79 37%~	52 36%	32 35%	28 39%	58 35%
ALWAYS	100 41%	1927 50%*	13 41%~	19 45%~	13 33%~	27 49%	19 39%~	9 43%~	88 45%~	~	~	~	~	1 20%~	8 40%~	9 43%~	89 41%~	66 46%	33 36%	31 43%	69 41%
#ALWAYS + USUALLY (NET)	187 78%	3178 82%	23 72%~	34 81%~	31 78%~	42 76%	40 82%~	16 76%~	160 82%~	1 100%~	1 50%~	1 100%~	5 63%~	2 40%~	13 65%~	16 76%~	168 78%~	118 82%	65 71%	59 82%	127 76%
TOP BOX SCORE	100 41%	1927 50%*	13 41%~	19 45%~	13 33%~	27 49%	19 39%~	9 43%~	88 45%~	~	~	~	~	1 20%~	8 40%~	9 43%~	89 41%~	66 46%	33 36%	31 43%	69 41%
NOT ANSWERED	8	138	1	1	1	1	1	3	8							7	5	3	3	4	
VALID CASES	241	3890	32	42	40	55	49	21	196	1	2	1	8	5	20	21	215	144	91	72	167
NUMBER OF RESPONDENTS	249 100%	4028 100%	33 100%	43 100%	41 100%	56 100%	50 100%	24 100%	204 100%	1 100%	2 100%	1 100%	8 100%	5 100%	20 100%	21 100%	222 100%	149 100%	94 100%	75 100%	171 100%

[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?

	PSCS 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 & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q15 YES	270 86%	4471 84%	34 71%~	44 81%	46 88%	62 90%	52 95%*	27 87%	220 87%	1 100%	2 100%	1 100%	5 63%~	6 86%~	20 74%~	28 85%~	233 86%~	162 82%*	100 94%*	86 82%	178 88%
NO	44 14%	824 16%	14 29%~	10 19%	6 12%	7 10%	3 5%*	4 13%~	32 13%	~	~	~	3 38%~	1 14%~	7 26%~	5 15%~	39 14%~	36 18%*	6 6%*	19 18%	25 12%
NOT ANSWERED	6	259		1	1	1			1						1	2	2	1			3
VALID CASES	314	5295	48	54	52	69	55	31	252	1	2	1	8	7	27	33	272	198	106	105	203
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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

	PSCS 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	39 16%	737 18%	5 17%	9 22%	6 13%	8 14%	4 8%	5 24%	31 15%	~	~	~	~	1 17%	1 5%	7 28%	30 14%	25 17%	11 12%	16 20%	21 13%
1 TIME	66 27%	904 22%	13 43%	11 27%	14 30%	9 16%*	14 29%	5 24%	53 26%	~100%	1 100%	1 100%	2 40%	3 50%	6 32%	5 20%	61 28%	50 34%*	15 16%*	18 23%	48 29%
2	47 19%	921 22%	5 17%	6 15%	7 15%	19 33%*	5 10%	4 19%	37 18%	~	~	~	1 20%	1 17%	6 32%	2 8%	43 20%	32 21%	15 16%	18 23%	28 17%
3	39 16%	552 13%	~	7 17%	9 20%	6 10%	13 27%	3 14%	33 16%	~	~	~	2 40%	~	2 11%	4 16%	33 15%	19 13%	18 19%	11 14%	26 16%
4	18 7%	381 9%	2 7%	2 5%	4 9%	3 5%	5 10%	2 10%	13 6%	1 100%	~	~	~	1 17%	1 5%	5 20%	13 6%	8 5%	9 10%	6 8%	12 7%
5 TO 9	27 11%	484 12%	3 10%	2 5%	5 11%	10 17%	4 8%	2 10%	25 12%	~	~	~	~	~	~	2 8%	24 11%	9 6%*	18 19%*	7 9%	19 12%
10 OR MORE TIMES	13 5%	164 4%	2 7%	4 10%	1 2%	3 5%	3 6%	~	10 5%	~	~	~	~	~	3 16%	~	12 6%	6 4%	7 8%	3 4%	10 6%
NOT ANSWERED	21	311	4	3		4	4	6	18		1				1	3	17	13	7	7	14
VALID CASES	249	4143	30	41	46	58	48	21	202	1	1	1	5	6	19	25	216	149	93	79	164
NUMBER OF RESPONDENTS	270	4454	34	44	46	62	52	27	220	1	2	1	5	6	20	28	233	162	100	86	178
	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?

	PSCS 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	
Q17 NEVER	3 1%	64 2%	2 8%~	~	~	1 2%	~	2 1%~	~	~	~	~	~	1 20%~	~	2 11%~	1 0.5%~	2 2%	1 1%	2 3%	1 0.7%
SOMETIMES	16 8%	221 7%	~	2 6%~	4 10%~	4 8%	3 7%~	2 13%~	11 6%~	1 ~100%~	~	1 ~20%~	~	2 ~11%~	~	14 ~8%~	5 4%*	11 13%*	7 11%	8 6%	
USUALLY	45 21%	788 23%	7 28%~	7 22%~	8 20%~	6 12%*	5 27%~	5 31%~	41 24%~	1 ~100%~	~	1 ~20%~	1 20%~	1 6%~	2 11%~	43 23%~	22 18%	23 28%	9 14%	35 24%	
ALWAYS	146 70%	2286 68%	16 64%~	23 72%~	28 70%~	39 78%	29 66%~	9 56%~	117 68%~	~	~	1 ~100%~	3 60%~	3 60%~	15 83%~	14 78%~	128 69%~	95 77%*	47 57%*	45 71%	99 69%
#ALWAYS + USUALLY (NET)	191 91%	3074 92%	23 92%~	30 94%~	36 90%~	45 90%	41 93%~	14 88%~	158 92%~	1 ~100%~	~	1 ~100%~	4 80%~	4 80%~	16 89%~	16 89%~	171 92%~	117 94%	70 85%*	54 86%	134 94%
TOP BOX SCORE	146 70%	2286 68%	16 64%~	23 72%~	28 70%~	39 78%	29 66%~	9 56%~	117 68%~	~	~	1 ~100%~	3 60%~	3 60%~	15 83%~	14 78%~	128 69%~	95 77%*	47 57%*	45 71%	99 69%
NOT ANSWERED		36																			
VALID CASES	210	3360	25	32	40	50	44	16	171	1	1	1	5	5	18	18	186	124	82	63	143
NUMBER OF RESPONDENTS	210 100%	3396 100%	25 100%	32 100%	40 100%	50 100%	44 100%	16 100%	171 100%	1 100%	1 100%	1 100%	5 100%	5 100%	18 100%	18 100%	186 100%	124 100%	82 100%	63 100%	143 100%

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

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

	PSCS 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					
Q18 NEVER	4 2%	80 2%	~	~	~	4%	2%	~	1%	~	~	~	20%	~	~	~	3	~	2%	~	4%	5%	~	
SOMETIMES	20 10%	289 9%	~	6%	15%	12%	9%	6%	9%	~	100%	~	~	~	17%	3	1	17	6%	9%	4%*	18%*	6%	15%
USUALLY	47 22%	705 21%	12%	28%	20%	8%*	18%	38%	40%	1	~	1	1	2	1	5	42	30	23%	24%	21%	14%	32%	
ALWAYS	139 66%	2267 68%	13%	66%	65%	76%	70%	56%	114	~	~	~	60%	60%	3	3	14	12	67%	67%	72%*	57%*	42	96
#ALWAYS + USUALLY (NET)	186 89%	2972 89%	25%	94%	85%	84%	89%	94%	154	1	~	1	4	5	15	17	166	119	94%	89%	96%*	78%*	56	128
TOP BOX SCORE	139 66%	2267 68%	13%	66%	65%	76%	70%	56%	114	~	~	~	60%	60%	3	3	14	12	67%	67%	72%*	57%*	42	96
NOT ANSWERED		55																						
VALID CASES	210	3341	25	32	40	50	44	16	171	1	1	1	5	5	18	18	186	124	186	124	82	63	143	
NUMBER OF RESPONDENTS	210 100%	3396 100%	25 100%	32 100%	40 100%	50 100%	44 100%	16 100%	171 100%	1 100%	1 100%	1 100%	5 100%	5 100%	18 100%	18 100%	186 100%	124 100%	186 100%	124 100%	82 100%	63 100%	143 100%	

[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?

	PSCS 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	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE							
Q19 NEVER	3 1%	70 2%	~	~	~	2%	2%~	~	1%~	~	~	~	~	~	~	~	2	2	2	2	3%	~				
SOMETIMES	21 10%	242 7%	1 4%~	1 3%~	6 15%~	5 10%	6 14%~	1 6%~	15 9%~	1 ~100%~	1 ~	1 ~	2 ~	2 ~	2 ~	2 ~	1	19	6	15	5%*	18%*	8	11	13%	8%
USUALLY	34 16%	541 16%	7 28%~	6 19%~	6 15%~	5 10%	6 14%~	4 25%~	27 16%~	~	1 ~100%~	1 ~	1 ~	2 ~	3 ~	3 ~	4	29	19	15	15%	18%	11	23	17%	16%
ALWAYS	152 72%	2489 74%	17 68%~	25 78%~	28 70%~	39 78%	31 70%~	11 69%~	127 74%~	1 ~100%~	~	3 ~	3 ~	13 ~	13 ~	136 ~	13	136	99	50	80%*	61%*	42	109	67%	76%
#ALWAYS + USUALLY (NET)	186 89%	3030 91%	24 96%~	31 97%~	34 85%~	44 88%	37 84%~	15 94%~	154 90%~	1 ~100%~	~	1 ~	4 ~	5 ~	16 ~	16 ~	17	165	118	65	95%*	79%*	53	132	84%	92%*
TOP BOX SCORE	152 72%	2489 74%	17 68%~	25 78%~	28 70%~	39 78%	31 70%~	11 69%~	127 74%~	1 ~100%~	~	3 ~	3 ~	13 ~	13 ~	136 ~	13	136	99	50	80%*	61%*	42	109	67%	76%
NOT ANSWERED		53																								
VALID CASES	210	3343	25	32	40	50	44	16	171	1	1	1	5	5	18	18	186	124	82	63	143					
NUMBER OF RESPONDENTS	210 100%	3396 100%	25 100%	32 100%	40 100%	50 100%	44 100%	16 100%	171 100%	1 100%	1 100%	1 100%	5 100%	5 100%	18 100%	18 100%	186 100%	124 100%	82 100%	63 100%	143 100%					

[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?

	PSCS 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q20 NEVER	3 1%	102 3%*	~	~	~	2%	5%~	~	2%~	~	~	~	~	~	~	~	3 2%~	3 ~	4%~	3% 0.7%	
SOMETIMES	31 15%	343 11%	4 16%~	2 6%~	9 23%~	6 12%	6 15%~	2 13%~	23 14%~	1 ~100%~	1 ~	2 ~20%~	2 40%~	1 6%~	1 22%~	24 13%~	10 8%*	20 25%*	10% 16%		
USUALLY	52 25%	852 27%	8 32%~	9 28%~	9 23%~	7 14%*	13 33%~	6 38%~	40 24%~	1 100%~	1 ~100%~	2 40%~	1 20%~	6 33%~	3 17%~	49 27%~	31 26%	20 25%	20% 23%		
ALWAYS	119 58%	1905 60%	13 52%~	21 66%~	21 54%~	36 72%*	19 48%~	8 50%~	100 60%~	~	~	2 ~40%~	2 40%~	11 61%~	11 61%~	106 58%~	80 66%*	38 47%*	34% 60%		
#ALWAYS + USUALLY (NET)	171 83%	2757 86%	21 84%~	30 94%~	30 77%~	43 86%	32 80%~	14 88%~	140 84%~	1 100%~	1 ~100%~	4 80%~	3 60%~	17 94%~	14 78%~	155 85%~	111 92%*	58 72%*	54% 83%		
TOP BOX SCORE	119 58%	1905 60%	13 52%~	21 66%~	21 54%~	36 72%*	19 48%~	8 50%~	100 60%~	~	~	2 ~40%~	2 40%~	11 61%~	11 61%~	106 58%~	80 66%*	38 47%*	34% 60%		
NOT ANSWERED	5	195			1		4		5						4	3	1	1	4		
VALID CASES	205	3201	25	32	39	50	40	16	166	1	1	1	5	5	18	18	182	121	81	62	139
NUMBER OF RESPONDENTS	210 100%	3396 100%	25 100%	32 100%	40 100%	50 100%	44 100%	16 100%	171 100%	1 100%	1 100%	1 100%	5 100%	5 100%	18 100%	18 100%	186 100%	124 100%	82 100%	63 100%	143 100%

[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			
		PSCS 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
Q21 YES	130 63%	1971 62%	10 40%~	24 75%~	24 62%~	33 66%	29 72%~	9 56%~	110 66%~	1 100%~	1 100%~	1 ~	4 20%~	10 80%~	10 56%~	12 67%~	116 64%~	68 57%*	60 74%*	39 63%	89 64%
NO	75 37%	1225 38%	15 60%~	8 25%~	15 38%~	17 34%	11 28%~	7 44%~	56 34%~	~	1 ~100%~	4 80%~	1 20%~	8 44%~	6 33%~	65 36%~	52 43%*	21 26%*	23 37%	50 36%	
NOT ANSWERED	5	201			1		4		5							5	4	1	1	4	
VALID CASES	205	3195	25	32	39	50	40	16	166	1	1	1	5	5	18	18	181	120	81	62	139
NUMBER OF RESPONDENTS	210 100%	3396 100%	25 100%	32 100%	40 100%	50 100%	44 100%	16 100%	171 100%	1 100%	1 100%	1 100%	5 100%	5 100%	18 100%	18 100%	186 100%	124 100%	82 100%	63 100%	143 100%

[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?

	PSCS TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	ASIAN	NATV HAW/ PAC	AMER IND/ ALSK	MULTI	NOT HIS- PAN	HIS- PAN	EX & VERY GOOD & FAIR	GOOD & POOR	FE-MALE	MALE	
Q22 NEVER	97%	1277%	~13%	4%~	13%~	13%~	22%~	8%~	~	~	~	~	~	~	~	8%~	6%	8%	3%~	9%~
SOMETIMES	16%	26414%	20%~	8%~	22%~	19%~	10%~	17%~	~	~	~	~	~	20%~	~	17%~	14%	18%	13%~	16%~
USUALLY	33%	54529%	30%~	42%~	22%~	38%~	38%~	32%~	100%~	100%~	~	~	25%~	40%~	33%~	33%~	35%	28%	38%~	31%~
ALWAYS	45%	93050%	50%~	38%~	52%~	41%~	45%~	43%~	~	~	~100%~	75%~	40%~	67%~	42%~	45%	45%	46%~	44%~	
#ALWAYS + USUALLY (NET)	77%	147479%	80%~	79%~	74%~	78%~	83%~	75%~	100%~	100%~	~100%~	100%~	80%~	100%~	75%~	80%	73%	85%~	75%~	
TOP BOX SCORE	45%	93050%	50%~	38%~	52%~	41%~	45%~	43%~	~	~	~100%~	75%~	40%~	67%~	42%~	45%	45%	46%~	44%~	
NOT ANSWERED	2	57			1	1		2							2	2			2	
VALID CASES	128	1865	10	24	23	32	29	9	108	1	1	1	4	10	12	114	66	60	39	87
NUMBER OF RESPONDENTS	130	1922	10	24	24	33	29	9	110	1	1	1	4	10	12	116	68	60	39	89
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PSCS 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	GOOD & FAIR & POOR	MALE	FE- MALE		
Q23 WORST PERSONAL DOCTOR POSSIBLE	3 1%	44 1%	1 3%	~	~	1 2%	~	~	2 1%	~	~	~	~	~	2 1%	~	2 2%	1 1%	1 0.6%	
01	1 0.4%	31 0.8%	~	~	~	~	1 5%	0.5%	~	~	~	~	~	~	1 0.5%	~	1 1%	~	1 0.6%	
02	3 1%	33 0.8%	~	~	~	1 2%	2 5%	~	3 2%	~	~	~	~	~	3 1%	~	3 3%	3 4%	~	
03	3 1%	49 1%	~	~	1 2%	1 2%	1 2%	~	2 1%	~	~	~	~	1 5%	2 1%	~	3 3%	~	3 2%	
04	4 2%	91 2%	1 3%	~	~	1 2%	~	1 5%	2 1%	~	~	1 20%	~	~	3 1%	~	3 3%	2 3%	1 0.6%	
05	11 5%	232 6%	2 7%	1 2%	5 11%	1 2%	1 2%	1 5%	10 5%	1 50%	~	~	~	~	11 5%	8 6%	3 3%	2 3%	9 6%	
06	9 4%	158 4%	1 3%	3 7%	4 9%	1 2%	~	~	9 5%	~	~	~	~	~	9 4%	5 3%	4 4%	~	8 5%	
07	16 7%	284 7%	4 14%	5 12%	3 7%	3 5%	1 2%	~	13 7%	~	~	~	2 33%	~	3 11%	13 6%	9 6%	6 7%	5 6%	11 7%
08	38 16%	633 16%	6 21%	7 17%	6 14%	7 12%	9 21%	3 14%	28 15%	1 100%	1 100%	1 20%	~	6 30%	1 4%	37 18%	23 16%	15 17%	11 14%	27 17%
09	53 22%	737 19%	4 14%	7 17%	12 27%	12 21%	12 28%	5 24%	43 23%	1 50%	1 20%	1 17%	4 20%	9 33%	43 21%	35 24%	16 18%	25 32%*	27 17%*	
BEST PERSONAL DOCTOR POSSIBLE	99 41%	1651 42%	10 34%	17 43%	13 30%	30 52%	17 40%	10 48%	78 41%	~	~	2 40%	3 50%	9 45%	14 52%	81 40%	63 44%	34 38%	29 37%	68 44%
#8-10 (NET)	190 79%	3021 77%	20 69%	31 78%	31 70%	49 84%	38 88%	18 86%	149 78%	1 100%	1 100%	1 80%	4 67%	4 95%	19 89%	161 79%	121 85%*	65 72%*	65 83%	122 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			
	PSCS 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)	152 63%	2388 61%	14 48%~	24 60%~	25 57%~	42 72%	29 67%~	15 71%~	121 63%~	1 ~	3 50%~	4 60%~	13 67%~	23 85%~	124 60%~	98 69%*	50 56%	54 69%	95 61%		
NOT ANSWERED	30	511	5	4	2	4	9	6	29					1	28	19	10	8	22		
VALID CASES	240	3943	29	40	44	58	43	21	191	1	2	1	5	6	20	27	205	143	90	78	156
NUMBER OF RESPONDENTS	270 100%	4454 100%	34 100%	44 100%	46 100%	62 100%	52 100%	27 100%	220 100%	1 100%	2 100%	1 100%	5 100%	6 100%	20 100%	28 100%	233 100%	162 100%	100 100%	86 100%	178 100%
MEAN	8.43	8.35	8.00	8.68	8.16	8.71	8.58	8.52	8.41	8.00	7.00	8.00	8.20	8.83	8.85	9.26	8.38	8.83	7.92	8.49	8.48
p stat_(*=Sig @ p<=.05)		.522	~	~	~.253	~	~	~	~	~	~	~	~	~	~	~	~	~.002*	.009*	.785	.651

[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?

	PSCS 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 & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q24 YES	143 46%	2057 40%*	13 27%~	22 41%	23 44%	39 56%	33 65%*	11 38%~	116 47%	1 100%	2 100%	3 ~	1 43%~	16 57%~	12 35%~	127 48%~	69 35%*	68 65%*	43 42%	97 49%		
NO	166 54%	3041 60%*	35 73%~	32 59%	29 56%	31 44%	18 35%*	18 62%~	130 53%	~	~	100%~	1 57%~	4 86%~	6 43%~	12 65%~	22 65%*	139 52%~	127 65%*	36 35%*	60 58%	103 52%
NOT ANSWERED	11	457		1	1		4	2	7				1			8	4	3	2	6		
VALID CASES	309	5097	48	54	52	70	51	29	246	1	2	1	7	7	28	34	266	196	104	103	200	
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%	

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

	PSCS 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	GOOD & POOR	MALE	FE- MALE	
Q25 NEVER	9 7%	91 5%	3 ~ 14%	1 5%	1 3%	2 6%	1 11%	8 7%	~	~	~	~	~	~	8 7%	4 6%	4 6%	3 8%	5 5%		
SOMETIMES	20 15%	329 17%	3 23%	5 23%	3 14%	3 8%	5 16%	1 11%	17 15%	~	~	~	~	~	3 19%	3 25%	16 13%	10 16%	9 13%	4 10%	16 17%
USUALLY	37 27%	546 29%	7 54%	3 14%	6 27%	11 30%	8 25%	2 22%	27 24%	1 100%	1 50%	~	2 100%	1 100%	5 31%	5 42%	32 26%	12 19%*	23 34%	10 25%	26 28%
ALWAYS	71 52%	927 49%	3 23%	11 50%	12 55%	22 59%	17 53%	5 56%	59 53%	~	1 50%	~	~	~	8 50%	4 33%	65 54%	38 59%	31 46%	23 58%	47 50%
#ALWAYS + USUALLY (NET)	108 79%	1473 78%	10 77%	14 64%	18 82%	33 89%	25 78%	7 78%	86 77%	1 100%	2 100%	~	2 100%	1 100%	13 81%	9 75%	97 80%	50 78%	54 81%	33 83%	73 78%
TOP BOX SCORE	71 52%	927 49%	3 23%	11 50%	12 55%	22 59%	17 53%	5 56%	59 53%	~	1 50%	~	~	~	8 50%	4 33%	65 54%	38 59%	31 46%	23 58%	47 50%
NOT ANSWERED	6	107			1	2	1	2	5				1			6	5	1	3	3	
VALID CASES	137	1893	13	22	22	37	32	9	111	1	2		2	1	16	12	121	64	67	40	94
NUMBER OF RESPONDENTS	143	2000	13	22	23	39	33	11	116	1	2		3	1	16	12	127	69	68	43	97
	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				
	PSCS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q26 NONE	3 2%	66 3%		2 ~ 9%~					2 2%~						2 2%~	2 3%		2 ~ 2%~			
1 SPECIALIST	73 53%	967 51%	11 85%~	13 59%~	11 48%~	17 46%~	15 45%~	6 67%~	60 54%~	1 100%~		3 ~100%~	9 ~ 56%~	4 33%~	69 56%~	39 60%	32 47%	22 52%~	51 54%~		
2	32 23%	501 26%	2 15%~	4 18%~	8 35%~	7 19%~	10 30%~	1 11%~	26 23%~	2 ~100%~			4 ~ 25%~	4 33%~	27 22%~	18 28%	12 18%	11 26%~	21 22%~		
3	16 12%	222 12%		3 ~ 14%~	1 4%~	6 16%~	4 12%~	1 11%~	12 11%~				1 ~100%~	2 13%~	2 17%~	12 10%~	4 6%	11 16%	3 7%~	12 13%~	
4	6 4%	72 4%				2 ~ 5%~	4 12%~		5 4%~					1 6%~		6 5%~	1 2%	5 7%	3 7%~	3 3%~	
5 OR MORE SPECIALISTS	9 6%	70 4%			3 ~ 13%~	5 14%~		1 ~ 11%~	7 6%~						2 ~ 17%~	7 6%~	1 2%*	8 12%*	3 7%~	5 5%~	
NOT ANSWERED	4	103				2		2	4						4	4		1	3		
VALID CASES	139	1897	13	22	23	37	33	9	112	1	2		3	1	16	12	123	65	68	42	94
NUMBER OF RESPONDENTS	143	2000	13	22	23	39	33	11	116	1	2		3	1	16	12	127	69	68	43	97
	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?

	PSCS 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-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE			
Q27 WORST SPECIALIST POSSIBLE	2 1%	10 0.6%	~	1 5%	~	1 3%	~	0.9%	~	~	~	~	~	6%	~	2%	1 2%	1 1%	2 5%	~	
01		12 0.7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02	2 1%	19 1%	~	~	~	1 3%	~	11%	0.9%	~	~	~	~	6%	~	2%	1 2%	1 1%	1 2%	1 1%	
03	5 4%	29 2%	~	1 5%	2 9%	~	2 6%	~	4 4%	~	~	~	~	6%	~	3%	~	5 7%	1 2%	4 4%	
04	3 2%	30 2%	1 8%	~	2 9%	~	~	0.9%	~	1 50%	~	~	~	6%	~	2%	2 3%	1 1%	~	3 3%	
05	3 2%	55 3%	~	~	1 4%	1 3%	~	11%	2%	~	~	~	~	6%	1 8%	2 2%	~	3 4%	1 2%	2 2%	
06	4 3%	75 4%	~	~	~	2 5%	2 6%	~	4 4%	~	~	~	~	~	~	3%	4 2%	1 2%	3 4%	1 2%	3 3%
07	15 11%	144 8%	2 15%	2 10%	1 4%	4 11%	4 12%	2 22%	14 13%	~	~	~	~	6%	1 8%	14 12%	6 10%	9 13%	4 10%	11 12%	
08	28 21%	332 19%	6 46%	2 10%	5 22%	7 19%	8 24%	~	23 21%	1 100%	1 50%	~	1 33%	~	2 12%	2 17%	26 21%	15 24%	12 18%	9 21%	18 20%
09	20 15%	332 19%	1 8%	7 35%	2 9%	3 8%	6 18%	1 11%	17 15%	~	~	~	1 33%	~	2 12%	2 17%	18 15%	13 21%	6 9%	10 24%	10 11%
BEST SPECIALIST POSSIBLE	54 40%	747 42%	3 23%	7 35%	10 43%	18 49%	11 33%	4 44%	43 39%	~	~	~	1 33%	1 100%	6 38%	6 50%	46 38%	24 38%	27 40%	13 31%	40 43%
#8-10 (NET)	102 75%	1411 79%	10 77%	16 80%	17 74%	28 76%	25 76%	5 56%	83 75%	1 100%	1 50%	~	3 100%	1 100%	10 63%	10 83%	90 74%	52 83%	45 66%*	32 76%	68 74%

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				
	PSCS 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/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
9-10 (NET)	74 54%	1080 60%	4 31%	14 70%	12 52%	21 57%	17 52%	5 56%	60 55%	~	~	~	2 67%	1 100%	8 50%	8 67%	64 53%	37 59%	33 49%	23 55%	50 54%
NOT ANSWERED		31																			
VALID CASES	136	1786	13	20	23	37	33	9	110	1	2	3	1	16	12	121	63	68	42	92	
NUMBER OF RESPONDENTS	136 100%	1817 100%	13 100%	20 100%	23 100%	37 100%	33 100%	9 100%	110 100%	1 100%	2 100%	3 100%	1 100%	16 100%	12 100%	121 100%	63 100%	68 100%	42 100%	92 100%	
MEAN	8.23	8.46	8.08	8.30	8.00	8.38	8.30	7.78	8.34	8.00	6.00	9.00	10.0	7.19	8.83	8.18	8.49	7.90	8.00	8.32	
p stat_(*=Sig @ p<=.05)		.205	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.190	.081	~	~	

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

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		PSCS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q28																					
YES	56 18%	1016 20%	10 21%	8 15%	8 15%	19 28%*	7 14%	3 10%	45 18%	~	~	~	1 14%	1 14%	5 18%	8 24%	46 17%	30 15%	24 23%	14 14%	41 20%
NO	253 82%	4109 80%	38 79%	46 85%	44 85%	50 72%*	44 86%	27 90%	201 82%	1 100%	2 100%	1 100%	6 86%	6 86%	23 82%	26 76%	220 83%	166 85%	80 77%	88 86%	160 80%
NOT ANSWERED	11	429		1	1	1	4	1	7				1			8	4	3	3	5	
VALID CASES	309	5125	48	54	52	69	51	30	246	1	2	1	7	7	28	34	266	196	104	102	201
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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	
	PSCS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE	
Q29 NEVER	9 16%	95 10%	1 10%	4 50%	1 13%	2 11%	1 17%	8 18%	~	~	1 ~100%	~	~	1 13%	8 18%	3 10%	6 26%	2 14%	7 18%	
SOMETIMES	14 25%	336 35%	2 20%	1 13%	3 38%	4 21%	2 33%	1 23%	~	~	~	~	1 20%	3 38%	10 22%	7 23%	6 26%	4 29%	9 22%	
USUALLY	22 40%	299 31%	5 50%	1 13%	3 38%	10 53%	2 33%	1 41%	~	~	~	~	4 80%	2 25%	19 42%	14 47%	7 30%	5 36%	17 43%	
ALWAYS	10 18%	228 24%	2 20%	2 25%	1 13%	3 16%	1 17%	1 33%	~	~	~	1 ~100%	~	2 25%	8 18%	6 20%	4 17%	3 21%	7 18%	
#ALWAYS + USUALLY (NET)	32 58%	526 55%	7 70%	3 38%	4 50%	13 68%	3 50%	2 67%	~	~	~	1 ~100%	4 80%	4 50%	27 60%	20 67%	11 48%	8 57%	24 60%	
TOP BOX SCORE	10 18%	228 24%	2 20%	2 25%	1 13%	3 16%	1 17%	1 33%	~	~	~	1 ~100%	~	2 25%	8 18%	6 20%	4 17%	3 21%	7 18%	
NOT ANSWERED	1	45					1	1						1		1		1		
VALID CASES	55	957	10	8	8	19	6	3	44		1	1	5	8	45	30	23	14	40	
NUMBER OF RESPONDENTS	56	1002	10	8	8	19	7	3	45		1	1	5	8	46	30	24	14	41	
	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?

	PSCS 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	FE- MALE	FE- MALE		
Q30 YES	84 27%	1357 27%	11 23%~	11 20%	10 20%	28 40%*	15 30%	7 23%~	66 27%	~	~	~	2 29%~	3 43%~	8 30%~	13 38%~	68 26%~	54 28%	28 27%	23 22%	59 30%
NO	222 73%	3728 73%	36 77%~	43 80%	41 80%	42 60%*	35 70%	23 77%~	179 73%	1 100%	2 100%	1 100%	5 71%~	4 57%~	19 70%~	21 62%~	196 74%~	140 72%	76 73%	80 78%	140 70%
NOT ANSWERED	14	469	1	1	2		5	1	8				1		1		10	6	3	2	7
VALID CASES	306	5085	47	54	51	70	50	30	245	1	2	1	7	7	27	34	264	194	104	103	199
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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			
	PSCS 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	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q31 NEVER	3 4%	46 4%	1 ~	1 9%~	1 ~	1 4%~	1 7%~	3 5%~	~	~	~	~	~	~	3 5%~	1 2%~	2 8%~	1 5%~	2 4%~	
SOMETIMES	12 15%	289 23%*	1 9%~	4 36%~	3 30%~	1 4%~	1 7%~	2 40%~	10 16%~	~	~	~	1 50%~	1 12%~	3 25%~	9 14%~	7 13%~	5 19%~	4 18%~	8 14%~
USUALLY	26 32%	401 32%	6 55%~	4 36%~	1 10%~	11 41%~	2 13%~	2 40%~	21 33%~	~	~	~	~	4 50%~	4 33%~	22 33%~	20 38%~	6 23%~	8 36%~	18 32%~
ALWAYS	40 49%	508 41%	4 36%~	2 18%~	6 60%~	14 52%~	11 73%~	1 20%~	30 47%~	~	~	2 100%~	1 50%~	3 38%~	5 42%~	32 48%~	25 47%~	13 50%~	9 41%~	29 51%~
#ALWAYS + USUALLY (NET)	66 81%	909 73%*	10 91%~	6 55%~	7 70%~	25 93%~	13 87%~	3 60%~	51 80%~	~	~	2 100%~	1 50%~	7 87%~	9 75%~	54 82%~	45 85%~	19 73%~	17 77%~	47 82%~
TOP BOX SCORE	40 49%	508 41%	4 36%~	2 18%~	6 60%~	14 52%~	11 73%~	1 20%~	30 47%~	~	~	2 100%~	1 50%~	3 38%~	5 42%~	32 48%~	25 47%~	13 50%~	9 41%~	29 51%~
NOT ANSWERED	3	75				1	2	2					1		2	1	2	1	2	
VALID CASES	81	1245	11	11	10	27	15	5	64			2	2	8	12	66	53	26	22	57
NUMBER OF RESPONDENTS	84	1320	11	11	10	28	15	7	66			2	3	8	13	68	54	28	23	59
	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?

	PSCS 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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	OTHER	TI	HIS-	NOT HIS-	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE
Q32 NEVER	1 1%	18 1%	~	9%~	~	~	~	2%~	~	~	~	~	~	~	~	2%~	2%~	~	~	2%~	
SOMETIMES	7 9%	93 7%	1 9%~	3 27%~	~	1 4%~	1 7%~	1 20%~	6 9%~	~	~	~	~	~	1 13%~	1 8%~	6 9%~	2 4%~	5 19%~	3 14%~	4 7%~
USUALLY	18 22%	288 23%	2 18%~	1 9%~	1 10%~	11 41%~	3 20%~	~	17 27%~	~	~	~	~	~	1 13%~	2 17%~	16 24%~	8 15%~	10 38%~	6 27%~	12 21%~
ALWAYS	55 68%	849 68%	8 73%~	6 55%~	9 90%~	15 56%~	11 73%~	4 80%~	40 62%~	~	~	2 ~100%~	2 ~100%~	6 75%~	9 75%~	43 65%~	42 79%~	11 42%~	13 59%~	40 70%~	
#ALWAYS + USUALLY (NET)	73 90%	1137 91%	10 91%~	7 64%~	10 100%~	26 96%~	14 93%~	4 80%~	57 89%~	~	~	2 ~100%~	2 ~100%~	7 88%~	11 92%~	59 89%~	50 94%~	21 81%~	19 86%~	52 91%~	
TOP BOX SCORE	55 68%	849 68%	8 73%~	6 55%~	9 90%~	15 56%~	11 73%~	4 80%~	40 62%~	~	~	2 ~100%~	2 ~100%~	6 75%~	9 75%~	43 65%~	42 79%~	11 42%~	13 59%~	40 70%~	
NOT ANSWERED	3	73				1	2	2	2					1	2	1	2	1	2	1	2
VALID CASES	81	1247	11	11	10	27	15	5	64			2	2	8	12	66	53	26	22	57	
NUMBER OF RESPONDENTS	84	1320	11	11	10	28	15	7	66			2	3	8	13	68	54	28	23	59	
	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	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q33	PSCS TOT ADLT																				
YES	89 29%	1535 34%~	17 31%	12 23%	27 40%*	11 22%~	5 17%~	61 25%*	~	~	~	71%~	2 29%~	13 48%~	15 44%~	71 27%~	50 26%	37 36%	29 29%	58 29%	
NO	215 71%	3528 70%	31 66%~	37 69%	40 77%	41 60%*	38 78%~	25 83%~	182 75%*	1 100%~	2 100%~	1 100%~	2 29%~	5 71%~	14 52%~	19 56%~	191 73%~	142 74%	67 64%	72 71%	140 71%
NOT ANSWERED	16	491	1	1	1	2	6	1	10			1		1		12	8	3	4	8	
VALID CASES	304	5063	47	54	52	68	49	30	243	1	2	1	7	7	27	34	262	192	104	101	198
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
PQ34																					
NEVER	4 1%	53 1%	1 ~	2 2%	1 ~	2 3%	1 2%	2 0.8%	~	~	~	~	~	2 7%	~	4 2%	~	4 4%	2 2%	2 1%	
SOMETIMES	21 7%	302 6%	6 13%	5 9%	2 4%	6 9%	2 4%	13 5%	~	~	1 14%	1 14%	5 19%	5 12%	16 6%	10 5%	9 9%	5 5%	15 8%		
USUALLY	29 10%	589 12%	5 11%	6 11%	4 8%	7 10%	5 10%	2 7%	21 9%	~	~	3 43%	3 11%	3 9%	25 10%	17 9%	12 12%	9 9%	20 10%		
ALWAYS	249 82%	4094 81%	36 77%	41 77%	46 88%	53 78%	41 84%	28 93%	206 85%	1 100%	2 100%	1 100%	3 43%	6 86%	17 63%	27 79%	216 83%	165 86%*	78 76%*	85 84%	160 81%
#ALWAYS + USUALLY (NET)	278 92%	4682 93%	41 87%	47 89%	50 96%	60 88%	46 94%	30 100%	227 94%	1 100%	2 100%	1 100%	6 86%	6 86%	20 74%	30 88%	241 92%	182 95%*	90 87%	94 93%	180 91%
TOP BOX SCORE	249 82%	4094 81%	36 77%	41 77%	46 88%	53 78%	41 84%	28 93%	206 85%	1 100%	2 100%	1 100%	3 43%	6 86%	17 63%	27 79%	216 83%	165 86%*	78 76%*	85 84%	160 81%
NOT ANSWERED	1	97	1					1							1		1		1		
VALID CASES	303	5037	47	53	52	68	49	30	242	1	2	1	7	7	27	34	261	192	103	101	197
NUMBER OF RESPONDENTS	304 100%	5134 100%	47 100%	54 100%	52 100%	68 100%	49 100%	30 100%	243 100%	1 100%	2 100%	1 100%	7 100%	7 100%	27 100%	34 100%	262 100%	192 100%	104 100%	101 100%	198 100%

[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			
	PSCS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q35 WORST HEALTH PLAN POSSIBLE	3 1%	48 1%	~	~	~	2%	~	4%	0.8%	~	~	~	~	~	2	~	2%	2	~
01	1 0.3%	36 0.7%	~	~	2%	~	~	~	0.4%	~	~	~	~	~	1	~	1%	1	~
02		58 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
03	10 3%	85 2%	~	6%	2%	3%	6%	4%	4%	~	~	~	~	4%	9	~	3%	4	6
04	8 3%	108 2%	4%	4%	2%	2%	2%	4%	2%	~	~	~	14%	14%	1	7	3%	4	3
05	21 7%	486 10%	9%	2%*	4%	12%	8%	7%	7%	~	~	~	14%	~	1	3	~	10	11
06	23 8%	314 6%	6%	9%	10%	9%	8%	~	8%	~	1	1	1	1	~	23	~	14	8
07	31 11%	595 12%	11%	17%	8%	8%	14%	4%	10%	~	1	~	1	1	4	5	10%	16	14
08	71 24%	978 20%	38%	17%	29%	20%	18%	25%	24%	100%	~	~	~	29%	2	9	20%	6	62
09	55 19%	825 17%	11%	24%	19%	26%	18%	7%	19%	~	~	~	14%	~	6	49	20%	38	16
BEST HEALTH PLAN POSSIBLE	72 24%	1331 27%	21%	22%	23%	20%	24%	46%	24%	~	~	~	29%	29%	2	3	40%	12	58
#8-10 (NET)	198 67%	3134 64%	33	34	34	43	30	22	159	1	~	~	3	4	19	24	169	138	56

Continued

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
	PSCS 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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
9-10 (NET)	127 43%	2156 44%	15 32%	25 46%	20 42%	30 45%	21 43%	15 54%	102 43%	~	~	~	3 43%	2 29%	10 36%	18 60%	107 41%	88 47%	37 37%	43 44%	83 43%
NOT ANSWERED	25	689	1	1	5	4	6	3	17				1			4	16	14	6	7	13
VALID CASES	295	4865	47	54	48	66	49	28	236	1	2	1	7	7	28	30	258	186	101	98	193
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%
MEAN	7.82	7.79	7.87	7.85	7.90	7.70	7.73	8.14	7.82	8.00	6.50	6.00	7.29	7.57	7.68	8.70	7.74	8.15	7.31	7.78	7.87
p stat_(*=Sig @ p<=.05)		.806	~.887		~.595	~	~	~.935	~	~	~	~	~	~	~	~	~	~.001*	.005*	.809	.583

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			
	PSCS 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- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q35A YES	50 16%	908 18%	7 ~ 13%	8 16%	11 16%	12 24%	10 33%	39 16%	1 100%	~	~ 14%	1 ~ 18%	5	4 13%	43 16%	17 9%*	32 31%*	19 19%	28 14%		
NO	256 84%	4189 82%	47 100%	48 87%	43 84%	57 84%	39 76%	20 67%	207 84%	2 ~100%	1 ~100%	6 86%	7 ~100%	23 82%	28 88%	223 84%	178 91%*	71 69%*	83 81%	171 86%	
NOT ANSWERED	14	458	1	2	2	4	1	7			1			2	8	5	4	3	7		
VALID CASES	306	5096	47	55	51	68	51	30	246	1	2	1	7	7	28	32	266	195	103	102	199
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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

	PSCS TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE
Q35B NEVER	7 15%	172 22%	1 ~ 14%	1 ~ 12%	1 10%	3 27%	4 11%	1 100%	~	~	~	~	1 20%	5 12%	7 24%	2 12%	4 15%			
SOMETIMES	6 13%	131 17%	~	2 ~ 25%	1 10%	2 ~ 22%	4 11%	~	~	~	~	~	1 20%	5 12%	2 12%	3 10%	1 6%	4 15%		
USUALLY	14 30%	173 22%	~	3 ~ 43%	2 25%	4 40%	2 18%	3 33%	12 33%	~	~	~	~	2 40%	1 33%	13 32%	5 29%	9 31%	4 24%	9 33%
ALWAYS	20 43%	296 38%	~	3 ~ 43%	3 38%	4 40%	6 55%	4 44%	16 44%	~	~	1 100%	1 20%	2 67%	18 44%	10 59%	10 34%	10 59%	10 37%	
#ALWAYS + USUALLY (NET)	34 72%	470 61%	~	6 ~ 86%	5 63%	8 80%	8 73%	7 78%	28 78%	~	~	1 100%	3 60%	3 100%	31 76%	15 88%	19 66%	14 82%	19 70%	
TOP BOX SCORE	20 43%	296 38%	~	3 ~ 43%	3 38%	4 40%	6 55%	4 44%	16 44%	~	~	1 100%	1 20%	2 67%	18 44%	10 59%	10 34%	10 59%	10 37%	
NOT ANSWERED	3	58			1	1	1	3						1	2	3	2	1		
VALID CASES	47	773	7	8	10	11	9	36	1			1	5	3	41	17	29	17	27	
NUMBER OF RESPONDENTS	50	831	7	8	11	12	10	39	1			1	5	4	43	17	32	19	28	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q35A = YES]

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PSCS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q35C YES	53 17%	876 17%	5 10%	8 15%	12 23%	13 19%	11 21%	4 13%	46 19%	1 ~	1 50%	1 ~	1 13%	4 14%	5 16%	48 18%	29 15%	23 22%	16 15%	36 18%	
NO	257 83%	4320 83%	43 90%	47 85%	40 77%	54 81%	42 79%	27 87%	202 81%	1 100%	1 50%	1 100%	7 88%	6 86%	24 86%	27 84%	222 82%	169 85%	81 78%	89 85%	164 82%
NOT ANSWERED	10	357			1	3	2		5						2	4	2	3		6	
VALID CASES	310	5197	48	55	52	67	53	31	248	1	2	1	8	7	28	32	270	198	104	105	200
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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

	PSCS TOT ADLT	OHP TOT ADLT	AGE							RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35D NEVER	19 37%	245 32%	3 60%~	3 43%~	3 25%~	4 33%~	5 45%~	1 25%~	16 36%~	~	~	~	~100%~	50%~	1 25%~	2 38%~	8 30%~	11 48%~	4 25%~	15 44%~	
SOMETIMES	8 16%	126 16%	1 20%~	1 14%~	6 50%~	~	~	~	7 16%~	~	~	~	~	1 25%~	7 25%~	3 15%~	4 17%~	1 6%~	7 21%~		
USUALLY	16 31%	150 20%	1 20%~	2 29%~	3 25%~	4 33%~	3 27%~	3 75%~	14 31%~	~100%~	1 ~	~	~	1 25%~	14 50%~	2 30%~	11 41%~	5 22%~	7 44%~	8 24%~	
ALWAYS	8 16%	244 32%*	~	1 14%~	~	4 33%~	3 27%~	~	8 18%~	~	~	~	~	~	~	8 17%~	5 19%~	3 13%~	4 25%~	4 12%~	
#ALWAYS + USUALLY (NET)	24 47%	393 51%	1 20%~	3 43%~	3 25%~	8 67%~	6 55%~	3 75%~	22 49%~	~100%~	1 ~	~	~	1 25%~	22 50%~	2 47%~	16 59%~	8 35%~	11 69%~	12 35%~	
TOP BOX SCORE	8 16%	244 32%*	~	1 14%~	~	4 33%~	3 27%~	~	8 18%~	~	~	~	~	~	~	8 17%~	5 19%~	3 13%~	4 25%~	4 12%~	
NOT ANSWERED	2	42		1		1			1			1		1	1	2			2		
VALID CASES	51	765	5	7	12	12	11	4	45	1		1	4	4	47	27	23	16	34		
NUMBER OF RESPONDENTS	53	807	5	8	12	13	11	4	46	1		1	4	5	48	29	23	16	36		
	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			
	PSCS 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 ALSK	MUL TI	HIS-IC	NOT HIS-IC	EX & VERY GOOD & FAIR	POOR	MALE	FE-MALE		
Q35E ALWAYS	5 2%	186 4%*	2 4%~	1 2%	1 ~	1 1%	1 2%	4 2%	~	~	1 ~	13%~	~	~	5 2%~	1 0.5%	4 4%	2 2%	3 1%		
USUALLY	18 6%	261 5%	1 2%~	2 4%	2 4%	7 10%	5 9%	1 3%~	13 5%	~	~	2 ~	25%~	~	2 7%~	2 6%~	16 6%~	8 4%	10 10%	8 8%	10 5%
SOMETIMES	68 22%	993 19%	10 21%~	11 20%	9 18%	14 20%	16 30%	5 17%~	49 20%	1 100%~	~	1 ~	13%~	1 17%~	11 39%~	7 21%~	57 21%~	34 17%*	30 29%	19 19%	46 23%
NEVER	219 71%	3697 72%	35 73%~	40 74%	40 78%	47 68%	32 59%	24 80%~	182 73%*	2 ~100%~	1 ~100%~	4 50%~	5 83%~	15 54%~	24 73%~	191 71%~	155 78%*	61 58%*	73 72%	145 71%	
#NEVER + SOMETIMES (NET)	287 93%	4690 91%	45 94%~	51 94%	49 96%	61 88%	48 89%	29 97%~	231 93%	1 100%~	2 100%~	1 100%~	5 63%~	6 100%~	26 93%~	31 94%~	248 92%~	189 95%*	91 87%*	92 90%	191 94%
TOP BOX SCORE	219 71%	3697 72%	35 73%~	40 74%	40 78%	47 68%	32 59%	24 80%~	182 73%*	2 ~100%~	1 ~100%~	4 50%~	5 83%~	15 54%~	24 73%~	191 71%~	155 78%*	61 58%*	73 72%	145 71%	
NOT ANSWERED	10	417		1	2	1	1	1	5					1	5	2	2	3	2		
VALID CASES	310	5137	48	54	51	69	54	30	248	1	2	1	8	6	28	33	269	198	105	102	204
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35F ALWAYS	3 1%	87 2%	1 2%~	1 ~	1 2%	1 1%	~	2 0.8%	~	~	~	~	~	1 4%~	2 0.7%~	3 ~	3 3%~	1 1%	2 1%		
USUALLY	11 4%	142 3%	3 6%~	1 2%	1 2%	2 3%	3 6%	7 3%	~	~	~	2 25%~	~	1 4%~	10 ~	4 2%	6 6%	5 5%	5 2%		
SOMETIMES	69 22%	912 18%	6 13%~	12 22%	12 23%	13 19%	19 35%*	6 20%~	53 21%	1 100%~	1 50%~	1 ~	2 13%~	9 33%~	7 21%~	61 22%~	31 16%*	35 33%*	17 16%	50 24%	
NEVER	231 74%	4005 78%	38 79%~	42 76%	39 74%	54 77%	32 59%*	24 80%~	190 75%	1 ~	1 50%~	5 100%~	4 63%~	17 67%~	26 61%~	200 79%~	164 73%~	63 82%*	81 59%*	148 72%	
#NEVER + SOMETIMES (NET)	300 96%	4917 96%	44 92%~	54 98%	51 96%	67 96%	51 94%	30 100%~	243 96%	1 100%~	2 100%~	1 100%~	6 75%~	6 100%~	26 93%~	33 100%~	261 96%~	195 98%*	98 92%*	98 94%	198 97%
TOP BOX SCORE	231 74%	4005 78%	38 79%~	42 76%	39 74%	54 77%	32 59%*	24 80%~	190 75%	1 ~	1 50%~	5 100%~	4 63%~	17 67%~	26 61%~	200 79%~	164 73%~	63 82%*	81 59%*	148 72%	
NOT ANSWERED	6	408					1 1	1	1					1	1	1	1	1	1		
VALID CASES	314	5146	48	55	53	70	54	30	252	1	2	1	8	6	28	33	273	199	107	104	205
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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?

	PSCS TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE			
Q35G ALWAYS	2 0.6%	75 1%				2 3%										1 3%	1 0.4%	1 0.5%	1 0.9%	2 2%	
USUALLY	6 2%	99 2%		1 2%	1 2%	2 3%	1 2%		4 2%						1 4%		5 2%	1 0.5%	4 4%	2 2%	3 1%
SOMETIMES	46 15%	596 12%	7 15%	10 18%	8 15%	8 11%	10 19%	3 10%	34 14%		1 50%		1 13%	2 33%	7 25%	4 12%	41 15%	17 9%*	27 25%*	15 14%	30 15%
NEVER	259 83%	4397 85%	41 85%	44 80%	44 83%	58 83%	42 79%	27 90%	211 84%	1 100%	1 50%	1 100%	7 88%	4 67%	20 71%	28 85%	225 83%	179 90%*	75 70%*	85 82%	171 84%
#NEVER + SOMETIMES (NET)	305 97%	4993 97%	48 100%	54 98%	52 98%	66 94%	52 98%	30 100%	245 98%	1 100%	2 100%	1 100%	8 100%	6 100%	27 96%	32 97%	266 98%	196 99%	102 95%	100 96%	201 99%
TOP BOX SCORE	259 83%	4397 85%	41 85%	44 80%	44 83%	58 83%	42 79%	27 90%	211 84%	1 100%	1 50%	1 100%	7 88%	4 67%	20 71%	28 85%	225 83%	179 90%*	75 70%*	85 82%	171 84%
NOT ANSWERED	7	387					2 1	1 2						1		1 2		2		1	2
VALID CASES	313	5167	48	55	53	70	53	30	251	1	2	1	8	6	28	33	272	198	107	104	204
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PSCS 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 & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q35H #YES DEFINITELY	150 48%	2206 43%	17 36%~	29 53%	19 36%*	41 59%*	28 54%	14 47%~	125 50%	1 100%~	1 50%~	5 ~ 63%~	1 17%~	11 39%~	13 39%~	133 49%~	106 54%*	40 38%*	47 46%	101 50%	
YES SOMEWHAT	98 32%	1724 34%	17 36%~	17 31%	23 43%	16 23%	16 31%	7 23%~	77 31%	~	~100%~	1 ~ 50%~	3 ~ 39%~	11 39%~	11 33%~	85 32%~	58 30%	37 35%	36 35%	59 29%	
NO	62 20%	1181 23%	13 28%~	9 16%	11 21%	12 17%	8 15%	9 30%~	46 19%	1 ~ 50%~	~ 38%~	3 33%~	2 21%~	6 21%~	9 27%~	51 19%~	31 16%*	29 27%*	20 19%	42 21%	
NOT ANSWERED	10	443	1			1	3	1	5				1		1	5	5	1	2	4	
VALID CASES	310	5111	47	55	53	69	52	30	248	1	2	1	8	6	28	33	269	195	106	103	202
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
	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?

	PSCS 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 PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE				
Q35I																							
#YES DEFINITELY	207 67%	3431 67%	27 56%~	39 71%	35 69%	46 67%	35 66%	23 77%~	174 70%*		1 ~	1 50%~	1 100%~	4 50%~	2 33%~	16 59%~	23 72%~	179 66%~	146 74%*	56 54%*	70 67%	135 67%	
YES SOMEWHAT	85 27%	1348 26%	16 33%~	15 27%	14 27%	18 26%	15 28%	6 20%~	66 26%	1 100%	1 50%~		3 ~	2 38%~	9 33%~	9 33%~	4 12%~	80 30%~	46 23%*	38 37%*	26 25%	57 28%	
NO	18 6%	341 7%	5 10%~	1 2%*	2 4%	5 7%	3 6%	1 3%~	10 4%*				1 ~	2 ~	2 13%~	2 33%~	2 7%~	5 16%~	11 4%~	5 3%*	10 10%	8 8%	9 4%
NOT ANSWERED	10	434			2	1	2	1	3					1	1	2	4	3	3		1	5	
VALID CASES	310	5120	48	55	51	69	53	30	250	1	2	1	8	6	27	32	270	197	104	104	201		
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%		

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		
	PSCS 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/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE			
Q35J #YES DEFINITELY	243 79%	3907 76%	39 83%	45 83%	43 83%	52 78%	38 72%	24 80%	199 80%	1 ~	1 50%	5 100%	4 63%	22 67%	26 85%	212 81%	68 79%	170 88%*	68 65%*	78 76%	162 81%
YES SOMEWHAT	47 15%	870 17%	4 9%	8 15%	9 17%	12 18%	10 19%	4 13%	38 15%	1 100%	1 50%	2 ~	2 25%	4 ~	3 9%	43 16%	19 10%*	26 25%*	20 19%	27 14%	
NO	17 6%	334 7%	4 9%	1 2%	~	3 4%	5 9%	2 7%	11 4%	~	~	1 ~	2 13%	2 33%	~	3 9%	12 4%	5 3%*	10 10%	5 5%	10 5%
NOT ANSWERED	13	443	1	1	1	3	2	1	5				1	2	2	7	6	3	2	7	
VALID CASES	307	5111	47	54	52	67	53	30	248	1	2	1	8	6	26	32	267	194	104	103	199
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
	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?

	PSCS 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	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q35K																					
#YES DEFINITELY	190 61%	3274 64%	26 55%	37 67%	28 54%	41 60%	37 69%	20 67%	157 63%	~	~	~	3 38%	3 50%	19 70%	18 56%	168 62%	131 67%*	55 52%*	62 60%	127 63%
YES SOMEWHAT	87 28%	1308 25%	16 34%	16 29%	19 37%	18 26%	11 20%	5 17%	70 28%	1 100%	2 100%	1 100%	3 38%	2 33%	4 15%	10 31%	74 27%	52 27%	32 30%	27 26%	57 28%
NO	33 11%	554 11%	5 11%	2 4%*	5 10%	9 13%	6 11%	5 17%	23 9%	~	~	~	2 25%	1 17%	4 15%	4 12%	28 10%	12 6%*	19 18%*	14 14%	18 9%
NOT ANSWERED	10	417	1		1	2	1	1	3					1	1	2	4	5	1	2	4
VALID CASES	310	5137	47	55	52	68	54	30	250	1	2	1	8	6	27	32	270	195	106	103	202
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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

	PSCS 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		
			%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	
Q35L NEVER	16 5%	281 6%	2 4%	2 4%	2 4%	5 7%	4 7%	1 3%	10 4%	~	~	~	12%~	17%~	11%~	3	2 6%	13 5%	3 2%*	11 10%*	6 6%	10 5%
SOMETIMES	47 15%	704 14%	12 26%~	6 11%	6 12%	11 16%	7 13%	4 14%~	33 13%	1 100%~	1 50%~	1 100%~	2 25%~	2 33%~	2 7%~	8 24%~	38 14%~	27 14%	19 18%	14 14%	32 16%	
USUALLY	75 24%	1231 24%	13 28%~	17 31%	20 38%*	14 20%	8 15%*	3 10%~	64 26%	~	1 50%~	~	2 25%~	~	7 26%~	6 18%~	69 26%~	44 23%	30 28%	30 29%	44 22%	
ALWAYS	170 55%	2878 56%	20 43%~	29 54%	24 46%	39 57%	35 65%	21 72%~	141 57%	~	~	~	3 38%~	3 50%~	15 56%~	17 52%~	148 55%~	120 62%*	46 43%*	52 51%	116 57%	
#ALWAYS + USUALLY (NET)	245 80%	4109 81%	33 70%~	46 85%	44 85%	53 77%	43 80%	24 83%~	205 83%*	~	1 50%~	~	5 63%~	3 50%~	22 81%~	23 70%~	217 81%~	164 85%*	76 72%*	82 80%	160 79%	
TOP BOX SCORE	170 55%	2878 56%	20 43%~	29 54%	24 46%	39 57%	35 65%	21 72%~	141 57%	~	~	~	3 38%~	3 50%~	15 56%~	17 52%~	148 55%~	120 62%*	46 43%*	52 51%	116 57%	
NOT ANSWERED	12	461	1	1	1	1	1	2	5					1	1	6	6	1	3	4		
VALID CASES	308	5093	47	54	52	69	54	29	248	1	2	1	8	6	27	33	268	194	106	102	202	
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%	

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		
	PSCS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q35M ALWAYS	3 1%	72 1%	~	~	1 2%	2 3%	~	~	~	~	~	~	~	~	~	3 1%	1 0.5%	2 2%	2 0.5%	1	
USUALLY	2 0.6%	48 0.9%	~	2%	1 ~	1 ~	~	~	~	~	~	~	~	~	~	2 ~0.7%	1 0.5%	1 1%	2 2%	~	
SOMETIMES	19 6%	187 4%	3 6%	1 2%*	5 9%	2 3%	6 11%	1 3%~	~	~	1 ~13%	1 ~17%	4 ~14%	3 9%	14 5%	5 3%*	13 12%*	8 8%	10 5%		
NEVER	285 92%	4818 94%	44 94%	53 96%	47 89%	64 93%	47 89%	28 97%	232 94%	1 100%	2 ~100%	1 ~100%	7 88%	5 83%	24 86%	30 91%	250 93%	189 96%*	89 85%*	90 88%	192 95%
#NEVER + SOMETIMES (NET)	304 98%	5005 98%	47 100%	54 98%	52 98%	66 96%	53 100%	29 ~100%	243 98%*	1 100%	2 ~100%	1 ~100%	8 ~100%	6 ~100%	28 ~100%	33 100%	264 98%	194 99%	102 97%	98 96%	202 100%
TOP BOX SCORE	285 92%	4818 94%	44 94%	53 96%	47 89%	64 93%	47 89%	28 97%	232 94%	1 100%	2 ~100%	1 ~100%	7 88%	5 83%	24 86%	30 91%	250 93%	189 96%*	89 85%*	90 88%	192 95%
NOT ANSWERED	11	430	1			1	2	2	5				1		1	5	4	2	3	3	
VALID CASES	309	5124	47	55	53	69	53	29	248	1	2	1	8	6	28	33	269	196	105	102	203
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PSCS TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35N ALWAYS	11 4%	130 3%	1 2%	1 2%	1 2%	4 6%	4 7%	9 4%	1 ~ 50%	1 ~ 14%	1 ~	1 ~	11 ~ 4%	3 2%*	8 8%*	5 5%	6 3%				
USUALLY	6 2%	191 4%*	1 2%	1 2%	3 6%	~	~	3 1%	~	~	~	~	2 7%	5 2%	4 2%	1 1%	3 3%	2 1%			
SOMETIMES	57 19%	664 13%*	7 15%	9 17%	10 19%	13 19%	14 26%	3 10%	44 18%	~	1 ~ 100%	2 29%	1 17%	6 21%	4 13%	51 19%	30 15%	23 22%	11 11%*	45 22%*	
NEVER	232 76%	4121 81%*	38 81%	43 80%	38 73%	50 75%	36 67%	26 90%	190 77%	1 100%	1 50%	4 ~ 57%	5 83%	20 71%	28 88%	200 75%	157 81%*	72 69%	82 81%	149 74%	
#NEVER + SOMETIMES (NET)	289 94%	4786 94%	45 96%	52 96%	48 92%	63 94%	50 93%	29 100%	234 95%	1 100%	1 50%	1 100%	6 86%	6 100%	26 93%	32 100%	251 94%	187 96%	95 91%	93 92%	194 96%
TOP BOX SCORE	232 76%	4121 81%*	38 81%	43 80%	38 73%	50 75%	36 67%	26 90%	190 77%	1 100%	1 50%	4 ~ 57%	5 83%	20 71%	28 88%	200 75%	157 81%*	72 69%	82 81%	149 74%	
NOT ANSWERED	14	448	1	1	1	3	1	2	7			1	1	2	7	6	3	4	4		
VALID CASES	306	5106	47	54	52	67	54	29	246	1	2	1	7	6	28	32	267	194	104	101	202
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
	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		
	PSCS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q350 NEVER	12 4%	298 6%	3 7%	3 6%	1 2%	2 3%	1 2%	2 7%	10 4%	~	~	~	~	~	4%	1 3%	11 4%	6 3%	5 5%	9 9%*	3 1%*
SOMETIMES	45 15%	693 14%	8 17%	7 13%	10 19%	10 14%	7 13%	2 7%	28 11%*	~	1 50%~	~	3 38%~	1 17%~	8 29%~	6 18%~	37 14%~	19 10%*	25 24%*	15 15%	29 14%
USUALLY	81 26%	1328 26%	13 28%~	16 30%	15 28%	15 22%	16 31%	5 17%~	66 27%	1 100%~	1 50%~	1 100%~	1 13%~	2 33%~	7 25%~	9 27%~	71 27%~	43 22%*	35 34%*	20 20%	59 29%
ALWAYS	168 55%	2777 55%	22 48%~	28 52%	27 51%	42 61%	28 54%	20 69%~	141 58%	~	~	~	4 50%~	3 50%~	12 43%~	17 52%~	147 55%~	126 65%*	39 37%*	56 56%	111 55%
#ALWAYS + USUALLY (NET)	249 81%	4105 81%	35 76%~	44 81%	42 79%	57 83%	44 85%	25 86%~	207 84%*100%~	1 50%~	1 100%~	1 63%~	5 83%~	5 68%~	19 68%~	26 79%~	218 82%~	169 87%*	74 71%*	76 76%	170 84%
TOP BOX SCORE	168 55%	2777 55%	22 48%~	28 52%	27 51%	42 61%	28 54%	20 69%~	141 58%	~	~	~	4 50%~	3 50%~	12 43%~	17 52%~	147 55%~	126 65%*	39 37%*	56 56%	111 55%
NOT ANSWERED	14	459	2	1		1	3	2	8				1			1	8	6	3	5	4
VALID CASES	306	5095	46	54	53	69	52	29	245	1	2	1	8	6	28	33	266	194	104	100	202
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
	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		
	PSCS 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		
Q35P NEVER	27 9%	592 12%	4 9%	4 7%	4 8%	3 4%	7 13%	5 17%	20 8%	1 ~ 50%	1 ~ 12%	1 17%	2 7%	3 9%	23 9%	11 6%*	15 14%*	11 11%	16 8%		
SOMETIMES	46 15%	825 16%	6 13%	9 16%	11 21%	10 15%	7 13%	2 7%	33 13%	1 100%	~	1 ~ 12%	~	9 33%	2 6%	43 16%	20 10%*	25 24%*	15 15%	29 14%	
USUALLY	88 29%	1308 26%	16 35%	13 24%	13 25%	21 31%	18 33%	7 24%	74 30%	1 ~ 50%	1 ~ 100%	1 12%	2 33%	6 22%	13 39%	74 28%	57 30%	30 28%	30 30%	58 29%	
ALWAYS	145 47%	2353 46%	20 43%	29 53%	24 46%	34 50%	22 41%	15 52%	120 49%	~	~	5 ~ 63%	3 50%	10 37%	15 45%	127 48%	105 54%*	36 34%*	44 44%	100 49%	
#ALWAYS + USUALLY (NET)	233 76%	3661 72%	36 78%	42 76%	37 71%	55 81%	40 74%	22 76%	194 79%	1 ~ 50%	1 ~ 100%	6 75%	5 83%	16 59%	28 85%	201 75%	162 84%*	66 62%*	74 74%	158 78%	
TOP BOX SCORE	145 47%	2353 46%	20 43%	29 53%	24 46%	34 50%	22 41%	15 52%	120 49%	~	~	5 ~ 63%	3 50%	10 37%	15 45%	127 48%	105 54%*	36 34%*	44 44%	100 49%	
NOT ANSWERED	14	477	2		1	2	1	2	6				1	1	1	7	7	1	5	3	
VALID CASES	306	5077	46	55	52	68	54	29	247	1	2	1	8	6	27	33	267	193	106	100	203
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35Q ALWAYS	8 3%	187 4%	1 2%	1 2%	2 4%	2 3%	1 2%	1 3%	5 2%	~	~	~	~	17% ~	7% ~	1 3%	6 2%	5 3%	3 3%	4 4%	4 2%
USUALLY	14 5%	215 4%	2 4%	5 9%	2 4%	1 1%	3 6%	1 3%	11 4%	~	~	~	13% ~	~	7% ~	~	14 5%	5 3%	9 9%*	6 6%	8 4%
SOMETIMES	129 42%	1973 39%	24 52%	18 33%	23 43%	24 35%	25 47%	14 48%	99 40%	1 100%	2 100%	1 100%	4 50%	3 50%	14 50%	17 52%	111 41%	76 39%	50 48%	34 34%*	93 46%
NEVER	156 51%	2695 53%	19 41%	31 56%	26 49%	42 61%	24 45%	13 45%	132 53%	~	~	~	38% ~	33% ~	10 36%	15 45%	137 51%	109 56%*	43 41%*	56 56%	99 49%
#NEVER + SOMETIMES (NET)	285 93%	4668 92%	43 93%	49 89%	49 92%	66 96%	49 92%	27 93%	231 94%	1 100%	2 100%	1 100%	7 88%	5 83%	24 86%	32 97%	248 93%	185 95%	93 89%	90 90%	192 94%
TOP BOX SCORE	156 51%	2695 53%	19 41%	31 56%	26 49%	42 61%	24 45%	13 45%	132 53%	~	~	~	38% ~	33% ~	10 36%	15 45%	137 51%	109 56%*	43 41%*	56 56%	99 49%
NOT ANSWERED	13	484	2			1	2	2	6					1		1	6	5	2	5	2
VALID CASES	307	5070	46	55	53	69	53	29	247	1	2	1	8	6	28	33	268	195	105	100	204
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

Q35R WHAT IS YOUR PREFERRED LANGUAGE?

	PSCS TOT ADLT	OHP TOT ADLT	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35R ENGLISH	303 97%	4755 93%*	48 100%	55 ~100%	51 ~96%	67 96%	53 96%	27 90%	248 98%*	1 100%	2 ~100%	1 ~100%	8 ~100%	6 86%	28 100%	25 74%	272 100%	194 97%	102 96%	100 96%	200 97%
SPANISH	10 3%	169 3%	~	~	2 4%	3 4%	2 4%	3 10%	4 2%*	~	~	~	~	1 ~14%	9 ~26%	1 0.4%	6 3%	4 4%	4 4%	6 3%	
SOME OTHER LANGUAGE		191 4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	7	438					1	1								1		1	1		
VALID CASES	313	5116	48	55	53	70	55	30	252	1	2	1	8	7	28	34	273	200	106	104	206
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	30 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

Q35S HOW WELL DO YOU SPEAK ENGLISH?

	PSCS TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE	
			24	34	44	54	64	OVER	WHTE	AMER	IAN	LLND	NATV	OTHR	TI	IC	IC	GOOD	POOR	MALE
Q35S VERY WELL	1 10%	11 4%	~	~	1 50%	~	~	~	~	~	~	~	~	~	1 100%	1 17%	~	~	1 17%	
WELL		41 17%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NOT WELL	8 80%	119 49%	~	~	1 50%	3 100%	2 100%	2 67%	3 75%	~	~	~	1 100%	~	8 89%	4 67%	4 100%	4 100%	4 67%	
NOT AT ALL	1 10%	71 30%	~	~	~	~	1 33%	~	~	~	~	~	~	~	1 11%	1 17%	~	~	1 17%	
NOT ANSWERED		8																		
VALID CASES	10	242			2	3	2	3	4						9	1	6	4	4	6
NUMBER OF RESPONDENTS	10	250			2	3	2	3	4						9	1	6	4	4	6
	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?

	PSCS TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	MALE	FE- MALE		
Q35T NEVER	1 11%	52 22%	~	~	1 50%	~	~	~	1 25%	~	~	~	~	~	1 100%	1 20%	~	1 17%		
SOMETIMES	4 44%	51 22%	~	~	1 50%	1 33%	1 50%	1 50%	2 50%	~	~	~	~	~	4 50%	3 60%	1 25%	2 67%	2 33%	
USUALLY	1 11%	50 22%	~	~	1 33%	~	~	1 25%	~	~	~	~	~	~	1 12%	~	1 25%	~	1 17%	
ALWAYS	3 33%	77 34%	~	~	1 33%	1 50%	1 50%	~	~	~	~	~	~	~	3 38%	1 20%	2 50%	1 33%	2 33%	
#ALWAYS + USUALLY (NET)	4 44%	128 55%	~	~	2 67%	1 50%	1 50%	1 25%	~	~	~	~	~	~	4 50%	1 20%	3 75%	1 33%	3 50%	
TOP BOX SCORE	3 33%	77 34%	~	~	1 33%	1 50%	1 50%	~	~	~	~	~	~	~	3 38%	1 20%	2 50%	1 33%	2 33%	
NOT ANSWERED	1	20					1							1		1		1		
VALID CASES	9	230			2	3	2	2	4						8	1	5	4	3	6
NUMBER OF RESPONDENTS	10	250			2	3	2	3	4				1		9	1	6	4	4	6
	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	
	PSCS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35U YES	6 60%	134 58%	~	~	~100%	~100%	33%	1 25%	~	~	~	~	~	6 67%	2 33%	4 100%	2 50%	4 67%
NO	4 40%	98 42%	~	~100%	~	~	67%	3 75%	~	~	~	~100%	3 33%	1 100%	4 67%	~	2 50%	2 33%
NOT ANSWERED		19																
VALID CASES	10	231		2	3	2	3	4			1		9	1	6	4	4	6
NUMBER OF RESPONDENTS	10	250		2	3	2	3	4			1		9	1	6	4	4	6
	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?

	PSCS TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35V NEVER	1 17%	21 21%	~	~	~	~	50%~	~	~	~	~	~	~	~	1 17%~	1 50%~	~	~	1 25%~
SOMETIMES		13 13%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY		16 16%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS	5 83%	50 50%	~	~	~100%~	3 50%~	1 100%~	1 100%~	1 100%~	~	~	~	~	~	5 83%~	1 50%~	4 100%~	2 100%~	3 75%~
#ALWAYS + USUALLY (NET)	5 83%	66 66%	~	~	~100%~	3 50%~	1 100%~	1 100%~	1 100%~	~	~	~	~	~	5 83%~	1 50%~	4 100%~	2 100%~	3 75%~
TOP BOX SCORE	5 83%	50 50%	~	~	~100%~	3 50%~	1 100%~	1 100%~	1 100%~	~	~	~	~	~	5 83%~	1 50%~	4 100%~	2 100%~	3 75%~
NOT ANSWERED		7																	
VALID CASES	6	100			3	2	1	1						6	2	4	2	4	
NUMBER OF RESPONDENTS	6 100%	107 100%			3 100%	2 100%	1 100%	1 100%						6 100%	2 100%	4 100%	2 100%	4 100%	

[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		
	PSCS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AMR AS-	NATV PAC ILND	AMR IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q35W NEVER	1 17%	16 16%	~	~	~	~	1 50%	~	~	~	~	~	~	1 17%	~	1 50%	~	1 25%	
SOMETIMES	1 17%	27 27%	~	~	~	~	1 50%	~	~	~	~	~	~	1 17%	~	1 25%	1 50%	~	
USUALLY	1 17%	21 21%	~	~	~	1 33%	~	1 100%	~	~	~	~	~	1 17%	~	1 25%	~	1 25%	
ALWAYS	3 50%	37 36%	~	~	~	2 67%	1 100%	~	~	~	~	~	~	3 50%	~	1 50%	2 50%	1 50%	2 50%
NOT ANSWERED		6																	
VALID CASES	6	101				3	2	1	1					6		2	4	2	4
NUMBER OF RESPONDENTS	6	107				3	2	1	1					6		2	4	2	4
	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?

	PSCS TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q35X A STAFF MEMBER FROM THE HEALTH PLAN	1 20%	7 9%	~	~	~	~	~100%	~	~	~	~	~	~	~	1 20%	1 100%	~	~	1 33%
AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN		16 21%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN	1 20%	22 28%	~	~	~	1 33%	~	~	~	~	~	~	~	~	1 20%	1 25%	1 50%	~	~
SOMEONE ELSE PROVIDED BY THE HEALTH PLAN		7 9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
DON'T KNOW OR UNSURE	3 60%	25 33%	~	~	~	2 67%	1 100%	1 100%	~	~	~	~	~	~	3 60%	3 75%	1 50%	2 67%	~
NOT ANSWERED		8																	
VALID CASES	5	77			3	1	1	1						5	1	4	2	3	
NUMBER OF RESPONDENTS	5	85			3	1	1	1						5	1	4	2	3	
	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?

	PSCS 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
Q35Y NEVER		1 0.9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
SOMETIMES		6 7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
USUALLY	1 20%	22 26%	~	~	~	33%	~	~	~	~	~	~	~	~	20%	~	25%	50%	~	
ALWAYS	4 80%	56 66%	~	~	~	67%	100%	100%	100%	~	~	~	~	~	80%	~	100%	75%	50%	100%
#ALWAYS + USUALLY (NET)	5 100%	78 92%	~	~	~	100%	100%	100%	100%	~	~	~	~	~	100%	~	100%	100%	100%	100%
TOP BOX SCORE	4 80%	56 66%	~	~	~	67%	100%	100%	100%	~	~	~	~	~	80%	~	100%	75%	50%	100%
VALID CASES	5	85				3	1	1	1						5		1	4	2	3
NUMBER OF RESPONDENTS	5	85				3	1	1	1						5		1	4	2	3
	100%	100%				100%	100%	100%	100%						100%		100%	100%	100%	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?

	PSCS 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	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q35Z WORST INTERPRETER POSSIBLE	1	0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
05	5	6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
06	1	1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
07	7	9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
08	1 20%	19 22%	~	~	~	33%	~	~	~	~	~	~	~	~	20%	~	25%	50%	~	
09	2 40%	15 18%	~	~	~	33%	100%	~	100%	~	~	~	~	~	40%	~	50%	50%	33%	
BEST INTERPRETER POSSIBLE	2	37 40%	~	~	~	33%	~	~	~	~	~	~	~	~	40%	~	100%	25%	~	67%
#8-10 (NET)	5	71 100%	~	~	~	100%	100%	100%	100%	~	~	~	~	~	100%	~	100%	100%	100%	100%
9-10 (NET)	4	52 80%	~	~	~	67%	100%	100%	100%	~	~	~	~	~	80%	~	100%	75%	50%	100%
VALID CASES NUMBER OF RESPONDENTS	5 5	85 85				3 3	1 1	1 1	1 1						5 5		1 1	4 4	2 2	3 3
MEAN	9.20	8.74				9.00	9.00	10.0	9.00						9.20		10.0	9.00	8.50	9.67
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		
	PSCS 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- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE
Q35AA NEVER	3 50%	48 48%	~	~	~	2 67%	1 100%	~	~	~	~	~	~	3 50%	~	1 50%	2 50%	1 50%	2 50%
SOMETIMES	1 17%	22 22%	~	~	~	1 33%	~	1 100%	~	~	~	~	~	1 17%	~	~	1 25%	~	1 25%
USUALLY		7 7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS	2 33%	23 23%	~	~	~	~	2 100%	~	~	~	~	~	~	2 33%	~	1 50%	1 25%	1 50%	1 25%
NOT ANSWERED		7																	
VALID CASES	6	100				3	2	1	1					6		2	4	2	4
NUMBER OF RESPONDENTS	6	107				3	2	1	1					6		2	4	2	4
	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?

	PSCS TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
Q35AB NEVER		4 8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
SOMETIMES	2 67%	18 36%	~	~	~100%	~50%	~100%	~	~	~	~	~	~	~	~	~	~100%	~100%	~50%
USUALLY		14 27%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
ALWAYS	1 33%	15 30%	~	~	~	~50%	~	~	~	~	~	~	~	~	~	~	~100%	~	~50%
NOT ANSWERED		1																	
VALID CASES	3	52			1	2	1					3		1	2		1	2	
NUMBER OF RESPONDENTS	3	52			1	2	1					3		1	2		1	2	
	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?

	PSCS 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	MALE	FE- MALE	
Q36																					
EXCELLENT	32 10%	446 9%	10 21%~	10 19%	6 12%	2 3%*	2 4%*	2 6%~	27 11%	~	~	~	~	1 14%~	2 7%~	4 12%~	28 10%~	32 16%*	~	7 7%	25 12%
VERY GOOD	71 23%	1044 20%	19 40%~	19 35%*	11 22%	9 13%*	9 18%	3 10%~	59 24%	~	1 50%~	1 100%~	2 29%~	1 14%~	4 15%~	7 21%~	61 23%~	71 36%~	~	28 27%	42 21%
GOOD	97 32%	1716 34%	13 27%~	16 30%	19 37%	27 39%	10 20%*	12 39%~	76 31%	~	1 50%~	~	2 29%~	4 57%~	10 37%~	15 44%~	82 31%~	97 49%~	~	34 33%	63 31%
FAIR	72 23%	1325 26%	3 6%~	9 17%	9 18%	20 29%	19 37%*	12 39%~	58 23%	1 100%~	~	~	2 29%~	1 14%~	6 22%~	7 21%~	65 24%~	72 ~	~	22 21%	49 24%
POOR	35 11%	590 12%	3 6%~	~	6 12%	12 17%	11 22%*	2 6%~	28 11%	~	~	~	1 14%~	~	5 19%~	1 3%~	32 12%~	35 ~	~	12 33%*	22 11%
#EXCELLENT + VERY GOOD + GOOD (NET)	200 65%	3206 63%	42 88%~	45 83%*	36 71%	38 54%*	21 41%*	17 55%~	162 65%	~	2 100%~	1 100%~	4 57%~	6 86%~	16 59%~	26 76%~	171 64%~	200 100%~	~	69 67%	130 65%
NOT ANSWERED	13	432		1	2		4		5					1		6			2	5	
VALID CASES	307	5122	48	54	51	70	51	31	248	1	2	1	7	7	27	34	268	200	107	103	201
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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

	PSCS 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	GOOD & POOR	MALE	FE- MALE		
Q37																						
EXCELLENT	52 17%	724 14%	13 27%	15 27%	10 20%	8 11%	3 6%*	3 10%	42 17%	~	~	~	14%~	2 29%	2 22%	6 21%	7 17%	45 25%*	50 2%*	2 2%	18 17%	34 17%
VERY GOOD	75 24%	1207 24%	14 29%	15 27%	13 26%	12 17%	14 27%	7 23%	57 23%	~	~	100%~	1 57%	4 29%	2 22%	6 26%	9 24%	65 31%*	61 13%*	14 13%*	27 26%	48 24%
GOOD	85 28%	1578 31%	14 29%	13 24%	13 26%	20 29%	14 27%	11 35%	72 29%	1 100%	1 50%	~	~	2 29%	6 22%	10 29%	73 27%	61 31%	23 22%	28 27%	57 28%	
FAIR	71 23%	1184 23%	6 12%	8 15%	10 20%	19 27%	17 33%	9 29%	56 22%	~	1 50%	~	2 29%	1 14%	6 22%	7 21%	61 23%	24 12%*	45 42%*	21 20%	47 23%	
POOR	25 8%	395 8%	1 2%	4 7%	4 8%	11 16%*	4 8%	1 3%	22 9%	~	~	~	~	~	3 11%	1 3%	24 9%	2 1%*	22 21%*	9 9%	16 8%	
#EXCELLENT + VERY GOOD + GOOD (NET)	212 69%	3509 69%	41 85%	43 78%	36 72%	40 57%*	31 60%	21 68%	171 69%	1 100%	1 50%	1 100%	5 71%	6 86%	18 67%	26 76%	183 68%	172 87%*	39 37%*	73 71%	139 69%	
NOT ANSWERED	12	466			3		3		4				1		1		6	2	1	2	4	
VALID CASES	308	5088	48	55	50	70	52	31	249	1	2	1	7	7	27	34	268	198	106	103	202	
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%	

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

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q38 #YES	141 47%	2344 47%	16 36%	21 39%	19 37%	36 52%	28 55%	19 63%	114 47%	1 100%	~	~	4 57%	4 57%	7 25%	20 61%	117 44%	77 40%*	62 59%*	41 40%	97 49%	
NO	161 53%	2668 53%	29 64%	33 61%	32 63%	33 48%	23 45%	11 37%	128 53%	~	100%	~	1 100%	3 43%	3 43%	21 75%	13 39%	146 56%	115 60%*	43 41%*	61 60%	100 51%
DON'T KNOW	8	137	3	1	1	1	2		8							1	7	6	2	2	6	
NOT ANSWERED	10	405				1	2	1	3				1				4	2		1	3	
VALID CASES	302	5013	45	54	51	69	51	30	242	1	2	1	7	7	28	33	263	192	105	102	197	
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206	
	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	
		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		
Q39																					
EVERY DAY	74 24%	1219 24%	5 11%	15 27%	10 20%	23 33%	16 30%	5 16%	64 26%	1 100%	1 50%	2 ~	6 21%	3 9%	71 26%	41 21%	31 29%	37 36%*	37 18%*		
SOME DAYS	29 9%	519 10%	3 6%	3 5%	8 16%	11 16%	2 4%*	2 6%~	14 6%*	~	~	5 ~	1 14%	8 29%	3 9%	25 9%	15 8%	13 12%	12 12%	17 8%	
NOT AT ALL	207 67%	3357 66%	39 83%~	37 67%	33 65%	36 51%*	36 67%	24 77%~	172 69%	1 ~	1 50%~	1 100%~	6 ~	14 50%	28 82%~	174 64%	143 72%*	62 58%*	54 52%*	150 74%*	
DON'T KNOW	1	16	1						1					1	1				1		
NOT ANSWERED	9	443			2		1		2			1		3		1		2	1		
VALID CASES	310	5095	47	55	51	70	54	31	250	1	2	1	7	7	28	34	270	199	106	103	204
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
	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?

	PSCS TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE			
Q40 NEVER	26 26%	387 21%	4 57%	5 28%	4 24%	8 24%	2 11%	3 43%	19 25%	~	~	4 57%	~	2 15%	2 33%	24 26%	17 31%	8 19%	15 31%	11 22%
SOMETIMES	19 19%	442 24%	1 14%	3 17%	5 29%	7 21%	3 17%	~	14 18%	1 100%	~	~	~	4 31%	1 17%	18 19%	11 20%	8 19%	7 14%	12 24%
USUALLY	25 25%	333 18%	~	4 22%	4 24%	9 27%	8 44%	~	19 25%	1 100%	~	2 29%	~	3 23%	1 17%	24 26%	8 15%	16 37%	14 29%	11 22%
ALWAYS	30 30%	687 37%	2 29%	6 33%	4 24%	9 27%	5 28%	4 57%	24 32%	~	~	1 14%	1 100%	4 31%	2 33%	27 29%	18 33%	11 26%	13 27%	17 33%
#ALWAYS + USUALLY (NET)	55 55%	1020 55%	2 29%	10 56%	8 47%	18 55%	13 72%	4 57%	43 57%	1 100%	~	3 43%	1 100%	7 54%	3 50%	51 55%	26 48%	27 63%	27 55%	28 55%
TOP BOX SCORE	30 30%	687 37%	2 29%	6 33%	4 24%	9 27%	5 28%	4 57%	24 32%	~	~	1 14%	1 100%	4 31%	2 33%	27 29%	18 33%	11 26%	13 27%	17 33%
NOT ANSWERED	3	37	1		1	1			2					1		3	2	1		3
VALID CASES	100	1849	7	18	17	33	18	7	76	1	1	7	1	13	6	93	54	43	49	51
NUMBER OF RESPONDENTS	103	1886	8	18	18	34	18	7	78	1	1	7	1	14	6	96	56	44	49	54
	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.

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR	MALE	FE- MALE
Q41 NEVER	55 56%	839 45%*	5 83%~	7 41%~	11 65%~	21 62%~	6 33%~	5 71%~	41 54%~	1 ~100%~	4 ~ 67%~	8 ~ 62%~	4 67%~	51 55%~	33 62%~	20 47%~	22 48%~	33 62%~		
SOMETIMES	27 27%	418 23%	8 ~ 47%~	3 18%~	9 26%~	6 33%~	1 14%~	21 28%~	~	~	1 ~ 17%~	5 ~ 38%~	27 ~ 29%~	12 23%~	15 35%~	17 37%~	10 19%~			
USUALLY	5 5%	263 14%*	1 17%~	1 6%~	2 ~ 6%~	1 6%~	4 ~ 5%~	~	~	1 ~ 17%~	~	~	5 ~ 5%~	3 6%~	2 5%~	2 4%~	3 6%~			
ALWAYS	12 12%	327 18%	1 ~ 6%~	3 18%~	2 6%~	5 28%~	1 14%~	10 13%~	1 100%~	~	~	1 ~100%~	2 ~ 33%~	9 10%~	5 9%~	6 14%~	5 11%~	7 13%~		
#ALWAYS + USUALLY (NET)	17 17%	589 32%*	1 17%~	2 12%~	3 18%~	4 12%~	6 33%~	1 14%~	1 18%~	~	1 ~ 17%~	1 100%~	2 ~ 33%~	14 15%~	8 15%~	8 19%~	7 15%~	10 19%~		
TOP BOX SCORE	12 12%	327 18%	1 ~ 6%~	3 18%~	2 6%~	5 28%~	1 14%~	10 13%~	1 100%~	~	~	1 ~100%~	2 ~ 33%~	9 10%~	5 9%~	6 14%~	5 11%~	7 13%~		
NOT ANSWERED	4	39	2	1	1			2			1	1	4	3	1	3	1			
VALID CASES	99	1847	6	17	17	34	18	7	76	1	1	6	1	13	6	92	53	43	46	53
NUMBER OF RESPONDENTS	103 100%	1886 100%	8 100%	18 100%	18 100%	34 100%	18 100%	7 100%	78 100%	1 100%	1 100%	7 100%	1 100%	14 100%	6 100%	96 100%	56 100%	44 100%	49 100%	54 100%

[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.

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR	MALE	FE- MALE
Q42 NEVER	60 59%	965 52%	6 86%~	10 56%~	11 61%~	21 62%~	8 44%~	4 57%~	46 60%~	~	~	5 ~ 71%~	8 ~ 57%~	4 67%~	56 59%~	35 64%~	23 52%~	27 55%~	33 62%~	
SOMETIMES	27 26%	401 22%	~	5 28%~	5 28%~	10 29%~	5 28%~	2 29%~	20 26%~	~100%~	~	2 ~ 29%~	1 100%~	3 21%~	2 33%~	25 26%~	14 25%~	13 30%~	14 29%~	13 25%~
USUALLY	7 7%	224 12%*	1 14%~	2 11%~	~	1 3%~	3 17%~	~	4 5%~	1 100%~	~	~	~	2 ~ 14%~	6 ~ 6%~	2 4%~	4 9%~	4 8%~	3 6%~	
ALWAYS	8 8%	255 14%*	~	1 6%~	2 11%~	2 6%~	2 11%~	1 14%~	7 9%~	~	~	~	~	1 ~ 7%~	8 ~ 8%~	4 7%~	4 9%~	4 8%~	4 8%~	
#ALWAYS + USUALLY (NET)	15 15%	479 26%*	1 14%~	3 17%~	2 11%~	3 9%~	5 28%~	1 14%~	11 14%~	1 100%~	~	~	~	3 ~ 21%~	14 ~ 15%~	6 11%~	8 18%~	8 16%~	7 13%~	
TOP BOX SCORE	8 8%	255 14%*	~	1 6%~	2 11%~	2 6%~	2 11%~	1 14%~	7 9%~	~	~	~	~	1 ~ 7%~	8 ~ 8%~	4 7%~	4 9%~	4 8%~	4 8%~	
NOT ANSWERED	1	40	1						1						1	1			1	
VALID CASES	102	1846	7	18	18	34	18	7	77	1	1	7	1	14	6	95	55	44	49	53
NUMBER OF RESPONDENTS	103 100%	1886 100%	8 100%	18 100%	18 100%	34 100%	18 100%	7 100%	78 100%	1 100%	1 100%	7 100%	1 100%	14 100%	6 100%	96 100%	56 100%	44 100%	49 100%	54 100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q43 YES	65 21%	1277 25%	7 15%~	3 5%*	5 10%*	15 21%	21 39%*	12 41%~	56 22%	~	~	~	~	1 14%~	5 18%~	5 15%~	57 21%~	29 15%*	35 33%*	27 26%	36 18%
NO	245 79%	3806 75%	41 85%~	52 95%*	47 90%*	55 79%	33 61%*	17 59%~	194 78%	1 100%	2 100%	1 100%	7 100%	6 86%~	23 82%~	29 85%~	213 79%~	170 85%*	71 67%*	77 74%	167 82%
DON'T KNOW	2	62						2	2							2	1	1		2	
NOT ANSWERED	8	409			1		1		1				1			2				1	1
VALID CASES	310	5083	48	55	52	70	54	29	250	1	2	1	7	7	28	34	270	199	106	104	203
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
PSCS 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 PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q44 YES	33 12%	646 14%	2 4%	3 6%	6 13%	10 16%	10 20%	2 11%	~	~	2 33%	2 29%	3 11%	4 13%	28 11%	14 7%*	18 20%*	10 10%	23 12%		
NO	253 88%	4029 86%	45 96%	50 94%	42 88%	51 84%	39 80%	24 92%	204 89%	2 ~100%	1 ~100%	4 67%	5 71%	25 89%	28 88%	220 89%	178 93%*	72 80%*	89 90%	162 88%	
DON'T KNOW	24	454	1	2	3	8	5	5	22	1					1	23	7	16	4	19	
NOT ANSWERED	10	424			2	1	1		1			2			1	3	1	1	2	2	
VALID CASES	286	4675	47	53	48	61	49	26	230		2	1	6	7	28	32	248	192	90	99	185
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
	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?

	PSCS 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	
Q45 YES	110 36%	2037 40%	10 21%~	14 26%	11 21%*	30 43%	29 55%*	15 48%~	87 35%	1 100%~			4 ~	3 ~	9 57%~	12 35%~	96 36%~	57 29%*	50 47%*	39 38%	70 34%
NO	198 64%	3086 60%	38 79%~	40 74%	41 79%*	39 57%	24 45%*	16 52%~	163 65%		2 ~100%~	1 ~100%~	3 43%~	4 57%~	18 67%~	22 65%~	173 64%~	139 71%*	57 53%*	63 62%	134 66%
NOT ANSWERED	12	431		1	1	1	2		3				1			5	4		3	2	
VALID CASES	308	5123	48	54	52	69	53	31	250	1	2	1	7	7	27	34	269	196	107	102	204
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
PSCS	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					HIS-	NOT	EX &				
TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/					PAN-	PAN-	VERY	GOOD	FAIR		
ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK	MUL-		IC	IC	GOOD	POOR	&	&		
								WHTE	AMER	IAN	LLND	NATV	OTHR	TI			GOOD	POOR	MALE	MALE	
Q46.1																					
YES	67	1388	1	3	7	22	25	9	60	1		2	1	2	5	62	28	37	28	39	
	21%	25%	2%~	5%*	13%	31%*	45%*	29%~	24%*100%~	~	~	25%~	14%~	7%~	15%~	23%~	14%*	35%*	27%	19%	
NO	253	4166	47	52	46	48	30	22	193		2	1	6	6	26	29	212	172	70	77	167
	79%	75%	98%~	95%*	87%	69%*	55%*	71%~	76%*	~100%~	~100%~	75%~	86%~	93%~	85%~	77%~	86%*	65%*	73%	81%	
VALID CASES	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		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	PSCS TOT ADULT																				
YES	84 26%	1754 32%*	3 6%~	5 9%*	11 21%	25 36%	24 44%*	16 52%~	74 29%*	1 100%~	1 50%~	2 ~ 25%~	1 14%~	4 14%~	6 18%~	77 28%~	42 21%*	39 36%*	43 41%*	41 20%*	
NO	236 74%	3800 68%*	45 94%~	50 91%*	42 79%	45 64%	31 56%*	15 48%~	179 71%*	1 ~ 50%~	1 100%~	6 75%~	6 86%~	24 86%~	28 82%~	197 72%~	158 79%*	68 64%*	62 59%*	165 80%*	
VALID CASES	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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		
	PSCS TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q46.3																					
YES	56 18%	899 16%	5 10%	3 5%*	13 25%	18 26%	15 27%	2 6%	46 18%	~	~	3 38%	2 29%	5 18%	5 15%	51 19%	25 12%*	29 27%*	20 19%	36 17%	
NO	264 82%	4655 84%	43 90%	52 95%*	40 75%	52 74%	40 73%	29 94%	207 82%	1 100%	2 100%	1 100%	5 63%	5 71%	23 82%	29 85%	223 81%	175 88%*	78 73%*	85 81%	170 83%
VALID CASES	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q47.1	PSCS TOT ADLT	18	25	35	45	55	65														
	OHP TOT ADLT	24	34	44	54	64	OVER	WHTE	AMER	IAN	LLND	NATV	OTHR	TI	HIS- IC	HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE		
YES	15 5%	~	~	~	6%	13%*	13%~	15 6%*	~	~	~	~	~	~	3%~	5%~	5 3%*	10 9%*	12 11%*	3 1%*	
NO	305 95%	48 100%	55 100%	53 100%	66 94%	48 87%*	27 87%~	238 94%*	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	33 97%~	260 95%~	195 98%*	97 91%*	93 89%*	203 99%*	
VALID CASES	320	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206	
NUMBER OF RESPONDENTS	320 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%	

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	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q47.2	PSCS TOT ADULT	18	25	35	45	55	65														
	OHP TOT ADULT																				
YES	21 7%		1 ~ 2%*	1 2%*	6 9%	8 15%	5 16%~	19 8%					1 4%~		21 8%~		7 4%*	14 13%*	11 10%	10 5%	
NO	299 93%	48 100%~	54 98%*	52 98%*	64 91%	47 85%	26 84%~	234 92%	1 100%	2 100%	1 100%	7 88%~	7 100%~	27 96%~	34 100%	253 92%~	193 97%*	93 87%*	94 90%	196 95%	
VALID CASES	320 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%	
NUMBER OF RESPONDENTS	320 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%	

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	PSCS TOT ADLT																				
YES	13 4%	295 5%	~	~	~	4 6%	4 7%	5 16%	12 5%	~	~	1 13%	~	~	1 3%	12 4%	3 2%*	9 8%*	7 7%	6 3%	
NO	307 96%	5259 95%	100%	100%	100%	94%	93%	84%	241 95%	1 100%	2 100%	1 100%	7 88%	7 100%	28 100%	33 97%	262 96%	197 99%*	98 92%*	98 93%	200 97%
VALID CASES	320	5554	100%	100%	100%	100%	100%	100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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

	PSCS 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	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q47.4 YES	57 18%	1125 20%	3 6%	5 9%*	9 17%	10 14%	19 35%*	11 35%	49 19%	1 100%	~	~	~	1 14%	5 18%	3 9%	53 19%	20 10%*	34 32%*	21 20%	36 17%
NO	263 82%	4429 80%	45 94%	50 91%*	44 83%	60 86%	36 65%*	20 65%	204 81%	2 ~100%	1 ~100%	1 ~100%	8 86%	6 82%	23 82%	31 91%	221 81%	180 90%*	73 68%*	84 80%	170 83%
VALID CASES	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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	
		PSCS 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
Q48																					
YES	119 39%	1783 35%	9 19%	19 35%	20 38%	34 49%	29 54%*	7 24%~	93 37%	1 100%~			5 63%~	3 43%~	12 43%~	12 35%~	104 39%~	49 25%*	66 63%*	38 36%	79 39%
NO	190 61%	3302 65%	39 81%~	35 65%	33 62%	36 51%	25 46%*	22 76%~	156 63%		2 ~100%~	1 ~100%~	3 38%~	4 57%~	16 57%~	22 65%~	166 61%~	148 75%*	39 37%*	67 64%	123 61%
NOT ANSWERED	11	469		1			1	2	4							4	3	2		4	
VALID CASES	309	5085	48	54	53	70	54	29	249	1	2	1	8	7	28	34	270	197	105	105	202
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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

	PSCS TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE
Q49 YES	103 90%	1476 87%	7 78%	14 74%	18 90%	31 94%	26 100%	6 100%	80 91%	1 100%	~	5 ~100%	3 100%	10 83%	9 75%	91 92%	39 83%	61 95%	34 92%	67 89%
NO	11 10%	228 13%	2 22%	5 26%	2 10%	2 6%	~	~	8 9%	~	~	~	~	2 17%	3 25%	8 8%	8 17%	3 5%	3 8%	8 11%
NOT ANSWERED	5	88				1	3	1	5						5	2	2	1	4	
VALID CASES	114	1703	9	19	20	33	26	6	88	1		5	3	12	12	99	47	64	37	75
NUMBER OF RESPONDENTS	119 100%	1791 100%	9 100%	19 100%	20 100%	34 100%	29 100%	7 100%	93 100%	1 100%		5 100%	3 100%	12 100%	12 100%	104 100%	49 100%	66 100%	38 100%	79 100%

[ASKED IF Q48 = YES]

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

	PSCS 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	
Q50 YES	211 68%	3492 68%	16 34%~	29 54%*	37 71%	54 77%*	51 93%*	23 74%~	171 68%	1 100%	2 100%~	6 ~ 75%~	3 43%~	20 71%~	17 50%~	189 70%~	106 54%*	99 93%*	72 69%	137 67%	
NO	99 32%	1617 32%	31 66%~	25 46%*	15 29%	16 23%*	4 7%*	8 26%~	79 32%	~	~100%~	1 25%~	2 57%~	4 29%~	8 29%~	17 50%~	82 30%~	90 46%*	8 7%*	32 31%	67 33%
NOT ANSWERED	10	446	1	1	1				3						3	4			1	2	
VALID CASES	310	5108	47	54	52	70	55	31	250	1	2	1	8	7	28	34	271	196	107	104	204
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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

	PSCS 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	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q51 YES	190 92%	3137 94%	10 63%~	26 90%~	34 92%~	51 98%*	48 98%~	20 91%~	155 93%~	1 100%~	2 100%~	6 ~100%~	3 100%~	15 75%~	15 88%~	170 92%~	92 88%*	92 97%*	65 90%	123 93%	
NO	16 8%	193 6%	6 38%~	3 10%~	3 8%~	1 2%*	1 2%~	2 9%~	11 7%~	~	~	~	~	~	5 25%~	2 12%~	14 8%~	13 12%*	3 3%*	7 10%	9 7%
NOT ANSWERED	5	173				2	2	1	5							5	1	4		5	
VALID CASES	206	3330	16	29	37	52	49	22	166	1	2	6	3	20	17	184	105	95	72	132	
NUMBER OF RESPONDENTS	211 100%	3503 100%	16 100%	29 100%	37 100%	54 100%	51 100%	23 100%	171 100%	1 100%	2 100%	6 100%	3 100%	20 100%	17 100%	189 100%	106 100%	99 100%	72 100%	137 100%	

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	PSCS 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			
NQ52																						
18 TO 24	50 16%	872 16%	48 100%	~	~	~	~	~	29 11%*	1 ~	1 ~	1 ~	3 12%	9 32%	12 35%	36 13%	42 21%*	6 6%*	15 14%	33 16%		
25 TO 34	56 18%	867 16%	~	55 ~100%	~	~	~	~	51 20%*	~	~	~	~	4 ~	3 9%	52 19%	45 23%*	9 8%*	15 14%	40 19%		
35 TO 44	55 17%	843 15%	~	~	53 ~100%	~	~	~	39 15%	1 ~	2 ~	2 ~	7 25%	6 18%	45 16%	36 18%	15 14%	18 17%	34 17%			
45 TO 54	71 22%	1055 19%	~	~	70 ~100%	~	~	~	57 23%	~	~	2 ~	1 ~	7 25%	7 21%	63 23%	38 19%	32 30%*	28 27%	42 20%		
55 TO 64	56 18%	1061 19%	~	~	~	55 ~100%	~	~	48 19%	1 100%	~	3 ~	1 ~	3 9%	51 19%	21 11%*	31 29%*	20 19%	35 17%			
65 TO 74	15 5%	478 9%*	~	~	~	~	15 48%	~	14 6%	~	~	~	~	~	1 3%	13 5%	8 4%	7 7%	4 4%	11 5%		
75 OR OLDER	17 5%	377 7%	~	~	~	~	16 52%	~	15 6%	~	~	~	1 ~	~	2 6%	14 5%	10 5%	7 7%	5 5%	11 5%		
VALID CASES	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206	
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%	

[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																						
MALE	PSCS TOT ADULT	108 34%	2022 36%	15 31%~	15 27%	18 34%	28 40%	20 36%	9 29%~	80 32%	1 ~	5 50%~	2 ~	13 63%~	2 29%~	13 46%~	91 38%~	91 33%~	69 34%	34 32%	105 100%~	~
FEMALE		212 66%	3532 64%	33 69%~	40 73%	35 66%	42 60%	35 64%	22 71%~	173 68%	1 100%~	1 50%~	1 100%~	3 38%~	5 71%~	15 54%~	21 62%~	183 67%~	131 66%	73 68%	206 ~100%~	
VALID CASES		320	5554	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%
NUMBER OF RESPONDENTS		320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

[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?

	PSCS 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	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
Q54 8TH GRADE OR LESS	13 4%	280 5%	1 2%	~	1 2%	5 7%	4 7%	2 7%	7 3%	~	~	~	12% ~	14% ~	11% ~	3 9%	10 4%	2 1%*	11 10%*	5 5%	8 4%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	51 17%	804 16%	6 12%	6 11%	7 13%	15 21%	11 20%	6 21%	39 16%	~	~	~	38% ~	14% ~	14% ~	4 25%	1 15%	8 17%	42 15%	34 17%	16 16%
HIGH SCHOOL GRADUATE OR GED	111 36%	1985 39%	21 44%	22 40%	17 32%	19 27%	20 37%	12 41%	92 37%	~	1 50%	~	1 12%	3 43%	10 36%	9 28%	100 37%	66 34%	42 40%	45 43%	66 32%
SOME COLLEGE OR 2-YEAR DEGREE	119 39%	1653 32%*	20 42%	26 47%	23 43%	29 41%	15 28%	6 21%	98 39%	1 100%	1 50%	1 100%	3 38%	2 29%	11 39%	11 34%	107 39%	82 42%	34 32%	31 30%*	87 43%*
4-YEAR COLLEGE GRADUATE	12 4%	237 5%	~	1 2%	2 4%	2 3%	4 7%	3 10%	12 5%*	~	~	~	~	~	~	~	12 4%	9 5%	3 3%	5 5%	7 3%
MORE THAN 4-YEAR COLLEGE DEGREE	3 1%	145 3%*	~	~	3 6%	~	~	~	3 1%~	~	~	~	~	~	~	1 3%	2 0.7%	3 2%~	~	~	3 1%~
NOT ANSWERED	11	450					1	2	2							2	1	4	1	1	2
VALID CASES	309	5104	48	55	53	70	54	29	251	1	2	1	8	7	28	32	273	196	106	104	204
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
Q55																					
YES HISPANIC OR LATINO	34 11%	549 11%	12 25%~	3 5%	6 12%	7 10%	3 6%	3 10%~	12 5%*	1 ~	50%~	~	~	6 ~	86%~	4 15%~	34 100%~	26 ~	8 8%	13 12%	21 10%
NO NOT HISPANIC OR LATINO	274 89%	4520 89%	36 75%~	52 95%	45 88%	63 90%	51 94%	27 90%~	239 95%*100%~	1 ~	50%~	1 100%~	1 100%~	8 14%~	1 85%~	23 85%~	274 ~100%~	171 87%	97 92%	91 88%	182 90%
NOT ANSWERED	12	485			2		1	1	2							1		3	2	1	3
VALID CASES	308	5069	48	55	51	70	54	30	251	1	2	1	8	7	27	34	274	197	105	104	203
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q56.1																						
YES	PSCS TOT ADLT	281	4288	38	55	46	64	49	29	253				28	16	262	178	97	93	187		
		88%	77%*	79%~	100%~	87%	91%	89%	94%~	100%~	~	~	~	~	~100%~	47%~	96%~	89%	91%	89%	91%*	
NO	OHP TOT ADLT	39	1266	10		7	6	6	2		1	2	1	8	7	18	12	22	10	12	19	
		12%	23%*	21%~		~	13%	9%	11%	6%~	~100%~	~100%~	~100%~	~100%~	~100%~	~	53%~	4%~	11%	9%	11%	9%*
VALID CASES		320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
NUMBER OF RESPONDENTS		320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
		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	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.2																					
YES	PSCS TOT ADLT	4	1			1		1					3		4	1	3	1	3		
	OHP TOT ADLT	207	4*			2		~100%					~11%		~1%	~0.5%	3%	1%	1%		
NO	PSCS TOT ADLT	316	5347	46	54	53	70	54	31	253	2	1	8	7	25	34	270	199	104		
	OHP TOT ADLT	99%	96%*	96%	98%	100%	100%	98%	100%	100%	100%	100%	100%	89%	100%	99%	100%	97%	99%		
VALID CASES	PSCS TOT ADLT	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	
NUMBER OF RESPONDENTS	OHP TOT ADLT	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	
	OHP TOT ADLT	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q56.3	PSCS TOT ADLT																				
YES	3 0.9%	238 4%*	2 4%~	1 ~	1 2%	~	~	~	2 ~100%~	~	~	~	1 4%~	1 3%~	2 0.7%~	3 2%	~	1 1%	2 1%		
NO	317 99%	5316 96%*	46 96%~	55 100%~	52 98%	70 100%~	55 100%~	31 100%	253 100%	1 100%	1 100%	8 100%	7 100%	27 96%~	33 97%~	272 99%~	197 99%	107 100%~	104 99%	204 99%	
VALID CASES	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
NUMBER OF RESPONDENTS	320 100%	5554 100%	48 100%	55 100%	53 100%	70 100%	55 100%	31 100%	253 100%	1 100%	2 100%	1 100%	8 100%	7 100%	28 100%	34 100%	274 100%	200 100%	107 100%	105 100%	206 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
PSCS	OHP	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.4																					
YES	5 2%	38 0.7%	1 2%	2 ~	2 4%	2 3%	~	~	1 ~100%	~	4 ~14%	~	5 ~2%	3 2%	1 0.9%	2 2%	3 1%				
NO	315 98%	5516 99%	47 98%	55 ~100%	51 96%	68 97%	55 100%	31 ~100%	253 ~100%	1 ~100%	2 ~100%	8 ~100%	7 ~100%	24 86%	34 ~100%	269 98%	197 99%	106 99%	103 98%	203 99%	
VALID CASES	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
	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	
PSCS	OHP	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		
Q56.5																					
YES	28 9%	410 7%	6 13%	4 7%	8 15%	6 9%	4 7%	~	~	~	~	~	8 20	~	2 6%	25 9%	15 8%	12 11%	15 14%*	13 6%	
NO	292 91%	5144 93%	42 88%	51 93%	45 85%	64 91%	51 93%	31 100%	253 100%	1 100%	2 100%	1 100%	7 ~	8 29%	32 94%	249 91%	185 93%	95 89%	90 86%*	193 94%	
VALID CASES	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
NUMBER OF RESPONDENTS	320	5554	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	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	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.6																					
YES	PSCS TOT ADLT	13	6	3	3	1						7	6	8	5	10	3	5	8		
	OHP TOT ADLT	323	13%	~	6%	4%	~	3%	~	~	~	~	100%	21%	~	24%	2%	5%	3%		
NO	PSCS TOT ADLT	307	42	55	50	67	55	30	253	1	2	1	8	22	26	269	190	104	100	198	
	OHP TOT ADLT	5231	88%	~	100%	~	94%	96%	100%	~	97%	~	100%	~	100%	~	76%	~	95%	97%	
VALID CASES		320	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
NUMBER OF RESPONDENTS		320	48	55	53	70	55	31	253	1	2	1	8	7	28	34	274	200	107	105	206
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		PSCS 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
Q57 YES	30 13%	778 19%*	3 12%~	2 7%~	6 15%~	4 7%	8 16%~	7 24%~	26 13%~	1 ~100%~	1 ~20%~	1 20%~	1 17%~	1 10%~	28 14%~	14 10%	16 19%*	15 19%	14 9%*		
NO	202 87%	3221 81%*	23 88%~	28 93%~	34 85%~	53 93%	41 84%~	22 76%~	178 87%~	1 100%~	1 ~100%~	4 80%~	4 80%~	5 83%~	19 90%~	179 86%~	129 90%	67 81%*	62 81%	139 91%*	
NOT ANSWERED	3	98					2		1						1	1		2	1	1	
VALID CASES	232	3999	26	30	40	57	49	29	204	1	1	1	5	5	6	21	207	143	83	77	153
NUMBER OF RESPONDENTS	235 100%	4097 100%	26 100%	30 100%	40 100%	57 100%	51 100%	29 100%	205 100%	1 100%	1 100%	1 100%	5 100%	5 100%	6 100%	22 100%	208 100%	143 100%	85 100%	78 100%	154 100%

[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																				
YES	20 67%	312 49%	2 67%	4 ~	4 67%	6 100%	4 57%	18 69%	1 ~	1 100%				1 50%	19 68%	5 36%	15 94%	11 73%	8 57%	
NO	10 33%	325 51%	1 33%	2 100%	2 33%	2 ~	3 25%	8 31%				1 ~	1 100%	1 50%	9 32%	9 64%	1 6%	4 27%	6 43%	
VALID CASES	30	637	3	2	6	4	8	7	26	1	1	1	1	2	28	14	16	15	14	
NUMBER OF RESPONDENTS	30 100%	637 100%	3 100%	2 100%	6 100%	4 100%	8 100%	7 100%	26 100%	1 100%	1 100%	1 100%	1 100%	2 100%	28 100%	14 100%	16 100%	15 100%	14 100%	

[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	14 47%	277 43%	1 ~50%	4 67%	1 25%	5 63%	3 43%	12 46%	~	~	1 ~100%	1 ~100%	~	14 ~50%	5 36%	9 56%	3 20%	10 71%	
NO	16 53%	360 57%	3 ~100%	1 50%	2 33%	3 75%	4 38%	14 54%	1 ~100%	~	1 ~100%	1 ~100%	2 ~100%	14 50%	9 64%	7 44%	12 80%	4 29%	
VALID CASES	30	637	3	2	6	4	8	7	26	1	1	1	1	2	28	14	16	15	14
NUMBER OF RESPONDENTS	30 100%	637 100%	3 100%	2 100%	6 100%	4 100%	8 100%	7 100%	26 100%	1 100%	1 100%	1 100%	1 100%	2 100%	28 100%	14 100%	16 100%	15 100%	14 100%

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

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
Q58.3																			
YES	8 27%	225 35%	1 33%	1 50%	1 17%	3 38%	2 29%	7 27%	~	~	~	~	~100%	~	~29%	8 43%	6 12%	2 13%	2 43%
NO	22 73%	412 65%	2 67%	1 50%	5 83%	4 100%	5 63%	5 71%	19 73%	1 100%	1 100%	1 100%	~100%	~100%	2 71%	20 57%	8 88%	14 87%	13 57%
VALID CASES	30	637	3	2	6	4	8	7	26	1	1	1	1	2	28	14	16	15	14
NUMBER OF RESPONDENTS	30 100%	637 100%	3 100%	2 100%	6 100%	4 100%	8 100%	7 100%	26 100%	1 100%	1 100%	1 100%	1 100%	2 100%	28 100%	14 100%	16 100%	15 100%	14 100%

[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																				
YES	OHP TOT ADLT	83	13%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NO	OHP TOT ADLT	30	554	3	2	6	4	8	7	26	1	1	1	1	2	28	14	16	15	14
		100%	87%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%
VALID CASES		30	637	3	2	6	4	8	7	26	1	1	1	1	2	28	14	16	15	14
NUMBER OF RESPONDENTS		30	637	3	2	6	4	8	7	26	1	1	1	1	2	28	14	16	15	14
		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 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	PSCS TOT ADLT	18	25	35	45	55	65												
YES	OHP TOT ADLT	4	59	1	1	1	1	3				1		1	3	4		3	1
		13%	9%	33%	50%	~ 25%	~ 14%	12%	~	~	~	~100%	~	50%	11%	29%	~	20%	7%
NO	OHP TOT ADLT	26	578	2	1	6	3	8	6	23	1	1	1	1	25	10	16	12	13
		87%	91%	67%	50%	~100%	~ 75%	~100%	~ 86%	88%	~100%	~100%	~100%	50%	89%	71%	~100%	80%	93%
VALID CASES	OHP TOT ADLT	30	637	3	2	6	4	8	7	26	1	1	1	1	28	14	16	15	14
NUMBER OF RESPONDENTS		30	637	3	2	6	4	8	7	26	1	1	1	1	28	14	16	15	14
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

NQ13 RATING OF ALL HEALTH CARE

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		PSCS TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
NQ13 0-6	56 23%	821 21%	8 26%	8 19%	10 25%	9 16%	14 29%	7 35%	43 22%	1 100%	1 50%	4 ~	2 57%	4 40%	21 21%	3 14%	52 24%	22 15%*	32 36%*	14 20%	41 25%
7-8	85 36%	1319 34%	15 48%	16 37%	14 35%	20 36%	17 35%	2 10%	68 35%	1 ~	1 50%	2 100%	1 29%	8 20%	8 42%	12 57%	72 34%	55 38%	27 30%	26 37%	58 35%
9-10	98 41%	1746 45%	8 26%	19 44%	16 40%	26 47%	17 35%	11 55%	85 43%	~	~	1 ~	2 14%	7 40%	7 37%	6 29%	89 42%	66 46%*	31 34%	31 44%	66 40%
VALID CASES	239	3886	31	43	40	55	48	20	196	1	2	1	7	5	19	21	213	143	90	71	165
NUMBER OF RESPONDENTS	239 100%	3886 100%	31 100%	43 100%	40 100%	55 100%	48 100%	20 100%	196 100%	1 100%	2 100%	1 100%	7 100%	5 100%	19 100%	21 100%	213 100%	143 100%	90 100%	71 100%	165 100%
MEAN	2.18	2.24	2.00	2.26	2.15	2.31	2.06	2.20	2.21	1.00	1.50	2.00	1.57	2.00	2.16	2.14	2.17	2.31	1.99	2.24	2.15
p stat_(*=Sig @ p<=.05)		.207	~	~	~.152	~	~	~	~	~	~	~	~	~	~	~	~	~.001*	.004*	.416	.473

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		PSCS 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	FE- MALE	MALE	
NQ23																					
0-6	34 14%	644 16%	5 17%	4 10%	10 23%	6 10%	4 9%	3 14%	29 15%	1 ~ 50%	1 ~ 20%		1 ~ 5%		31 ~ 15%		13 9%*	19 21%*	8 10%	23 15%	
7-8	54 22%	927 23%	10 34%	12 30%	9 20%	10 17%	3 23%	3 14%	41 21%	1 100%	1 ~ 100%	1 20%	2 33%	6 30%	4 15%	50 24%	32 22%	21 23%	16 21%	38 24%	
9-10	152 63%	2413 61%	14 48%	24 60%	25 57%	42 72%	29 67%	15 71%	121 63%	1 ~ 50%	3 ~ 60%	4 67%	13 65%		23 85%	124 60%	98 69%*	50 56%	54 69%	95 61%	
VALID CASES	240	3984	29	40	44	58	43	21	191	1	2	1	5	6	20	27	205	143	90	78	156
NUMBER OF RESPONDENTS	240 100%	3984 100%	29 100%	40 100%	44 100%	58 100%	43 100%	21 100%	191 100%	1 100%	2 100%	1 100%	5 100%	6 100%	20 100%	27 100%	205 100%	143 100%	90 100%	78 100%	156 100%
MEAN	2.49	2.44	2.31	2.50	2.34	2.62	2.58	2.57	2.48	2.00	2.00	2.00	2.40	2.67	2.60	2.85	2.45	2.59	2.34	2.59	2.46
p stat_(*=Sig @ p<=.05)		.316	~	~	~.105	~	~	~	~	~	~	~	~	~	~	~	~.011*	.021*	.135	.382	

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	PSCS TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
NQ27 0-6	19 14%	230 13%	1 8%	2 10%	5 22%	5 14%	4 12%	2 22%	13 12%	1 50%				5 31%	1 8%	17 14%	5 8%	14 21%*	6 14%	13 14%	
7-8	43 32%	475 27%	8 62%	4 20%	6 26%	11 30%	12 36%	2 22%	37 34%	1 100%	1 50%		1 33%		3 19%	3 25%	40 33%	21 33%	21 31%	13 31%	29 32%
9-10	74 54%	1078 60%	4 31%	14 70%	12 52%	21 57%	17 52%	5 56%	60 55%				2 67%	1 100%	8 50%	8 67%	64 53%	37 59%	33 49%	23 55%	50 54%
VALID CASES	136	1782	13	20	23	37	33	9	110	1	2		3	1	16	12	121	63	68	42	92
NUMBER OF RESPONDENTS	136 100%	1782 100%	13 100%	20 100%	23 100%	37 100%	33 100%	9 100%	110 100%	1 100%	2 100%		3 100%	1 100%	16 100%	12 100%	121 100%	63 100%	68 100%	42 100%	92 100%
MEAN	2.40	2.48	2.23	2.60	2.30	2.43	2.39	2.33	2.43	2.00	1.50		2.67	3.00	2.19	2.58	2.39	2.51	2.28	2.40	2.40
p stat_(*=Sig @ p<=.05)		.232	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.117	.044*	~	~

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

NQ35 RATING OF HEALTH PLAN

	PSCS 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	OTH	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ35 0-6	66 22%	1152 23%	9 19%	11 20%	10 21%	18 27%	12 24%	5 18%	53 22%	1 ~	1 50%	1 100%	3 43%	2 29%	5 18%	1 3%	63 24%	32 17%*	31 31%*	22 22%	43 22%
7-8	102 35%	1595 32%	23 49%	18 33%	18 38%	18 27%	16 33%	8 29%	81 34%	1 100%	1 50%	1 ~	1 14%	3 43%	13 46%	11 37%	88 34%	66 35%	33 33%	33 34%	67 35%
9-10	127 43%	2187 44%	15 32%	25 46%	20 42%	30 45%	21 43%	15 54%	102 43%	~	~	~	3 43%	2 29%	10 36%	18 60%	107 41%	88 47%	37 37%	43 44%	83 43%
VALID CASES	295	4933	47	54	48	66	49	28	236	1	2	1	7	7	28	30	258	186	101	98	193
NUMBER OF RESPONDENTS	295 100%	4933 100%	47 100%	54 100%	48 100%	66 100%	49 100%	28 100%	236 100%	1 100%	2 100%	1 100%	7 100%	7 100%	28 100%	30 100%	258 100%	186 100%	101 100%	98 100%	193 100%
MEAN	2.21	2.21	2.13	2.26	2.21	2.18	2.18	2.36	2.21	2.00	1.50	1.00	2.00	2.00	2.18	2.57	2.17	2.30	2.06	2.21	2.21
p stat_(*=Sig @ p<=.05)		.947	~.587		~.769	~	~	~.971	~	~	~	~	~	~	~	~	~	~.008*	.023*	.908	.989

NQ35Z RATING OF INTERPRETER

	PSCS TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
NQ35Z 0-6		6 8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
7-8	1 20%	26 31%	~	~	~	33%	~	~	~	~	~	~	~	20%	~	25%	50%	~	
9-10	4 80%	52 62%	~	~	~	67%	100%	100%	100%	100%	~	~	~	80%	~	100%	75%	50%	100%
VALID CASES NUMBER OF RESPONDENTS	5 5 100%	85 85 100%				3 3 100%	1 1 100%	1 1 100%	1 1 100%	1 1 100%				5 5 100%		1 1 100%	4 4 100%	2 2 100%	3 3 100%
MEAN	2.80	2.54				2.67	3.00	3.00	3.00					2.80		3.00	2.75	2.50	3.00
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

GETTING NEEDED CARE

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NPRBSEE4 NQ25	2.31	2.27	2.00	2.14	2.36	2.49	2.31	2.33	2.31	2.00	2.50	2.00	2.00	2.31	2.08	2.34	2.37	2.27	2.40	2.28	
p stat_(*=Sig @ p<=.05)	.567		~	~	~	~	~	~	~	~	~	~	~	~	~	~	.351	.590	~	~	
NCARNES4 NQ14	2.19	2.31	2.13	2.26	2.10	2.25	2.20	2.19	2.27	2.00	1.50	2.00	1.63	1.60	2.05	2.19	2.20	2.28	2.08	2.25	2.17
p stat_(*=Sig @ p<=.05)	.012*		~	~	~.491	~	~	~	~	~	~	~	~	~	~	~	.037*	.082	.432	.600	
COMPOSITE	2.25	2.29	2.06	2.20	2.23	2.37	2.26	2.26	2.29	2.00	2.00	2.00	1.81	1.80	2.18	2.14	2.27	2.33	2.17	2.32	2.23
p stat_(*=Sig @ p<=.05)	.411		~	~	~.111	.909	~	~	~	~	~	~	~	~	~	~	~	.025*	.174	.241	.402

GETTING CARE QUICKLY

	PSCS 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	FE- MALE	FE- MALE
NCARSN4 NQ4	2.38	2.38	2.31	2.60	2.33	2.24	2.41	2.67	2.38	3.00	2.00	2.50	2.00	2.38	2.17	2.41	2.52	2.19	2.47	2.33
p stat_(*=Sig @ p<=.05)		.973	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.013*	.021*	~	~
NAPGET4 NQ6	2.19	2.29	2.03	2.09	2.05	2.27	2.27	2.44	2.20	2.00	2.17	1.60	2.05	2.11	2.19	2.24	2.13	2.21	2.18	
p stat_(*=Sig @ p<=.05)		.061	~	~	~.400	~	~	~	~	~	~	~	~	~	~	~	.335	.415	.845	.655
COMPOSITE	2.29	2.33	2.17	2.35	2.19	2.26	2.34	2.56	2.29	x 2.50	2.00	2.33	1.80	2.22	2.14	2.30	2.38	2.16	2.34	2.25
p stat_(*=Sig @ p<=.05)		.374	~	~	~.709	~	~	~	~	~	~	~	~	~	~	~	.009*	.038*	.394	.323

HOW WELL DOCTORS COMMUNICATE

	PSCS 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	OTHER	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NDREXPL4 NQ17	2.60	2.60	2.56	2.66	2.60	2.68	2.59	2.44	2.61	2.00	1.00	3.00	2.40	2.40	2.72	2.67	2.61	2.71	2.43	2.57	2.63
p stat_(*=Sig @ p<=.05)		.830	~	~	~.350	~	~	~	~	~	~	~	~	~	~	~	~	~.007*	.003*	.652	.460
NDRLSTN4 NQ18	2.55	2.57	2.52	2.59	2.50	2.60	2.59	2.50	2.57	2.00	1.00	2.00	2.40	2.60	2.61	2.61	2.56	2.68	2.35	2.56	2.57
p stat_(*=Sig @ p<=.05)		.657	~	~	~.541	~	~	~	~	~	~	~	~	~	~	~	~	~.002*	.003*	.914	.577
NDRESPU4 NQ19	2.61	2.65	2.64	2.75	2.55	2.66	2.55	2.62	2.64	3.00	1.00	2.00	2.40	2.60	2.61	2.67	2.62	2.75	2.40	2.51	2.69
p stat_(*=Sig @ p<=.05)		.339	~	~	~.552	~	~	~	~	~	~	~	~	~	~	~	~	~.001*	.001*	.188	.034*
NDRTMEN4 NQ20	2.41	2.46	2.36	2.59	2.31	2.58	2.28	2.37	2.45	2.00	1.00	2.00	2.20	2.00	2.56	2.39	2.43	2.58	2.19	2.42	2.44
p stat_(*=Sig @ p<=.05)		.403	~	~	~.072	~	~	~	~	~	~	~	~	~	~	~	~	~.000*	.001*	.952	.509
COMPOSITE	2.54	2.57	2.52	2.65	2.49	2.63	2.50	2.48	2.57	2.25	1.00	2.25	2.35	2.40	2.62	2.58	2.55	2.68	2.34	2.51	2.58
p stat_(*=Sig @ p<=.05)		.749	~	~	~.404	~	~	~	~	~	~	~	~	~	~	~	~	~.006*	.006*	.728	.372

CUSTOMER SERVICE

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NPBCLCS4 NQ31	2.31	2.14	2.27	1.73	2.30	2.44	2.60	1.80	2.27				3.00	2.00	2.25	2.17	2.30	2.32	2.23	2.18	2.33
p stat_(*=Sig @ p<=.05)		.055	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ32	2.58	2.59	2.64	2.18	2.90	2.52	2.67	2.60	2.52				3.00	3.00	2.63	2.67	2.55	2.74	2.23	2.45	2.61
p stat_(*=Sig @ p<=.05)		.869	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.44	2.37	2.45	1.95	2.60	2.48	2.63	2.20	2.39	x	x	x	3.00	2.50	2.44	2.42	2.42	2.53	2.23	2.32	2.47
p stat_(*=Sig @ p<=.05)		.437	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

	PSCS TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NRXWHY NQ10	2.24	2.23	1.85	2.79	2.11	2.36	2.18	1.56	2.24	3.00	1.50	2.25	3.00	2.18	2.00	2.25	2.29	2.13	2.21	2.25
p stat_(*=Sig @ p<=.05)		.881	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.410	.196	~	~
NRXWYNT NQ11	1.80	1.87	1.54	1.94	1.40	1.86	2.00	1.89	1.78	3.00	1.00	2.00	1.00	2.09	1.77	1.79	1.73	1.85	1.81	1.81
p stat_(*=Sig @ p<=.05)		.274	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.289	.508	~	~
NRXBST NQ12	2.40	2.44	2.69	2.68	2.20	2.44	2.29	1.89	2.43	3.00	3.00	1.80	1.00	2.27	2.29	2.39	2.41	2.33	2.44	2.36
p stat_(*=Sig @ p<=.05)		.538	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.859	.519	~	~
COMPOSITE	2.14	2.18	2.03	2.47	1.90	2.22	2.16	1.78	2.15	3.00	1.83	x 2.02	1.67	2.18	2.02	2.15	2.14	2.11	2.15	2.14
p stat_(*=Sig @ p<=.05)		.651	~	~	~	~	~	~	~	~	~	~	~	~	~	~	1.00	.639	~	~

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

	PSCS TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
PRBSEE4 Q25	79%	78%	77%	64%	82%	89%	78%	78%	77%	100%	100%		100%	100%	81%	75%	80%	78%	81%	83%	78%
CARNES4 Q14	78%	82%	72%	81%	78%	76%	82%	76%	82%	100%	50%	100%	63%	40%	65%	76%	78%	82%	71%	82%	76%
AVERAGE	78.2	79.8	74.4	72.3	79.7	82.8	79.9	77.0	79.6	x	75.0	x	81.3	40.0	73.1	75.6	79.2	80.0	76.0	82.2	76.9

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

	PSCS 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	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
CARSN4 Q4	83%	82%	75%	95%	79%	82%	81%	100%	82%		100%	100%	100%	67%	85%	83%	84%	90%	75%	89%	80%
APGET4 Q6	74%	79%	65%	67%	66%	78%	76%	100%	75%		50%		83%	40%	63%	72%	74%	75%	73%	76%	72%
AVERAGE	78.7	80.1	69.8	80.8	72.5	80.0	78.5	100	78.4	x	50.0	x	91.7	53.3	73.9	77.8	78.8	82.6	74.1	82.8	76.4

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

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
DREXPL4 Q17	91%	92%	92%	94%	90%	90%	93%	88%	92%	100%	0%	100%	80%	80%	89%	89%	92%	94%	85%	86%	94%
DRLSTN4 Q18	89%	89%	100%	94%	85%	84%	89%	94%	90%	100%	0%	100%	80%	100%	83%	94%	89%	96%	78%	89%	90%
DRESPU4 Q19	89%	91%	96%	97%	85%	88%	84%	94%	90%	100%	0%	100%	80%	100%	89%	94%	89%	95%	79%	84%	92%
DRTMEN4 Q20	83%	86%	84%	94%	77%	86%	80%	88%	84%	100%	0%	100%	80%	60%	94%	78%	85%	92%	72%	87%	83%
AVERAGE	87.9	89.3	93.0	94.5	84.2	87.0	86.5	90.6	89.2	x	x	x	80.0	85.0	88.9	88.9	88.8	94.3	78.6	86.5	89.7

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

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
PBCLCS4 Q31	81%	73%	91%	55%	70%	93%	87%	60%	80%					100%	50%	87%	75%	82%	85%	73%	77%	82%
CSRESP Q32	90%	91%	91%	64%	100%	96%	93%	80%	89%					100%	100%	88%	92%	89%	94%	81%	86%	91%
AVERAGE	85.8	82.1	90.9	59.1	85.0	94.4	90.0	70.0	84.4	x	x	x		100	75.0	87.5	83.3	85.6	89.6	76.9	81.8	86.8

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

	PSCS TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
RXWHY Q10	78%	80%	62%	100%	63%	89%	75%	44%	78%	100%	50%		75%	100%	73%	64%	78%	79%	74%	79%	76%
RXWYNT Q11	56%	61%	38%	61%	30%	68%	63%	67%	57%	100%	0%		60%	0%	64%	54%	56%	51%	59%	57%	57%
FRXBST Q12	70%	72%	85%	84%	60%	72%	65%	44%	71%	100%	100%		40%	0%	64%	64%	70%	70%	67%	72%	68%
AVERAGE	67.9	70.8	61.5	81.8	51.1	76.2	67.6	51.9	68.6	x 50.0		x 58.3		x 66.7	60.6	68.1	67.1	66.5	69.4	67.2	

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q1	PSCS TOT CHLD																		
YES	363	5863	4	56	90	123	90	249	3	3	4	19	28	112	231	334	11	277	86
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	6	155			1	2	3	2			1			4	2	4	2	6	
VALID CASES	363	5863	4	56	90	123	90	249	3	3	4	19	28	112	231	334	11	277	86
NUMBER OF RESPONDENTS	369	6018	4	56	91	125	93	251	3	3	5	19	28	116	233	338	13	283	86
	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			
	PSCS 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	
Q3 YES	117 32%	1775 30%	2 50%~	27 48%*	28 31%	35 29%	25 27%	86 34%		1 ~ 33%~		2 ~ 40%~	3 17%~	9 32%~	30 26%	80 34%	106 32%~	5 38%~	84 30%	33 38%
NO	247 68%	4117 70%	2 50%~	29 52%*	62 69%	87 71%	67 73%	164 66%	3 100%~	2 67%~		3 ~ 60%~	15 83%~	19 68%~	84 74%	153 66%	230 68%~	8 62%~	194 70%	53 62%
NOT ANSWERED	5	126			1	3	1	1				1		2		2		5		
VALID CASES	364	5892	4	56	90	122	92	250	3	3		5	18	28	114	233	336	13	278	86
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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?

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER HAW/ PAC	IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC
Q4 NEVER	28	2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	8	167	3	4	1	4	4	1	1	1	~	~	4	3	7	6	2	7%	10%
USUALLY	16	270	2	5	4	5	13	~	~	~	~	~	5	9	11	2	10	6	15%
ALWAYS	83	1252	2	20	20	23	18	60	1	3	9	18	61	78	3	63	20	78%	73%
#ALWAYS + USUALLY (NET)	99	1522	2	22	25	27	23	73	1	3	9	23	70	89	5	73	26	93%	89%
TOP BOX SCORE	83	1252	2	20	20	23	18	60	1	3	9	18	61	78	3	63	20	78%	73%
NOT ANSWERED	10	136	2	3	4	1	9	~	~	~	~	3	7	10	5	5	~	~	
VALID CASES	107	1718	2	25	25	31	24	77	1	2	3	9	27	73	96	5	79	28	100%
NUMBER OF RESPONDENTS	117	1854	2	27	28	35	25	86	1	2	3	9	30	80	106	5	84	33	100%
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS 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	GOOD & POOR	NO CCC	CCC	
Q5																				
YES	230 64%	3764 65%	4 100%~	43 77%*	66 73%*	65 54%*	52 58%	159 64%		1 ~ 33%~		3 ~ 60%~	12 67%~	22 79%~	76 67%	146 63%	212 63%~	11 85%~	166 60%*	64 75%*
NO	131 36%	2063 35%		13 ~ 23%*	24 27%*	56 46%*	38 42%	91 36%	3 100%~	2 67%~		2 ~ 40%~	6 33%~	6 21%~	37 33%	86 37%	122 37%~	2 15%~	110 40%*	21 25%*
NOT ANSWERED	8	192			1	4	3	1				1		3	1	4		7	1	
VALID CASES	361	5826	4	56	90	121	90	250	3	3		5	18	28	113	232	334	13	276	85
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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				
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q6 NEVER	1 0.5%	57 2%*	~	~	2%	~	~	~	~	~	~	~	~	~	1 0.5%	1 ~	1 ~	1 ~	~	
SOMETIMES	26 12%	442 13%	2 50%~	2 5%~	5 9%	8 14%	9 17%	12 8%*	~	~	~	4 ~	3 14%~	15 21%*	9 7%*	23 12%~	3 27%~	18 12%	8 14%	
USUALLY	64 30%	870 25%	~	13 31%~	15 26%~	15 26%	21 40%	47 32%	1 ~100%~	1 ~	1 ~	6 ~	29%~	14 19%*	48 36%*	57 29%~	4 36%~	42 27%	22 37%	
ALWAYS	122 57%	2092 60%	2 50%~	27 64%~	37 64%	34 60%	22 42%*	85 59%	~	~	~	2 67%~	8 67%~	12 57%~	43 60%	76 57%	115 59%~	4 36%~	93 60%	29 49%
#ALWAYS + USUALLY (NET)	186 87%	2961 86%	2 50%~	40 95%~	52 90%	49 86%	43 83%	132 91%*	1 ~100%~	~	~	3 ~100%~	8 67%~	18 86%~	57 79%*	124 93%*	172 88%~	8 73%~	135 88%	51 86%
TOP BOX SCORE	122 57%	2092 60%	2 50%~	27 64%~	37 64%	34 60%	22 42%*	85 59%	~	~	~	2 67%~	8 67%~	12 57%~	43 60%	76 57%	115 59%~	4 36%~	93 60%	29 49%
NOT ANSWERED	17	259		1	8	8		14					1	4	12	16		12	5	
VALID CASES	213	3460	4	42	58	57	52	145	1		3	12	21	72	134	196	11	154	59	
NUMBER OF RESPONDENTS	230	3719	4	43	66	65	52	159	1		3	12	22	76	146	212	11	166	64	
	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		
	PSCS 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	
Q7 NONE	102 29%	1770 31%	9 ~ 16%*	24 27%	41 34%	28 33%	66 27%	2 67%	1 33%	2 ~ 40%	6 33%	6 23%	34 31%	63 28%	95 29%	2 18%	86 32%*	16 19%*	
1 TIME	101 29%	1587 28%	2 50%	21 38%	25 28%	31 26%	22 26%	74 30%	1 33%	~	2 ~ 40%	1 6%	7 27%	33 30%	64 28%	98 30%	1 9%	81 30%	20 24%
2	80 23%	1212 21%	1 25%	17 31%	19 22%	24 20%	19 22%	50 20%	2 ~ 67%	~	~	8 ~ 44%	11 42%	22 20%	54 24%	76 23%	1 9%	59 22%	21 25%
3	34 10%	601 10%	1 25%	4 7%	10 11%	10 8%	9 10%	32 13%*	~	~	~	~	~	8 7%	24 11%	30 9%	2 18%	23 9%	11 13%
4	15 4%	266 5%	1 ~ 2%	6 7%	7 6%	1 1%*	11 4%	~	~	~	~	2 ~ 11%	~	5 5%	10 4%	13 4%	2 18%	10 4%	5 6%
5 TO 9	17 5%	243 4%	3 ~ 5%	3 3%	7 6%	4 5%	9 4%	~	~	~ 20%	1 6%	1 6%	2 8%	6 6%	10 4%	14 4%	2 18%	10 4%	7 8%
10 OR MORE TIMES	4 1%	84 1%	~	~ 1%	1 ~ 1%	3 ~ 3%	4 2%	~	~	~	~	~	~	1 ~ 0.9%	3 1%	2 0.6%	1 9%	~	4 5%
NOT ANSWERED	16	255	1	3	5	7	5				1	2	7	5	10	2	14	2	
VALID CASES	353	5763	4	55	88	120	86	246	3	3	5	18	26	109	228	328	11	269	84
NUMBER OF RESPONDENTS	369	6018	4	56	91	125	93	251	3	3	5	19	28	116	233	338	13	283	86
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q8 #YES	172 71%	2722 69%	3 100%	34 77%	41 67%	53 68%	41 72%	122 69%	1 100%	2 100%	3 100%	7 70%	18 90%	52 74%	112 69%	157 69%	8 89%	127 72%	45 68%	
NO	71 29%	1206 31%		10 23%	20 33%	25 32%	16 28%	55 31%				3 30%	2 10%	18 26%	51 31%	69 31%	1 11%	50 28%	21 32%	
NOT ANSWERED	8	97	1	2	3	1	1	3				2		5	2	7		6	2	
VALID CASES	243	3927	3	44	61	78	57	177	1	2		3	10	20	70	163	226	9	177	66
NUMBER OF RESPONDENTS	251 100%	4024 100%	4 100%	46 100%	64 100%	79 100%	58 100%	180 100%	1 100%	2 100%		3 100%	12 100%	20 100%	75 100%	165 100%	233 100%	9 100%	183 100%	68 100%

[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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q9 NEVER	6 2%	99 3%	~	~	1 2%	5 6%*	6 3%~	~	~	~	~	~	~	~	6 4%*	6 3%~	6 3%~	6 3%~	6 3%~	6 3%~
SOMETIMES	24 10%	362 9%	1 33%~	3 7%~	4 7%	10 13%	6 10%	16 9%	~	~	~	~	1 9%~	1 5%~	11 15%	11 7%*	21 9%~	2 22%~	16 9%	8 12%
USUALLY	55 22%	854 22%	~	8 18%~	11 18%	14 18%	22 38%*	43 24%	1 100%~	~	~	1 33%~	1 9%~	3 15%~	14 20%	38 23%	49 21%~	3 33%~	31 17%*	24 36%*
ALWAYS	161 65%	2627 67%	2 67%~	34 76%~	45 74%	50 63%	30 52%*	113 63%	2 ~100%~	~	2 ~67%~	9 82%~	16 80%~	46 65%	109 66%	152 67%~	4 44%~	126 70%*	35 52%*	
#ALWAYS + USUALLY (NET)	216 88%	3480 88%	2 67%~	42 93%~	56 92%	64 81%*	52 90%	156 88%	1 100%~	2 ~100%~	~	3 ~100%~	10 91%~	19 95%~	60 85%	147 90%	201 88%~	7 78%~	157 88%	59 88%
TOP BOX SCORE	161 65%	2627 67%	2 67%~	34 76%~	45 74%	50 63%	30 52%*	113 63%	2 ~100%~	~	2 ~67%~	9 82%~	16 80%~	46 65%	109 66%	152 67%~	4 44%~	126 70%*	35 52%*	
NOT ANSWERED	5	83	1	1	3			2				1		4	1	5		4	1	
VALID CASES	246	3941	3	45	61	79	58	178	1	2		3	11	20	71	164	228	9	179	67
NUMBER OF RESPONDENTS	251 100%	4024 100%	4 100%	46 100%	64 100%	79 100%	58 100%	180 100%	1 100%	2 100%		3 100%	12 100%	20 100%	75 100%	165 100%	233 100%	9 100%	183 100%	68 100%

[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?

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q10 YES	68 28%	1194 30%	1 33%~	11 24%~	9 15%*	20 26%	27 47%*	44 25%	1 100%	2 100%	2 ~	4 67%~	7 36%~	16 23%	48 29%	63 28%~	2 22%~	37 21%*	31 46%*	
NO	177 72%	2727 70%	2 67%~	34 76%~	52 85%*	58 74%	31 53%*	134 75%	~	~	~	1 33%~	7 64%~	13 65%~	55 77%	116 71%	165 72%~	7 78%~	141 79%*	36 54%*
NOT ANSWERED	6	102	1	1	3	1		2				1		4	1	5		5	1	
VALID CASES	245	3922	3	45	61	78	58	178	1	2		3	11	20	71	164	228	9	178	67
NUMBER OF RESPONDENTS	251 100%	4024 100%	4 100%	46 100%	64 100%	79 100%	58 100%	180 100%	1 100%	2 100%		3 100%	12 100%	20 100%	75 100%	165 100%	233 100%	9 100%	183 100%	68 100%

[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			
	PSCS 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	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q11 NOT AT ALL	1 2%	40 4%		1 9%										1 6%		1 2%		1 3%		
A LITTLE	5 8%	110 10%		2 22%	3 11%	3 7%						1 14%	2 13%	3 7%	4 7%		3 8%	2 7%		
SOME	26 39%	287 26%	1 100%	4 36%	2 22%	8 44%	11 41%	17 40%	1 50%		1 50%	1 29%	2 50%	8 50%	16 35%	25 41%	1 50%	14 39%	12 40%	
#A LOT	34 52%	660 60%		6 55%	5 56%	10 56%	13 48%	22 52%	1 100%	1 50%		3 50%	4 75%	5 31%	27 59%	31 51%	1 50%	18 50%	16 53%	
NOT ANSWERED	2	40			2		2							2	2		1	1		
VALID CASES	66	1098	1	11	9	18	27	42	1	2		2	4	7	16	46	61	2	36	30
NUMBER OF RESPONDENTS	68	1138	1	11	9	20	27	44	1	2		2	4	7	16	48	63	2	37	31
	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 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?

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q12 NOT AT ALL	9 14%	204 19%	1 100%~	2 ~ 22%~	1 6%~	5 19%~	7 17%~	~	~	~	~	2 ~ 29%~	1 7%~	8 17%~	9 15%~	~	5 14%~	4 13%~		
A LITTLE	14 22%	171 16%	5 ~ 45%~	1 11%~	4 22%~	4 15%~	11 26%~	~	~	1 ~ 50%~	~	~	4 27%~	8 17%~	13 22%~	~	8 23%~	6 20%~		
SOME	21 32%	343 31%	3 ~ 27%~	2 22%~	5 28%~	11 42%~	13 31%~	1 100%~	1 50%~	~	~	1 25%~	2 29%~	4 27%~	15 33%~	18 30%~	1 50%~	9 26%~	12 40%~	
#A LOT	21 32%	374 34%	3 ~ 27%~	4 44%~	8 44%~	6 23%~	11 26%~	1 ~ 50%~	~	1 ~ 50%~	3 75%~	3 43%~	6 40%~	15 33%~	20 33%~	1 50%~	13 37%~	8 27%~		
NOT ANSWERED	3	47			2	1	2						1	2	3		2	1		
VALID CASES	65	1091	1	11	9	18	26	42	1	2		2	4	7	15	46	60	2	35	30
NUMBER OF RESPONDENTS	68	1138	1	11	9	20	27	44	1	2		2	4	7	16	48	63	2	37	31
	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 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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS-	NATV PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q13 #YES	52 79%	872 80%	1 100%~	10 91%~	8 89%~	14 78%~	19 70%~	35 83%~	1 100%~	2 100%~		2 ~100%~	3 75%~	3 43%~	11 69%~	37 80%~	47 77%~	2 100%~	30 83%~	22 73%~
NO	14 21%	225 20%		1 9%~	1 11%~	4 22%~	8 30%~	7 17%~					1 ~25%~	4 57%~	5 31%~	9 20%~	14 23%~		6 17%~	8 27%~
NOT ANSWERED	2	42				2		2							2		2		1	1
VALID CASES	66	1096	1	11	9	18	27	42	1	2		2	4	7	16	46	61	2	36	30
NUMBER OF RESPONDENTS	68	1138	1	11	9	20	27	44	1	2		2	4	7	16	48	63	2	37	31
	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 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			
	PSCS 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- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q14 WORST HEALTH CARE POSSIBLE	1 0.4%	4 0.1%	~	~	~	~	1 2%	~	~	~	~	~	~	~	1 -0.4%	~	~	1 2%		
01	1 0.4%	5 0.1%	~	~	~	1 1%	1 ~0.6%	~	~	~	~	~	~	1 1%	1 -0.4%	~	1 -0.6%	~	~	
02	2 0.8%	15 0.4%	1 25%	~	1 2%	~	1 ~0.6%	~	~	~	~	~	~	1 ~0.6%	1 ~13%	1 -0.6%	1 2%	1 2%		
03	2 0.8%	33 0.8%	~	~	1 2%	~	1 2%	1 1%	~	~	~	~	~	2 ~1%	2 -0.9%	~	~	2 3%		
04	2 0.8%	53 1%	~	~	~	~	2 4%	2 1%	~	~	~	~	~	2 ~1%	2 -0.9%	~	2 1%	~	~	
05	11 5%	141 4%	~	2 4%	1 2%	7 9%	1 2%	7 4%	~	~	~	~	2 ~11%	3 4%	7 4%	9 4%	1 13%	10 6%	1 2%	
06	5 2%	124 3%	~	1 2%	1 2%	2 3%	1 2%	2 1%	~	~	~	~	1 8%	1 5%	2 3%	3 2%	5 2%	~	1 -0.6%	4 6%
07	26 11%	316 8%	~	4 9%	5 8%	10 13%	7 12%	18 10%	~	~	~	1 ~33%	3 25%	3 16%	6 9%	20 12%	26 11%	~	19 11%	7 11%
08	62 26%	886 23%	~	8 18%	13 22%	21 27%	20 35%	51 29%	1 100%	~	~	~	~	4 ~21%	15 21%	44 27%	58 26%	2 25%	36 20%	26 39%*
09	51 21%	849 22%	1 25%	13 29%	13 22%	14 18%	10 18%	38 21%	~	~	~	~	1 8%	5 26%	17 24%	32 20%	47 21%	3 38%	40 23%	11 17%
BEST HEALTH CARE POSSIBLE	80 33%	1476 38%	2 50%	17 38%	25 42%	22 29%	14 25%	56 31%	2 ~100%	~	2 ~67%	7 58%	4 21%	26 37%	52 32%	76 33%	1 13%	67 38%*	13 20%*	
#8-10 (NET)	193 79%	3211 82%	3 75%	38 84%	51 85%	57 74%	44 77%	145 81%	1 100%	2 ~100%	~	2 ~67%	8 67%	13 68%	58 83%	128 79%	181 80%	6 75%	143 81%	50 76%

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			
	PSCS 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	
9-10 (NET)	131 54%	2325 60%	3 75%~	30 67%~	38 63%	36 47%	24 42%*	94 53%	2 ~100%~		2 ~ 67%~	8 67%~	9 47%~	43 61%	84 52%	123 54%~	4 50%~	107 60%*	24 36%*	
NOT ANSWERED	8	122		1	4	2	1	2					1	5	2	6	1	6	2	
VALID CASES	243	3902	4	45	60	77	57	178	1	2		3	12	19	70	163	227	8	177	66
NUMBER OF RESPONDENTS	251 100%	4024 100%	4 100%	46 100%	64 100%	79 100%	58 100%	180 100%	1 100%	2 100%		3 100%	12 100%	20 100%	75 100%	165 100%	233 100%	9 100%	183 100%	68 100%
MEAN	8.40	8.59	7.75	8.78	8.70	8.21	8.09	8.43	8.00	10.0		9.00	8.83	8.11	8.61	8.40	8.45	7.50	8.58	7.92
p stat_(*=Sig @ p<=.05)		.066	~	~	.115	.247	.154	.710	~	~	~	~	~	~	.207	1.00	~	~	.010*	.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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
Q15 NEVER	4 2%	70 2%	~	1 2%	~	2 3%	1 2%	3 2%	~	~	~	~	~	1 1%	2 1%	4 2%	~	3 2%	1 1%	
SOMETIMES	24 10%	378 10%	1 25%	2 5%	4 7%	8 10%	9 16%	16 9%	~	~	~	~	2 10%	8 12%	13 8%	17 8%	3 33%	13 7%	11 16%	
USUALLY	66 27%	1179 30%	2 50%	11 25%	14 23%	20 26%	19 33%	49 28%	~	~	1 33%	3 30%	6 30%	15 22%	48 29%	64 28%	1 11%	44 25%	22 33%	
ALWAYS	149 61%	2256 58%	1 25%	30 68%	42 70%	47 61%	29 50%*	110 62%	1 100%	2 100%	~	2 67%	7 70%	12 60%	45 65%	101 62%	141 62%	5 56%	116 66%*	33 49%*
#ALWAYS + USUALLY (NET)	215 88%	3435 88%	3 75%	41 93%	56 93%	67 87%	48 83%	159 89%	1 100%	2 100%	~	3 100%	10 100%	18 90%	60 87%	149 91%	205 91%	6 67%	160 91%	55 82%
TOP BOX SCORE	149 61%	2256 58%	1 25%	30 68%	42 70%	47 61%	29 50%*	110 62%	1 100%	2 100%	~	2 67%	7 70%	12 60%	45 65%	101 62%	141 62%	5 56%	116 66%*	33 49%*
NOT ANSWERED	8	141		2	4	2		2				2		6	1	7		7	1	
VALID CASES	243	3883	4	44	60	77	58	178	1	2		3	10	20	69	164	226	9	176	67
NUMBER OF RESPONDENTS	251 100%	4024 100%	4 100%	46 100%	64 100%	79 100%	58 100%	180 100%	1 100%	2 100%		3 100%	12 100%	20 100%	75 100%	165 100%	233 100%	9 100%	183 100%	68 100%

[ASKED IF Q7 >= 1 TIME]

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q16 YES	268 74%	4005 69%*	1 25%~	18 32%*	74 82%*	100 83%*	75 82%*	194 77%	2 67%~	1 33%~		4 ~ 80%~	10 56%~	23 82%~	74 65%*	183 79%*	247 74%~	11 85%~	196 71%*	72 85%*
NO	93 26%	1827 31%*	3 75%~	38 68%*	16 18%*	20 17%*	16 18%*	57 23%	1 33%~	2 67%~		1 ~ 20%~	8 44%~	5 18%~	40 35%*	49 21%*	88 26%~	2 15%~	80 29%*	13 15%*
NOT ANSWERED	8	187			1	5	2						1		2	1	3		7	1
VALID CASES	361	5831	4	56	90	120	91	251	3	3		5	18	28	114	232	335	13	276	85
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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				
	PSCS 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			
Q17 YES	23 9%	460 12%	1 100%	4 24%	2 3%*	12 13%	4 6%	15 8%	~	~	~	25%	1 10%	1 9%	2 13%	9 7%	12 7%	3 27%	11 6%*	12 18%*	
NO	228 91%	3425 88%	~	13 76%	68 97%*	82 87%	65 94%	162 92%	2 100%	1 100%	~	75%	3 90%	9 91%	21 91%	62 87%	157 93%	213 93%	8 73%	173 94%*	55 82%*
NOT ANSWERED	17	235		1	4	6	6	17							3	14	17		12	5	
VALID CASES	251	3885	1	17	70	94	69	177	2	1		4	10	23	71	169	230	11	184	67	
NUMBER OF RESPONDENTS	268 100%	4120 100%	1 100%	18 100%	74 100%	100 100%	75 100%	194 100%	2 100%	1 100%		4 100%	10 100%	23 100%	74 100%	183 100%	247 100%	11 100%	196 100%	72 100%	

[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?

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q18 #YES	20 87%	368 88%	1 ~100%	4 ~100%	2 ~100%	9 75%	4 100%	14 93%	~	~	~100%	~100%	2	8 89%	11 92%	15 88%	3 100%	8 73%	12 100%
NO	3 13%	51 12%	~	~	~	3 25%	1 7%	~	~	~	~100%	1	1 11%	1 8%	2 12%	~	3 27%	~	
NOT ANSWERED		1																	
VALID CASES	23	419	1	4	2	12	4	15		1	1	2	9	12	17	3	11	12	
NUMBER OF RESPONDENTS	23	420	1	4	2	12	4	15		1	1	2	9	12	17	3	11	12	
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q16 = YES AND Q17 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS 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	14 4%	202 3%	1 25%~	5 ~	4 6%	4 3%	4 4%	10 4%	~	~	~	~	1 5%~	~	6 5%	7 3%	12 4%~	1 8%~	8 3%	6 7%
NO	348 96%	5625 97%	3 75%~	56 100%~	84 94%	117 97%	88 96%	241 96%	3 100%	3 100%	~	5 ~	18 95%~	27 100%~	109 95%	225 97%	325 96%~	11 92%~	269 97%	79 93%
NOT ANSWERED	7	191			2	4	1							1	1	1	1	1	6	1
VALID CASES	362	5827	4	56	89	121	92	251	3	3		5	19	27	115	232	337	12	277	85
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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

	PSCS TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		OHP TOT CHLD	<1	1-3	4-7	8-12 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ PAC	AMR IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q20 NEVER	22 11%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	4 29%	27 13%~100%	1 ~	2 ~40%	1 25%	2 20%	~	~	~	~	1 ~100%	~	2 33%	1 14%	3 25%~100%	1 ~	2 25%~	2 33%~
USUALLY	4 29%	51 24%	~	~	1 25%~	3 75%	4 40%	~	~	~	~	~	1 17%	3 43%	3 25%	~	2 25%~	2 33%~
ALWAYS	6 43%	109 52%	~	3 60%	2 50%	1 25%	4 40%	~	~	~	~	~	3 50%	3 43%	6 50%	~	4 50%~	2 33%~
#ALWAYS + USUALLY (NET)	10 71%	160 76%	~	3 60%	3 75%	4 100%	8 80%	~	~	~	~	~	4 67%	6 86%	9 75%	~	6 75%~	4 67%~
TOP BOX SCORE	6 43%	109 52%	~	3 60%	2 50%	1 25%	4 40%	~	~	~	~	~	3 50%	3 43%	6 50%	~	4 50%~	2 33%~
NOT ANSWERED	12																	
VALID CASES	14	210	1	5	4	4	10				1		6	7	12	1	8	6
NUMBER OF RESPONDENTS	14	222	1	5	4	4	10				1		6	7	12	1	8	6
	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?

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q21 #YES	11 79%	178 86%~100%~	1 ~	3 ~	3 60%~	4 75%~100%~	9 90%~	~	~	~	~	~	5 83%~	6 86%~	9 75%~100%~	1 100%~	6 75%~	5 83%~
NO	3 21%	30 14%~	~	~	2 40%~	1 25%~	1 10%~	~	~	~	1 ~100%~	~	1 17%~	1 14%~	3 25%~	~	2 25%~	1 17%~
NOT ANSWERED		14																
VALID CASES	14	208	1	5	4	4	10				1		6	7	12	1	8	6
NUMBER OF RESPONDENTS	14	222	1	5	4	4	10				1		6	7	12	1	8	6
	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			
	PSCS 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	
Q22																				
YES	26 7%	474 8%	1 25%	3 5%	7 8%	10 8%	5 5%	21 8%	~	~	~	20%~	11%~	7%~	5%	9%	24 7%~	2 15%~	8 3%*	18 21%*
NO	333 93%	5319 92%	3 75%~	53 95%	82 92%	109 92%	86 95%	229 92%	3 100%	3 ~100%	~	80%~	89%~	93%~	95%	91%	312 93%~	11 85%~	266 97%*	67 79%*
NOT ANSWERED	10	225			2	6	2	1					1	2	1	2		9	1	
VALID CASES	359	5793	4	56	89	119	91	250	3	3	5	19	27	114	232	336	13	274	85	
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%	

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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q23 NEVER	4 16%	60 14%	~	~	17%	20%	20%	15%	~	~	~	~	~	50%	20%	15%	17%	~	29%	11%
SOMETIMES	6 24%	71 17%	100%	~	33%	20%	20%	15%	~	~	~100%	150%	150%	40%	20%	22%	50%	29%	22%	
USUALLY	8 32%	110 26%	~	33%	17%	40%	40%	35%	~	~	~	~	50%	40%	30%	30%	50%	~	44%	
ALWAYS	7 28%	179 43%	~	67%	33%	20%	20%	35%	~	~	~	~	~	~	35%	30%	~	43%	22%	
#ALWAYS + USUALLY (NET)	15 60%	289 69%	~	100%	50%	60%	60%	70%	~	~	~	~	50%	40%	65%	61%	50%	43%	67%	
TOP BOX SCORE	7 28%	179 43%	~	67%	33%	20%	20%	35%	~	~	~	~	~	~	35%	30%	~	43%	22%	
NOT ANSWERED	1	24			1			1						1		1		1		
VALID CASES	25	420	1	3	6	10	5	20			1	2	2	5	20	23	2	7	18	
NUMBER OF RESPONDENTS	26	444	1	3	7	10	5	21			1	2	2	6	20	24	2	8	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?

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q24 #YES	15 60%	291 69%	1 100%	1 33%	3 50%	6 60%	4 80%	13 65%	~	~	~	1 100%	1 50%	~	4 80%	11 55%	14 61%	1 50%	3 43%	12 67%
NO	10 40%	132 31%	~	2 67%	3 50%	4 40%	1 20%	7 35%	~	~	~	1 50%	2 100%	2 20%	1 45%	9 39%	1 50%	4 57%	6 33%	
NOT ANSWERED	1	21			1		1							1		1		1		
VALID CASES	25	423	1	3	6	10	5	20				1	2	2	5	20	23	2	7	18
NUMBER OF RESPONDENTS	26	444	1	3	7	10	5	21				1	2	2	6	20	24	2	8	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			
	PSCS 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	
Q25 YES	43 12%	682 12%	1 25%~	4 7%	5 6%*	16 13%	17 18%*	32 13%	1 33%~	~	1 ~	2 20%~	1 11%~	4 4%~	8 7%*	31 13%	38 11%~	2 15%~	17 6%*	26 31%*
NO	317 88%	5109 88%	3 75%~	52 93%	84 94%*	103 87%	75 82%*	219 87%	2 67%~	3 100%~	~	4 80%~	16 89%~	26 96%~	107 93%*	200 87%	297 89%~	11 85%~	258 94%*	59 69%*
NOT ANSWERED	9	227			2	6	1					1	1	1	2	3		8	1	
VALID CASES	360	5791	4	56	89	119	92	251	3	3		5	18	27	115	231	335	13	275	85
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q26 NEVER	6 14%	90 14%	~	~	1 20%	3 19%	2 12%	3 9%	~	~	~	~	~	1 100%	~	4 13%	5 13%	~	2 12%	4 15%
SOMETIMES	13 30%	121 19%	1 100%	~	2 40%	7 44%	3 18%	11 34%	~	~	~	~	~	~	~	11 35%	10 26%	2 100%	3 18%	10 38%
USUALLY	10 23%	156 24%	~	2 50%	~	4 25%	4 24%	8 25%	~	~	~	1 100%	~	~	5 63%	5 16%	9 24%	~	5 29%	5 19%
ALWAYS	14 33%	284 44%	~	2 50%	2 40%	2 13%	8 47%	10 31%	1 100%	~	~	~	2 100%	~	3 38%	11 35%	14 37%	~	7 41%	7 27%
#ALWAYS + USUALLY (NET)	24 56%	440 68%	~	4 100%	2 40%	6 38%	12 71%	18 56%	1 100%	~	~	1 100%	2 100%	~	8 100%	16 52%	23 61%	~	12 71%	12 46%
TOP BOX SCORE	14 33%	284 44%	~	2 50%	2 40%	2 13%	8 47%	10 31%	1 100%	~	~	~	2 100%	~	3 38%	11 35%	14 37%	~	7 41%	7 27%
NOT ANSWERED		25																		
VALID CASES	43	651	1	4	5	16	17	32	1			1	2	1	8	31	38	2	17	26
NUMBER OF RESPONDENTS	43	676	1	4	5	16	17	32	1			1	2	1	8	31	38	2	17	26
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q27 #YES	27 63%	347 53%	1 100%	3 75%	3 60%	10 63%	10 59%	23 72%	1 100%	~	1 100%	1 100%	5 63%	22 71%	25 66%	1 50%	9 53%	18 69%	
NO	16 37%	304 47%	~	1 25%	2 40%	6 38%	7 41%	9 28%	~	~	~	2 100%	3 38%	9 29%	13 34%	1 50%	8 47%	8 31%	
NOT ANSWERED		25																	
VALID CASES	43	651	1	4	5	16	17	32	1		1	2	1	8	31	38	2	17	26
NUMBER OF RESPONDENTS	43	676	1	4	5	16	17	32	1		1	2	1	8	31	38	2	17	26
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q28 YES	77 21%	1072 19%	1 25%	10 18%	17 19%	27 22%	22 24%	61 24%*	~	~	~	4 80%	2 11%	6 22%	12 11%*	62 27%*	67 20%	6 50%	45 16%*	32 37%*
NO	282 79%	4688 81%	3 75%	45 82%	72 81%	93 78%	69 76%	189 76%*	3 100%	3 100%	~	1 20%	17 89%	21 78%	101 89%*	170 73%*	268 80%	6 50%	228 84%*	54 63%*
NOT ANSWERED	10	257		1	2	5	2	1						1	3	1	3	1	10	
VALID CASES	359	5761	4	55	89	120	91	250	3	3		5	19	27	113	232	335	12	273	86
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q29 #YES	47 64%	609 56%	1 100%	8 80%	9 56%	13 50%	16 76%	36 62%	~	~	~	3 75%	2 100%	3 50%	9 82%	36 60%	40 63%	4 67%	26 60%	21 68%
NO	27 36%	471 44%	~	2 20%	7 44%	13 50%	5 24%	22 38%	~	~	~	1 25%	3 50%	2 18%	24 40%	24 37%	2 33%	17 40%	10 32%	
NOT ANSWERED	3	35			1	1	1	3						1	2	3		2	1	
VALID CASES	74	1080	1	10	16	26	21	58				4	2	6	11	60	64	6	43	31
NUMBER OF RESPONDENTS	77	1115	1	10	17	27	22	61				4	2	6	12	62	67	6	45	32
	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		
	PSCS 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	302 84%	4998 86%	4 100%~	45 80%	78 88%	105 87%	70 79%	222 88%*	2 100%~	3 100%~	2 ~ 40%~	15 79%~	24 86%~	82 73%*	209 90%*	282 84%~	10 83%~	222 81%*	80 93%*
NO	57 16%	790 14%	~	11 20%	11 12%	16 13%	19 21%	29 12%*	~	~	~ 60%~	3 21%~	4 14%~	4 27%*	30 10%*	24 16%~	53 17%~	2 19%*	6 7%*
NOT ANSWERED	10	230			2	4	4	1						4		3	1	10	
VALID CASES	359	5788	4	56	89	121	89	251	2	3	5	19	28	112	233	335	12	273	86
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	IAN	NATV ILND PAC	AMER ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q31 NONE	82 28%	1324 27%	6 ~ 14%	19 ~ 26%	39 38%*	18 27%	62 29%	1 50%~	1 33%~		1 ~ 50%	4 29%~	4 17%~	18 23%	61 30%	80 29%~		65 30%	17 22%	
1 TIME	103 35%	1651 34%	2 67%~	22 50%~	30 41%	25 24%*	24 36%	76 35%	1 50%~	2 67%~			2 ~ 14%	11 46%~	29 38%	71 35%	100 37%~		82 38%	21 27%
2	58 20%	1029 21%	1 33%~	10 23%~	12 16%	24 23%	11 17%	43 20%				4 ~ 29%	6 25%~	14 18%	42 21%	52 19%~	4 44%~	39 18%	19 25%	
3	24 8%	462 9%		3 ~ 7%	8 11%	8 8%	5 8%	21 10%				1 ~ 50%	2 14%~		9 12%	14 7%	23 8%~	1 11%~	13 6%	11 14%
4	10 3%	201 4%		1 ~ 2%	2 3%	4 4%	3 5%	6 3%					2 ~ 14%		3 4%	5 2%	8 3%~		6 3%	4 5%
5 TO 9	14 5%	173 4%		2 ~ 5%	3 4%	4 4%	5 8%	7 3%						3 ~ 13%	4 5%	10 5%	10 4%~	4 44%~	9 4%	5 6%
10 OR MORE TIMES		32 0.6%~																		
NOT ANSWERED	11	181	1	1	4	1	4	7					1		5	6	9	1	8	3
VALID CASES	291	4872	3	44	74	104	66	215	2	3		2	14	24	77	203	273	9	214	77
NUMBER OF RESPONDENTS	302	5053	4	45	78	105	70	222	2	3		2	15	24	82	209	282	10	222	80
	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?

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q31A ALWAYS	2 1%	68 2%	~	~	~	~	2 4%	1 0.7%	~	~	~	~	~	~	2 3%	2 1%	2 1%	2 1%	~	
USUALLY	1 0.5%	51 1%*	~	~	~	~	1 2%	1 0.7%	~	~	~	~	~	~	1 2%	1 0.5%	1 ~	1 ~	1 2%	
SOMETIMES	7 3%	288 8%*	1 33%	2 5%	~	4 6%	~	4 3%	~	~	~	1 10%	~	~	5 8%	1 0.7%*	3 2%	3 33%	5 3%	2 3%
NEVER	199 95%	3102 88%*	2 67%	36 95%	55 100%	61 94%	45 94%	147 96%	1 100%	2 100%	~	1 100%	9 90%	20 100%	51 86%*	141 99%*	187 97%	6 67%	142 95%	57 95%
#NEVER + SOMETIMES (NET)	206 99%	3390 97%*	3 100%	38 100%	55 100%	65 100%	45 94%	151 99%	1 100%	2 100%	~	1 100%	10 100%	20 100%	56 95%	142 100%	190 98%	9 100%	147 99%	59 98%
TOP BOX SCORE	199 95%	3102 88%*	2 67%	36 95%	55 100%	61 94%	45 94%	147 96%	1 100%	2 100%	~	1 100%	9 90%	20 100%	51 86%*	141 99%*	187 97%	6 67%	142 95%	57 95%
NOT ANSWERED		31																		
VALID CASES	209	3509	3	38	55	65	48	153	1	2		1	10	20	59	142	193	9	149	60
NUMBER OF RESPONDENTS	209	3540	3	38	55	65	48	153	1	2		1	10	20	59	142	193	9	149	60
	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			
	PSCS 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	
Q32 NEVER	4 2%	74 2%		1 3%	1 2%	1 2%	1 2%	3 2%						2 3%	2 1%	4 2%		3 2%	1 2%	
SOMETIMES	9 4%	183 5%	1 33%	2 5%		5 8%	1 2%	6 4%					1 10%	2 3%	6 4%	7 4%	1 11%	7 5%	2 3%	
USUALLY	31 15%	573 16%		7 18%	10 18%	4 6%*	10 21%	26 17%		1 50%			1 10%	2 10%	8 14%	22 15%	29 15%	2 22%	23 16%	8 13%
ALWAYS	164 79%	2676 76%	2 67%	28 74%	44 80%	54 84%	36 75%	118 77%	1 100%	1 50%		1 100%	8 80%	18 90%	47 80%	112 79%	153 79%	6 67%	115 78%	49 82%
#ALWAYS + USUALLY (NET)	195 94%	3249 93%	2 67%	35 92%	54 98%*	58 91%	46 96%	144 94%	1 100%	2 100%		1 100%	9 90%	20 100%	55 93%	134 94%	182 94%	8 89%	138 93%	57 95%
TOP BOX SCORE	164 79%	2676 76%	2 67%	28 74%	44 80%	54 84%	36 75%	118 77%	1 100%	1 50%		1 100%	8 80%	18 90%	47 80%	112 79%	153 79%	6 67%	115 78%	49 82%
NOT ANSWERED	1	33				1													1	
VALID CASES	208	3507	3	38	55	64	48	153	1	2		1	10	20	59	142	193	9	148	60
NUMBER OF RESPONDENTS	209	3540	3	38	55	65	48	153	1	2		1	10	20	59	142	193	9	149	60
	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			
	PSCS 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
Q33 NEVER	5 2%	29 0.8%	~	3%~	2%	3%	2%~	2%	~	~	~	~	~	5%~	2%	2%	2%~	11%~	1%	5%
SOMETIMES	11 5%	199 6%	33%~	~	4%	8%	6%~	6%	~	~	~	~	~	5%~	3%	6%	5%~	22%~	3%*	12%*
USUALLY	37 18%	611 17%	~	13%~	24%	12%	23%~	19%	~	~	~100%~	1	~	10%~	19%	23%	16%~	33%~	19%	15%
ALWAYS	155 75%	2666 76%	67%~	84%~	71%	77%	69%~	73%	100%~	100%~	~	~	~100%~	80%~	76%	75%	78%~	33%~	77%	68%
#ALWAYS + USUALLY (NET)	192 92%	3277 93%	67%~	97%~	95%	89%	92%~	92%	100%~	100%~	~	1	10	18	95%	92%	94%~	67%~	96%*	83%*
TOP BOX SCORE	155 75%	2666 76%	67%~	84%~	71%	77%	69%~	73%	100%~	100%~	~	~	~100%~	80%~	76%	75%	78%~	33%~	77%	68%
NOT ANSWERED	1	34				1													1	
VALID CASES	208	3506	3	38	55	64	48	153	1	2		1	10	20	59	142	193	9	148	60
NUMBER OF RESPONDENTS	209 100%	3540 100%	3 100%	38 100%	55 100%	65 100%	48 100%	153 100%	1 100%	2 100%		1 100%	10 100%	20 100%	59 100%	142 100%	193 100%	9 100%	149 100%	60 100%

[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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q34 NEVER	4 2%	22 0.6%	~	1 3%	1 2%	2 3%	~	3 2%	~	~	~	~	~	~	1 2%	2 1%	2 1%	1 11%	2 1%	2 3%
SOMETIMES	9 4%	152 4%	33%~	1 3%	3 5%	2 3%	2 4%	9 6%*	~	~	~	~	~	~	9 6%*	8 4%	1 11%	5 3%	4 7%	
USUALLY	28 14%	469 13%	~	5 14%	4 7%	8 12%	11 23%	26 17%*	~	~	~	~	~	2 10%	6 10%	22 15%	25 13%	3 33%	15 10%	13 22%
ALWAYS	166 80%	2859 82%	67%~	2 81%	30 85%	47 81%	52 73%	35 75%*	1 100%	2 100%	~	1 100%	10 100%	18 90%	52 88%*	109 77%*	158 82%	4 44%	125 85%*	41 68%*
#ALWAYS + USUALLY (NET)	194 94%	3328 95%	67%~	2 95%	35 93%	51 94%	60 96%	46 92%*	1 100%	2 100%	~	1 100%	10 100%	20 100%	58 98%*	131 92%	183 95%	7 78%	140 95%	54 90%
TOP BOX SCORE	166 80%	2859 82%	67%~	2 81%	30 85%	47 81%	52 73%	35 75%*	1 100%	2 100%	~	1 100%	10 100%	18 90%	52 88%*	109 77%*	158 82%	4 44%	125 85%*	41 68%*
NOT ANSWERED	2	38		1		1													2	
VALID CASES	207	3502	3	37	55	64	48	153	1	2		1	10	20	59	142	193	9	147	60
NUMBER OF RESPONDENTS	209	3540	3	38	55	65	48	153	1	2		1	10	20	59	142	193	9	149	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q35 YES	148 71%	2353 68%	2 67%~	2 6%~	39 71%	58 89%*	47 98%~	105 69%	1 100%	2 100%~		1 ~100%~	8 80%~	18 90%~	39 67%	106 75%	138 72%~	7 78%~	96 65%*	52 87%*
NO	59 29%	1128 32%	1 33%~	34 94%~	16 29%	7 11%*	1 2%~	47 31%					2 ~20%~	2 10%~	19 33%	36 25%	54 28%~	2 22%~	51 35%*	8 13%*
NOT ANSWERED	2	60		2			1								1		1		2	
VALID CASES	207	3480	3	36	55	65	48	152	1	2		1	10	20	58	142	192	9	147	60
NUMBER OF RESPONDENTS	209	3540	3	38	55	65	48	153	1	2		1	10	20	59	142	193	9	149	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC		
Q35A ALWAYS		43 2%																		
USUALLY	1 0.7%	47 2%				1 2%	1 1%						1 3%		1 0.7%		1 1%			
SOMETIMES	7 5%	152 7%	1 50%	2 ~	1 3%	4 7%	1 2%	6 6%					2 5%	4 4%	4 3%	2 29%	5 5%	2 4%		
NEVER	138 95%	2045 89%*	1 50%	2 100%	38 100%	54 100%	43 96%	96 93%	1 100%	2 100%		1 100%	8 100%	18 100%	35 92%	101 96%	132 96%	5 71%	90 94%	48 96%
#NEVER + SOMETIMES (NET)	145 99%	2197 96%*	2 100%	2 100%	39 100%	58 100%	44 98%	102 99%	1 100%	2 100%		1 100%	8 100%	18 100%	37 97%	105 100%	136 99%	7 100%	95 99%	50 100%
TOP BOX SCORE	138 95%	2045 89%*	1 50%	2 100%	38 100%	54 100%	43 96%	96 93%	1 100%	2 100%		1 100%	8 100%	18 100%	35 92%	101 96%	132 96%	5 71%	90 94%	48 96%
NOT ANSWERED		2				2	2							1	1	1		2		
VALID CASES	146	2287	2	2	39	58	45	103	1	2		1	8	18	38	105	137	7	96	50
NUMBER OF RESPONDENTS	148	2336	2	2	39	58	47	105	1	2		1	8	18	39	106	138	7	96	52
	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				
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q36 NEVER	5 3%	72 3%	~	~	2 5%	3 5%	2 ~	2%~	~	~	~	1 ~	1 6%	1 3%	3 3%	4 3%	~	3 3%	2 4%		
SOMETIMES	12 8%	148 6%	50%~	~	2 5%	5 9%	4 9%	10 10%	~	~	~	~	2 11%	1 3%	11 10%	11 8%	1 14%	7 7%	5 10%		
USUALLY	33 22%	454 20%	~	~	13 34%	8 14%*	12 26%	26 25%	~	~	~	~	4 22%	10 26%	23 22%	27 20%	5 71%	18 19%	15 29%		
ALWAYS	97 66%	1606 70%	50%~	100%~	2 55%	21 72%	42 66%	31 64%	1 100%	2 100%	~	1 100%	7 88%	11 61%	27 69%	69 65%	96 70%	1 14%	67 71%	30 58%	
#ALWAYS + USUALLY (NET)	130 88%	2060 90%	50%~	100%~	1 89%	2 86%	34 91%	50 89%	43 100%	2 100%	~	1 100%	7 88%	15 83%	37 95%	92 87%	123 89%	6 86%	85 89%	45 87%	
TOP BOX SCORE	97 66%	1606 70%	50%~	100%~	1 55%	2 72%	21 66%	42 64%	31 100%	1 100%	2 100%	~	1 100%	7 88%	11 61%	27 69%	69 65%	96 70%	1 14%	67 71%	30 58%
NOT ANSWERED	1	56			1														1		
VALID CASES	147	2280	2	2	38	58	47	105	1	2		1	8	18	39	106	138	7	95	52	
NUMBER OF RESPONDENTS	148	2336	2	2	39	58	47	105	1	2		1	8	18	39	106	138	7	96	52	
	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					
	PSCS 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 & GOOD	FAIR & POOR	NO CCC	CCC		
Q37 NEVER	5 2%	98 3%	~	3%~	2%	5%	~	2%	~	~	~	~	~	3%	2%	2	2	3	1	4	1	
SOMETIMES	23 11%	385 11%	33%~	16%~	9%	8%	13%~	11%	~	~	~	~	30%~	10%~	2	8	15	20	3	11	12	
USUALLY	37 18%	856 25%*	~	14%~	19%	16%	26%~	19%	~	~	~	100%~	10%~	15%~	3	14	22	33	2	24	13	
ALWAYS	139 68%	2135 61%*	67%~	68%~	70%	72%	62%~	68%	100%~	100%~	~	~	60%~	75%~	6	15	35	103	136	3	106	33
#ALWAYS + USUALLY (NET)	176 86%	2991 86%	67%~	81%~	89%	88%	87%~	88%	100%~	100%~	~	~	100%~	70%~	7	18	49	125	169	5	130	46
TOP BOX SCORE	139 68%	2135 61%*	67%~	68%~	70%	72%	62%~	68%	100%~	100%~	~	~	60%~	75%~	6	15	35	103	136	3	106	33
NOT ANSWERED	5	67		1	2	1	1	1										1		4	1	
VALID CASES	204	3473	3	37	53	64	47	152	1	2		1	10	20	59	142	192	9	145	59		
NUMBER OF RESPONDENTS	209 100%	3540 100%	3	38	55	65	48	153	1	2		1	10	20	59	142	193	9	149	60		
			100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PSCS 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	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	NO CCC	CCC
Q38 #YES	176 87%	2956 85%	3 100%	34 92%	47 90%	55 86%	37 79%	128 85%	1 100%	2 100%	1 100%	8 80%	20 100%	52 88%	121 86%	166 87%	7 78%	124 86%	52 88%
NO	27 13%	518 15%	~	3 8%	5 10%	9 14%	10 21%	23 15%	~	~	~	2 20%	~	7 12%	20 14%	25 13%	2 22%	20 14%	7 12%
NOT ANSWERED	6	66		1	3	1	1	2						1		2		5	1
VALID CASES	203	3474	3	37	52	64	47	151	1	2	1	10	20	59	141	191	9	144	59
NUMBER OF RESPONDENTS	209 100%	3540 100%	3 100%	38 100%	55 100%	65 100%	48 100%	153 100%	1 100%	2 100%	1 100%	10 100%	20 100%	59 100%	142 100%	193 100%	9 100%	149 100%	60 100%

[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		
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q39 YES	85 42%	1340 39%	3 100%	15 41%	24 45%	26 41%	17 36%	63 41%	1 ~ 50%		1 ~ 100%	4 40%	8 40%	26 44%	57 40%	75 39%	7 78%	55 38%	30 51%
NO	119 58%	2127 61%		22 ~ 59%	29 55%	38 59%	30 64%	89 59%	1 100%	1 ~ 50%		6 ~ 60%	12 60%	33 56%	85 60%	117 61%	2 22%	90 62%	29 49%
NOT ANSWERED	5	73		1	2	1	1	1								1		4	1
VALID CASES	204	3467	3	37	53	64	47	152	1	2	1	10	20	59	142	192	9	145	59
NUMBER OF RESPONDENTS	209	3540	3	38	55	65	48	153	1	2	1	10	20	59	142	193	9	149	60
	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			
	PSCS 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	
Q40 NEVER	8 10%	102 8%		1 ~	3 7%	3 13%	1 6%	5 8%					1 13%	2 8%	5 9%	7 9%		5 9%	3 10%	
SOMETIMES	12 14%	189 15%	1 33%	1 7%	2 8%	6 23%	2 13%	10 16%	1 100%					2 8%	10 18%	8 11%	4 57%	3 6%	9 30%	
USUALLY	27 32%	353 28%	1 33%	3 20%	7 29%	7 27%	9 56%	20 32%					1 25%	5 63%	6 23%	20 36%	24 32%	1 14%	19 35%	8 27%
ALWAYS	37 44%	630 49%	1 33%	10 67%	12 50%	10 38%	4 25%	27 44%			1 100%	3 75%	2 25%	16 62%	21 38%	35 47%	2 29%	27 50%	10 33%	
#ALWAYS + USUALLY (NET)	64 76%	983 77%	2 67%	13 87%	19 79%	17 65%	13 81%	47 76%			1 100%	4 100%	7 88%	22 85%	41 73%	59 80%	3 43%	46 85%	18 60%	
TOP BOX SCORE	37 44%	630 49%	1 33%	10 67%	12 50%	10 38%	4 25%	27 44%			1 100%	3 75%	2 25%	16 62%	21 38%	35 47%	2 29%	27 50%	10 33%	
NOT ANSWERED	1	48				1	1							1	1		1			
VALID CASES	84	1274	3	15	24	26	16	62	1		1	4	8	26	56	74	7	54	30	
NUMBER OF RESPONDENTS	85	1322	3	15	24	26	17	63	1		1	4	8	26	57	75	7	55	30	
	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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMR AS- IAN	NATV HAW/ PAC ILND	AMR IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q41 WORST PERSONAL DOCTOR POSSIBLE	7	0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01	17	0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02	17	0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03	41	21% 0.4%	~	2% 5%~	1% 1%	1%	~	4% 2%*	~	~	~	~	~	2% 3%	2% 1%	4% 1%~	~	3% 1%	1%	
04	2	41% 0.7%	1% 25%~	~	1% 1%	~	~	2% 0.9%	~	~	~	~	~	~	2% 1%~	1% 0.4%~	1% 10%~	~	2% 3%	
05	13	139% 5%	~	~	3% 4%	6% 6%	4% 6%	11% 5%	~	~	~	~	~	1% 1%*	11% 5%	9% 3%~	3% 30%~	8% 4%	5% 7%	
06	8	111% 3%	~	~	1% 1%	4% 5%	3% 5%	6% 3%	1% 50%~	~	~	~	~	1% 4%~	6% 3%	8% 3%~	~	4% 2%	4% 5%	
07	20	320% 7%	~	~	6% 8%	7% 11%	7% 11%	20% 9%~	~	~	~	~	~	3% 4%	17% 8%	19% 7%~	1% 10%~	11% 5%	9% 12%	
08	46	785% 16%	~	10% 23%~	14% 20%	14% 12%	8% 12%	34% 16%	~	~	~	~	3% 21%~	7% 29%~	10% 13%	35% 18%	45% 17%~	1% 10%~	35% 17%	11% 14%
09	51	988% 18%	1% 25%~	4% 9%~	18% 25%	20% 20%	8% 12%	37% 17%	~	~	~	~	3% 21%~	4% 17%~	18% 23%	32% 16%	50% 19%~	~	43% 21%*	8% 11%*
BEST PERSONAL DOCTOR POSSIBLE	139	2358% 49%	2% 50%~	27% 63%~	27% 38%*	48% 48%	35% 54%	98% 46%	1% 50%~	3% 100%~	~	2% 100%~	8% 57%~	12% 50%~	42% 55%	95% 48%	133% 49%~	4% 40%~	103% 50%	36% 47%
#8-10 (NET)	236	4130% 83%	3% 75%~	41% 95%~	59% 83%	82% 82%	51% 78%	169% 80%*	1% 50%~	3% 100%~	~	2% 100%~	14% 100%~	23% 96%~	70% 91%*	162% 81%	228% 85%~	5% 50%~	181% 87%*	55% 72%*

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		
	PSCS 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 POOR	NO CCC	CCC	
9-10 (NET)	190 67%	3346 70%	3 75%~	31 72%~	45 63%	68 68%	43 66%	135 64%*	1 50%~	3 100%~	2 ~100%~	11 79%~	16 67%~	60 78%*	127 64%*	183 68%~	4 40%~	146 71%	44 58%
NOT ANSWERED	19	249		2	7	5	5	10				1		5	9	13		15	4
VALID CASES	283	4804	4	43	71	100	65	212	2	3	2	14	24	77	200	269	10	207	76
NUMBER OF RESPONDENTS	302 100%	5053 100%	4 100%	45 100%	78 100%	105 100%	70 100%	222 100%	2 100%	3 100%	2 100%	15 100%	24 100%	82 100%	209 100%	282 100%	10 100%	222 100%	80 100%
MEAN	8.80	8.87	8.25	9.12	8.65	8.78	8.82	8.66	8.00	10.0	10.0	9.36	9.08	9.09	8.71	8.86	7.40	8.92	8.46
p stat_(*=Sig @ p<=.05)		.406	~	~.362	.885	.924	.003*	~	~	~	~	~	~	.061	.150	~	~	.032*	.032*

[ASKED IF Q30 = YES]

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q42 YES	76 26%	1181 24%	1 25%~	2 5%~	17 23%	32 31%	24 36%	60 28%	1 50%~	~	1 ~	3 50%~	7 21%~	14 18%*	61 30%*	66 24%~	7 70%~	18 8%*	58 76%*	
NO	213 74%	3655 76%	3 75%~	41 95%~	56 77%	70 69%	43 64%	156 72%	1 50%~	3 100%~	~	1 50%~	11 79%~	17 71%~	64 82%*	143 70%*	208 76%~	3 30%~	195 92%*	18 24%*
NOT ANSWERED	13	217		2	5	3	3	6				1		4	5	8		9	4	
VALID CASES	289	4836	4	43	73	102	67	216	2	3		2	14	24	78	204	274	10	213	76
NUMBER OF RESPONDENTS	302 100%	5053 100%	4 100%	45 100%	78 100%	105 100%	70 100%	222 100%	2 100%	3 100%		2 100%	15 100%	24 100%	82 100%	209 100%	282 100%	10 100%	222 100%	80 100%

[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			
	PSCS 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	
Q43 #YES	64 90%	1018 86%	1 100%	1 50%	15 88%	23 85%	24 100%	50 88%	1 100%			1 100%	2 100%	7 100%	12 92%	52 90%	56 90%	6 86%	11 79%	53 93%
NO	7 10%	160 14%		1 50%	2 12%	4 15%		7 12%						1 8%	6 10%	6 10%	1 14%	3 21%	4 7%	
NOT ANSWERED	5	36				5	3					1		1	3	4		4	1	
VALID CASES	71	1178	1	2	17	27	24	57	1		1	2	7	13	58	62	7	14	57	
NUMBER OF RESPONDENTS	76	1214	1	2	17	32	24	60	1		1	3	7	14	61	66	7	18	58	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q30 = YES AND Q42 = YES]

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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q44 #YES	59 84%	992 85%	1 100%	1 50%	13 81%	24 83%	20 91%	47 82%	1 100%			1 100%	2 67%	6 100%	10 83%	49 84%	54 86%	4 67%	11 69%	48 89%
NO	11 16%	179 15%		1 50%	3 19%	5 17%	2 9%	10 18%				1 33%		2 17%	9 16%	9 14%	2 33%	5 31%	6 11%	
NOT ANSWERED	6	43			1	3	2	3					1	2	3	3	1	2	4	
VALID CASES	70	1171	1	2	16	29	22	57	1		1	3	6	12	58	63	6	16	54	
NUMBER OF RESPONDENTS	76	1214	1	2	17	32	24	60	1		1	3	7	14	61	66	7	18	58	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q30 = YES AND Q42 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS 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		
Q45 YES	52 15%	817 14%	1 25%~	4 7%*	11 12%	15 12%	21 23%*	39 16%	~	~	~	1 20%~	3 16%~	4 14%~	12 10%	37 16%	47 14%~	4 31%~	30 11%*	22 26%*
NO	306 85%	4882 86%	3 75%~	50 93%*	77 88%	105 88%	71 77%*	212 84%	3 100%	3 100%	~	4 80%~	16 84%~	24 86%~	104 90%	196 84%	291 86%~	9 69%~	242 89%*	64 74%*
NOT ANSWERED	11	319		2	3	5	1												11	
VALID CASES	358	5699	4	54	88	120	92	251	3	3		5	19	28	116	233	338	13	272	86
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q46 NEVER	4 8%	42 5%	~	~	2 18%	1 7%	1 5%	3 8%	~	~	~	~	~	~	~	3 8%	4 9%	~	2 7%	2 9%
SOMETIMES	8 15%	149 19%	100%	~	~	3 20%	4 19%	4 10%	~	~	~	~	2 67%	1 25%	2 17%	4 11%	6 13%	1 25%	2 7%	6 27%
USUALLY	13 25%	195 25%	~	~	4 36%	4 27%	5 24%	10 26%	~	~	~	1 100%	1 25%	1 33%	9 24%	13 28%	~	9 30%	4 18%	
ALWAYS	27 52%	401 51%	~	4 100%	5 45%	7 47%	11 52%	22 56%	~	~	~	~	1 33%	2 50%	6 50%	21 57%	24 51%	3 75%	17 57%	10 45%
#ALWAYS + USUALLY (NET)	40 77%	596 76%	~	4 100%	9 82%	11 73%	16 76%	32 82%	~	~	~	1 100%	1 33%	3 75%	10 83%	30 81%	37 79%	3 75%	26 87%	14 64%
TOP BOX SCORE	27 52%	401 51%	~	4 100%	5 45%	7 47%	11 52%	22 56%	~	~	~	~	1 33%	2 50%	6 50%	21 57%	24 51%	3 75%	17 57%	10 45%
NOT ANSWERED		26																		
VALID CASES	52	787	1	4	11	15	21	39				1	3	4	12	37	47	4	30	22
NUMBER OF RESPONDENTS	52	813	1	4	11	15	21	39				1	3	4	12	37	47	4	30	22
	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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q47 NONE	5 10%	60 8%	~	~	27%~	7%~	5%~	11%~	~	~	~	~	~	~	8%~	8%~	11%~	~	10%~	9%~
1 SPECIALIST	37 73%	510 64%	~100%~	4 ~	6 55%~	11 73%~	16 80%~	26 68%~	~	~	~	~100%~	3 ~	4 100%~	9 75%~	26 72%~	36 78%~	1 25%~	24 83%~	13 59%~
2	6 12%	153 19%	100%~	1 ~	2 18%~	2 13%~	1 5%~	5 13%~	~	~	~100%~	~	1 ~	~	1 8%~	5 14%~	5 11%~	1 25%~	2 7%~	4 18%~
3	2 4%	36 5%	~	~	~	7%~	5%~	5%~	~	~	~	~	~	~	~	2 6%~	2 ~	2 50%~	~	2 9%~
4	1 2%	16 2%	~	~	~	~	5%~	3%~	~	~	~	~	~	~	1 8%~	~	~	~	1 ~	5%~
5 OR MORE SPECIALISTS		17 2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	1	21					1	1								1	1		1	
VALID CASES	51	792	1	4	11	15	20	38			1	3	4	12	36	46	4	29	22	
NUMBER OF RESPONDENTS	52	813	1	4	11	15	21	39			1	3	4	12	37	47	4	30	22	
	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		
	PSCS 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- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q48 WORST SPECIALIST POSSIBLE	1 2%	3 0.4%	~	~	~	~	1 5%	1 3%	~	~	~	~	~	1 3%	1 2%	~	~	1 5%	
01	1 2%	2 0.3%	~	~	~	~	1 5%	~	~	~	~	1 25%	~	1 3%	1 2%	~	~	1 5%	
02		1 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
04	1 2%	5 0.6%	1 100%	~	~	~	~	1 3%	~	~	~	~	~	1 3%	1 25%	~	~	1 5%	
05	1 2%	22 3%	~	~	~	1 7%	~	~	~	~	1 33%	~	1 9%	~	1 2%	~	1 4%	~	
06	5 11%	34 5%	~	~	~	2 14%	3 16%	4 12%	~	~	~	~	~	2 18%	3 9%	4 10%	~	3 12%	2 10%
07	4 9%	53 8%	~	~	~	1 7%	3 16%	2 6%	~	~	~	1 33%	~	3 9%	4 10%	~	1 4%	3 15%	
08	5 11%	121 17%	~	~	1 13%	1 7%	3 16%	5 15%	~	~	~	~	~	1 9%	3 9%	4 10%	1 25%	3 12%	2 10%
09	5 11%	144 20%	~	~	2 25%	1 7%	2 11%	5 15%	~	~	~	~	~	1 9%	4 12%	5 12%	~	5 19%	~
BEST SPECIALIST POSSIBLE	23 50%	324 45%	4 ~100%	5 63%	8 57%	6 32%	16 47%	~	~	1 ~100%	1 33%	3 75%	6 55%	17 52%	21 51%	2 50%	13 50%	10 50%	

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	
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC
#8-10 (NET)	33 72%	589 83%	4	8	10	11	26			1	1	3	8	24	30	3	21	12
			~100%	~100%	~71%	~58%	~76%	~	~	~100%	~33%	~75%	~73%	~73%	~73%	~75%	~81%	~60%
9-10 (NET)	28 61%	468 66%	4	7	9	8	21			1	1	3	7	21	26	2	18	10
			~100%	~88%	~64%	~42%	~62%	~	~	~100%	~33%	~75%	~64%	~64%	~63%	~50%	~69%	~50%
NOT ANSWERED		9																
VALID CASES	46	712	1	4	8	14	19	34		1	3	4	11	33	41	4	26	20
NUMBER OF RESPONDENTS	46	721	1	4	8	14	19	34		1	3	4	11	33	41	4	26	20
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.33	8.75	4.00	10.0	9.50	8.64	7.47	8.44		10.0	7.33	7.75	8.55	8.30	8.41	8.00	8.81	7.70
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?

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q49 YES	72 20%	1474 26%*	2 50%~	14 26%	12 14%	24 20%	20 22%	48 19%	~	~	~	3 60%~	4 22%~	4 14%~	34 30%*	38 16%*	66 20%~	5 38%~	53 20%	19 22%
NO	282 80%	4149 74%*	2 50%~	39 74%	75 86%	95 80%	71 78%	202 81%	3 100%~	3 100%~	~	2 40%~	14 78%~	24 86%~	80 70%*	194 84%*	269 80%~	8 62%~	216 80%	66 78%
NOT ANSWERED	15	395		3	4	6	2	1				1			2	1	3		14	1
VALID CASES	354	5623	4	53	87	119	91	250	3	3		5	18	28	114	232	335	13	269	85
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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		
	PSCS 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	
Q50 NEVER	2 3%	37 3%	~	~	~	9%	~	4%	~	~	~	~	~	~	2 5%	2 3%	~	4%	~
SOMETIMES	16 23%	224 17%	1 50%	2 15%	4 33%	6 26%	3 16%	10 21%	~	~	2 67%	1 25%	1 25%	8 25%	8 22%	13 20%	2 50%	10 20%	6 32%
USUALLY	21 30%	391 30%	1 50%	4 31%	5 42%	7 30%	4 21%	14 30%	~	~	1 33%	1 25%	2 50%	8 25%	13 35%	21 33%	~	15 30%	6 32%
ALWAYS	30 43%	645 50%	~	7 54%	3 25%	8 35%	12 63%	21 45%	~	~	~	2 50%	1 25%	16 50%	14 38%	28 44%	2 50%	23 46%	7 37%
#ALWAYS + USUALLY (NET)	51 74%	1037 80%	1 50%	11 85%	8 67%	15 65%	16 84%	35 74%	~	~	1 33%	3 75%	3 75%	24 75%	27 73%	49 77%	2 50%	38 76%	13 68%
TOP BOX SCORE	30 43%	645 50%	~	7 54%	3 25%	8 35%	12 63%	21 45%	~	~	~	2 50%	1 25%	16 50%	14 38%	28 44%	2 50%	23 46%	7 37%
NOT ANSWERED	3	44	1			1	1	1						2	1	2	1	3	
VALID CASES	69	1297	2	13	12	23	19	47			3	4	4	32	37	64	4	50	19
NUMBER OF RESPONDENTS	72	1341	2	14	12	24	20	48			3	4	4	34	38	66	5	53	19
	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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q51 NEVER	2 3%	31 2%	~	8%~	~	4%~	~	4%~	~	~	~	~	~	1 3%~	1 3%~	2 3%~	~	2 4%~	~	
SOMETIMES	7 10%	120 9%	1 50%~	~	1 8%~	5 22%~	~	5 11%~	~	~	~	~	1 25%~	2 6%~	5 14%~	5 8%~	2 40%~	2 4%~	5 26%~	
USUALLY	15 21%	278 21%	~	8%~	1 42%~	5 17%~	4 25%~	5 15%~	~	~	~	2 67%~	1 25%~	2 50%~	9 27%~	6 16%~	13 20%~	1 20%~	12 24%~	3 16%~
ALWAYS	46 66%	871 67%	1 50%~	11 85%~	6 50%~	13 57%~	15 75%~	33 70%~	~	~	~	1 33%~	3 75%~	1 25%~	21 64%~	25 68%~	44 69%~	2 40%~	35 69%~	11 58%~
#ALWAYS + USUALLY (NET)	61 87%	1149 88%	1 50%~	12 92%~	11 92%~	17 74%~	20 100%~	40 85%~	~	~	~	3 100%~	4 100%~	3 75%~	30 91%~	31 84%~	57 89%~	3 60%~	47 92%~	14 74%~
TOP BOX SCORE	46 66%	871 67%	1 50%~	11 85%~	6 50%~	13 57%~	15 75%~	33 70%~	~	~	~	1 33%~	3 75%~	1 25%~	21 64%~	25 68%~	44 69%~	2 40%~	35 69%~	11 58%~
NOT ANSWERED	2	41	~	~	1	1	~	1	~	~	~	~	~	1	1	2	~	2	~	
VALID CASES	70	1300	2	13	12	23	20	47	~	~	3	4	4	33	37	64	5	51	19	
NUMBER OF RESPONDENTS	72	1341	2	14	12	24	20	48	~	~	3	4	4	34	38	66	5	53	19	
	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?

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q52 YES	90 26%	1596 29%	2 50%	12 23%	26 31%	27 23%	23 26%	61 25%	1 ~	33%	2 ~	7 40%	5 37%	31 18%	57 25%	83 25%	4 31%	72 27%	18 21%
NO	259 74%	3983 71%	2 50%	41 77%	59 69%	90 77%	67 74%	184 75%	3 100%	2 67%	3 ~	12 60%	23 82%	84 73%	170 75%	249 75%	9 69%	191 73%	68 79%
NOT ANSWERED	20	439		3	6	8	3	6						1	6	6		20	
VALID CASES	349	5579	4	53	85	117	90	245	3	3	5	19	28	115	227	332	13	263	86
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV PAC ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
PQ53 NEVER	4 1%	65 1%	~	~	1% 3%	3%	~	3% 1%	~	~	~	~	6% ~	~	2% 0.9%	2	4 1%~	~	4 2%~	~
SOMETIMES	21 6%	282 5%	1 25%~	2 4%	4 5%	6 5%	8 9%	14 6%	~	~	~	~	3 17%~	1 4%~	9 8%	12 5%	18 5%~	3 23%~	15 6%	6 7%
USUALLY	27 8%	520 9%	~	4 8%	8 10%	9 8%	6 7%	19 8%	~	~	~	1 20%~	1 6%~	3 11%~	8 7%	19 8%	26 8%~	1 8%~	22 9%	5 6%
ALWAYS	291 85%	4656 84%	3 75%~	46 88%	71 85%	97 84%	74 84%	206 85%	3 100%~	3 100%~	~	4 80%~	13 72%~	24 86%~	93 83%	192 85%	280 85%~	9 69%~	217 84%	74 87%
#ALWAYS + USUALLY (NET)	318 93%	5175 94%	3 75%~	50 96%	79 94%	106 92%	80 91%	225 93%	3 100%~	3 100%~	~	5 100%~	14 78%~	27 96%~	101 90%	211 94%	306 93%~	10 77%~	239 93%	79 93%
TOP BOX SCORE	291 85%	4656 84%	3 75%~	46 88%	71 85%	97 84%	74 84%	206 85%	3 100%~	3 100%~	~	4 80%~	13 72%~	24 86%~	93 83%	192 85%	280 85%~	9 69%~	217 84%	74 87%
NOT ANSWERED	6	67		1	1	2	2	3					1		3	2	4		5	1
VALID CASES	343	5523	4	52	84	115	88	242	3	3		5	18	28	112	225	328	13	258	85
NUMBER OF RESPONDENTS	349 100%	5590 100%	4 100%	53 100%	85 100%	117 100%	90 100%	245 100%	3 100%	3 100%		5 100%	19 100%	28 100%	115 100%	227 100%	332 100%	13 100%	263 100%	86 100%

[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				
	PSCS 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- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q54 WORST HEALTH PLAN POSSIBLE	1 0.3%	18 0.3%	~	~	~0.9%	1	1 ~0.4%	~	~	~	~	~	~	1 ~0.4%	1	1	1	1	~		
01	3 0.9%	11 0.2%	~	~	~0.9%	2	2 0.8%	~	~	~	~	1 4%	1 0.9%	2 0.9%	3	2	2	1	1%		
02	2 0.6%	27 0.5%	~	~	1%	1	1 0.4%	~	~	~	~	~	~	1 ~0.4%	2	1	1	1	1%		
03	3 0.9%	40 0.7%	~	~	1%	2	3 1%	~	~	~	~	~	1 0.9%	2 0.9%	3	1	2	2	2%		
04	3 0.9%	53 0.9%	1 25%	~	1%	1	2 ~0.8%	~	~	~	~	1 4%	~	3 1%	2	1	2	1	1%		
05	14 4%	288 5%	~	1 2%	4 5%	4 4%	5 6%	11 4%	~	~	~	~	3 11%	2 2%	12 5%	13 4%	~	8 3%	6 7%		
06	16 5%	265 5%	~	2 4%	4 5%	8 7%	2 2%	14 6%	~	~	~	~	1 4%	5 4%	11 5%	16 5%	~	12 5%	4 5%		
07	39 11%	565 10%	~	4 7%	9 11%	17 15%	9 10%	31 13%	1 33%	~	~	~	1 5%	3 11%	8 7%	30 13%	38 12%	1 8%	24 9%	15 18%	
08	62 18%	980 18%	~	6 11%	15 18%	21 18%	20 22%	50 20%*	~	~	~	3 60%	1 5%	5 18%	14 12%*	46 20%	58 18%	3 25%	38 14%*	24 29%*	
09	65 19%	1008 18%	~	17 31%*	11 13%	23 20%	14 16%	49 20%	~	~	~	~	5 26%	4 14%	20 18%	44 19%	63 19%	2 17%	52 20%	13 16%	
BEST HEALTH PLAN POSSIBLE	138 40%	2334 42%	75%~	3 44%	24 46%	39 33%	38 38%	81 33%*	2 67%	3 100%	~	~	2 40%	12 63%	10 36%	62 55%*	75 33%*	131 40%	5 42%	122 46%*	16 19%*
#8-10 (NET)	265 77%	4322 77%	75%~	3 87%*	47 76%	65 72%	82 76%	180 73%*	2 67%	3 100%	~	~	5 100%	18 95%	19 68%	96 85%*	165 73%*	252 76%	10 83%	212 81%*	53 64%*

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			
	PSCS 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 POOR	NO CCC	CCC		
9-10 (NET)	203 59%	3342 60%	3 75%~	41 76%*	50 59%	61 54%	48 54%	130 53%*	2 67%~	3 100%~	2 ~	17 40%~	14 89%~	50%~	82 73%*	119 52%*	194 59%~	7 58%~	174 66%*	29 35%*
NOT ANSWERED	23	430		2	6	11	4	6						3	6	8	1	20	3	
VALID CASES	346	5588	4	54	85	114	89	245	3	3	5	19	28	113	227	330	12	263	83	
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%	
MEAN	8.46	8.52	8.50	9.00	8.53	8.31	8.27	8.28	9.00	10.0	8.80	9.47	7.96	8.96	8.25	8.46	8.58	8.70	7.72	
p stat_(*=Sig @ p<=.05)		.510		~.002*	.699	.271	.298	.003*	~	~	~	~	~	~.000*	.002*	~	~	~.000*	.000*	

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q55 YES	149 42%	2224 39%	3 75%~	23 43%	39 45%	42 36%	42 46%	110 44%	1 33%~	2 67%~	2 ~	8 40%~	13 46%~	39 34%*	107 46%*	138 41%~	9 69%~	85 32%*	64 74%*
NO	204 58%	3434 61%	1 25%~	31 57%	47 55%	76 64%	49 54%	140 56%	2 67%~	1 33%~	3 ~	11 60%~	15 54%~	75 66%*	126 54%*	198 59%~	4 31%~	182 68%*	22 26%*
NOT ANSWERED	16	359		2	5	7	2	1						2		2		16	
VALID CASES	353	5659	4	54	86	118	91	250	3	3	5	19	28	114	233	336	13	267	86
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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			
	PSCS 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	
Q56 NEVER	5 3%	36 2%	~	~	2 5%	~	3 7%	3 3%	~	~	~	~	~	2 15%	~	5 5%	4 3%	1 11%	3 4%	2 3%
SOMETIMES	11 7%	208 9%	1 33%	2 9%	2 5%	3 7%	3 7%	9 8%	~	~	~	~	~	~	6 16%	4 4%	7 5%	4 44%	3 4%*	8 13%*
USUALLY	35 24%	522 24%	~	7 30%	6 16%	16 38%	6 15%	29 27%	~	~	~	~	1 14%	2 15%	9 24%	25 24%	31 23%	3 33%	21 25%	14 23%
ALWAYS	96 65%	1443 65%	2 67%	14 61%	28 74%	23 55%	29 71%	68 62%	1 100%	2 100%	~	2 100%	6 86%	9 69%	23 61%	72 68%	94 69%	1 11%	58 68%	38 61%
#ALWAYS + USUALLY (NET)	131 89%	1964 89%	2 67%	21 91%	34 89%	39 93%	35 85%	97 89%	1 100%	2 100%	~	2 100%	7 100%	11 85%	32 84%	97 92%	125 92%	4 44%	79 93%	52 84%
TOP BOX SCORE	96 65%	1443 65%	2 67%	14 61%	28 74%	23 55%	29 71%	68 62%	1 100%	2 100%	~	2 100%	6 86%	9 69%	23 61%	72 68%	94 69%	1 11%	58 68%	38 61%
NOT ANSWERED	2	47			1		1	1					1	1		2				2
VALID CASES	147	2208	3	23	38	42	41	109	1	2		2	7	13	38	106	136	9	85	62
NUMBER OF RESPONDENTS	149	2255	3	23	39	42	42	110	1	2		2	8	13	39	107	138	9	85	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV ILND	AMR IND/ PAC	ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q57 #YES	90 63%	1308 61%	2 100%~	13 57%~	27 73%~	21 53%~	27 68%~	65 60%~	1 100%~	2 100%~		2 ~100%~	5 83%~	8 62%~	26 76%~	62 58%~	83 63%~	6 67%~	53 66%	37 60%
NO	52 37%	853 39%		10 ~ 43%~	10 27%~	19 47%~	13 32%~	43 40%~					1 ~ 17%~	5 38%~	8 24%~	44 42%~	49 37%~	3 33%~	27 34%	25 40%
NOT ANSWERED	7	94	1		2	2	2	2					2		5	1	6		5	2
VALID CASES	142	2161	2	23	37	40	40	108	1	2		2	6	13	34	106	132	9	80	62
NUMBER OF RESPONDENTS	149	2255	3	23	39	42	42	110	1	2		2	8	13	39	107	138	9	85	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PSCS 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 & GOOD	FAIR & POOR	NO CCC	CCC
Q58 EXCELLENT	147 42%	2291 40%	2 50%~	30 56%*	43 50%	40 34%*	32 36%	115 46%*	2 ~ 67%~	2 ~ 40%~	5 26%~	12 43%~	40 35%	107 46%*	147 43%~	134 ~ 50%*	13 15%*		
VERY GOOD	138 39%	2006 35%	1 25%~	20 37%	33 38%	51 43%	33 38%	101 41%	3 100%~	3 ~ 60%~	3 16%~	12 43%~	42 37%	93 40%	138 41%~	93 ~ 35%*	45 53%*		
GOOD	53 15%	1106 20%*	~	4 7%*	7 8%*	24 20%	18 20%	26 10%*	1 ~ 33%~	~	11 ~ 58%~	3 11%~	26 23%*	25 11%*	53 16%~	32 ~ 12%*	21 25%*		
FAIR	10 3%	239 4%	~	~	2 2%	3 3%	5 6%	3 1%*	~	~	~	~	1 4%~	7 6%*	3 1%*	10 ~ 77%~	6 2%	4 5%	
POOR	3 0.9%	17 0.3%	1 25%~	~	1 1%	1 0.8%	~	3 1%	~	~	~	~	~	3 1%	~	3 ~ 23%~	1 0.4%	2 2%	
#EXCELLENT + VERY GOOD + GOOD (NET)	338 96%	5403 95%	3 75%~	54 100%~	83 97%	115 97%	83 94%	242 98%	3 100%~	3 100%~	5 ~ 100%~	19 100%~	27 96%~	108 94%	225 97%	338 100%~	259 ~ 97%	79 93%	
NOT ANSWERED	18	359		2	5	6	5	3					1	2		17	1		
VALID CASES	351	5659	4	54	86	119	88	248	3	3	5	19	28	115	231	338	13	266	85
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS 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 & GOOD	FAIR & POOR	NO CCC	CCC
Q59 EXCELLENT	160 46%	2506 44%	3 75%~	39 72%*	42 49%	45 38%*	31 36%*	122 49%	1 33%~	3 100%~	3 ~	5 60%~	14 28%~	43 38%*	116 50%*	158 47%~	1 8%~	144 54%*	16 20%*	
VERY GOOD	97 28%	1630 29%	~	11 20%	33 38%*	33 28%	20 23%	69 28%	~	~	~	1 20%~	4 22%~	6 22%~	34 30%	62 27%	93 28%~	4 33%~	78 29%	19 23%
GOOD	66 19%	1044 18%	~	4 7%*	8 9%*	29 25%	25 29%*	40 16%*	1 33%~	~	~	~	9 50%~	5 19%~	31 27%*	34 15%*	60 18%~	5 42%~	39 15%*	27 33%*
FAIR	22 6%	420 7%	1 25%~	~	3 3%	11 9%	7 8%	15 6%	1 33%~	~	~	1 20%~	1 ~	6 4%~	14 5%	6 6%	20 6%~	2 17%~	6 2%*	16 20%*
POOR	4 1%	74 1%	~	~	~	~	4 5%~	3 1%	~	~	~	~	1 4%~	~	4 2%~	4 1%~	4 ~	~	4 ~	4 5%~
#EXCELLENT + VERY GOOD + GOOD (NET)	323 93%	5181 91%	3 75%~	54 100%~	83 97%*	107 91%	76 87%	231 93%	2 67%~	3 100%~	~	4 80%~	18 100%~	25 93%~	108 95%	212 92%	311 93%~	10 83%~	261 98%*	62 76%*
NOT ANSWERED	20	344	~	2	5	7	6	2	~	~	~	1	1	2	3	3	1	16	4	
VALID CASES	349	5674	4	54	86	118	87	249	3	3	~	5	18	27	114	230	335	12	267	82
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%	~	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q60 YES	83 24%	1197 21%	1 25%~	3 6%*	15 17%	32 27%	32 36%*	62 25%	1 33%~	1 33%~	2 ~ 40%~	3 16%~	10 36%~	17 15%*	65 28%*	76 23%~	6 55%~	16 6%*	67 78%*
NO	268 76%	4478 79%	3 75%~	50 94%*	71 83%	87 73%	57 64%*	188 75%	2 67%~	2 67%~	3 ~ 60%~	16 84%~	18 64%~	96 85%*	168 72%*	261 77%~	5 45%~	249 94%*	19 22%*
NOT ANSWERED	18	343		3	5	6	4	1						3		1	2	18	
VALID CASES	351	5675	4	53	86	119	89	250	3	3	5	19	28	113	233	337	11	265	86
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q61 YES	65 79%	945 79%	1 100%	2 67%	11 73%	27 84%	24 77%	52 85%	1 100%			2 100%	2 67%	6 60%	13 76%	51 80%	60 80%	4 67%	4 25%	61 92%
NO	17 21%	248 21%		1 33%	4 27%	5 16%	7 23%	9 15%		1 100%			1 33%	4 40%	4 24%	13 20%	15 20%	2 33%	12 75%	5 8%
NOT ANSWERED	1	41				1	1								1	1				1
VALID CASES	82	1192	1	3	15	32	31	61	1	1		2	3	10	17	64	75	6	16	66
NUMBER OF RESPONDENTS	83	1233	1	3	15	32	32	62	1	1		2	3	10	17	65	76	6	16	67
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PSCS 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	60 92%	867 92%	1 100%~	11 ~100%~	25 93%~	23 96%~	48 92%~	1 100%~	~	~	1 50%~	2 100%~	6 100%~	12 92%~	47 92%~	55 92%~	4 100%~	60 ~	60 98%~
NO	5 8%	75 8%	~100%~	2 ~	2 7%~	1 4%~	4 8%~	~	~	1 50%~	~	~	~	1 8%~	4 8%~	5 8%~	4 ~	4 100%~	1 2%~
NOT ANSWERED		13																	
VALID CASES	65	942	1	2	11	27	24	52	1	2	2	6	13	51	60	4	4	61	
NUMBER OF RESPONDENTS	65	955	1	2	11	27	24	52	1	2	2	6	13	51	60	4	4	61	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q60 = YES AND Q61 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS 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		
Q63 YES	43 12%	872 15%	1 25%~	2 4%*	7 8%	17 14%	16 18%	35 14%	1 33%~	~	1 ~	2 20%~	2 11%~	2 7%~	6 5%*	36 16%*	40 12%~	3 25%~	5 2%*	38 46%*
NO	307 88%	4772 85%	3 75%~	52 96%*	78 92%	102 86%	72 82%	213 86%	2 67%~	3 100%~	~	4 80%~	17 89%~	26 93%~	107 95%*	196 84%*	296 88%~	9 75%~	263 98%*	44 54%*
NOT ANSWERED	19	374		2	6	6	5	3						3	1	2	1	15	4	
VALID CASES	350	5644	4	54	85	119	88	248	3	3		5	19	28	113	232	336	12	268	82
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV ILND	AMR IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q64 YES	33 79%	716 83%	1 100%	1 50%	5 71%	12 71%	14 93%	26 76%	1 100%			1 100%	2 100%	2 100%	5 83%	27 77%	31 79%	2 67%	1 25%	32 84%
NO	9 21%	150 17%		1 50%	2 29%	5 29%	1 7%	8 24%							1 17%	8 23%	8 21%	1 33%	3 75%	6 16%
NOT ANSWERED	1	15				1	1								1		1		1	
VALID CASES	42	866	1	2	7	17	15	34	1			1	2	2	6	35	39	3	4	38
NUMBER OF RESPONDENTS	43	881	1	2	7	17	16	35	1			1	2	2	6	36	40	3	5	38
	100%	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	
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q65 YES	29 94%	679 96%	1 100%	1 100%	4 80%	10 100%	13 93%	22 92%	1 100%	~	1 100%	2 100%	2 100%	4 80%	24 96%	27 93%	2 100%	29 94%
NO	2 6%	29 4%	~	~	1 20%	1 7%	2 8%	~	~	~	~	~	~	1 20%	1 4%	2 7%	~	2 6%
NOT ANSWERED	2	17				2	2							2	2		1	1
VALID CASES	31	708	1	1	5	10	14	24	1		1	2	2	5	25	29	2	31
NUMBER OF RESPONDENTS	33	725	1	1	5	12	14	26	1		1	2	2	5	27	31	2	32
	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			
	PSCS 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		
Q66 YES	39 11%	674 12%	1 25%~	3 6%	6 7%	15 13%	14 16%	27 11%	1 33%~	~	1 ~	3 20%~	3 16%~	3 11%~	10 9%	27 12%	34 10%~	4 31%~	9 3%*	30 35%*
NO	313 89%	4980 88%	3 75%~	51 94%	79 93%	104 87%	76 84%	223 89%	2 67%~	3 100%~	~	4 80%~	16 84%~	25 89%~	105 91%	206 88%	303 90%~	9 69%~	258 97%*	55 65%*
NOT ANSWERED	17	364		2	6	6	3	1						1		1		16	1	
VALID CASES	352	5654	4	54	85	119	90	250	3	3		5	19	28	115	233	337	13	267	85
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q67 YES	31 84%	505 79%	1 100%	2 67%	5 83%	13 93%	10 77%	24 89%	~	~	~	1 100%	3 100%	2 67%	6 67%	24 89%	28 88%	3 75%	1 14%	30 100%
NO	6 16%	133 21%	~	1 33%	1 17%	1 7%	3 23%	3 11%	~	~	~	1 33%	3 33%	3 11%	4 12%	1 25%	6 86%	~	~	
NOT ANSWERED	2	30				1 1		1						1	2		2			
VALID CASES	37	638	1	3	6	14	13	27		1	3	3	9	27	32	4	7	30		
NUMBER OF RESPONDENTS	39	668	1	3	6	15	14	27	1	1	3	3	10	27	34	4	9	30		
	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?

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q68 YES	29 97%	510 96%	1 100%	1 50%	4 100%	13 100%	10 96%	23 ~	~	~	1 100%	2 100%	2 100%	5 100%	23 96%	26 96%	3 100%	29 100%
NO	1 3%	19 4%	~	1 50%	~	~	~	1 4%	~	~	~	~	~	~	1 4%	1 4%	~	1 100%
NOT ANSWERED	1	5			1					1			1		1			1
VALID CASES	30	529	1	2	4	13	10	24		1	2	2	5	24	27	3	1	29
NUMBER OF RESPONDENTS	31	534	1	2	5	13	10	24		1	3	2	6	24	28	3	1	30
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES AND Q67 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PSCS 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		
Q69 YES	37 11%	583 10%	1 25%	6 11%	12 14%	10 8%	8 9%	30 12%	~	~	~	20% 11%	2 11%	3 11%	9 8%	27 12%	35 10%	2 15%	12 5%*	25 29%*	
NO	315 89%	5081 90%	3 75%	48 89%	73 86%	109 92%	82 91%	221 88%	3 100%	3 100%	~	80% 89%	4 89%	17 89%	25 92%	107 92%	206 88%	301 90%	11 85%	254 95%*	61 71%*
NOT ANSWERED	17	354		2	6	6	3										2		17		
VALID CASES	352	5664	4	54	85	119	90	251	3	3		5	19	28	116	233	336	13	266	86	
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%	

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q70 YES	20 57%	317 61%	1 100%	2 40%	5 45%	6 60%	6 75%	16 55%	~	~	~	1 100%	1 100%	1 33%	4 57%	15 56%	18 55%	2 100%	2 18%	18 75%
NO	15 43%	205 39%	~	3 60%	6 55%	4 40%	2 25%	13 45%	~	~	~	~	~	2 67%	3 43%	12 44%	15 45%	~	9 82%	6 25%
NOT ANSWERED	2	42		1	1			1					1		2		2		1	1
VALID CASES	35	522	1	5	11	10	8	29				1	1	3	7	27	33	2	11	24
NUMBER OF RESPONDENTS	37	564	1	6	12	10	8	30				1	2	3	9	27	35	2	12	25
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES]

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q71 YES	18 90%	315 96%	1 100%	1 50%	5 100%	6 100%	5 83%	14 88%	~	~	~	1 100%	1 100%	1 100%	4 100%	13 87%	16 89%	2 100%	18 100%	
NO	2 10%	14 4%	~	1 50%	~	~	1 17%	2 13%	~	~	~	~	~	~	2 13%	2 11%	~	2 100%	~	
NOT ANSWERED		6																		
VALID CASES	20	330	1	2	5	6	6	16				1	1	1	4	15	18	2	2	18
NUMBER OF RESPONDENTS	20	336	1	2	5	6	6	16				1	1	1	4	15	18	2	2	18
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES AND Q70 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PSCS 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	46 13%	799 14%	1 25%~	2 4%*	5 6%*	15 13%	23 26%*	35 14%	1 33%~	~	1 ~	2 20%~	3 11%~	11 9%	34 15%	43 13%~	2 15%~	7 3%*	39 45%*
NO	305 87%	4843 86%	3 75%~	52 96%*	80 94%*	103 87%	67 74%*	215 86%	2 67%~	3 100%~	4 ~	17 80%~	25 89%~	105 91%	198 85%	292 87%~	11 85%~	258 97%*	47 55%*
NOT ANSWERED	18	376		2	6	7	3	1						1	3			18	
VALID CASES	351	5642	4	54	85	118	90	250	3	3	5	19	28	116	232	335	13	265	86
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q73 YES	39 89%	744 94%	1 100%	1 50%	4 100%	12 86%	21 91%	31 94%	1 100%			1 100%	2 100%	2 67%	8 80%	30 91%	36 88%	2 100%	39 100%
NO	5 11%	48 6%		1 50%		2 14%	2 9%	2 6%						1 33%	2 20%	3 9%	5 12%		5 100%
NOT ANSWERED	2	31			1	1		2							1	1	2		2
VALID CASES	44	793	1	2	4	14	23	33	1			1	2	3	10	33	41	2	5 39
NUMBER OF RESPONDENTS	46	824	1	2	5	15	23	35	1			1	2	3	11	34	43	2	7 39
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100% 100%

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
NQ74																				
LESS THAN 1 YEAR OLD	4 1%	27 0.4%	4 100%	~	~	~	~	3 1%	~	~	~	~	~	2 2%	2 0.9%	3 0.9%	1 8%	3 1%	1 1%	
1 TO 3 YEARS OLD	56 15%	1125 19%	~	56 ~100%	~	~	~	43 17%	~	1 33%	~	1 20%	2 11%	3 11%	18 16%	36 15%	54 16%	~	53 19%*	3 3%*
4 TO 7 YEARS OLD	91 25%	1651 27%	~	~	91 ~100%	~	~	61 24%	~	1 33%	~	2 40%	5 26%	10 36%	29 25%	55 24%	83 25%	3 23%	77 27%*	14 16%*
8 TO 12 YEARS OLD	125 34%	1813 30%	~	~	~	125 ~100%	~	83 33%	1 33%	1 33%	~	1 20%	7 37%	7 25%	41 35%	78 33%	115 34%	4 31%	94 33%	31 36%
13 OR OLDER	93 25%	1402 23%	~	~	~	93 ~100%	~	61 24%	2 67%	~	~	1 20%	5 26%	8 29%	26 22%	62 27%	83 25%	5 38%	56 20%*	37 43%*
VALID CASES	369	6018	4	56	91	125	93	251	3	3		5	19	28	116	233	338	13	283	86
NUMBER OF RESPONDENTS	369	6018	4	56	91	125	93	251	3	3		5	19	28	116	233	338	13	283	86
	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]

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- 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				
NQ75	PSCS TOT CHLD	OHP TOT CHLD																		
MALE	191 52%	3120 52%	2 50%~	25 45%	46 51%	71 57%	47 51%	132 53%	2 67%~	2 67%~	3 ~	12 60%~	8 63%~	29%~	61 53%	117 50%	171 51%~	6 46%~	147 52%	44 51%
FEMALE	178 48%	2898 48%	2 50%~	31 55%	45 49%	54 43%	46 49%	119 47%	1 33%~	1 33%~	2 ~	7 40%~	20 37%~	71%~	55 47%	116 50%	167 49%~	7 54%~	136 48%	42 49%
VALID CASES	369	6018	4	56	91	125	93	251	3	3	5	19	28	116	233	338	13	283	86	
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%	

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

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q76 HISPANIC OR LATINO	116 33%	2443 43%*	2 50%~	18 33%	29 35%	41 34%	26 30%	43 17%*	2 67%~	~	~	4 80%~	17 89%~	10 36%~	116 100%~	~	108 32%~	7 54%~	98 37%*	18 21%*
NOT HISPANIC OR LATINO	233 67%	3183 57%*	2 50%~	36 67%	55 65%	78 66%	62 70%	207 83%*	1 33%~	3 100%~	~	1 20%~	2 11%~	18 64%~	233 ~100%~	~	225 68%~	6 46%~	167 63%*	66 79%*
NOT ANSWERED	20	391		2	7	6	5	1									5		18	2
VALID CASES	349	5627	4	54	84	119	88	250	3	3		5	19	28	116	233	333	13	265	84
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHITE	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
Q77.1 YES	276 75%	3921 65%*	3 75%~	46 82%	70 77%	90 72%	67 72%	251 100%~	~	~	~	~	~	25 89%~	51 44%*	224 96%*	266 79%~	7 54%~	199 70%*	77 90%*
NO	93 25%	2097 35%*	1 25%~	10 18%	21 23%	35 28%	26 28%	3 ~100%	3 ~100%	5 ~100%	19 ~100%	3 11%~	65 56%*	9 4%*	72 21%~	6 46%~	84 30%*	9 10%*		
VALID CASES	369	6018	4	56	91	125	93	251	3	3	5	19	28	116	233	338	13	283	86	
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%	

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q77.2	PSCS TOT CHLD	OHP TOT CHLD																	
YES	6 2%	320 5%*	~	~	~	2% 4%	3 ~100%~	~	~	~	~	3 ~11%~	2% 2%	4	6 2%~	~	4 1%	2 2%	
NO	363 98%	5698 95%*	100%~	100%~	100%~	98% 96%	251 100%~	3 ~100%~	5 ~100%~	19 ~100%~	25 89%~	114 98%	229 98%	332 98%~	13 100%~	279 99%	84 98%		
VALID CASES	369	6018	4	56	91	125 93	251	3	3	5	19 28	116	233	338	13	283	86		
NUMBER OF RESPONDENTS	369 100%	6018 100%	100%	100%	100%	100% 100%	251 100%	3 100%	3 100%	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%	

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	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC				
Q77.3	PSCS TOT CHLD	7	238	2	3	2			3			4		7	7	6	1					
YES	OHP TOT CHLD	2%	4%*	~	4%	3%	2%	~	~	~100%	~	~	~	14%	~	3%*	2%	~	2%	1%		
NO	PSCS TOT CHLD	362	5780	4	54	88	123	93	251	3		5	19	24	116	226	331	13	277	85		
	OHP TOT CHLD	98%	96%*	100%	~	96%	97%	98%	100%	~	100%	~	100%	~	100%	~	97%	~	98%	~	98%	99%
VALID CASES	PSCS TOT CHLD	369	6018	4	56	91	125	93	251	3	3	5	19	28	116	233	338	13	283	86		
NUMBER OF RESPONDENTS	OHP TOT CHLD	369	6018	4	56	91	125	93	251	3	3	5	19	28	116	233	338	13	283	86		
	OHP TOT CHLD	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

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

		AGE					RACE					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	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC			
Q77.4	PSCS TOT CHLD																		
YES	3 0.8%	104 2%	~	~	1% 1	2% 2	~	~	~	~	~	11% 3	2% 2	0.4% 1	0.9% 3	1% 3			
NO	366 99%	5914 98%	4 100%	56 100%	90 99%	125 100%	91 98%	251 100%	3 100%	3 100%	5 ~	19 100%	25 89%	114 98%	232 100%	335 99%	13 100%		
VALID CASES	369	6018	4	56	91	125	93	251	3	3	5	19	28	116	233	338	13	283	86
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
Q77.5	PSCS TOT CHLD																			
YES	OHP TOT CHLD	20	339	1	8	6	5			5	15	8	12	20	13	7				
		5%	6%	~ 2%	9%	5%	5%	~	~	~ 100%	~ 54%	7%	5%	6%	~	5%	8%			
NO		349	5679	4	55	83	119	88	251	3	3	19	13	108	221	318	13	270	79	
		95%	94%	100%	~ 98%	91%	95%	95%	100%	~ 100%	~ 100%	~ 46%	~ 93%	~ 95%	94%	~ 100%	~ 95%	92%		
VALID CASES		369	6018	4	56	91	125	93	251	3	3	5	19	28	116	233	338	13	283	86
NUMBER OF RESPONDENTS		369	6018	4	56	91	125	93	251	3	3	5	19	28	116	233	338	13	283	86
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	HIS- PAN- IC	NOT GOOD & POOR	VERY FAIR & POOR	NO CCC	CCC		
Q77.6	PSCS TOT CHLD	OHP TOT CHLD																		
YES	26 7%	629 10%*	~	4 7%	7 8%	8 6%	7 8%	~	~	~	~	~100%	19 25%	7 25%	23 20%*	3 1%*	25 7%~	1 8%~	23 8%	3 3%
NO	343 93%	5389 90%*	100%~	4 93%	52 92%	84 94%	117 92%	86 92%	251 100%	3 100%	3 100%	~	5 ~100%	21 ~75%	93 80%*	230 99%*	313 93%~	12 92%~	260 92%	83 97%
VALID CASES	369	6018	4	56	91	125	93	251	3	3	5	19	28	116	233	338	13	283	86	
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%	5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%	

Q78 WHAT IS YOUR AGE?

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PSCS 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 & GOOD	FAIR & POOR	NO CCC	CCC	
Q78 UNDER 18	15 4%	209 4%	~	5 9%	3 4%	3 3%	4 4%	13 5%	~	~	~	~	~	~	3 3%	11 5%	14 4%	~	9 3%	6 7%	
18 TO 24	11 3%	307 5%*	25%~	1 9%	5 5%	4 0.8%*	1 0.8%*	8 3%	~	~	~	~	2 11%~	~	6 5%	5 2%	10 3%~	1 8%~	10 4%	1 1%	
25 TO 34	130 37%	2087 37%	75%~	3 63%*	34 47%*	40 36%	43 11%*	10 11%*	98 39%	~	1 33%~	~	2 40%~	6 32%~	12 43%~	36 31%	93 40%	126 38%~	4 33%~	104 39%	26 30%
35 TO 44	137 39%	2042 36%	~	9 17%*	33 39%	52 44%	43 48%*	89 35%*	2 67%~	2 67%~	~	1 20%~	10 53%~	11 39%~	59 51%*	78 33%*	130 39%~	5 42%~	108 41%	29 34%	
45 TO 54	41 12%	708 13%	~	1 2%*	4 5%*	12 10%	24 27%*	30 12%	1 33%~	~	~	~	1 20%~	1 5%~	3 11%~	8 7%*	32 14%	39 12%~	2 17%~	24 9%*	17 20%*
55 TO 64	14 4%	233 4%	~	~	1 1%*	7 6%	6 7%	11 4%	~	~	~	~	1 20%~	1 4%~	3 3%	11 5%	14 4%~	~	9 3%	5 6%	
65 TO 74	1 0.3%	39 0.7%	~	~	~	~	1 1%	1 0.4%	~	~	~	~	~	~	1 ~0.4%	~	1 0.3%~	~	~	1 1%~	
75 OR OLDER	2 0.6%	12 0.2%	~	~	~	1 ~0.8%	1 1%	1 0.4%	~	~	~	~	~	1 4%~	~	2 ~0.9%	2 0.6%~	~	1 ~0.4%	1 1%	
NOT ANSWERED	18	382		2	6	6	4								1		2	1	18		
VALID CASES	351	5636	4	54	85	119	89	251	3	3		5	19	28	115	233	336	12	265	86	
NUMBER OF RESPONDENTS	369	6018	4	56	91	125	93	251	3	3		5	19	28	116	233	338	13	283	86	
	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?

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q79																				
MALE	44 13%	691 12%		6 ~ 11%	12 14%	13 11%	13 14%	28 11%	1 33%~			2 ~ 40%~	2 11%~	4 14%~	13 11%	30 13%	44 13%~		37 14%	7 8%
FEMALE	307 87%	4976 88%	4 100%~	48 89%	73 86%	105 89%	77 86%	222 89%	2 67%~	3 100%~		3 ~ 60%~	17 89%~	24 86%~	103 89%	202 87%	291 87%~	13 100%~	228 86%	79 92%
NOT ANSWERED	18	352		2	6	7	3	1							1		3		18	
VALID CASES	351	5666	4	54	85	118	90	250	3	3		5	19	28	116	232	335	13	265	86
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS 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
Q80																				
8TH GRADE OR LESS	31 9%	729 13%*	1 25%~	1 2%*	6 7%	13 11%	10 11%	13 5%*	~	~	~	~	11%~	4%~	29 25%*	2 0.9%*	27 8%~	4 31%~	29 11%*	2 2%*
SOME HIGH SCHOOL BUT DID NOT GRADUATE	40 11%	659 12%	~	9%~	5 11%	9 12%	14 13%	20 8%*	~	~	~	~	37%~	4%~	24 21%*	15 6%*	38 11%~	2 15%~	30 11%	10 12%
HIGH SCHOOL GRADUATE OR GED	111 32%	1741 31%	3 75%~	22 41%	21 25%	39 33%	26 29%	84 33%	1 33%~	1 33%~	~	3 60%~	5 26%~	10 36%~	36 31%	75 32%	104 31%~	4 31%~	80 30%	31 36%
SOME COLLEGE OR 2-YEAR DEGREE	135 39%	1785 32%*	~	22 41%	35 42%	46 39%	32 36%	106 42%*	2 67%~	2 67%~	~	2 40%~	4 21%~	14 50%~	22 19%*	113 48%*	133 40%~	2 15%~	100 38%	35 41%
4-YEAR COLLEGE GRADUATE	26 7%	395 7%	~	4 7%	11 13%	5 4%	6 7%	23 9%*	~	~	~	~	~	2 7%~	5 4%	21 9%	26 8%~	~	20 8%	6 7%
MORE THAN 4-YEAR COLLEGE DEGREE	7 2%	239 4%*	~	~	2 2%	2 2%	3 3%	5 2%	~	~	~	~	1 5%~	~	7 3%~	~	6 2%~	1 8%~	6 2%	1 1%
NOT ANSWERED	19	471		2	7	6	4										4		18	1
VALID CASES	350	5547	4	54	84	119	89	251	3	3		5	19	28	116	233	334	13	265	85
NUMBER OF RESPONDENTS	369 100%	6018 100%	4 100%	56 100%	91 100%	125 100%	93 100%	251 100%	3 100%	3 100%		5 100%	19 100%	28 100%	116 100%	233 100%	338 100%	13 100%	283 100%	86 100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q81																				
MOTHER OR FATHER	334 95%	5300 95%	4 100%~	51 96%	83 99%*	111 93%	85 94%	239 96%	3 100%~	3 100%~	3 ~	19 60%~	28 100%~	111 97%	220 95%	319 96%~	12 92%~	256 97%	78 91%	
GRANDPARENT	8 2%	137 2%	~	~	~	6 5%*	2 2%	~	~	~	1 20%~	~	~	1 0.9%	7 3%	8 2%~	~	4 2%	4 5%	
AUNT OR UNCLE	2 0.6%	36 0.6%	~	~	~	2 2%~	~	~	~	~	1 20%~	~	~	2 2%~	~	2 0.6%~	~	1 0.4%	1 1%	
OLDER BROTHER OR SISTER	1 0.3%	4 0.1%	~	~	~	~	1 1%~	~	~	~	~	~	~	1 0.9%	~	~	1 8%~	1 0.4%	~	
OTHER RELATIVE		6 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
LEGAL GUARDIAN	2 0.6%	77 1%	~	1 2%	1 1%	~	2 0.8%	~	~	~	~	~	~	2 0.9%	2 0.6%	~	1 0.4%	1 1%		
SOMEONE ELSE	3 0.9%	44 0.8%	~	1 2%	~	~	2 2%	3 1%~	~	~	~	~	~	3 1%	3 0.9%	~	1 0.4%	2 2%		
NOT ANSWERED	19	415		3	7	6	3	1						1	1	4		19		
VALID CASES	350	5603	4	53	84	119	90	250	3	3		5	19	28	115	232	334	13	264	86
NUMBER OF RESPONDENTS	369	6018	4	56	91	125	93	251	3	3		5	19	28	116	233	338	13	283	86
	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?

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q82 YES	5 2%	157 5%*	1 33%~	1 3%~	~	~	3 2%	~	~	~	~	1 14%~	~	3 4%	2 1%	4 2%~	1 14%~	3 2%	2 4%	
NO	217 98%	3319 95%*	2 67%~	37 97%~	51 100%~	69 100%~	58 95%	165 98%	3 100%	2 100%	~	3 100%	6 86%~	8 100%~	66 96%	147 99%	208 98%~	6 86%~	162 98%	55 96%
NOT ANSWERED		40																		
VALID CASES	222	3476	3	38	51	69	61	168	3	2		3	7	8	69	149	212	7	165	57
NUMBER OF RESPONDENTS	222 100%	3516 100%	3 100%	38 100%	51 100%	69 100%	61 100%	168 100%	3 100%	2 100%		3 100%	7 100%	8 100%	69 100%	149 100%	212 100%	7 100%	165 100%	57 100%

[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		
	PSCS 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 & POOR	FAIR & POOR	NO CCC	CCC
Q83.1 YES	4	68	1	1			2	2				1		3	1	3	1	3	1
	80%	57%	100%	100%	~	~	67%	67%	~	~	~	100%	~	100%	50%	75%	100%	100%	50%
Q83.1 NO	1	51					1	1						1		1			1
	20%	43%	~	~	~	~	33%	33%	~	~	~	~	~	50%	~	25%	~	~	50%
VALID CASES	5	119	1	1			3	3				1		3	2	4	1	3	2
NUMBER OF RESPONDENTS	5	119	1	1			3	3				1		3	2	4	1	3	2
	100%	100%	100%	100%			100%	100%				100%		100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PSCS 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
Q83.2 YES	3 60%	52 44%	~	1 ~100%	~	~	2 67%	1 33%	~	~	~	~	1 100%	3 100%	3 75%	1 100%	3 100%	~
NO	2 40%	67 56%	1 100%	~	~	1 33%	2 67%	~	~	~	~	~	2 100%	1 25%	1 100%	2 100%	2 100%	~
VALID CASES	5	119	1	1		3	3				1		3	2	4	1	3	2
NUMBER OF RESPONDENTS	5 100%	119 100%	1 100%	1 100%		3 100%	3 100%				1 100%		3 100%	2 100%	4 100%	1 100%	3 100%	2 100%

[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	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC ALSK	MUL-OTHR TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q83.3	PSCS TOT CHLD																
YES	OHP TOT CHLD	9															
		7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO		5	1	1		3	3				1		3	2	4	1	3
		100%	93%	100%	100%	100%	100%	~	~	~	100%	~	100%	100%	100%	100%	100%
VALID CASES		5	1	1		3	3				1		3	2	4	1	3
NUMBER OF RESPONDENTS		5	1	1		3	3				1		3	2	4	1	3
		100%	100%	100%		100%	100%				100%		100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PSCS 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	
Q83.4 YES	1 20%	31 26%	~	~	~	~	1 33%	1 33%	~	~	~	~	~	1 33%	~	1 25%	1 33%	~	
NO	4 80%	88 74%	1 100%	1 100%	~	~	2 67%	2 67%	~	~	~	1 100%	~	2 67%	2 100%	3 75%	1 100%	2 67%	2 100%
VALID CASES	5	119	1	1		3	3				1		3	2	4	1	3	2	
NUMBER OF RESPONDENTS	5 100%	119 100%	1 100%	1 100%		3 100%	3 100%				1 100%		3 100%	2 100%	4 100%	1 100%	3 100%	2 100%	

[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					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER	
	PSCS 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- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q83.5 YES	1 20%	11 9%	~	~	~	~	1 33%	1 33%	~	~	~	~	~	1 50%	1 25%	~	1 50%
NO	4 80%	108 91%	1 100%	1 100%	~	2 67%	2 67%	~	~	~	1 100%	3 100%	1 50%	3 75%	1 100%	3 100%	1 50%
VALID CASES	5	119	1	1		3	3				1	3	2	4	1	3	2
NUMBER OF RESPONDENTS	5 100%	119 100%	1 100%	1 100%		3 100%	3 100%				1 100%	3 100%	2 100%	4 100%	1 100%	3 100%	2 100%

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS 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	24 10%	375 10%	1 25%	3 7%	4 7%	10 13%	6 11%	15 8%	~	~	~	1 8%	3 16%	6 9%	15 9%	20 9%	2 25%	15 8%	9 14%	
7-8	88 36%	1202 31%	~	12 27%	18 30%	31 40%	27 47%	69 39%	1 100%	~	~	1 33%	3 25%	7 37%	21 30%	64 39%	84 37%	2 25%	55 31%*	33 50%*
9-10	131 54%	2325 60%	3 75%	30 67%	38 63%	36 47%	24 42%*	94 53%	~	2 100%	~	2 67%	8 67%	9 47%	43 61%	84 52%	123 54%	4 50%	107 60%*	24 36%*
VALID CASES	243	3902	4	45	60	77	57	178	1	2		3	12	19	70	163	227	8	177	66
NUMBER OF RESPONDENTS	243 100%	3902 100%	4 100%	45 100%	60 100%	77 100%	57 100%	178 100%	1 100%	2 100%		3 100%	12 100%	19 100%	70 100%	163 100%	227 100%	8 100%	177 100%	66 100%
MEAN	2.44	2.50	2.50	2.60	2.57	2.34	2.32	2.44	2.00	3.00		2.67	2.58	2.32	2.53	2.42	2.45	2.25	2.52	2.23
p stat_(*=Sig @ p<=.05)		.152	~	~	.079	.113	.108	.899	~	~	~	~	~	~	.186	.572	~	~	.002*	.002*

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC	
NQ41 0-6	27 10%	353 7%	1 25%	2 5%	6 8%	11 11%	7 11%	23 11%	1 50%	~	~	~	~	1 4%	4 5%	21 10%	22 8%	4 40%	15 7%	12 16%
7-8	66 23%	1106 23%	~	10 23%	20 28%	21 21%	15 23%	54 25%	~	~	~	~	3 21%	7 29%	13 17%	52 26%	64 24%	2 20%	46 22%	20 26%
9-10	190 67%	3349 70%	3 75%	31 72%	45 63%	68 68%	43 66%	135 64%*	1 50%	3 100%	~	2 100%	11 79%	16 67%	60 78%*	127 64%*	183 68%	4 40%	146 71%	44 58%
VALID CASES	283	4809	4	43	71	100	65	212	2	3		2	14	24	77	200	269	10	207	76
NUMBER OF RESPONDENTS	283 100%	4809 100%	4 100%	43 100%	71 100%	100 100%	65 100%	212 100%	2 100%	3 100%		2 100%	14 100%	24 100%	77 100%	200 100%	269 100%	10 100%	207 100%	76 100%
MEAN	2.58	2.62	2.50	2.67	2.55	2.57	2.55	2.53	2.00	3.00		3.00	2.79	2.62	2.73	2.53	2.60	2.00	2.63	2.42
p stat_(*=Sig @ p<=.05)		.190	~	~	.695	.911	.765	.036*	~	~	~	~	~	~	.010*	.069	~	~	.017*	.017*

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ48 0-6	9 20%	69 100%	1	~	~	21%	26%	6 18%	~	~	~	1 33%	1 25%	3 27%	6 18%	7 17%	1 25%	4 15%	5 25%	
7-8	9 20%	173 25%	~	~	13%	14%	32%	7 21%	~	~	~	1 33%	~	1 9%	6 18%	8 20%	1 25%	4 15%	5 25%	
9-10	28 61%	464 66%	~	100%	88%	64%	42%	21 62%	~	~	~	1 100%	1 33%	3 75%	7 64%	21 64%	26 63%	2 50%	18 69%	10 50%
VALID CASES	46	706	1	4	8	14	19	34				1	3	4	11	33	41	4	26	20
NUMBER OF RESPONDENTS	46 100%	706 100%	1 100%	4 100%	8 100%	14 100%	19 100%	34 100%				1 100%	3 100%	4 100%	11 100%	33 100%	41 100%	4 100%	26 100%	20 100%
MEAN	2.41	2.56	1.00	3.00	2.88	2.43	2.16	2.44				3.00	2.00	2.50	2.36	2.45	2.46	2.25	2.54	2.25
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			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
NQ54 0-6	42 12%	702 13%	1 25%~	3 6%*	11 13%	15 13%	12 13%	34 14%	~	~	~	~	6 21%~	9 8%	32 14%	40 12%~	1 8%~	27 10%	15 18%	
7-8	101 29%	1548 28%	~	10 19%*	24 28%	38 33%	29 33%	81 33%*	1 33%~	~	~	3 60%~	2 11%~	8 29%~	22 19%*	76 33%*	96 29%~	4 33%~	62 24%*	39 47%*
9-10	203 59%	3348 60%	3 75%~	41 76%*	50 59%	61 54%	48 54%	130 53%*	2 67%~	3 100%~	~	2 40%~	17 89%~	14 50%~	82 73%*	119 52%*	194 59%~	7 58%~	174 66%*	29 35%*
VALID CASES	346	5598	4	54	85	114	89	245	3	3		5	19	28	113	227	330	12	263	83
NUMBER OF RESPONDENTS	346 100%	5598 100%	4 100%	54 100%	85 100%	114 100%	89 100%	245 100%	3 100%	3 100%		5 100%	19 100%	28 100%	113 100%	227 100%	330 100%	12 100%	263 100%	83 100%
MEAN	2.47	2.47	2.50	2.70	2.46	2.40	2.40	2.39	2.67	3.00		2.40	2.89	2.29	2.65	2.38	2.47	2.50	2.56	2.17
p stat_(*=Sig @ p<=.05)		.845	~	.002*	.923	.256	.352	.001*	~	~	~	~	~	~	.000*	.002*	~	~	.000*	.000*

GETTING NEEDED CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NPRBSEE4 NQ46	2.29	2.27	1.00	3.00	2.27	2.20	2.29	2.38				2.00	1.67	2.25	2.33	2.38	2.30	2.50	2.43	2.09
p stat_(*=Sig @ p<=.05)	.845		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCARNES4 NQ15	2.50	2.47	2.00	2.61	2.63	2.48	2.33	2.51	3.00	3.00		2.67	2.70	2.50	2.52	2.52	2.53	2.22	2.57	2.31
p stat_(*=Sig @ p<=.05)	.456		~	~.061	.794	.032*	.634	~	~	~	~	~	~	~	.743	.419	~	~	.018*	.017*
COMPOSITE	2.39	2.37	1.50	2.81	2.45	2.34	2.31	2.45	3.00	3.00	x	2.33	2.18	2.38	2.43	2.45	2.41	2.36	2.50	2.20
p stat_(*=Sig @ p<=.05)	.436		~	~.174	.191	.107	.000*	~	~	~	~	~	~	~	.440	.002*	~	~	.000*	.000*

GETTING CARE QUICKLY

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NCARSN4 NQ4	2.70	2.61	3.00	2.68	2.80	2.61	2.71	2.73	1.00		2.00	3.00	3.00	2.52	2.79	2.74	2.60	2.72	2.64
p stat_(*=Sig @ p<=.05)		.179	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NAPGET4 NQ6	2.45	2.46	2.00	2.60	2.53	2.46	2.25	2.50	2.00		2.67	2.33	2.43	2.39	2.49	2.46	2.09	2.48	2.36
p stat_(*=Sig @ p<=.05)		.771	~	~.256	.900	.022*	.129	~	~	~	~	~	~	.402	.244	~	~	.252	.252
COMPOSITE	2.57	2.54	2.50	2.64	2.67	2.53	2.48	2.61	x 1.50	x	2.33	2.67	2.71	2.45	2.64	2.60	2.35	2.60	2.50
p stat_(*=Sig @ p<=.05)		.382	~	~.080	.443	.091	.070	~	~	~	~	~	~	.013*	.002*	~	~	.152	.196

HOW WELL DOCTORS COMMUNICATE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS 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 & FAIR & POOR	NO CCC	CCC	
NDREXPL4 NQ32	2.73	2.69	2.33	2.66	2.78	2.75	2.71	2.71	3.00	2.50		3.00	2.70	2.90	2.73	2.73	2.74	2.56	2.71	2.77
p stat_(*=Sig @ p<=.05)		.371	~	~.338	.700		~.569	~	~	~	~	~	~	~.964	.818	~	~	.497	.497	
NDRLSTN4 NQ33	2.67	2.70	2.33	2.82	2.65	2.66	2.60	2.65	3.00	3.00		2.00	3.00	2.70	2.71	2.67	2.72	2.00	2.73	2.52
p stat_(*=Sig @ p<=.05)		.497	~	~.843	.859		~.561	~	~	~	~	~	~	~.498	.979	~	~	.053	.053	
NDRESPU4 NQ34	2.74	2.77	2.33	2.76	2.78	2.75	2.69	2.67	3.00	3.00		3.00	3.00	2.90	2.86	2.69	2.77	2.22	2.80	2.58
p stat_(*=Sig @ p<=.05)		.446	~	~.515	.853		~.000*	~	~	~	~	~	~	~.016*	.039*	~	~	.011*	.011*	
NDRTMEN4 NQ37	2.54	2.48	2.33	2.49	2.58	2.59	2.49	2.56	3.00	3.00		2.00	2.30	2.65	2.42	2.61	2.59	1.89	2.63	2.34
p stat_(*=Sig @ p<=.05)		.170	~	~.625	.504		~.613	~	~	~	~	~	~	~.147	.081	~	~	.019*	.019*	
COMPOSITE	2.67	2.66	2.33	2.68	2.70	2.69	2.62	2.65	3.00	2.88	x	2.50	2.75	2.79	2.68	2.67	2.70	2.17	2.72	2.55
p stat_(*=Sig @ p<=.05)		.832	~	~.657	.781		~.412	~	~	~	~	~	~	~.843	.864	~	~	.126	.138	

CUSTOMER SERVICE

		AGE						RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NPBCLCS4 NQ50	2.17	2.30	1.50	2.38	1.92	2.00	2.47	2.19				1.33	2.25	2.00	2.25	2.11	2.20	2.00	2.22	2.05
p stat_(*=Sig @ p<=.05)		.210	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ51	2.53	2.55	2.00	2.77	2.42	2.30	2.75	2.55				2.33	2.75	2.00	2.55	2.51	2.58	2.00	2.61	2.32
p stat_(*=Sig @ p<=.05)		.769	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.35	2.43	1.75	2.58	2.17	2.15	2.61	2.37	x	x	x	1.83	2.50	2.00	2.40	2.31	2.39	2.00	2.41	2.18
p stat_(*=Sig @ p<=.05)		.471	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PSCS 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 & FAIR POOR	NO CCC	CCC	
NRXWHY NQ11	2.42	2.46	2.00	2.45	2.33	2.56	2.37	2.45	3.00	2.50		2.50	2.75	2.43	2.52	2.43	2.50	2.39	2.47
p stat_(*=Sig @ p<=.05)		.642	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXWYNT NQ12	1.97	2.00	1.00	1.82	2.11	2.17	1.88	1.83	2.00	2.50		2.00	2.75	2.07	1.98	1.97	2.50	2.00	1.93
p stat_(*=Sig @ p<=.05)		.762	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXBST NQ13	2.58	2.59	3.00	2.82	2.78	2.56	2.41	2.67	3.00	3.00		3.00	2.50	2.38	2.61	2.54	3.00	2.67	2.47
p stat_(*=Sig @ p<=.05)		.885	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.32	2.35	2.00	2.36	2.41	2.43	2.22	2.32	2.67	2.67	x	2.50	2.67	2.19	2.37	2.31	2.67	2.35	2.29
p stat_(*=Sig @ p<=.05)		.776	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

ACCESS TO SPECIALIZED SERVICES

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PSCS 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 ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	NO CCC	CCC
NEZMDEQ NQ20	2.14	2.28	1.00		2.20	2.25	2.25	2.20			1.00		2.17	2.29	2.25	1.00	2.25	2.00
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTHP NQ23	1.88	2.11	1.00	2.67	1.83	1.80	1.80	2.05		1.00	1.50	1.00	1.40	2.00	1.91	1.50	1.86	1.89
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTC NQ26	1.88	2.11	1.00	2.50	1.80	1.50	2.18	1.87	3.00	2.00	3.00	1.00	2.38	1.87	1.97	1.00	2.12	1.73
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	1.97	2.17	1.00	2.58	1.94	1.85	2.08	2.04	3.00	x	x	1.50	1.83	1.00	1.98	2.05	2.05	1.87
p stat_(*=Sig @ p<=.05)		.002*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS 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	77%	76%	0%	100%	82%	73%	76%	82%			100%	33%	75%	83%	81%	79%	75%	87%	64%	
CARNES4 Q15	88%	88%	75%	93%	93%	87%	83%	89%	100%	100%	100%	100%	90%	87%	91%	91%	67%	91%	82%	
AVERAGE	82.7	82.1	75.0	96.6	87.6	80.2	79.5	85.7	x	100	x	100	66.7	82.5	85.1	86.0	84.7	70.8	88.8	72.9

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS 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	93%	89%	100%	88%	100%	87%	96%	95%	0%	50%	100%	100%	85%	96%	93%	100%	92%	93%		
APGET4 Q6	87%	86%	50%	95%	90%	86%	83%	91%	100%	100%	67%	86%	79%	93%	88%	73%	88%	86%		
AVERAGE	89.9	87.1	75.0	91.6	94.8	86.5	89.3	92.9	x	x	x	75.0	83.3	92.9	82.2	94.2	90.2	86.4	90.0	89.6

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

	PSCS TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
DREXPL4 Q32	94%	93%	67%	92%	98%	91%	96%	94%	100%	100%		100%	90%	100%	93%	94%	94%	89%	93%	95%
DRLSTN4 Q33	92%	93%	67%	97%	95%	89%	92%	92%	100%	100%		100%	100%	90%	95%	92%	94%	67%	96%	83%
DRESPU4 Q34	94%	95%	67%	95%	93%	94%	96%	92%	100%	100%		100%	100%	100%	98%	92%	95%	78%	95%	90%
DRTMEN4 Q37	86%	86%	67%	81%	89%	88%	87%	88%	100%	100%		100%	70%	90%	83%	88%	88%	56%	90%	78%
AVERAGE	91.5	91.8	66.7	91.3	93.5	90.2	92.6	91.5	x	100	x	x	90.0	95.0	92.4	91.5	92.7	72.2	93.5	86.6

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
PSCS 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	74%	80%	50%	85%	67%	65%	84%	74%		33%	75%	75%	75%	73%	77%	50%	76%	68%		
CSRESP Q51	87%	88%	50%	92%	92%	74%	100%	85%		100%	100%	75%	91%	84%	89%	60%	92%	74%		
AVERAGE	80.5	84.1	50.0	88.5	79.2	69.6	92.1	79.8	x	x	x	66.7	87.5	75.0	83.0	78.4	82.8	55.0	84.1	71.1

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
RXWHY Q11	91%	86%	100%	91%	78%	100%	89%	93%	100%	100%	100%	100%	86%	81%	93%	92%	100%	89%	93%	
RXWYNT Q12	65%	66%	0%	55%	67%	72%	65%	57%	100%	100%	50%	100%	71%	67%	65%	63%	100%	63%	67%	
FRXBST Q13	79%	80%	100%	91%	89%	78%	70%	83%	100%	100%	100%	75%	43%	69%	80%	77%	100%	83%	73%	
AVERAGE	78.1	77.2	x	78.8	77.8	83.3	74.9	77.8	x	100	x	83.3	91.7	66.7	72.2	79.7	77.4	100	78.4	77.8

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PSCS 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	
EZMDEQ Q20	71%	76%	0%		60%	75%	100%	80%				0%		67%	86%	75%	0%	75%	67%
EZTHP Q23	60%	69%	0%	100%	50%	60%	60%	70%			0%	50%	0%	40%	65%	61%	50%	43%	67%
EZTC Q26	56%	68%	0%	100%	40%	38%	71%	56%	100%		100%	100%	0%	100%	52%	61%	0%	71%	46%
AVERAGE	62.4	70.9	x	100	50.0	57.5	76.9	68.8	x	x	x	x	75.0	68.9	67.4	65.5	25.0	62.8	59.8

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS 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		
DRTLKU Q38	87%	85%	100%	92%	90%	86%	79%	85%	100%	100%	100%	80%	100%	88%	86%	87%	78%	86%	88%	
DRUNCON Q43	90%	86%	100%	50%	88%	85%	100%	88%	100%		100%	100%	100%	92%	90%	90%	86%	79%	93%	
DRUNFAM Q44	84%	85%	100%	50%	81%	83%	91%	82%	100%		100%	67%	100%	83%	84%	86%	67%	69%	89%	
AVERAGE	87.0	85.4	100	64.0	86.6	84.6	89.9	85.0	x	100	x	x	82.2	100	87.9	86.7	87.6	76.7	77.8	90.0

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PSCS 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		
HELPCONT Q18	87%	88%	100%	100%	100%	75%	100%	93%			100%	0%	100%	89%	92%	88%	100%	73%	100%	
HLPCOORD Q29	64%	56%	100%	80%	56%	50%	76%	62%		75%	100%	50%	82%	60%	63%	67%	60%	68%		
AVERAGE	75.2	72.1	x	90.0	78.1	62.5	88.1	77.7	x	x	x	75.0	100	75.0	85.4	75.8	75.4	83.3	66.6	83.9

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

PAGE QUESTION TITLE

3. YOUR PERSONAL DOCTOR

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

4. GETTING HEALTH CARE FROM SPECIALISTS

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

PAGE QUESTION TITLE

5. YOUR HEALTH PLAN

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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8. RATINGS

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

9. COMPOSITES

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

10. GLOBAL PROPORTION COMPOSITES

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

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

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

3. SPECIALIZED SERVICES

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

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

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

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

6. YOUR CHILD'S HEALTH PLAN

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

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

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

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

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

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

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

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

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

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

8. ABOUT YOUR CHILD AND YOU

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

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

87 Q81 HOW ARE YOU RELATED TO THE CHILD?

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

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

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

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

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

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

PAGE QUESTION TITLE

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



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CTYAD

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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

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

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

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

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

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

- Yes
- No → **Go to Question 19**

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

- Yes
- No

SPECIALIZED SERVICES

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

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

- Yes
- No → **Go to Question 22**

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No



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

- Yes
- No → *Go to Question 25*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always



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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 37**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → **Go to Question 41**

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

- Never
- Sometimes
- Usually
- Always



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

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

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

- Yes
- No → **Go to Question 45**

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

- Yes
- No

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

- Yes
- No

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → **Go to Question 49**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

0 1 2 3 4 5 6 7 8 9 10

Worst Specialist Possible Best Specialist Possible

YOUR CHILD'S HEALTH PLAN

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

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

Yes
 No → *Go to Question 52*

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

Never
 Sometimes
 Usually
 Always

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

Never
 Sometimes
 Usually
 Always

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

Yes
 No → *Go to Question 54*

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

Never
 Sometimes
 Usually
 Always

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

0 1 2 3 4 5 6 7 8 9 10

Worst Health Plan Possible Best Health Plan Possible

PRESCRIPTION MEDICINES

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

Yes
 No → *Go to Question 58*

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

Never
 Sometimes
 Usually
 Always



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

- Yes
- No

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No

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

- Yes
- No → *Go to Question 72*



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

- Yes
- No → *Go to Question 72*

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

- Yes
- No

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

- Yes
- No → *Go to Question 74*

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

- Yes
- No

74. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

75. Is your child male or female?

- Male
- Female

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

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

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

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

78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

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

81. How are you related to the child?

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



82. Did someone help you complete this survey?

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

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

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

THANK YOU

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

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

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







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

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

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

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta

Marca
Incorrecta

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

Sí → *Pase a la Pregunta 1*
 No

↓ **COMIENCE AQUI** ↓

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

- Sí → *Pase a la pregunta 3*
- No

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

LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

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

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

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

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?

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

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 RECIBIÓ 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 cómo 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.***

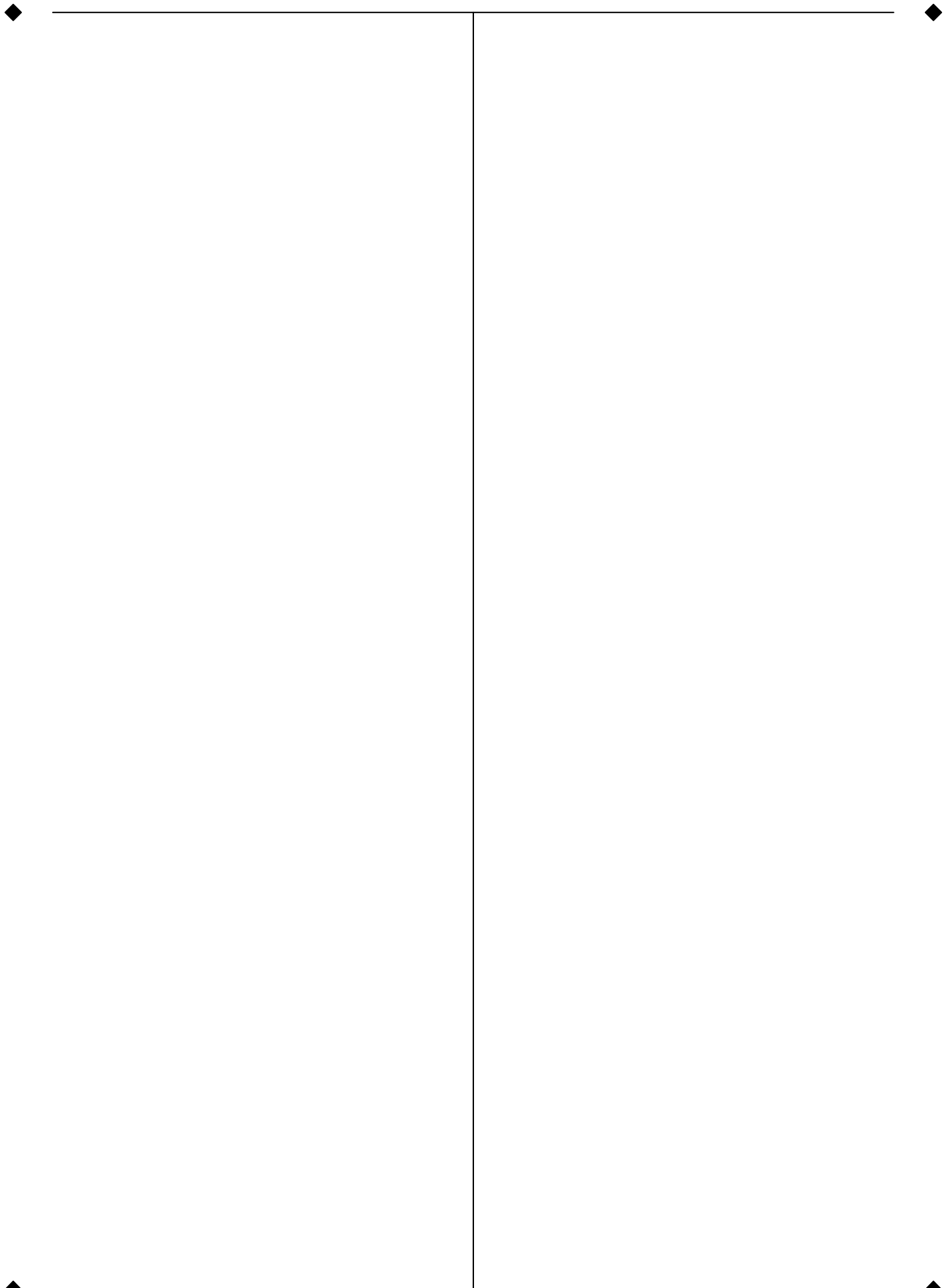
83. ¿Cómo le ayudó a usted esta persona? Marque una o más.

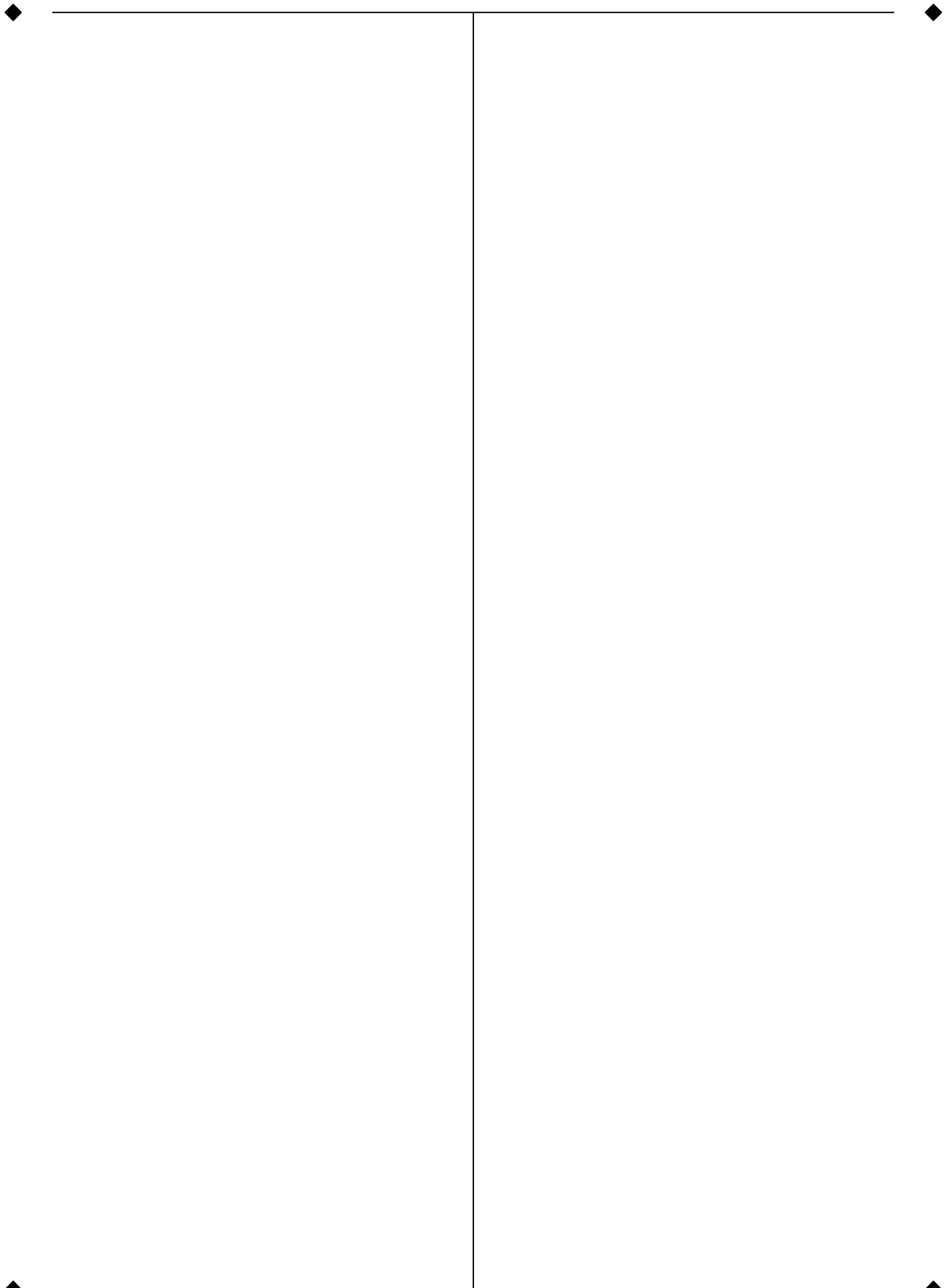
- Me leyó las preguntas
 - Anotó las respuestas que le di
 - Contestó las preguntas por mí
 - Tradujo las preguntas a mi idioma
 - Me ayudó de otra forma (Por favor use letra de molde)
-

¡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





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 -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4

31. / PBCLCS4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

32. / CSRESP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

33. / PLPRWK4

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

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

34. / PBPLPW4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

35. / RTPLEXP

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

00	01	02	03	04	05	06	07	08	09	10
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)]

