



Williamette Valley Community Health
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 Willamette Valley Community Health members. Willamette Valley Community Health 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	
	Williamette Valley Community Health	Overall	Williamette Valley Community Health	Overall
**First mailing - sent	900	15300	900	15300
*First mailing - usable survey returned	176	3059	135	2459
Second mailing - sent	698	11718	733	12459
*Second mailing - usable survey returned	52	1039	68	1057
*Phone - usable surveys	104	1456	186	2502
Total - usable surveys	332	5554	389	6018
†Ineligible: According to population criteria‡	20	348	20	362
†Ineligible: Deceased	2	78	0	3
†Ineligible: Mentally or physically unable to complete survey	19	301	0	0
†Ineligible: Language barrier	10	77	4	39
Incorrect address AND incorrect phone number	75	1065	65	991
Refusal/Returned survey blank	35	720	35	783
Nonresponse - Unavailable by mail or phone	407	7157	387	7104
Adjusted Response Rate	39.1%	38.3%	44.4%	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	155 35.1%	120 36.1%	1.08%
Female	287 64.9%	212 63.9%	-1.08%
18-24	118 26.7%	79 23.8%	-2.90%
25-34	127 28.7%	50 15.1%	-13.67%
35-44	76 17.2%	56 16.9%	-0.33%
45-54	45 10.2%	67 20.2%	10.00%
55-64	42 9.5%	42 12.7%	3.15%
65-74	21 4.8%	18 5.4%	0.67%
75 or Older	13 2.9%	20 6.0%	3.08%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	216 51.2%	200 51.4%	0.23%
Female	206 48.8%	189 48.6%	-0.23%
<1, 1-3	91 21.6%	83 21.3%	-0.23%
4-7	119 28.2%	108 27.8%	-0.44%
8-12	121 28.7%	115 29.6%	0.89%
13 or older	91 21.6%	83 21.3%	-0.23%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	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	
Q1																					
YES	326 100%	5403 100%	70 100%	43 100%	51 100%	63 100%	42 100%	36 100%	225 100%	8 100%	6 100%	4 100%	16 100%	17 100%	71 100%	234 100%	198 100%	109 100%	110 100%	198 100%	
NOT ANSWERED	6	151	1		2	1		1	4							2	4	3	3	3	3
VALID CASES	326	5403	70	43	51	63	42	36	225	8	6	4	16	17	71	234	198	109	110	198	
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%	

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?

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q3 YES	141 43%	2419 45%	23 33%*	15 35%~	23 44%	35 55%*	22 54%~	16 43%~	99 44%	4 50%~	4 67%~	4 ~100%~	4 27%~	12 71%~	20 28%*	114 48%*	73 37%*	61 55%*	39 35%*	97 49%*	
NO	184 57%	2914 55%	47 67%*	28 65%~	29 56%	29 45%*	19 46%~	21 57%~	128 56%	4 50%~	2 33%~	~	~	11 73%~	5 29%~	51 72%*	122 52%*	126 63%*	49 45%*	71 65%*	103 52%*
NOT ANSWERED	7	220	1		1		1		2				1		2	2	2	2	3	1	
VALID CASES	325	5334	70	43	52	64	41	37	227	8	6		4	15	17	71	236	199	110	110	200
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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					
	WVCH 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	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
Q4 NEVER	3 2%	72 3%	1 5%	1 8%	~	~	1 5%	~	3 3%	~	~	~	~	~	3 3%	1 2%	2 4%	~	3 3%			
SOMETIMES	17 14%	310 15%	4 20%	2 15%	4 20%	3 10%	2 10%	2 13%	9 10%	1 25%	1 25%	~	~	2 50%	1 11%	4 21%	12 12%	9 14%	8 15%	3 9%	14 16%	
USUALLY	36 29%	531 26%	7 35%	4 31%	4 20%	10 33%	7 35%	4 27%	28 32%	1 25%	3 75%	~	1 50%	~	3 33%	1 5%	35 35%	20 32%	15 27%	11 33%	25 29%	
ALWAYS	68 55%	1161 56%	8 40%	6 46%	12 60%	17 57%	10 50%	9 60%	48 55%	2 50%	~	~	1 50%	2 50%	5 56%	14 74%	49 49%	33 52%	30 55%	19 58%	45 52%	
#ALWAYS + USUALLY (NET)	104 84%	1692 82%	15 75%	10 77%	16 80%	27 90%	17 85%	13 87%	76 86%	3 75%	3 75%	~	2 100%	2 50%	8 89%	15 79%	84 85%	53 84%	45 82%	30 91%	70 80%	
TOP BOX SCORE	68 55%	1161 56%	8 40%	6 46%	12 60%	17 57%	10 50%	9 60%	48 55%	2 50%	~	~	1 50%	2 50%	5 56%	14 74%	49 49%	33 52%	30 55%	19 58%	45 52%	
NOT ANSWERED	17	322	3	2	3	5	2	1	11					2	3	1	15	10	6	6	10	
VALID CASES	124	2074	20	13	20	30	20	15	88	4	4			2	4	9	19	99	63	55	33	87
NUMBER OF RESPONDENTS	141	2396	23	15	23	35	22	16	99	4	4			4	4	12	20	114	73	61	39	97
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q5 YES	225 69%	3840 72%	42 60%	26 62%~	35 66%	43 69%	33 79%~	33 89%~	157 69%	5 63%~	5 83%~	2 ~	10 67%~	14 62%~	82%~	47 64%	165 71%	129 65%	86 77%*	68 61%*	147 74%*
NO	100 31%	1468 28%	28 40%	16 38%~	18 34%	19 31%	9 21%~	4 11%~	69 31%	3 38%~	1 17%~	1 ~	6 33%~	3 38%~	18%~	26 36%	69 29%	68 35%	26 23%*	43 39%*	52 26%*
NOT ANSWERED	7	246	1	1		2			3			1				4	4	4		2	2
VALID CASES	325	5308	70	42	53	62	42	37	226	8	6	3	16	17		73	234	197	112	111	199
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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					
	WVCH 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			
Q6 NEVER	4 2%	83 2%	2 5%	1 ~	1 3%	1 ~	1 4%	4 3%	~	~	~	~	~	~	4 3%	1 0.9%	3 4%	4 ~	3%*		
SOMETIMES	39 19%	655 19%	11 27%	5 24%	7 22%	8 20%	3 11%	3 10%	23 16%	1 ~	1 20%	~	4 ~	2 44%	13 18%	22 32%	26 15%*	11 14%	7 12%	30 22%	
USUALLY	61 30%	957 28%	12 29%	5 24%	8 25%	10 25%	13 46%	11 38%	42 29%	1 20%	4 80%	~	2 ~	6 22%	13 55%	48 32%	37 32%	24 31%	22 39%	39 28%	
ALWAYS	100 49%	1742 51%	16 39%	11 52%	16 50%	22 55%	11 39%	15 52%	74 52%	4 80%	~	1 ~100%	3 33%	3 27%	15 37%	76 51%	53 45%	39 51%	28 49%	64 47%	
#ALWAYS + USUALLY (NET)	161 79%	2699 79%	28 68%	16 76%	24 75%	32 80%	24 86%	26 90%	116 81%	5 100%	4 80%	~	1 ~100%	5 56%	9 82%	28 68%	124 83%*	90 77%	63 82%	50 88%*	103 75%*
TOP BOX SCORE	100 49%	1742 51%	16 39%	11 52%	16 50%	22 55%	11 39%	15 52%	74 52%	4 80%	~	1 ~100%	3 33%	3 27%	15 37%	76 51%	53 45%	39 51%	28 49%	64 47%	
NOT ANSWERED	21	401	1	5	3	3	5	4	14				1	1	3	6	15	12	9	11	10
VALID CASES	204	3437	41	21	32	40	28	29	143	5	5		1	9	11	41	150	117	77	57	137
NUMBER OF RESPONDENTS	225	3838	42	26	35	43	33	33	157	5	5		2	10	14	47	165	129	86	68	147
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

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

	WVCH 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 NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE					
Q7 NONE	78 24%	1217 23%	21 31%	13 30%~	16 31%	12 19%	7 17%~	6 17%	54 24%	2 25%~	2 33%~	~	~	5 33%~	2 12%~	25 35%*	51 22%	55 28%*	20 19%	30 28%	46 23%	
1 TIME	60 19%	847 16%	13 19%	11 26%~	11 21%	7 11%	3 7%~	11 31%~	45 20%	2 25%~	2 33%~	~	~	1 25%~	2 13%~	4 24%~	10 14%	47 20%	37 19%	20 19%	32 29%*	25 13%*
2	57 18%	1010 19%	15 22%	4 9%~	5 10%*	14 23%	6 15%~	8 22%~	40 18%	~	~	~	~	3 20%~	4 24%~	12 17%	40 17%	35 18%	16 15%	17 16%	35 18%	
3	32 10%	647 12%	4 6%	3 7%~	6 12%	5 8%	7 17%~	4 11%~	19 9%	1 13%~	~	~	~	1 7%~	3 18%~	7 10%	21 9%	19 10%	11 10%	10 9%	20 10%	
4	26 8%	427 8%	6 9%	2 5%~	4 8%	5 8%	5 12%~	4 11%~	16 7%	1 13%~	2 33%~	~	~	2 13%~	2 12%~	5 7%	21 9%	16 8%	10 9%	4 4%*	22 11%*	
5 TO 9	49 15%	719 14%	5 7%*	7 16%~	9 17%	12 19%	12 29%~	1 3%~	35 16%	2 25%~	~	~	2 50%~	1 7%~	2 12%~	8 11%	38 16%	26 13%	21 19%	14 13%	33 17%	
10 OR MORE TIMES	18 6%	356 7%	4 6%	3 7%~	1 2%	7 11%	1 2%~	2 6%~	14 6%	~	~	~	~	1 25%~	1 7%~	~	4 6%	14 6%	8 4%	10 9%	2 2%*	16 8%*
NOT ANSWERED	12	330	3		1	2	1	1	6					1		2	6	5	4	4	4	
VALID CASES	320	5224	68	43	52	62	41	36	223	8	6			4	15	17	71	232	196	108	109	197
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%			4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLK OR AFR	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q8 #YES	159 67%	2839 72%	28 61%	21 75%	18 51%	36 73%	27 79%	20 67%	109 66%	3 50%	4 100%	3 ~100%	7 70%	13 87%	28 62%	121 68%	90 65%	61 71%	56 72%	96 65%	
NO	77 33%	1080 28%	18 39%	7 25%	17 49%	13 27%	7 21%	10 33%	56 34%	3 50%	~	~	3 30%	2 13%	17 38%	56 32%	48 35%	25 29%	22 28%	51 35%	
NOT ANSWERED	6	109	1	2	1	1			4				1			1	4	3	2	1	4
VALID CASES	236	3919	46	28	35	49	34	30	165	6	4		3	10	15	45	177	138	86	78	147
NUMBER OF RESPONDENTS	242	4028	47	30	36	50	34	30	169	6	4		4	10	15	46	181	141	88	79	151
	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?

	WVCH 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	FE- MALE	FE- MALE		
Q9 YES	117 49%	2140 54%	17 36%~	11 39%~	17 47%~	32 65%~	19 56%~	16 53%~	87 52%	3 50%~	3 75%~	1 ~	3 33%~	3 30%~	9 60%~	14 31%~	97 54%*	61 44%*	51 59%*	31 40%*	82 55%*
NO	121 51%	1796 46%	30 64%~	17 61%~	19 53%~	17 35%~	15 44%~	14 47%~	80 48%	3 50%~	1 25%~	2 ~	7 67%~	6 70%~	6 40%~	31 69%~	82 46%*	79 56%*	35 41%*	47 60%*	67 45%*
NOT ANSWERED	4	92	2			1			2				1		1	2	1	2	1	2	
VALID CASES	238	3936	47	28	36	49	34	30	167	6	4		3	10	15	45	179	140	86	78	149
NUMBER OF RESPONDENTS	242	4028	47	30	36	50	34	30	169	6	4		4	10	15	46	181	141	88	79	151
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNIC- ITY	HEALTH STATUS		GENDER						
	WVCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE						
Q10 NOT AT ALL	2 2%	93 4%*	~	~	~	3%~	6%~	2 2%~	~	~	~	~	~	2 2%~	1 2%	1 2%	1 3%~	1 1%~				
A LITTLE	14 12%	327 16%	2 12%~	~	4 24%~	4 13%~	1 6%~	3 19%~	11 13%~	~	~	~	~	2 67%~	3 21%~	11 12%~	2 20%*	4 4%*	10 13%~	10 12%~		
SOME	52 46%	758 36%*	10 59%~	3 30%~	7 41%~	10 32%~	10 56%~	8 50%~	39 45%~	1 33%~	1 33%~	~	~	5 71%~	6 43%~	42 45%~	26 44%~	22 44%~	18 60%~	31 39%~		
#A LOT	46 40%	898 43%	5 29%~	7 70%~	6 35%~	16 52%~	6 33%~	5 31%~	34 40%~	2 67%~	2 67%~	~	~	1 100%~	1 33%~	2 29%~	5 36%~	39 41%~	20 34%	25 50%	7 23%~	38 48%~
NOT ANSWERED	3	95	~	1	~	1	1	~	1	~	~	~	2	~	3	2	1	1	1	2		
VALID CASES	114	2076	17	10	17	31	18	16	86	3	3	1	3	7	14	94	59	50	30	80		
NUMBER OF RESPONDENTS	117	2171	17	11	17	32	19	16	87	3	3	1	3	9	14	97	61	51	31	82		
	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?

	WVCH 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 & GOOD POOR	MALE MALE				
Q11 NOT AT ALL	27 23%	407 20%	4 24%~	5 45%~	4 24%~	6 19%~	5 28%~	2 13%~	19 22%~	1 33%~	1 33%~	~	~	~	3 33%~	1 8%~	24 25%~	16 26%~	10 20%~	6 19%~	20 25%~	
A LITTLE	18 16%	411 20%	5 29%~	~	4 24%~	5 16%~	2 11%~	2 13%~	15 18%~	1 33%~	~	~	~	1 33%~	3 23%~	15 16%~	13 21%~	5 10%~	5 16%~	13 16%~		
SOME	38 33%	704 34%	4 24%~	1 9%~	4 24%~	12 38%~	5 28%~	9 60%~	27 32%~	2 ~	67%~	~	100%~	1 33%~	1 33%~	3 33%~	3 23%~	32 33%~	17 28%~	18 37%~	16 52%~	20 25%~
#A LOT	32 28%	554 27%	4 24%~	5 45%~	5 29%~	9 28%~	6 33%~	2 13%~	24 28%~	1 33%~	~	~	~	1 33%~	3 33%~	6 46%~	25 26%~	15 25%~	16 33%~	4 13%~	27 34%~	
NOT ANSWERED	2	95					1 1	1	2							1 1			2		2	
VALID CASES	115	2076	17	11	17	32	18	15	85	3	3		1	3	9	13	96	61	49	31	80	
NUMBER OF RESPONDENTS	117	2171	17	11	17	32	19	16	87	3	3		1	3	9	14	97	61	51	31	82	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

		AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q12 #YES	77 68%	1495 72%	7 44%	9 82%	13 76%	22 71%	11 65%	10 62%	57 68%	2 67%	1 33%	~	3 ~100%	6 75%	10 71%	63 68%	39 66%	33 67%	24 80%	49 62%	
NO	36 32%	577 28%	9 56%	2 18%	4 24%	9 29%	6 35%	6 38%	27 32%	1 33%	2 67%	~	1 ~100%	2 ~25%	4 29%	30 32%	20 34%	16 33%	6 20%	30 38%	
NOT ANSWERED	4	99	1			1	2		3				1		4	2	2		1	3	
VALID CASES	113	2072	16	11	17	31	17	16	84	3	3		1	3	8	14	93	59	49	30	79
NUMBER OF RESPONDENTS	117	2171	17	11	17	32	19	16	87	3	3		1	3	9	14	97	61	51	31	82
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER						
	WVCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE					
Q13 WORST HEALTH CARE POSSIBLE	1 0.4%	27 0.7%	~	~	~	~	3%~	~	~	~	~	~	~	1 -0.6%	~	1 1%	~					
01		36 0.9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~					
02	4 2%	49 1%	1 2%~	1 4%~	1 3%~	1 2%~	~	~	~	~	~	~	~	4 2%*	~	4 5%*	~	4 3%*				
03	4 2%	75 2%	1 2%~	1 4%~	2 6%~	~	~	~	~	~	~	~	~	1 2%~	3 2%	1 1%	3 2%					
04	5 2%	144 4%	4 9%~	~	1 3%~	~	~	~	~	~	~	~	~	5 3%*	4 3%	1 1%	2 3%	3 2%				
05	20 9%	268 7%	2 4%~	4 15%~	4 11%~	1 2%~	4 12%~	5 17%~	14 8%	1 ~	25%~	~	~	2 20%~	1 7%~	5 11%~	14 8%	11 9%	9 9%	7 9%		
06	17 7%	223 6%	3 6%~	~	3 8%~	6 13%~	3 9%~	1 3%~	11 7%	3 50%~	~	~	~	1 10%~	2 13%~	2 4%~	15 8%	9 7%	8 9%	7 9%	10 7%	
07	33 14%	446 11%	7 15%~	2 7%~	6 17%~	7 15%~	7 21%~	3 10%~	23 14%	1 ~	25%~	~	~	1 10%~	6 40%~	4 9%~	28 16%	10 12%	10 13%	22 15%		
08	48 20%	874 22%	8 17%~	9 33%~	7 19%~	10 21%~	5 15%~	5 17%~	34 21%	1 17%~	2 50%~	~	~	1 10%~	3 20%~	7 16%~	38 21%	26 19%	19 22%	15 19%	30 20%	
09	49 21%	633 16%	12 26%~	3 11%~	6 17%~	10 21%~	6 18%~	8 27%~	34 21%	1 17%~	~	~	~	2 67%~	1 10%~	1 7%~	10 22%~	35 20%	25 18%	19 22%	18 23%	27 18%
BEST HEALTH CARE POSSIBLE	54 23%	1114 29%*	9 19%~	7 26%~	6 17%~	12 26%~	8 24%~	8 27%~	36 22%	1 17%~	~	~	~	1 33%~	4 40%~	2 13%~	16 36%~	34 19%*	38 28%*	13 15%*	16 21%	35 24%
#8-10 (NET)	151 64%	2622 67%	29 62%~	19 70%~	19 53%~	32 68%~	19 56%~	21 70%~	104 63%	3 50%~	2 50%~	~	~	3 ~100%~	6 60%~	6 40%~	33 73%~	107 60%*	89 64%	51 60%	49 64%	92 63%

Continued

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

	AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER				
	WVCH 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- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
9-10 (NET)	103 44%	1747 45%	21 45%~	10 37%~	12 33%~	22 47%~	14 41%~	16 53%~	70 42%	2 33%~		3 ~	5 ~100%	3 50%~	26 20%~	69 58%~	39%*	63 46%	32 38%	34 44%	62 42%
NOT ANSWERED	7	139	3		3			4				1			1	4		3	3	2	4
VALID CASES	235	3889	47	27	36	47	34	30	165	6	4		3	10	15	45	177	138	85	77	147
NUMBER OF RESPONDENTS	242 100%	4028 100%	47 100%	30 100%	36 100%	50 100%	34 100%	30 100%	169 100%	6 100%	4 100%		4 100%	10 100%	15 100%	46 100%	181 100%	141 100%	88 100%	79 100%	151 100%
MEAN	7.82	7.86	7.66	7.70	7.28	8.13	7.68	8.13	7.71	7.50	7.00		9.33	8.00	7.47	8.31	7.64	7.98	7.42	7.79	7.76
p stat_(*=Sig @ p<=.05)		.775	~	~	~	~	~	~	.150	~	~	~	~	~	~	~	~.009*	.160	.029*	.876	.549

[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?

	WVCH 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
Q14 NEVER	5 2%	106 3%	2 4%~	1 4%~	1 3%~	~	~	3 2%	~	~	~	~	1 10%~	~	1 2%~	3 2%	2 1%	2 2%	2 3%	2 1%
SOMETIMES	44 19%	606 16%	11 23%~	4 14%~	12 33%~	10 21%~	3 9%~	3 10%~	30 18%	1 17%~	~	~	1 10%~	7 47%~	7 16%~	34 19%	29 21%	14 16%	8 10%*	35 24%*
USUALLY	83 35%	1251 32%	16 34%~	7 25%~	12 33%~	14 29%~	16 47%~	13 43%~	57 34%	2 33%~	3 75%~	~	3 30%~	5 33%~	3 33%~	64 36%	42 30%	37 43%	33 42%	47 32%
ALWAYS	104 44%	1927 50%	18 38%~	16 57%~	11 31%~	24 50%~	15 44%~	14 47%~	76 46%	3 50%~	1 25%~	~	3 100%~	5 50%~	3 20%~	77 49%~	66 47%	33 38%	35 45%	64 43%
#ALWAYS + USUALLY (NET)	187 79%	3178 82%	34 72%~	23 82%~	23 64%~	38 79%~	31 91%~	27 90%~	133 80%	5 83%~	4 100%~	~	3 100%~	8 80%~	8 53%~	141 82%~	108 78%	70 81%	68 87%*	111 75%*
TOP BOX SCORE	104 44%	1927 50%	18 38%~	16 57%~	11 31%~	24 50%~	15 44%~	14 47%~	76 46%	3 50%~	1 25%~	~	3 100%~	5 50%~	3 20%~	77 49%~	66 47%	33 38%	35 45%	64 43%
NOT ANSWERED	6	138	2	2	2	2	2	3	3	1	1	1	1	3	3	2	2	2	1	3
VALID CASES	236	3890	47	28	36	48	34	30	166	6	4	3	10	15	45	178	139	86	78	148
NUMBER OF RESPONDENTS	242 100%	4028 100%	47 100%	30 100%	36 100%	50 100%	34 100%	30 100%	169 100%	6 100%	4 100%	4 100%	10 100%	15 100%	46 100%	181 100%	141 100%	88 100%	79 100%	151 100%

[ASKED IF Q7 >= 1 TIME]

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q15																					
YES	272 84%	4471 84%	55 80%	35 81%~	41 79%	56 88%	39 93%~	34 94%~	193 85%	7 88%~	5 83%~	3 ~	13 75%~	16 81%~	52 94%~	207 72%*	166 83%	96 87%	91 83%	171 86%	
NO	50 16%	824 16%	14 20%	8 19%~	11 21%	8 12%	3 7%~	2 6%~	33 15%	1 13%~	1 17%~	1 ~	3 25%~	1 19%~	20 6%~	28 28%*	33 17%	14 13%	19 17%	29 14%	
NOT ANSWERED	10	259	2		1			1	3						1	3	2	2	3	1	
VALID CASES	322	5295	69	43	52	64	42	36	226	8	6		4	16	17	72	235	199	110	110	200
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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

	WVCH 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q16 NONE	58 23%	737 18%*	19 37%*	10 29%~	9 23%~	7 14%*	6 19%~	4 12%~	41 23%	2 29%~	1 20%~	~	~	4 31%~	4 25%~	13 25%	43 23%	41 27%	15 17%	20 24%	36 22%	
1 TIME	55 22%	904 22%	12 23%	7 20%~	14 36%~	7 14%	6 19%~	7 21%~	42 24%	1 14%~	2 40%~	~	~	1 8%~	2 13%~	8 16%	45 24%	37 24%	16 18%	23 28%	30 19%	
2	48 19%	921 22%	10 19%	4 11%~	5 13%~	13 25%	3 9%~	11 33%~	34 19%	1 14%~	~	~	~	2 15%~	5 31%~	8 16%	37 19%	29 19%	17 19%	14 17%	33 20%	
3	42 17%	552 13%	4 8%*	4 11%~	6 15%~	10 20%	12 37%~	5 15%~	27 15%	2 29%~	1 20%~	~	~	5 38%~	3 19%~	11 22%	30 16%	24 16%	17 19%	15 18%	26 16%	
4	15 6%	381 9%*	3 6%	1 3%~	~	6 12%	2 6%~	3 9%~	10 6%	~	1 20%~	~	~	1 50%~	1 8%~	~	3 6%	11 6%	9 6%	6 7%	3 4%	12 7%
5 TO 9	27 11%	484 12%	3 6%	7 20%~	4 10%~	6 12%	2 6%~	3 9%~	19 11%	1 14%~	~	~	~	1 50%~	2 13%~	6 12%	19 10%	9 6%*	16 18%*	6 7%	19 12%	
10 OR MORE TIMES	7 3%	164 4%	1 2%	2 6%~	1 3%~	2 4%	1 3%~	~	5 3%	~	~	~	~	~	~	2 4%	5 3%	5 3%	2 2%	1 1%	6 4%	
NOT ANSWERED	20	311	3	~	2	5	7	1	15	~	~	~	~	1	~	17	12	7	9	9	9	
VALID CASES	252	4143	52	35	39	51	32	33	178	7	5	~	~	2	13	16	51	190	154	89	82	162
NUMBER OF RESPONDENTS	272	4454	55	35	41	56	39	34	193	7	5	~	~	3	13	16	52	207	166	96	91	171
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	~	~	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES]

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	WVCH 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	GOOD & POOR	MALE	FE- MALE	
Q17 NEVER	5 3%	64 2%	1 3%	1 4%	1 ~	1 2%	1 4%	1 3%	4 3%	~	~	~	~	~	~	1 3%	3 2%	3 3%	2 3%	2 3%	3 2%
SOMETIMES	16 8%	221 7%	4 12%	2 8%	4 14%	3 7%	2 ~	2 7%	12 9%	3 60%	~	~	~	~	~	4 11%	12 8%	10 9%	6 8%	2 3%	14 11%*
USUALLY	55 29%	788 23%	9 27%	9 36%	5 17%	14 32%	8 33%	10 34%	37 27%	1 20%	1 25%	~	2 100%	3 38%	4 36%	12 32%	41 28%	33 30%	21 28%	21 34%	34 27%
ALWAYS	115 60%	2286 68%*	19 58%	13 52%	20 69%	26 59%	15 63%	16 55%	83 61%	1 20%	3 75%	~	~	5 63%	7 64%	20 54%	89 61%	64 58%	45 61%	36 59%	73 59%
#ALWAYS + USUALLY (NET)	170 89%	3074 92%	28 85%	22 88%	25 86%	40 91%	23 96%	26 90%	120 88%	2 40%	4 100%	~	2 100%	8 100%	11 100%	32 86%	130 90%	97 88%	66 89%	57 93%	107 86%
TOP BOX SCORE	115 60%	2286 68%*	19 58%	13 52%	20 69%	26 59%	15 63%	16 55%	83 61%	1 20%	3 75%	~	~	5 63%	7 64%	20 54%	89 61%	64 58%	45 61%	36 59%	73 59%
NOT ANSWERED	3	36			1		2		1					1	1	1	2	3		1	2
VALID CASES	191	3360	33	25	29	44	24	29	136	5	4		2	8	11	37	145	110	74	61	124
NUMBER OF RESPONDENTS	194	3396	33	25	30	44	26	29	137	5	4		2	9	12	38	147	113	74	62	126
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	WVCH 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	
Q18 NEVER	4 2%	80 2%	~	2 8%~	1 3%~	~	1 4%~	~	3 2%	~	~	~	~	~	~	~	3 2%~	2 2%	2 3%	1 2%	3 2%
SOMETIMES	20 10%	289 9%	3 9%~	2 8%~	5 17%~	7 16%~	2 ~	7%~	17 12%	2 40%~	~	~	1 ~	13%~	~	3 8%~	16 11%~	16 15%*	4 5%*	6 10%	14 11%
USUALLY	57 30%	705 21%*	10 30%~	7 28%~	8 28%~	12 27%~	8 33%~	11 38%~	36 26%	1 20%~	1 25%~	~	2 ~	4 100%~	6 55%~	13 35%~	43 30%~	30 27%	25 34%	18 30%	38 31%
ALWAYS	110 58%	2267 68%*	20 61%~	14 56%~	15 52%~	25 57%~	15 63%~	16 55%~	80 59%	2 40%~	3 75%~	~	~	3 38%~	5 45%~	21 57%~	83 57%~	62 56%	43 58%	36 59%	69 56%
#ALWAYS + USUALLY (NET)	167 87%	2972 89%	30 91%~	21 84%~	23 79%~	37 84%~	23 96%~	27 93%~	116 85%	3 60%~	4 100%~	~	2 ~	7 88%~	11 100%~	34 92%~	126 87%~	92 84%	68 92%	54 89%	107 86%
TOP BOX SCORE	110 58%	2267 68%*	20 61%~	14 56%~	15 52%~	25 57%~	15 63%~	16 55%~	80 59%	2 40%~	3 75%~	~	~	3 38%~	5 45%~	21 57%~	83 57%~	62 56%	43 58%	36 59%	69 56%
NOT ANSWERED	3	55			1		2		1						1	2		3		1	2
VALID CASES	191	3341	33	25	29	44	24	29	136	5	4		2	8	11	37	145	110	74	61	124
NUMBER OF RESPONDENTS	194 100%	3396 100%	33 100%	25 100%	30 100%	44 100%	26 100%	29 100%	137 100%	5 100%	4 100%		2 100%	9 100%	12 100%	38 100%	147 100%	113 100%	74 100%	62 100%	126 100%

[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?

	WVCH 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		
Q19 NEVER	5 3%	70 2%	~	2 8%~	1 3%~	~	1 4%~	1 4%~	4 3%	~	~	~	~	~	~	1 3%~	3 2%~	3 3%	2 3%	2 3%	3 2%	
SOMETIMES	16 8%	242 7%	9%~	3 8%~	2 17%~	5 11%~	5 ~	1 4%~	14 10%	1 20%~	~	~	~	1 13%~	~	2 5%~	13 9%~	12 11%	4 5%	1 2%*	15 12%*	
USUALLY	42 22%	541 16%*	9%~	3 12%~	3 21%~	6 27%~	12 27%~	10 42%~	5 18%~	29 21%	2 40%~	1 25%~	~	2 100%~	2 25%~	3 27%~	5 14%~	35 24%~	21 19%	18 25%	13 21%	27 22%
ALWAYS	127 67%	2489 74%*	82%~	27 72%~	18 59%~	17 61%~	27 61%~	13 54%~	21 75%~	88 65%	2 40%~	3 75%~	~	5 63%~	8 73%~	29 78%~	93 65%~	74 67%	49 67%	45 74%	78 63%	
#ALWAYS + USUALLY (NET)	169 89%	3030 91%	91%~	30 84%~	21 79%~	23 89%~	39 89%~	23 96%~	26 93%~	117 87%	4 80%~	4 100%~	~	2 100%~	7 88%~	11 100%~	34 92%~	128 89%~	95 86%	67 92%	58 95%*	105 85%*
TOP BOX SCORE	127 67%	2489 74%*	82%~	27 72%~	18 59%~	17 61%~	27 61%~	13 54%~	21 75%~	88 65%	2 40%~	3 75%~	~	5 63%~	8 73%~	29 78%~	93 65%~	74 67%	49 67%	45 74%	78 63%	
NOT ANSWERED	4	53			1		2	1	2					1	1	1	3	3	1	1	3	
VALID CASES	190	3343	100%	33 100%	25 100%	29 100%	44 100%	24 100%	28 100%	135 100%	5 100%	4 100%		2 100%	8 100%	11 100%	37 100%	144 100%	110 100%	73 100%	61 100%	123 100%
NUMBER OF RESPONDENTS	194 100%	3396 100%	100%	33 100%	25 100%	30 100%	44 100%	26 100%	29 100%	137 100%	5 100%	4 100%		2 100%	9 100%	12 100%	38 100%	147 100%	113 100%	74 100%	62 100%	126 100%

[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?

	WVCH 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	
Q20 NEVER	7 4%	102 3%	1 3%	1 4%	2 7%	1 2%	1 5%	1 4%	6 5%	1 20%	~	~	~	~	~	1 3%	6 4%	3 3%	4 6%	2 3%	5 4%
SOMETIMES	23 13%	343 11%	5 16%	5 21%	5 17%	3 7%	2 9%	2 7%	17 13%	1 20%	~	~	1 50%	1 13%	1 9%	4 11%	18 13%	16 15%	7 10%	6 10%	17 14%
USUALLY	59 32%	852 27%	7 22%	8 33%	6 20%	18 45%	7 32%	10 36%	37 29%	2 40%	2 50%	~	1 50%	5 63%	6 55%	12 32%	43 31%	32 30%	23 32%	20 34%	36 30%
ALWAYS	93 51%	1905 60%	19 59%	10 42%	17 57%	18 45%	12 55%	15 54%	68 53%	1 20%	2 50%	~	~	2 25%	4 36%	20 54%	70 51%	54 51%	37 52%	30 52%	61 51%
#ALWAYS + USUALLY (NET)	152 84%	2757 86%	26 81%	18 75%	23 77%	36 90%	19 86%	25 89%	105 82%	3 60%	4 100%	~	1 50%	7 88%	10 91%	32 86%	113 82%	86 82%	60 85%	50 86%	97 82%
TOP BOX SCORE	93 51%	1905 60%	19 59%	10 42%	17 57%	18 45%	12 55%	15 54%	68 53%	1 20%	2 50%	~	~	2 25%	4 36%	20 54%	70 51%	54 51%	37 52%	30 52%	61 51%
NOT ANSWERED	12	195	1	1		4	4	1	9					1	1	1	10	8	3	4	7
VALID CASES	182	3201	32	24	30	40	22	28	128	5	4		2	8	11	37	137	105	71	58	119
NUMBER OF RESPONDENTS	194 100%	3396 100%	33 100%	25 100%	30 100%	44 100%	26 100%	29 100%	137 100%	5 100%	4 100%		2 100%	9 100%	12 100%	38 100%	147 100%	113 100%	74 100%	62 100%	126 100%

[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?

	WVCH TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q21 YES	105 58%	1971 62%	13 42%~	13 52%~	14 47%~	30 75%~	19 86%~	14 50%~	74 58%	3 60%~	2 50%~	2 ~100%~	3 38%~	9 82%~	18 49%~	83 61%~	54 51%*	49 69%*	29 50%	75 63%	
NO	76 42%	1225 38%	18 58%~	12 48%~	16 53%~	10 25%~	3 14%~	14 50%~	54 42%	2 40%~	2 50%~	~	5 ~ 63%~	2 18%~	19 51%~	54 39%~	51 49%*	22 31%*	29 50%	44 37%	
NOT ANSWERED	13	201	2			4	4	1	9				1	1	1	10	8	3	4	7	
VALID CASES	181	3195	31	25	30	40	22	28	128	5	4		2	8	11	37	137	105	71	58	119
NUMBER OF RESPONDENTS	194 100%	3396 100%	33 100%	25 100%	30 100%	44 100%	26 100%	29 100%	137 100%	5 100%	4 100%		2 100%	9 100%	12 100%	38 100%	147 100%	113 100%	74 100%	62 100%	126 100%

[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?

	WVCH 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	MALE MALE					
Q22 NEVER	9 9%	127 7%	1 8%	2 15%	3 23%	1 3%	2 12%	7 10%	~	~	~	~	~	~	1 6%	7 9%	8 15%	1 2%	1 4%	8 11%	
SOMETIMES	10 10%	264 14%	1 8%	1 8%	7 ~	1 24%	1 7%	5 7%	1 33%	~	2 ~	2 100%	2 22%	2 ~	10 ~	3 13%	7 6%	3 15%	7 11%	7 10%	
USUALLY	36 36%	545 29%	4 31%	6 46%	3 23%	7 24%	10 59%	5 36%	27 39%	1 ~	3 50%	3 ~	3 33%	3 33%	5 28%	30 38%	18 34%	17 37%	9 32%	27 38%	
ALWAYS	46 46%	930 50%	7 54%	4 31%	7 54%	14 48%	5 29%	8 57%	31 44%	2 67%	1 50%	~	2 ~	4 67%	4 44%	12 67%	32 41%	24 45%	21 46%	15 54%	30 42%
#ALWAYS + USUALLY (NET)	82 81%	1474 79%	11 85%	10 77%	10 77%	21 72%	15 88%	13 93%	58 83%	2 67%	2 100%	~	3 ~	7 78%	7 94%	62 78%	42 79%	38 83%	24 86%	57 79%	
TOP BOX SCORE	46 46%	930 50%	7 54%	4 31%	7 54%	14 48%	5 29%	8 57%	31 44%	2 67%	1 50%	~	2 ~	4 67%	4 44%	12 67%	32 41%	24 45%	21 46%	15 54%	30 42%
NOT ANSWERED	4	57			1	1	2		4						4		1	3	1	3	
VALID CASES	101	1865	13	13	13	29	17	14	70	3	2		2	3	9	18	79	53	46	28	72
NUMBER OF RESPONDENTS	105	1922	13	13	14	30	19	14	74	3	2		2	3	9	18	83	54	49	29	75
	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					
	WVCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q23 WORST PERSONAL DOCTOR POSSIBLE	3 1%	44 1%	1 2%	1 3%	~	~	1 3%	~	3 2%	~	~	~	~	~	3 2%	1 0.7%	2 2%	1 1%	2 1%		
01	1 0.4%	31 0.8%	~	~	1 2%	~	~	~	1 0.6%	~	~	~	~	~	1 0.6%	1 0.7%	~	~	1 0.6%		
02	1 0.4%	33 0.8%	~	1 3%	~	~	~	~	1 0.6%	~	~	~	~	~	1 0.6%	1 0.7%	~	~	1 0.6%		
03	5 2%	49 1%	~	1 3%	3 7%	~	~	~	3 2%	2 33%	~	~	~	~	5 3%	3 2%	2 2%	1 1%	4 3%		
04	8 3%	91 2%	3 6%	1 3%	1 2%	1 2%	2 6%	~	8 5%	~	~	~	~	~	8 4%	6 4%	2 2%	1 1%	7 5%		
05	11 5%	232 6%	1 2%	5 14%	2 5%	2 4%	1 3%	~	8 5%	~	~	~	2 15%	~	2 4%	8 4%	10 7%	1 1%	3 4%	8 5%	
06	14 6%	158 4%	3 6%	1 3%	3 7%	6 13%	1 3%	~	9 5%	2 33%	~	1 50%	2 13%	~	2 4%	11 6%	8 5%	6 7%	8 10%	6 4%	
07	18 7%	284 7%	3 6%	1 3%	4 10%	1 2%	8 26%	1 3%	15 9%	~	~	~	3 23%	~	4 8%	14 8%	9 6%	9 10%	3 4%	15 10%*	
08	48 20%	633 16%	8 17%	8 23%	8 20%	10 22%	7 23%	6 19%	31 18%	1 17%	4 80%	~	2 15%	5 31%	8 16%	40 22%	31 21%	17 20%	18 23%	30 19%	
09	48 20%	737 19%	11 23%	4 11%	7 17%	14 31%	3 10%	9 29%	33 20%	1 20%	~	1 50%	7 44%	~	8 16%	40 22%	25 17%	22 26%	18 23%	30 19%	
BEST PERSONAL DOCTOR POSSIBLE	84 35%	1651 42%*	18 38%	12 34%	12 29%	11 24%	10 32%	13 42%	57 34%	1 17%	~	~	6 46%	2 13%	26 52%*	49 27%*	52 35%	25 29%	25 32%	51 33%	
#8-10 (NET)	180 75%	3021 77%	37 77%	24 69%	27 66%	35 78%	20 65%	28 90%	121 72%	2 33%	5 100%	~	1 50%	8 62%	14 87%	42 84%	129 72%*	108 73%	64 74%	61 78%	111 72%

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				
	WVCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
9-10 (NET)	132 55%	2388 61%	29 60%~	16 46%~	19 46%~	25 56%~	13 42%~	22 71%~	90 53%	1 17%~	1 20%~	1 ~	6 50%~	9 46%~	34 68%*	89 49%*	77 52%	47 55%	43 55%	81 52%	
NOT ANSWERED	31	511	7			11	8	3	24	1		1			2	27	19	10	13	16	
VALID CASES	241	3943	48	35	41	45	31	31	169	6	5		2	13	16	50	180	147	86	78	155
NUMBER OF RESPONDENTS	272 100%	4454 100%	55 100%	35 100%	41 100%	56 100%	39 100%	34 100%	193 100%	7 100%	5 100%		3 100%	13 100%	16 100%	52 100%	207 100%	166 100%	96 100%	91 100%	171 100%
MEAN	8.18	8.35	8.31	7.63	7.73	8.29	8.06	8.84	8.04	6.00	8.20		7.50	8.23	8.44	8.92	7.91	8.10	8.16	8.29	8.03
p stat_(*=Sig @ p<=.05)		.194	~	~	~	~	~	~	.072	~	~	~	~	~	~	.000*	.000*	.442	.932	.535	.115

[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?

	WVCH 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	103 33%	2057 40%*	12 17%*	11 26%~	16 30%	22 38%	19 50%~	21 58%~	75 35%	3 38%~	2 33%~	4 ~100%~	3 19%~	7 41%~	14 19%*	86 38%*	47 24%*	54 50%*	31 28%	71 37%	
NO	208 67%	3041 60%*	57 83%*	32 74%~	37 70%	36 62%	19 50%~	15 42%~	141 65%	5 63%~	4 67%~	~	~	13 81%~	10 59%~	58 81%*	140 62%*	145 76%*	54 50%*	78 72%	121 63%
NOT ANSWERED	21	457	2			6	4	1	13						1	12	9	4	4	9	
VALID CASES	311	5097	69	43	53	58	38	36	216	8	6	4	16	17	72	226	192	108	109	192	
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%	

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

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q25 NEVER	6 6%	91 5%	1 8%~	2 18%~	1 ~	1 5%~	1 6%~	1 5%~	6 8%~	~	~	~	~	~	~	6 7%~	1 2%~	5 9%~	~	6 9%~	
SOMETIMES	16 16%	329 17%	3 25%~	4 36%~	2 13%~	2 10%~	1 6%~	3 15%~	9 12%~	2 ~100%~	1 ~	1 ~	2 ~	2 ~	15 ~	7 16%~	8 15%~	3 10%~	12 17%~		
USUALLY	39 39%	546 29%*	5 42%~	1 9%~	8 50%~	11 52%~	9 50%~	5 25%~	30 41%~	1 33%~	~	1 ~	4 ~	4 ~	5 36%~	32 39%~	20 44%~	18 34%~	12 40%~	27 39%~	
ALWAYS	39 39%	927 49%*	3 25%~	4 36%~	6 38%~	7 33%~	7 39%~	11 55%~	28 38%~	2 67%~	~	1 ~	3 ~	1 ~	9 64%~	30 36%~	17 38%~	22 42%~	15 50%~	24 35%~	
#ALWAYS + USUALLY (NET)	78 78%	1473 78%	8 67%~	5 45%~	14 88%~	18 86%~	16 89%~	16 80%~	58 79%~	3 100%~	~	2 ~	3 ~	5 71%~	14 100%~	62 75%~	37 82%~	40 75%~	27 90%~	51 74%~	
TOP BOX SCORE	39 39%	927 49%*	3 25%~	4 36%~	6 38%~	7 33%~	7 39%~	11 55%~	28 38%~	2 67%~	~	1 ~	3 ~	1 ~	9 64%~	30 36%~	17 38%~	22 42%~	15 50%~	24 35%~	
NOT ANSWERED	3	107				1	1	1	2				1		3	2	1	1	2		
VALID CASES	100	1893	12	11	16	21	18	20	73	3	2		3	3	7	14	83	45	53	30	69
NUMBER OF RESPONDENTS	103	2000	12	11	16	22	19	21	75	3	2		4	3	7	14	86	47	54	31	71
	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				
	WVCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q26 NONE	6 6%	66 3%	1 9%	2 18%	~	1 5%	1 6%	1 5%	6 8%	~	~	~	~	~	~	6 7%	3 7%	3 6%	2 7%	4 6%	
1 SPECIALIST	52 53%	967 51%	9 82%	8 73%	6 38%	5 25%	10 56%	12 60%	35 49%	1 33%	1 50%	~	1 33%	2 67%	3 50%	9 69%	41 50%	29 66%	22 42%	18 62%	33 49%
2	26 27%	501 26%	1 9%	1 9%	7 44%	6 30%	6 33%	5 25%	20 28%	1 33%	1 50%	~	2 67%	~	2 33%	~	25 30%	8 18%	17 33%	5 17%	21 31%
3	7 7%	222 12%	~	~	3 19%	3 15%	~	1 5%	5 7%	~	~	~	~	1 33%	1 17%	3 23%	4 5%	1 2%	6 12%	2 7%	5 7%
4	4 4%	72 4%	~	~	~	2 10%	1 6%	1 5%	4 6%	~	~	~	~	~	~	1 8%	3 4%	2 5%	2 4%	2 7%	2 3%
5 OR MORE SPECIALISTS	3 3%	70 4%	~	~	~	3 15%	~	~	2 3%	1 33%	~	~	~	~	~	~	3 4%	1 2%	2 4%	~	3 4%
NOT ANSWERED	5	103	1			2	1	1	3				1		1	4	3	2	2	3	
VALID CASES	98	1897	11	11	16	20	18	20	72	3	2		3	3	6	13	82	44	52	29	68
NUMBER OF RESPONDENTS	103	2000	12	11	16	22	19	21	75	3	2		4	3	7	14	86	47	54	31	71
	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?

	WVCH 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	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE			
Q27 WORST SPECIALIST POSSIBLE		10 0.6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
01	1 1%	12 0.7%	~	1 11%	~	~	~	1 2%	~	~	~	~	~	1 1%	~	1 2%	~	1 2%			
02	1 1%	19 1%	~	~	~	~	1 2%	~	~	~	~	~	~	1 1%	~	1 2%	~	1 2%			
03	1 1%	29 2%	~	~	1 6%	~	~	1 2%	~	~	~	~	~	1 1%	1 2%	~	~	1 2%			
04		30 2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
05	3 3%	55 3%	~	~	~	1 5%	1 6%	1 6%	2 3%	~	~	~	~	1 8%	2 3%	1 2%	1 2%	3 5%			
06	5 5%	75 4%	1 10%	~	~	3 16%	~	~	4 6%	~	~	~	~	~	4 5%	4 10%	~	1 4%	3 5%		
07	9 10%	144 8%	~	~	5 31%	2 11%	1 6%	1 6%	7 11%	~	1 50%	~	~	1 17%	8 11%	5 12%	4 8%	2 7%	7 11%		
08	14 15%	332 19%	1 10%	3 33%	4 25%	1 5%	3 18%	1 6%	12 18%	1 33%	~	~	~	~	2 17%	12 16%	7 17%	7 15%	2 7%	12 19%	
09	20 22%	332 19%	3 30%	1 11%	1 6%	6 32%	5 29%	4 22%	13 20%	1 33%	~	2 67%	1 33%	2 33%	3 25%	17 22%	8 20%	12 25%	9 33%	11 17%	
BEST SPECIALIST POSSIBLE	37 41%	747 42%	5 50%	4 44%	5 31%	6 32%	7 41%	10 56%	24 37%	1 33%	1 50%	~	1 33%	2 67%	3 50%	6 50%	30 39%	15 37%	22 46%	13 48%	24 38%
#8-10 (NET)	71 78%	1411 79%	9 90%	8 89%	10 62%	13 68%	15 88%	15 83%	49 75%	3 100%	1 50%	~	3 100%	3 100%	5 83%	11 92%	59 78%	30 73%	41 85%	24 89%	47 75%

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			
	WVCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AMER AS-	NATV PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE			
9-10 (NET)	57 63%	1080 60%	8 80%~	5 56%~	6 37%~	12 63%~	12 71%~	14 78%~	37 57%~	2 67%~	1 50%~	3 ~100%	3 ~100%	5 83%~	9 75%~	47 62%~	23 56%~	34 71%~	22 81%~	35 56%~
NOT ANSWERED	1	31					1	1						1		1		1		
VALID CASES	91	1786	10	9	16	19	17	18	65	3	2	3	3	6	12	76	41	48	27	63
NUMBER OF RESPONDENTS	92 100%	1817 100%	10 100%	9 100%	16 100%	19 100%	17 100%	19 100%	66 100%	3 100%	2 100%	3 100%	3 100%	6 100%	13 100%	76 100%	41 100%	49 100%	27 100%	64 100%
MEAN	8.53	8.46	9.10	8.22	8.06	8.37	8.88	8.78	8.34	9.00	8.50	9.33	9.67	9.17	9.00	8.49	8.41	8.75	9.15	8.30
p stat_(*=Sig @ p<=.05)		.742	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

[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?

	WVCH 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE			
Q28 YES	69 22%	1016 20%	15 21%	13 30%~	14 26%	17 28%	8 21%~	1 3%~	53 24%	2 25%~	~	~	2 50%~	4 25%~	2 12%~	11 15%	56 24%	44 22%	24 22%	17 15%*	51 26%*
NO	245 78%	4109 80%	55 79%	30 70%~	39 74%	43 72%	31 79%~	35 97%~	167 76%	6 75%~	6 100%~	~	2 50%~	12 75%~	15 88%~	62 85%	173 76%	152 78%	84 78%	93 85%*	144 74%*
NOT ANSWERED	18	429	1			4	3	1	9							9	5	4	3	6	
VALID CASES	314	5125	70	43	53	60	39	36	220	8	6		4	16	17	73	229	196	108	110	195
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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	
	WVCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN-	VERY GOOD & FAIR	POOR	MALE	FE- MALE
Q29 NEVER	8 12%	95 10%	1 7%	4 ~	2 31%	1 13%	1 14%	8 16%	~	~	~	~	~	~	8 15%	4 10%	4 17%	~	8 17%	
SOMETIMES	25 38%	336 35%	11 79%	5 38%	1 8%	4 25%	3 43%	19 37%	1 50%	~	~	1 25%	1 100%	5 45%	18 35%	17 43%	7 29%	5 31%	19 40%	
USUALLY	19 29%	299 31%	1 7%	5 38%	5 38%	6 38%	1 14%	1 29%	1 100%	~	~	2 100%	2 50%	3 27%	16 31%	9 22%	10 42%	6 38%	13 27%	
ALWAYS	13 20%	228 24%	1 7%	3 23%	3 23%	4 25%	2 29%	9 18%	1 50%	~	~	1 25%	~	3 27%	10 19%	10 25%	3 13%	5 31%	8 17%	
#ALWAYS + USUALLY (NET)	32 49%	526 55%	2 14%	8 62%	8 62%	10 63%	3 43%	1 100%	24 47%	1 50%	~	2 100%	3 75%	6 55%	26 50%	19 47%	13 54%	11 69%	21 44%	
TOP BOX SCORE	13 20%	228 24%	1 7%	3 23%	3 23%	4 25%	2 29%	9 18%	1 50%	~	~	1 25%	~	3 27%	10 19%	10 25%	3 13%	5 31%	8 17%	
NOT ANSWERED	4	45	1		1	1	1	2					1		4	4		1	3	
VALID CASES	65	957	14	13	13	16	7	51	2			2	4	1	11	52	40	24	16	48
NUMBER OF RESPONDENTS	69	1002	15	13	14	17	8	53	2			2	4	2	11	56	44	24	17	51
	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?

	WVCH 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	
Q30 YES	74 24%	1357 27%	13 19%	9 21%~	15 30%	18 31%	10 28%~	6 18%~	48 23%	3 38%~	2 33%~	1 ~ 25%~	3 20%~	7 41%~	18 26%	52 23%	40 21%	31 30%	17 16%*	54 28%*	
NO	230 76%	3728 73%	56 81%	34 79%~	35 70%	41 69%	26 72%~	28 82%~	164 77%	5 63%~	4 67%~	3 ~ 75%~	12 80%~	10 59%~	51 74%	171 77%	150 79%	73 70%	88 84%*	136 72%*	
NOT ANSWERED	28	469	2		3	5	6	3	17				1		4	15	11	8	8	11	
VALID CASES	304	5085	69	43	50	59	36	34	212	8	6	4	15	17	69	223	190	104	105	190	
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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

	WVCH 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- WHTE	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
Q31 NEVER	3 4%	46 4%	1 8%	~	~	1 6%	~	1 17%	3 6%	~	~	~	~	~	~	2 12%	1 2%	1 3%	2 6%	1 6%	2 4%	
SOMETIMES	16 22%	289 23%	3 23%	3 33%	5 33%	3 17%	~	2 33%	11 23%	1 33%	1 50%	~	~	~	~	5 29%	10 20%	9 24%	7 23%	2 13%	14 26%	
USUALLY	25 35%	401 32%	6 46%	3 33%	3 20%	5 28%	6 75%	2 33%	17 36%	1 50%	1 100%	~	~	4 57%	5 29%	20 39%	14 37%	11 35%	7 44%	18 34%		
ALWAYS	28 39%	508 41%	3 23%	3 33%	7 47%	9 50%	2 25%	1 17%	16 34%	2 67%	~	~	~	2 100%	3 43%	5 29%	20 39%	14 37%	11 35%	6 38%	19 36%	
#ALWAYS + USUALLY (NET)	53 74%	909 73%	9 69%	6 67%	10 67%	14 78%	8 100%	3 50%	33 70%	2 67%	1 50%	~	~	1 100%	2 100%	7 100%	10 59%	40 78%	28 74%	22 71%	13 81%	37 70%
TOP BOX SCORE	28 39%	508 41%	3 23%	3 33%	7 47%	9 50%	2 25%	1 17%	16 34%	2 67%	~	~	~	2 100%	3 43%	5 29%	20 39%	14 37%	11 35%	6 38%	19 36%	
NOT ANSWERED	2	75					2		1					1	1	2			1	1		
VALID CASES	72	1245	13	9	15	18	8	6	47	3	2			1	2	7	17	51	38	31	16	53
NUMBER OF RESPONDENTS	74	1320	13	9	15	18	10	6	48	3	2			1	3	7	18	52	40	31	17	54
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

	WVCH 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q32 NEVER	1 1%	18 1%	1 8%~	~	~	~	~	1 2%~	~	~	~	~	~	~	~	1 2%~	~	1 3%~	~	1 2%~	
SOMETIMES	7 10%	93 7%	1 8%~	2 22%~	1 7%~	1 6%~	2 ~ 33%~	5 11%~	1 ~ 50%~	~	~	~	~	~	6 ~ 12%~	4 11%~	3 10%~	1 6%~	6 11%~		
USUALLY	17 24%	288 23%	3 23%~	3 33%~	4 27%~	4 22%~	2 25%~	1 17%~	12 26%~	1 33%~	1 50%~	~	~	2 ~ 29%~	4 24%~	13 25%~	9 24%~	8 26%~	4 25%~	13 25%~	
ALWAYS	47 65%	849 68%	8 62%~	4 44%~	10 67%~	13 72%~	6 75%~	3 50%~	29 62%~	2 67%~	~	1 ~ 100%~	2 ~ 100%~	5 ~ 71%~	13 76%~	31 61%~	25 66%~	19 61%~	11 69%~	33 62%~	
#ALWAYS + USUALLY (NET)	64 89%	1137 91%	11 85%~	7 78%~	14 93%~	17 94%~	8 100%~	4 67%~	41 87%~	3 100%~	1 50%~	~	1 ~ 100%~	2 ~ 100%~	7 ~ 100%~	17 100%~	44 86%~	34 89%~	27 87%~	15 94%~	46 87%~
TOP BOX SCORE	47 65%	849 68%	8 62%~	4 44%~	10 67%~	13 72%~	6 75%~	3 50%~	29 62%~	2 67%~	~	1 ~ 100%~	2 ~ 100%~	5 ~ 71%~	13 76%~	31 61%~	25 66%~	19 61%~	11 69%~	33 62%~	
NOT ANSWERED	2	73					2	1					1	1	1	2		1	1		
VALID CASES	72	1247	13	9	15	18	8	6	47	3	2		1	2	7	17	51	38	31	16	53
NUMBER OF RESPONDENTS	74	1320	13	9	15	18	10	6	48	3	2		1	3	7	18	52	40	31	17	54
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

	WVCH 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	OTHER	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q33 YES	109 35%	1535 30%	28 41%	11 26%	21 40%	19 32%	11 28%	15 43%	71 32%	5 63%	3 50%	1 ~	4 25%	10 25%	10 59%	28 39%	79 35%	64 33%	43 41%	39 36%	69 36%
NO	202 65%	3528 70%	40 59%	32 74%	32 60%	41 68%	28 72%	20 57%	148 68%	3 38%	3 50%	3 ~	12 75%	7 75%	7 41%	43 61%	149 65%	131 67%	63 59%	69 64%	125 64%
NOT ANSWERED	21	491	3			4	3	2	10							2	10	6	6	5	7
VALID CASES	311	5063	68	43	53	60	39	35	219	8	6	4	16	17	71	228	195	106	108	194	
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%	201 100%

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

	WVCH 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
PQ34 NEVER	9 3%	53 1%*	2 3%	1 2%	1 2%	1 3%	2 6%	6 3%	1 13%	~	~	~	~	~	1 1%	7 3%	5 3%	4 4%	2 2%	7 4%	
SOMETIMES	22 7%	302 6%	6 9%	3 7%	5 10%	2 3%	3 5%	14 7%	1 13%	~	~	~	1 6%	~	8 11%	14 6%	15 8%	7 7%	10 10%	12 6%	
USUALLY	40 13%	589 12%	12 18%	2 5%	8 16%	9 15%	4 11%	4 11%	28 13%	1 13%	1 17%	~	1 25%	1 6%	6 38%	8 11%	31 14%	19 10%	19 18%	14 13%	25 13%
ALWAYS	234 77%	4094 81%*	47 70%	36 86%	37 73%	48 80%	30 81%	26 74%	167 78%	5 63%	5 83%	~	3 75%	14 88%	10 62%	53 76%	171 77%	151 79%	75 71%	79 75%	147 77%
#ALWAYS + USUALLY (NET)	274 90%	4682 93%	59 88%	38 90%	45 88%	57 95%	34 92%	30 86%	195 91%	6 75%	6 100%	~	4 100%	15 94%	16 100%	61 87%	202 91%	170 89%	94 90%	93 89%	172 90%
TOP BOX SCORE	234 77%	4094 81%*	47 70%	36 86%	37 73%	48 80%	30 81%	26 74%	167 78%	5 63%	5 83%	~	3 75%	14 88%	10 62%	53 76%	171 77%	151 79%	75 71%	79 75%	147 77%
NOT ANSWERED	6	97	1	1	2		2		4						1	1	5	5	1	3	3
VALID CASES	305	5037	67	42	51	60	37	35	215	8	6		4	16	16	70	223	190	105	105	191
NUMBER OF RESPONDENTS	311 100%	5134 100%	68 100%	43 100%	53 100%	60 100%	39 100%	35 100%	219 100%	8 100%	6 100%		4 100%	16 100%	17 100%	71 100%	228 100%	195 100%	106 100%	108 100%	194 100%

[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?

	WVCH 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	GOOD & POOR	MALE	FE- MALE			
Q35 WORST HEALTH PLAN POSSIBLE	2 0.7%	48 1%	1 1%	1 3%	~	~	~	0.5%	~	~	~	~	~	1 6%	2 ~	2 1%	2 ~	2 ~	1 ~		
01	2 0.7%	36 0.7%	~	~	4%	~	~	1%	~	~	~	~	~	2 ~	2 1%	2 ~	2 ~	1 1%	1 0.6%		
02	5 2%	58 1%	1 1%	~	4%	~	2 6%	5 2%	~	~	~	~	~	5 2%	4 2%	1 1%	4 2%	1 1%	4 2%		
03	6 2%	85 2%	2 3%	1 3%	2 4%	1 2%	~	5 2%	~	~	~	~	~	1 1%	5 2%	4 2%	1 1%	2 2%	4 2%		
04	9 3%	108 2%	2 3%	1 3%	2 4%	2 4%	1 3%	9 4%	~	~	~	~	~	1 1%	8 4%	6 3%	3 3%	2 2%	7 4%		
05	24 8%	486 10%	3 4%	4 10%	7 14%	2 4%	2 6%	5 16%	17 8%	~	~	1 25%	3 20%	5 7%	17 8%	16 9%	8 8%	10 10%	13 7%		
06	25 9%	314 6%	7 10%	4 10%	3 6%	4 8%	5 14%	2 6%	24 12%*	~	~	~	~	4 6%	21 10%	13 7%	12 12%	10 10%	15 8%		
07	50 17%	595 12%*	15 22%	4 10%	8 16%	12 23%	6 17%	2 6%	33 16%	1 14%	~	~	4 27%	6 38%	12 18%	35 17%	31 17%	17 17%	15 15%	33 19%	
08	58 20%	978 20%	11 16%	9 22%	10 20%	13 25%	6 17%	8 25%	36 18%	3 43%	4 80%	~	4 27%	4 25%	13 19%	44 21%	33 18%	23 23%	21 21%	36 20%	
09	40 14%	825 17%	11 16%	5 13%	7 14%	7 13%	4 11%	3 9%	28 14%	2 29%	~	1 25%	3 19%	6 9%	31 15%	26 14%	11 11%	14 14%	23 13%		
BEST HEALTH PLAN POSSIBLE	69 24%	1331 27%	15 22%	11 28%	6 12%	11 21%	10 28%	12 38%	42 21%	1 14%	1 20%	2 ~	4 50%	2 27%	2 13%	26 38%*	39 19%*	45 25%	21 21%	26 25%	40 22%
#8-10 (NET)	167 58%	3134 64%*	37 54%	25 63%	23 47%	31 60%	20 56%	23 72%	106 52%*	6 86%	5 100%	3 ~	8 75%	9 53%	45 66%	114 55%	104 58%	55 56%	61 60%	99 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	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD POOR	FE- MALE MALE			
9-10 (NET)	109 38%	2156 44%*	26 38%	16 40%~	13 27%~	18 35%	14 39%~	15 47%~	70 35%	3 43%~	1 20%~	3 ~ 75%~	4 27%~	5 31%~	32 47%	70 33%*	71 39%	32 32%	40 39%	63 35%
NOT ANSWERED	42	689	3	3	4	12	6	5	27	1	1		1	1	5	29	21	13	11	23
VALID CASES	290	4865	68	40	49	52	36	32	202	7	5	4	15	16	68	209	180	99	102	178
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%
MEAN	7.59	7.79	7.57	7.65	6.78	7.81	7.61	8.19	7.34	8.43	8.40	8.50	7.67	7.56	8.21	7.35	7.59	7.51	7.71	7.47
p stat_(*=Sig @ p<=.05)		.095	.956	~	~.337	~	~	~.001*	~	~	~	~	~	~	~.003*	.001*	.933	.637	.476	.243

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?

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q35A YES	35 11%	908 18%*	2 3%*	2 5%~	4 8%	11 19%	7 19%~	8 22%~	28 13%	1 ~ 17%~	2 ~ 50%~	1 6%~	1 6%~	5 7%	30 13%*	13 7%*	22 21%*	11 10%	24 12%	
NO	274 89%	4189 82%*	68 97%*	41 95%~	49 92%	48 81%	30 81%~	28 78%~	189 87%	8 100%~	5 83%~	2 ~ 50%~	15 94%~	16 94%~	68 93%	196 87%*	180 93%*	85 79%*	97 90%	170 88%
NOT ANSWERED	23	458	1			5	5	1	12						12	8	5	5	7	
VALID CASES	309	5096	70	43	53	59	37	36	217	8	6	4	16	17	73	226	193	107	108	194
NUMBER OF RESPONDENTS	332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	WVCH 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	MALE	FE- MALE
Q35B NEVER	9 26%	172 22%	~100%	2 25%	1 27%	3 29%	2 14%	1 26%	~	~	~	50%	~	~	1 20%	8 28%	4 31%	5 24%	4 36%	5 22%
SOMETIMES	8 24%	131 17%	~	~	1 25%	2 18%	2 29%	2 22%	~	~	~	~100%	~	1 60%	5 17%	2 15%	6 29%	1 9%	7 30%	
USUALLY	6 18%	173 22%	~	~	1 25%	1 9%	2 29%	2 29%	~	1 ~100%	~	~	~	~	6 21%	1 8%	5 24%	2 18%	4 17%	
ALWAYS	11 32%	296 38%	2 100%	~	1 25%	5 45%	1 14%	2 29%	9 33%	~	~	~	1 50%	1 ~100%	1 20%	10 34%	6 46%	5 24%	4 36%	7 30%
#ALWAYS + USUALLY (NET)	17 50%	470 61%	2 100%	~	2 50%	6 55%	3 43%	4 57%	14 52%	1 ~100%	~	1 50%	1 ~100%	1 20%	16 55%	7 54%	10 48%	6 55%	11 48%	
TOP BOX SCORE	11 32%	296 38%	2 100%	~	1 25%	5 45%	1 14%	2 29%	9 33%	~	~	~	1 50%	1 ~100%	1 20%	10 34%	6 46%	5 24%	4 36%	7 30%
NOT ANSWERED	1	58					1	1							1		1		1	
VALID CASES	34	773	2	2	4	11	7	7	27	1		2	1	1	5	29	13	21	11	23
NUMBER OF RESPONDENTS	35	831	2	2	4	11	7	8	28	1		2	1	1	5	30	13	22	11	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35A = YES]

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

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q35C YES	40 13%	876 17%*	4 6%*	6 14%~	10 19%	11 18%	3 7%~	4 11%~	28 12%	1 13%~	~	1 ~ 25%~	3 19%~	3 18%~	9 12%	29 12%	17 9%*	23 21%*	10 9%	29 15%
NO	278 87%	4320 83%*	67 94%*	37 86%~	42 81%	51 82%	39 93%~	33 89%~	198 88%	7 88%~	6 100%~	3 ~ 75%~	13 81%~	14 82%~	64 88%	206 88%	182 91%*	88 79%*	103 91%	169 85%
NOT ANSWERED	14	357			1	2			3						3	2	1		3	
VALID CASES	318	5197	71	43	52	62	42	37	226	8	6	4	16	17	73	235	199	111	113	198
NUMBER OF RESPONDENTS	332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	WVCH 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	
Q35D NEVER	14 37%	245 32%	1 25%	4 67%	4 40%	3 33%	1 33%	9 33%				1 100%	1 33%	1 50%	3 33%	9 33%	7 44%	7 32%	4 44%	9 32%	
SOMETIMES	9 24%	126 16%	2 50%	1 17%	2 20%	2 22%	1 33%	1 25%	7 26%	1 100%				1 33%	1 11%	8 30%	4 25%	5 23%	2 22%	7 25%	
USUALLY	6 16%	150 20%	1 25%		1 10%	2 22%	1 25%	4 15%						1 50%	3 33%	3 11%	2 13%	4 18%	3 33%	3 11%	
ALWAYS	9 24%	244 32%		1 17%	3 30%	2 22%	1 33%	2 50%	7 26%					1 33%	2 22%	7 26%	3 19%	6 27%		9 32%	
#ALWAYS + USUALLY (NET)	15 39%	393 51%	1 25%	1 17%	4 40%	4 44%	1 33%	3 75%	11 41%					1 33%	1 50%	5 56%	10 37%	5 31%	10 45%	3 33%	12 43%
TOP BOX SCORE	9 24%	244 32%		1 17%	3 30%	2 22%	1 33%	2 50%	7 26%					1 33%	2 22%	7 26%	3 19%	6 27%		9 32%	
NOT ANSWERED	2	42				2		1						1		2	1	1	1	1	
VALID CASES	38	765	4	6	10	9	3	4	27	1		1	3	2	9	27	16	22	9	28	
NUMBER OF RESPONDENTS	40	807	4	6	10	11	3	4	28	1		1	3	3	9	29	17	23	10	29	
	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?

	WVCH 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	GOOD & FAIR & POOR	MALE	FE- MALE		
Q35E ALWAYS	15 5%	186 4%	2 3%	2 5%	4 8%	2 3%	1 2%	2 5%	8 4%	1 13%	~	~	~	1 6%	1 6%	4 5%	10 4%	7 4%	7 6%	5 4%	9 4%
USUALLY	16 5%	261 5%	2 3%	2 5%	2 4%	4 6%	2 5%	3 8%	10 4%	2 ~	33%	~	~	1 6%	~	2 3%	11 5%	8 4%	7 6%	4 4%	11 5%
SOMETIMES	66 21%	993 19%	15 21%	14 33%	9 17%	18 28%	5 12%	4 11%	47 21%	2 25%	2 33%	~	2 50%	3 19%	4 24%	15 21%	50 21%	41 21%	24 21%	21 19%	44 22%
NEVER	221 69%	3697 72%	52 73%	25 58%	37 71%	40 63%	33 80%	28 76%	163 71%	5 63%	2 33%	~	2 50%	11 69%	12 71%	52 71%	165 70%	143 72%	74 66%	82 73%	136 68%
#NEVER + SOMETIMES (NET)	287 90%	4690 91%	67 94%	39 91%	46 88%	58 91%	38 93%	32 86%	210 92%	7 88%	4 67%	~	4 100%	14 87%	16 94%	67 92%	215 91%	184 92%	98 88%	103 92%	180 90%
TOP BOX SCORE	221 69%	3697 72%	52 73%	25 58%	37 71%	40 63%	33 80%	28 76%	163 71%	5 63%	2 33%	~	2 50%	11 69%	12 71%	52 71%	165 70%	143 72%	74 66%	82 73%	136 68%
NOT ANSWERED	14	417			1		1		1							2	2			1	1
VALID CASES	318	5137	71	43	52	64	41	37	228	8	6		4	16	17	73	236	199	112	112	200
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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

	WVCH 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		
Q35F ALWAYS	2 0.6%	87 2%*	1 1%	1 ~	2 2%	~	~	~	0.4%	~	~	~	~	~	~	1 1%	1 0.4%	2 1%~	~	~	2 1%~
USUALLY	12 4%	142 3%	1 1%	3 7%~	2 4%	3 5%	2 5%~	1 3%~	9 4%	2 25%~	~	~	~	~	~	1 1%	11 5%	5 3%	6 5%	4 4%	8 4%
SOMETIMES	52 16%	912 18%	12 17%	7 16%~	7 13%	12 19%	10 24%~	1 3%~	36 16%	1 ~	17%~	1 ~	2 25%~	5 13%~	5 29%~	5 7%*	43 18%	24 12%*	26 23%*	16 14%	34 17%
NEVER	251 79%	4005 78%	56 80%	33 77%~	42 81%	49 77%	30 71%~	34 94%~	180 80%	6 75%~	5 83%~	3 ~	14 75%~	12 88%~	12 71%~	66 90%*	180 77%*	168 84%*	79 71%*	92 82%	155 78%
#NEVER + SOMETIMES (NET)	303 96%	4917 96%	68 97%	40 93%~	49 94%	61 95%	40 95%~	35 97%~	216 96%	6 75%~	6 100%~	4 ~	16 100%~	17 100%~	17 ~	71 97%	223 95%	192 96%	105 95%	108 96%	189 95%
TOP BOX SCORE	251 79%	4005 78%	56 80%	33 77%~	42 81%	49 77%	30 71%~	34 94%~	180 80%	6 75%~	5 83%~	3 ~	14 75%~	12 88%~	12 71%~	66 90%*	180 77%*	168 84%*	79 71%*	92 82%	155 78%
NOT ANSWERED	15	408	1	1			1		3							3		2	1	1	2
VALID CASES	317	5146	70	43	52	64	42	36	226	8	6	4	16	17	73	235	199	111	112	199	
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%	

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	WVCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q35G ALWAYS	2 0.6%	75 1%	1 1%	2 ~	1 2%	1 ~	1 ~	1 ~	0.4%	~	~	~	~	~	1 1%	1 0.4%	2 1%	~	2 ~	
USUALLY	8 3%	99 2%	1 1%	2 5%~	1 2%	1 2%	1 2%~	1 3%~	4%~	~	~	~	~	~	8 ~	3%*	5 3%	2 2%	4 4%	4 2%
SOMETIMES	34 11%	596 12%	8 11%	6 14%~	6 12%	8 13%	5 12%~	1 3%~	25 11%	2 25%~	1 17%~	1 ~	1 25%~	1 6%~	4 6%	28 12%	17 9%	17 15%	4 4%*	30 15%*
NEVER	270 86%	4397 85%	60 86%	35 81%~	43 84%	54 86%	35 85%~	35 95%~	192 85%	6 75%~	5 83%~	3 ~	15 75%~	16 94%~	66 93%*	197 84%	172 88%	92 83%	103 93%*	161 82%*
#NEVER + SOMETIMES (NET)	304 97%	4993 97%	68 97%	41 95%~	49 96%	62 98%	40 98%~	36 97%~	217 96%	8 100%~	6 100%~	4 ~	16 100%~	16 100%~	70 99%	225 96%	189 96%	109 98%	107 96%	191 97%
TOP BOX SCORE	270 86%	4397 85%	60 86%	35 81%~	43 84%	54 86%	35 85%~	35 95%~	192 85%	6 75%~	5 83%~	3 ~	15 75%~	16 94%~	66 93%*	197 84%	172 88%	92 83%	103 93%*	161 82%*
NOT ANSWERED	18	387	1		2	1	1		3					1	2	4	5	1	2	4
VALID CASES	314	5167	70	43	51	63	41	37	226	8	6	4	16	16	71	234	196	111	111	197
NUMBER OF RESPONDENTS	332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201
	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?

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q35H #YES DEFINITELY	114 36%	2206 43%*	15 21%*	14 33%~	23 45%	27 44%	17 40%~	16 43%~	86 38%	1 14%~	3 50%~	1 ~	3 25%~	9 19%~	21 29%	91 39%	73 37%	39 35%	48 43%	65 33%
YES SOMEWHAT	107 34%	1724 34%	38 54%*	15 35%~	9 18%*	16 26%	17 40%~	11 30%~	78 35%	2 29%~	1 17%~	1 ~	4 25%~	7 41%~	22 31%	84 36%	69 35%	38 34%	33 29%	73 37%
NO	94 30%	1181 23%*	18 25%	14 33%~	19 37%	19 31%	8 19%~	10 27%~	62 27%	4 57%~	2 33%~	2 ~	9 50%~	1 56%~	29 40%*	60 26%*	55 28%	35 31%	31 28%	60 30%
NOT ANSWERED	17	443			2	2			3	1					1	3	4		1	3
VALID CASES	315	5111	71	43	51	62	42	37	226	7	6	4	16	17	72	235	197	112	112	198
NUMBER OF RESPONDENTS	332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201
	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?

	WVCH 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	
Q35I #YES DEFINITELY	205 65%	3431 67%	43 61%	28 65%~	30 58%	42 67%	27 66%~	29 78%~	145 64%	3 38%~	3 50%~	2 ~	8 50%~	13 76%~	49 68%	151 64%	127 64%	74 67%	71 64%	130 65%	
YES SOMEWHAT	86 27%	1348 26%	22 31%	12 28%~	16 31%	14 22%	12 29%~	8 22%~	61 27%	4 50%~	3 50%~	2 ~	6 38%~	4 24%~	17 24%	66 28%	61 31%	24 22%	29 26%	56 28%	
NO	25 8%	341 7%	6 8%	3 7%~	6 12%	7 11%	2 5%~	~	20 9%	1 13%~	~	~	2 13%~	~	6 8%	19 8%	12 6%	13 12%	11 10%	14 7%	
NOT ANSWERED	16	434			1	1	1		3						1	2	1	1	2	1	
VALID CASES	316	5120	71	43	52	63	41	37	226	8	6		4	16	17	72	236	200	111	111	200
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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?

	WVCH 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
Q35J #YES DEFINITELY	240 76%	3907 76%	57 81%	32 74%~	33 66%	50 79%	31 74%~	31 84%~	173 77%	4 50%~	5 83%~	2 ~	11 50%~	17 73%~	100%~	54 75%	182 78%	152 77%	85 76%	87 78%	150 76%
YES SOMEWHAT	54 17%	870 17%	10 14%	7 16%~	13 26%	8 13%	8 19%~	5 14%~	39 17%	2 25%~	1 17%~	2 ~	3 50%~	20%~	~	12 17%	39 17%	35 18%	17 15%	13 12%*	39 20%
NO	20 6%	334 7%	3 4%	4 9%~	4 8%	5 8%	3 7%~	1 3%~	13 6%	2 25%~	~	~	~	7%~	~	6 8%	13 6%	10 5%	10 9%	11 10%	9 5%
NOT ANSWERED	18	443	1		3	1			4				1			1	4	4		2	3
VALID CASES	314	5111	70	43	50	63	42	37	225	8	6		4	15	17	72	234	197	112	111	198
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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

	WVCH 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	
Q35K																					
#YES DEFINITELY	192 61%	3274 64%	44 63%	24 56%	28 55%	38 60%	27 64%	25 69%	140 62%	2 25%	4 67%	2 ~	5 50%	12 33%	71 71%	41 57%	147 63%	122 62%	66 59%	69 62%	119 60%
YES SOMEWHAT	86 27%	1308 25%	18 26%	14 33%	12 24%	19 30%	12 29%	9 25%	60 27%	4 50%	2 33%	2 ~	8 50%	5 29%	23 32%	62 26%	56 28%	30 27%	29 26%	57 29%	
NO	35 11%	554 11%	8 11%	5 12%	11 22%*	6 10%	3 7%	2 6%	26 12%	2 25%	~	~	2 ~	~	8 11%	26 11%	19 10%	16 14%	13 12%	22 11%	
NOT ANSWERED	19	417	1		2	1		1	3				1		1	3	4		2	3	
VALID CASES	313	5137	70	43	51	63	42	36	226	8	6		4	15	17	72	235	197	112	111	198
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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

	WVCH 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35L NEVER	18 6%	281 6%	3 4%	5 12%	6 12%	2 3%	2 5%	13 6%	~	~	~	~	1 6%	~	5 7%	12 5%	10 5%	8 7%	9 8%	9 5%	
SOMETIMES	48 16%	704 14%	9 13%	8 19%	11 22%	10 16%	4 10%	6 16%	37 17%	1 14%	~	~	1 25%	3 19%	1 6%	14 19%	33 14%	34 17%	14 13%	34 17%	
USUALLY	69 22%	1231 24%	20 29%	6 14%	10 20%	12 19%	10 25%	9 24%	45 20%	2 29%	3 50%	~	2 50%	4 25%	6 38%	16 22%	53 23%	44 23%	25 23%	28 26%	41 21%
ALWAYS	174 56%	2878 56%	38 54%	23 55%	24 47%	38 61%	24 60%	22 59%	129 58%	4 57%	3 50%	~	1 25%	8 50%	9 56%	38 52%	132 57%	107 55%	64 58%	57 53%	114 58%
#ALWAYS + USUALLY (NET)	243 79%	4109 81%	58 83%	29 69%	34 67%*	50 81%	34 85%	31 84%	174 78%	6 86%	6 100%	~	3 75%	12 75%	15 94%	54 74%	185 80%	151 77%	89 80%	85 79%	155 78%
TOP BOX SCORE	174 56%	2878 56%	38 54%	23 55%	24 47%	38 61%	24 60%	22 59%	129 58%	4 57%	3 50%	~	1 25%	8 50%	9 56%	38 52%	132 57%	107 55%	64 58%	57 53%	114 58%
NOT ANSWERED	23	461	1	1	2	2	2		5	1				1		8	6	1	5	3	
VALID CASES	309	5093	70	42	51	62	40	37	224	7	6		4	16	16	73	230	195	111	108	198
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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	
	WVCH 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	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35M ALWAYS	7 2%	72 1%	2 3%	1 2%	1 2%	2 3%	1 3%	4 2%	~	~	~	~	~	4 6%	3 1%	5 3%	2 2%	3 3%	4 2%	
USUALLY	3 1%	48 0.9%	~	1 2%	1 2%	~	1 2%	3 1%	~	~	~	~	~	~	3 1%	1 0.5%	2 2%	3 3%	~	
SOMETIMES	11 4%	187 4%	3 4%	1 2%	4 8%	1 2%	1 2%	5 2%	2 25%	~	~	2 13%	~	6 8%	5 2%	8 4%	3 3%	4 4%	7 4%	
NEVER	290 93%	4818 94%	65 93%	39 93%	46 88%	59 95%	39 95%	35 95%	212 95%	6 75%	6 100%	4 ~100%	14 88%	17 100%	62 86%*	223 95%*	184 93%	103 94%	100 91%	187 94%
#NEVER + SOMETIMES (NET)	301 97%	5005 98%	68 97%	40 95%	50 96%	60 97%	40 98%	36 97%	217 97%	8 100%	6 100%	4 ~100%	16 100%	17 100%	68 94%	228 97%	192 97%	106 96%	104 95%	194 98%
TOP BOX SCORE	290 93%	4818 94%	65 93%	39 93%	46 88%	59 95%	39 95%	35 95%	212 95%	6 75%	6 100%	4 ~100%	14 88%	17 100%	62 86%*	223 95%*	184 93%	103 94%	100 91%	187 94%
NOT ANSWERED	21	430	1	1	1	2	1	5						1	4	3	2	3	3	
VALID CASES	311	5124	70	42	52	62	41	37	224	8	6	4	16	17	72	234	198	110	110	198
NUMBER OF RESPONDENTS	332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201
	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?

	WVCH TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE			
Q35N ALWAYS	3 1%	130 3%*	1 1%	2 ~	4 4%	~	~	2 ~	0.9%	~	~	~	~	~	1 1%	2 0.9%	1 0.5%	2 2%	2 2%	1 0.5%		
USUALLY	10 3%	191 4%	2 3%	4 9%~	2 4%	1 2%	1 ~	3 3%	7 3%	~	~	~	~	6 6%~	1 3%	1 3%	2 3%	8 5%	5 3%	2 2%	8 4%	
SOMETIMES	41 13%	664 13%	9 13%	8 19%~	9 17%	5 8%	8 19%~	1 3%	32 14%	1 13%	~	~	~	13 13%~	2 12%~	2 7%*	5 13%	34 13%	26 13%	14 13%	13 12%	27 13%
NEVER	259 83%	4121 81%	57 83%	31 72%~	39 75%	57 90%*	34 81%~	35 95%~	184 82%	7 88%~	6 100%~	~	4 ~100%~	13 81%~	14 82%~	65 89%	190 81%	167 84%	90 81%	93 85%	164 82%	
#NEVER + SOMETIMES (NET)	300 96%	4786 94%*	66 96%	39 91%~	48 92%	62 98%	42 100%~	36 97%~	216 96%	8 100%~	6 100%~	~	4 ~100%~	15 94%~	16 94%~	70 96%	224 96%	193 97%	104 94%	106 96%	191 96%	
TOP BOX SCORE	259 83%	4121 81%	57 83%	31 72%~	39 75%	57 90%*	34 81%~	35 95%~	184 82%	7 88%~	6 100%~	~	4 ~100%~	13 81%~	14 82%~	65 89%	190 81%	167 84%	90 81%	93 85%	164 82%	
NOT ANSWERED	19	448	2	1	1				4							4	2	1	3	1		
VALID CASES	313	5106	69	43	52	63	42	37	225	8	6	4	16	17	73	234	199	111	110	200		
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%		

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	
	WVCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	ASIAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MULTI	NOT HIS-IC	HIS-IC	EX & VERY GOOD & POOR	FAIR & POOR	FE-MALE	MALE			
Q350 NEVER	24 8%	298 6%	5 7%	4 10%	3 6%	6 10%	4 10%	1 3%	16 7%	2 25%	~	~	~	~	8 11%	15 6%	17 9%	7 6%	11 10%	13 6%		
SOMETIMES	37 12%	693 14%	5 7%	6 14%	8 15%	11 17%	3 7%	3 8%	28 12%	3 38%	~	1 25%	3 19%	~	7 10%	29 12%	22 11%	15 13%	10 9%	27 13%		
USUALLY	88 28%	1328 26%	26 37%	11 26%	11 21%	12 19%*	15 37%	12 32%	67 30%	1 13%	1 17%	~	1 25%	5 31%	6 35%	20 27%	68 29%	58 29%	29 26%	59 30%		
ALWAYS	163 52%	2777 55%	34 49%	21 50%	30 58%	34 54%	19 46%	21 57%	114 51%	2 25%	5 83%	~	2 50%	8 50%	11 65%	38 52%	121 52%	100 51%	61 54%	59 54%	101 51%	
#ALWAYS + USUALLY (NET)	251 80%	4105 81%	60 86%	32 76%	41 79%	46 73%	34 83%	33 89%	181 80%	3 38%	6 100%	~	3 75%	13 81%	17 100%	58 79%	189 81%	158 80%	90 80%	88 81%	160 80%	
TOP BOX SCORE	163 52%	2777 55%	34 49%	21 50%	30 58%	34 54%	19 46%	21 57%	114 51%	2 25%	5 83%	~	2 50%	8 50%	11 65%	38 52%	121 52%	100 51%	61 54%	59 54%	101 51%	
NOT ANSWERED	20	459	1	1	1	1	1		4						5	4			4	1		
VALID CASES	312	5095	70	42	52	63	41	37	225	8	6	4	16	17	73	233	197	112	109	200		
NUMBER OF RESPONDENTS	332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201		
	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		
	WVCH 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		
Q35P NEVER	40 13%	592 12%	7 10%	6 14%	8 15%	8 13%	8 19%	3 8%	32 14%	1 13%	~	~	~	1 6%	1 6%	9 13%	30 13%	22 11%	18 16%	16 15%	24 12%
SOMETIMES	58 19%	825 16%	13 19%	10 24%	12 23%	11 17%	5 12%	7 19%	40 18%	3 38%	1 17%	~	1 25%	7 44%	2 12%	17 24%	40 17%	38 19%	19 17%	20 18%	38 19%
USUALLY	81 26%	1308 26%	20 29%	9 21%	9 17%	18 29%	10 24%	13 35%	63 28%	1 13%	2 33%	~	2 50%	1 6%	6 35%	19 27%	62 26%	52 26%	29 26%	29 26%	52 26%
ALWAYS	132 42%	2353 46%	30 43%	17 40%	23 44%	26 41%	19 45%	14 38%	90 40%	3 38%	3 50%	~	1 25%	7 44%	8 47%	26 37%	103 44%	86 43%	45 41%	45 41%	85 43%
#ALWAYS + USUALLY (NET)	213 68%	3661 72%	50 71%	26 62%	32 62%	44 70%	29 69%	27 73%	153 68%	4 50%	5 83%	~	3 75%	8 50%	14 82%	45 63%	165 70%	138 70%	74 67%	74 67%	137 69%
TOP BOX SCORE	132 42%	2353 46%	30 43%	17 40%	23 44%	26 41%	19 45%	14 38%	90 40%	3 38%	3 50%	~	1 25%	7 44%	8 47%	26 37%	103 44%	86 43%	45 41%	45 41%	85 43%
NOT ANSWERED	21	477	1	1	1	1			4							2	3	3	1	3	2
VALID CASES	311	5077	70	42	52	63	42	37	225	8	6		4	16	17	71	235	198	111	110	199
NUMBER OF RESPONDENTS	332	5554	71	43	53	64	42	37	229	8	6		4	16	17	73	238	201	112	113	201
	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?

	WVCH 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	
Q35Q ALWAYS	9 3%	187 4%	1 1%	3 7%	1 2%	3 5%	1 2%	6 3%	~	~	~	~	~	~	1 6%	1 1%	6 3%	7 4%	2 2%	4 4%	5 2%
USUALLY	18 6%	215 4%	8 11%	1 2%	3 6%	4 6%	2 5%	12 5%	2 33%	1 25%	1 6%	3 4%	15 6%	11 6%	7 6%	3 3%	15 7%*				
SOMETIMES	129 41%	1973 39%	35 50%	19 44%	18 35%	29 47%	14 33%	12 32%	90 40%	5 63%	2 33%	2 50%	6 38%	12 71%	24 33%	105 45%*	81 41%	47 42%	44 40%	85 43%	
NEVER	155 50%	2695 53%	26 37%*	20 47%	30 58%	26 42%	27 64%	23 62%	117 52%	3 38%	2 33%	1 25%	10 62%	3 18%	45 62%*	108 46%*	100 50%	55 50%	59 54%	95 48%	
#NEVER + SOMETIMES (NET)	284 91%	4668 92%	61 87%	39 91%	48 92%	55 89%	41 98%	35 95%	207 92%	8 100%	4 67%	3 75%	16 100%	15 88%	69 95%	213 91%	181 91%	102 92%	103 94%	180 90%	
TOP BOX SCORE	155 50%	2695 53%	26 37%*	20 47%	30 58%	26 42%	27 64%	23 62%	117 52%	3 38%	2 33%	1 25%	10 62%	3 18%	45 62%*	108 46%*	100 50%	55 50%	59 54%	95 48%	
NOT ANSWERED	21	484	1		1	2		4							4	2	1	3	1		
VALID CASES	311	5070	70	43	52	62	42	37	225	8	6	4	16	17	73	234	199	111	110	200	
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%	

Q35R WHAT IS YOUR PREFERRED LANGUAGE?

	WVCH 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	FE- MALE	MALE	
Q35R ENGLISH	274 89%	4755 93%*	65 94%	38 88%~	47 94%	56 90%	39 93%~	25 69%~	212 94%*	6 86%~	4 67%~	4 ~100%~	10 71%~	16 94%~	41 59%*	229 98%*	177 91%	96 86%	95 89%	178 89%	
SPANISH	29 9%	169 3%*	4 6%	5 12%~	3 6%	6 10%	3 7%~	7 19%~	11 5%*	1 14%~	~	~	4 ~29%~	1 6%~	29 41%*	~	18 9%	11 10%	11 10%	18 9%	
SOME OTHER LANGUAGE	4 1%	191 4%*	~	~	~	~	~	4 11%~	2 0.9%	2 33%~	~	~	~	~	4 2%*	~	4 4%*	1 0.9%	3 2%		
NOT ANSWERED	25	438	2		3	2		1	4	1			2		3	5	6	1	6	2	
VALID CASES	307	5116	69	43	50	62	42	36	225	7	6		4	14	17	70	233	195	111	107	199
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

Q35S HOW WELL DO YOU SPEAK ENGLISH?

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35S VERY WELL	2 6%	11 4%	1 25%	~	~	1 17%	~	~	~	~	~	~	~	~	2 7%	~	1 6%	1 7%	2 17%	~	
WELL	6 19%	41 17%	3 75%	2 50%	~	~	1 9%	2 17%	~	~	~	1 25%	~	1 18%	5 25%	1 28%	5 28%	1 7%	6 30%	~	
NOT WELL	11 34%	119 49%	1 25%	2 67%	3 50%	1 33%	4 36%	4 33%	2 100%	~	~	1 25%	1 100%	9 32%	2 50%	5 28%	6 43%	5 42%	6 30%	~	
NOT AT ALL	13 41%	71 30%	1 25%	1 33%	2 33%	2 67%	6 55%	6 50%	1 100%	~	~	2 50%	~	12 43%	1 25%	7 39%	6 43%	5 42%	8 40%	~	
NOT ANSWERED	1	8	1					1						1			1		1		
VALID CASES	32	242	4	4	3	6	3	11	12	1	2			4	1	28	4	18	14	12	20
NUMBER OF RESPONDENTS	33	250	4	5	3	6	3	11	13	1	2			4	1	29	4	18	15	12	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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?

	WVCH 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 & POOR	FE- MALE	MALE			
Q35T NEVER	4 13%	52 22%	~	~	~	50%	~	2 17%	~	~	~	~	~	~	4 15%	2 11%	2 15%	3 25%	1 5%		
SOMETIMES	8 26%	51 22%	1 25%	2 50%	1 33%	~	4 40%	3 25%	1 50%	~	~	1 25%	~	~	5 19%	3 75%	5 28%	3 23%	2 17%	6 32%	
USUALLY	7 23%	50 22%	1 25%	1 25%	~	~	5 50%	4 33%	1 100%	1 50%	~	~	~	~	6 22%	1 25%	4 22%	3 23%	1 8%	6 32%	
ALWAYS	12 39%	77 34%	2 50%	1 25%	2 67%	3 50%	3 100%	1 25%	~	~	~	3 75%	1 100%	12 44%	~	7 39%	5 38%	6 50%	6 32%		
#ALWAYS + USUALLY (NET)	19 61%	128 55%	3 75%	2 50%	2 67%	3 50%	3 100%	6 60%	7 58%	1 100%	1 50%	~	~	3 75%	1 100%	18 67%	1 25%	11 61%	8 62%	7 58%	12 63%
TOP BOX SCORE	12 39%	77 34%	2 50%	1 25%	2 67%	3 50%	3 100%	1 25%	~	~	~	~	3 75%	1 100%	12 44%	~	7 39%	5 38%	6 50%	6 32%	
NOT ANSWERED	2	20	1				1	1						2		2				2	
VALID CASES	31	230	4	4	3	6	3	10	12	1	2			4	1	27	4	18	13	12	19
NUMBER OF RESPONDENTS	33	250	4	5	3	6	3	11	13	1	2			4	1	29	4	18	15	12	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35U YES	11 35%	134 58%		1 ~ 25%	1 ~ 17%	1 33%	8 73%	4 33%	1 100%	2 100%			3 ~ 75%		9 33%	2 50%	6 35%	5 36%	4 33%	7 37%
NO	20 65%	98 42%	3 100%	3 75%	3 100%	5 83%	2 67%	3 27%	8 67%				1 ~ 25%	1 100%	18 67%	2 50%	11 65%	9 64%	8 67%	12 63%
NOT ANSWERED	2	19	1	1					1						2		1	1		2
VALID CASES	31	231	3	4	3	6	3	11	12	1	2		4	1	27	4	17	14	12	19
NUMBER OF RESPONDENTS	33	250	4	5	3	6	3	11	13	1	2		4	1	29	4	18	15	12	21
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

	WVCH 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 NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE
Q35V NEVER		21 21%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	2 18%	13 13%	~	1 ~100%	~	1 ~100%	~	~	~	~	~	2 ~67%	~	2 ~22%	~	2 ~33%	~	1 ~25%	1 ~14%
USUALLY	3 27%	16 16%	~	~	~	3 ~38%	1 ~25%	1 ~100%	~	~	~	~	~	3 ~33%	~	2 ~33%	1 ~20%	1 ~25%	2 ~29%
ALWAYS	6 55%	50 50%	~	~	1 ~100%	5 ~63%	3 ~75%	2 ~100%	~	~	1 ~33%	~	4 ~44%	2 ~100%	~	2 ~33%	4 ~80%	2 ~50%	4 ~57%
#ALWAYS + USUALLY (NET)	9 82%	66 66%	~	~	1 ~100%	8 ~100%	4 ~100%	1 ~100%	2 ~100%	~	1 ~33%	~	7 ~78%	2 ~100%	~	4 ~67%	5 ~100%	3 ~75%	6 ~86%
TOP BOX SCORE	6 55%	50 50%	~	~	1 ~100%	5 ~63%	3 ~75%	2 ~100%	~	~	1 ~33%	~	4 ~44%	2 ~100%	~	2 ~33%	4 ~80%	2 ~50%	4 ~57%
NOT ANSWERED		7																	
VALID CASES	11	100		1	1	1	8	4	1	2		3	9	2	6	5	4	7	
NUMBER OF RESPONDENTS	11	107		1	1	1	8	4	1	2		3	9	2	6	5	4	7	
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER		
	WVCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35W NEVER	2 18%	16 16%	~	~	~	~	~ 25%	2 50%	~	~	~	~	~	~ 22%	1 17%	1 20%	~	2 29%	
SOMETIMES	4 36%	27 27%	~100%	~100%	~100%	~100%	~ 25%	1 25%	1 100%	1 50%	~	~	~ 33%	3 33%	1 50%	2 33%	2 40%	4 57%	
USUALLY	1 9%	21 21%	~	~	~	~	~ 13%	~	~	~	~	~	~	~ 11%	~	1 17%	~	1 25%	
ALWAYS	4 36%	37 36%	~	~	~	~100%	1 38%	1 25%	~	1 50%	~	~	~ 67%	3 33%	1 50%	2 33%	2 40%	3 75%	1 14%
NOT ANSWERED		6																	
VALID CASES	11	101	1		1	1	8	4	1	2		3	9	2	6	5	4	7	
NUMBER OF RESPONDENTS	11	107	1		1	1	8	4	1	2		3	9	2	6	5	4	7	
	100%	100%	100%		100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	

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

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

	WVCH TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTH	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE		
Q35X A STAFF MEMBER FROM THE HEALTH PLAN	2 25%	7 9%	~	~	~	~	~ 33%	1 100%	~	~	~	~ 33%	1 33%	2 33%	1 25%	1 25%	1 25%	1 25%	
AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN		16 21%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN	1 13%	22 28%	~	~	~	~	~ 17%	~	~ 50%	1 ~	~	~	~	1 50%	1 25%	1 25%	1 25%		
SOMEONE ELSE PROVIDED BY THE HEALTH PLAN	1 13%	7 9%	~	~	~	~	~ 17%	~	~ 50%	1 ~	~	~	~	1 50%	1 25%	1 25%	1 25%		
DON'T KNOW OR UNSURE	4 50%	25 33%	~100%	~	~	~100%	~ 33%	1 100%	~	~	~	~ 67%	2 67%	4 67%	3 75%	1 25%	2 50%	2 50%	
NOT ANSWERED	1	8			1			1					1	1	1		1		
VALID CASES	8	77	1			1	6	1	1	2			3	6	2	4	4	4	4
NUMBER OF RESPONDENTS	9	85	1		1	1	6	2	1	2			3	7	2	5	4	4	5
	100%	100%	100%			100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	

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

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

	WVCH 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	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35Y NEVER		1 0.9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES		6 7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY	3 33%	22 26%	~	~	~	~	50%	~100%	50%	~	~	~	~	29%	50%	20%	50%	25%	40%
ALWAYS	6 67%	56 66%	~100%	~100%	~100%	~50%	~100%	~50%	~	~100%	~	~100%	~	71%	50%	80%	50%	75%	60%
#ALWAYS + USUALLY (NET)	9 100%	78 92%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~	~100%	~	~100%	~100%	~100%	~100%	~100%	~100%	~100%
TOP BOX SCORE	6 67%	56 66%	~100%	~100%	~100%	~50%	~100%	~50%	~	~100%	~	~100%	~	71%	50%	80%	50%	75%	60%
VALID CASES	9	85	1	1	1	6	2	1	2	3	3	7	2	5	4	4	4	4	5
NUMBER OF RESPONDENTS	9 100%	85 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	WVCH TOT ADULT	OHP TOT ADULT	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	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE
Q35Z WORST INTERPRETER POSSIBLE		1 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
05		5 6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
06	1 11%	1 1%	~	~	~	~	~	~	1 50%	~	~	~	~	1 50%	~	1 25%	1 25%	~
07		7 9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
08	2 22%	19 22%	~	1 100%	~	~	1 17%	~	1 50%	~	1 33%	~	1 14%	1 50%	1 20%	1 25%	~	2 40%
09		15 18%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
BEST INTERPRETER POSSIBLE	6 67%	37 44%	~	~	1 100%	1 100%	4 67%	2 100%	1 100%	~	~	2 67%	6 86%	4 80%	2 50%	3 75%	3 60%	~
#8-10 (NET)	8 89%	71 84%	~	1 100%	1 100%	1 100%	5 83%	2 100%	1 100%	1 50%	~	3 100%	7 100%	1 50%	5 100%	3 75%	3 75%	5 100%
9-10 (NET)	6 67%	52 62%	~	~	1 100%	1 100%	4 67%	2 100%	1 100%	~	~	2 67%	6 86%	4 80%	2 50%	3 75%	3 60%	~
VALID CASES NUMBER OF RESPONDENTS	9 100%	85 100%	1 100%	1 100%	1 100%	6 100%	6 100%	2 100%	1 100%	2 100%	~	3 100%	7 100%	2 100%	5 100%	4 100%	4 100%	5 100%
MEAN	9.11	8.74	8.00		10.0		10.0	10.0	7.00	9.33		9.71	7.00	9.60	8.50	9.00	9.20	~
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?

	WVCH 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		
Q35AA NEVER	7 64%	48 48%	1 ~100%	1 ~100%	1 ~63%	5 100%	4 100%	1 100%	1 50%	~ ~	~ ~	1 33%	6 67%	1 50%	4 67%	3 60%	2 50%	5 71%
SOMETIMES	2 18%	22 22%	~ ~	~ ~	~ ~	2 25%	~ ~	~ ~	~ ~	~ ~	1 33%	2 22%	1 17%	1 20%	1 25%	1 14%	1 25%	1 14%
USUALLY	7 7%	~ ~	~ ~	~ ~	~ ~	~ ~	~ ~	~ ~	~ ~	~ ~	~ ~	~ ~	~ ~	~ ~	~ ~	~ ~	~ ~	~ ~
ALWAYS	2 18%	23 23%	~ ~	~ ~	1 ~100%	1 13%	~ ~	~ ~	1 50%	~ ~	1 33%	1 11%	1 50%	1 17%	1 20%	1 25%	1 14%	1 14%
NOT ANSWERED		7																
VALID CASES	11	100	1	1	1	8	4	1	2		3	9	2	6	5	4	7	
NUMBER OF RESPONDENTS	11	107	1	1	1	8	4	1	2		3	9	2	6	5	4	7	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	

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

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

	WVCH 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	GOOD & POOR	MALE	FE- MALE
Q35AB NEVER		4 8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	3 75%	18 36%	~	~	~	1 ~100%	2 67%	~	~	~	~	2 ~100%	~	3 ~100%	~	2 ~100%	1 50%	2 ~100%	1 50%
USUALLY		14 27%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS	1 25%	15 30%	~	~	~	~	1 33%	~	1 ~100%	~	~	~	~	1 ~100%	~	1 50%	~	1 50%	
NOT ANSWERED		1																	
VALID CASES	4	52				1	3		1			2		3	1	2	2	2	2
NUMBER OF RESPONDENTS	4	52				1	3		1			2		3	1	2	2	2	2
	100%	100%				100%	100%		100%			100%		100%	100%	100%	100%	100%	100%

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

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
	WVCH TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE		
Q36																					
EXCELLENT	33 11%	446 9%	16 23%*	4 9%~	5 9%	6 10%	2 5%~	24 11%	1 ~ 17%~				2 ~ 12%~	12 16%	21 9%	33 16%~		9 8%	24 12%		
VERY GOOD	61 19%	1044 20%	29 41%*	6 14%~	8 15%	6 10%*	7 17%~	3 8%~	45 20%	2 25%~	1 17%~		2 ~ 13%~	2 12%~	13 18%	48 20%	61 30%*	21 ~ 19%	40 20%		
GOOD	107 34%	1716 34%	17 24%*	20 47%~	24 45%	21 33%	12 29%~	10 28%~	77 34%	3 38%~		1 ~ 25%~	9 56%~	7 41%~	24 33%	79 33%	107 53%~	43 ~ 38%	63 32%		
FAIR	87 28%	1325 26%	9 13%*	9 21%~	12 23%	25 40%*	13 31%~	19 53%~	62 27%	3 38%~	3 50%~		3 ~ 75%~	3 19%~	4 24%~	21 29%	66 28%	87 ~ 78%*	34 30%	53 27%	
POOR	25 8%	590 12%*		4 ~ 9%~	4 8%	5 8%	8 19%~	4 11%~	19 8%	1 ~ 17%~			2 ~ 13%~	2 12%~	3 4%	22 9%	25 ~ 22%*	5 4%	20 10%		
#EXCELLENT + VERY GOOD + GOOD (NET)	201 64%	3206 63%	62 87%*	30 70%~	37 70%	33 52%*	21 50%~	13 36%~	146 64%	5 63%~	2 33%~		1 ~ 25%~	11 69%~	11 65%~	49 67%	148 63%	201 100%~	73 ~ 65%	127 64%	
NOT ANSWERED	19	432				1	1	2							2			1	1		
VALID CASES	313	5122	71	43	53	63	42	36	227	8	6		4	16	17	73	236	201	112	112	200
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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

	WVCH 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- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q37																					
EXCELLENT	51 16%	724 14%	15 21%	9 21%	10 19%	7 11%	6 14%	2 6%	36 16%	~	~	~	~	2 13%	3 18%	15 21%	35 15%	45 23%*	6 5%*	18 16%	33 17%
VERY GOOD	69 22%	1207 24%	19 27%	8 19%	11 21%	12 19%	8 19%	10 28%	49 21%	3 38%	2 33%	~	1 25%	3 20%	4 24%	19 26%	50 21%	54 27%*	14 12%*	28 25%	41 21%
GOOD	92 29%	1578 31%	16 23%	10 23%	12 23%	23 37%	16 38%	14 39%	65 29%	2 25%	1 17%	~	2 50%	7 47%	7 41%	22 31%	68 29%	56 28%	36 32%	29 26%	63 32%
FAIR	72 23%	1184 23%	17 24%	12 28%	12 23%	14 22%	9 21%	7 19%	51 22%	3 38%	3 50%	~	1 25%	2 13%	3 18%	13 18%	58 24%	31 15%*	41 37%*	26 23%	45 23%
POOR	29 9%	395 8%	4 6%	4 9%	8 15%	7 11%	3 7%	3 8%	27 12%*	~	~	~	~	1 7%	~	3 4%*	26 11%*	14 7%	15 13%	11 10%	18 9%
#EXCELLENT + VERY GOOD + GOOD (NET)	212 68%	3509 69%	50 70%	27 63%	33 62%	42 67%	30 71%	26 72%	150 66%	5 63%	3 50%	~	3 75%	12 80%	14 82%	56 78%*	153 65%*	155 78%*	56 50%*	75 67%	137 69%
NOT ANSWERED	19	466				1		1	1					1		1	1	1		1	1
VALID CASES	313	5088	71	43	53	63	42	36	228	8	6		4	15	17	72	237	200	112	112	200
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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

	WVCH 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	MALE	FE- MALE
Q38 #YES	147 49%	2344 47%	23 34%*	23 58%~	18 36%*	27 44%	25 61%~	30 86%~	105 48%	3 43%~	3 60%~	3 ~ 75%~	7 50%~	9 60%~	39 58%	107 47%	78 41%*	68 64%*	57 54%	90 47%
NO	153 51%	2668 53%	45 66%*	17 42%~	32 64%*	34 56%	16 39%~	5 14%~	116 52%	4 57%~	2 40%~	1 ~ 25%~	7 50%~	6 40%~	28 42%	122 53%	114 59%*	39 36%*	49 46%	103 53%
DON'T KNOW	13	137	3	3	2	2	1	2	7	1	1		1	2	5	8	8	5	6	7
NOT ANSWERED	19	405			1	1			1				1		1	1	1		1	1
VALID CASES	300	5013	68	40	50	61	41	35	221	7	5	4	14	15	67	229	192	107	106	193
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q39																					
EVERY DAY	58 19%	1219 24%*	5 7%*	10 23%~	15 28%	18 29%*	8 20%~	1 3%~	45 20%	2 25%~	~	~	1 25%~	2 13%~	6 35%~	4 5%*	52 22%*	33 16%	25 23%	20 18%	37 19%
SOME DAYS	29 9%	519 10%	7 10%	2 5%~	4 8%	9 14%	6 15%~	1 3%~	22 10%	1 13%~	~	~	~	1 6%~	1 6%~	5 7%	23 10%	15 7%	14 13%	8 7%	21 10%
NOT AT ALL	226 72%	3357 66%*	59 83%*	31 72%~	34 64%	36 57%*	27 66%~	35 95%~	160 70%	5 63%~	6 100%~	~	3 75%~	13 81%~	10 59%~	64 88%*	161 68%*	153 76%*	72 65%*	84 75%	142 71%
DON'T KNOW		16																			
NOT ANSWERED	19	443				1	1		2									2	1	1	1
VALID CASES	313	5095	71	43	53	63	41	37	227	8	6		4	16	17	73	236	201	111	112	200
NUMBER OF RESPONDENTS	332	5554	71	43	53	64	42	37	229	8	6		4	16	17	73	238	201	112	113	201
	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?

	WVCH TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE				
Q40 NEVER	22 26%	387 21%	7 58%~	1 8%~	4 21%~	7 26%~	1 8%~	2 100%~	19 29%~	~	~	~	~	~	~	4 44%~	18 24%~	16 33%~	6 16%~	7 26%~	15 26%~
SOMETIMES	22 26%	442 24%	3 25%~	4 33%~	6 32%~	5 19%~	4 31%~	~	17 26%~	1 33%~	~	~	1 100%~	1 33%~	1 14%~	2 22%~	19 26%~	14 29%~	8 21%~	8 30%~	14 24%~
USUALLY	7 8%	333 18%*	1 8%~	2 17%~	2 11%~	1 4%~	1 8%~	~	6 9%~	~	~	~	~	~	~	~	7 9%~	3 6%~	4 11%~	1 4%~	6 10%~
ALWAYS	35 41%	687 37%	1 8%~	5 42%~	7 37%~	14 52%~	7 54%~	~	24 36%~	2 67%~	~	~	~	2 67%~	6 86%~	3 33%~	30 41%~	15 31%~	20 53%~	11 41%~	23 40%~
#ALWAYS + USUALLY (NET)	42 49%	1020 55%	2 17%~	7 58%~	9 47%~	15 56%~	8 62%~	~	30 45%~	2 67%~	~	~	~	2 67%~	6 86%~	3 33%~	37 50%~	18 38%~	24 63%~	12 44%~	29 50%~
TOP BOX SCORE	35 41%	687 37%	1 8%~	5 42%~	7 37%~	14 52%~	7 54%~	~	24 36%~	2 67%~	~	~	~	2 67%~	6 86%~	3 33%~	30 41%~	15 31%~	20 53%~	11 41%~	23 40%~
NOT ANSWERED	1	37					1		1							1		1		1	
VALID CASES	86	1849	12	12	19	27	13	2	66	3			1	3	7	9	74	48	38	27	58
NUMBER OF RESPONDENTS	87	1886	12	12	19	27	14	2	67	3			1	3	7	9	75	48	39	28	58
	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.

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR	MALE MALE	FE- MALE		
Q41 NEVER	41 47%	839 45%	10 83%~	6 50%~	9 47%~	9 33%~	5 36%~	2 100%~	33 49%~	1 33%~	~	~	~	~	2 29%~	6 67%~	34 45%~	23 48%~	18 46%~	13 46%~	28 48%~
SOMETIMES	15 17%	418 23%	1 8%~	~	3 16%~	7 26%~	4 29%~	~	11 16%~	1 33%~	~	~	~	2 67%~	1 14%~	2 22%~	13 17%~	9 19%~	6 15%~	6 21%~	9 16%~
USUALLY	12 14%	263 14%	1 8%~	3 25%~	2 11%~	3 11%~	3 21%~	~	11 16%~	~	~	~	~	~	1 14%~	~	11 15%~	5 10%~	7 18%~	4 14%~	8 14%~
ALWAYS	19 22%	327 18%	~	3 25%~	5 26%~	8 30%~	2 14%~	~	12 18%~	1 33%~	~	~	1 100%~	1 33%~	3 43%~	1 11%~	17 23%~	11 23%~	8 21%~	5 18%~	13 22%~
#ALWAYS + USUALLY (NET)	31 36%	589 32%	1 8%~	6 50%~	7 37%~	11 41%~	5 36%~	~	23 34%~	1 33%~	~	~	1 100%~	1 33%~	4 57%~	1 11%~	28 37%~	16 33%~	15 38%~	9 32%~	21 36%~
TOP BOX SCORE	19 22%	327 18%	~	3 25%~	5 26%~	8 30%~	2 14%~	~	12 18%~	1 33%~	~	~	1 100%~	1 33%~	3 43%~	1 11%~	17 23%~	11 23%~	8 21%~	5 18%~	13 22%~
NOT ANSWERED		39																			
VALID CASES	87	1847	12	12	19	27	14	2	67	3			1	3	7	9	75	48	39	28	58
NUMBER OF RESPONDENTS	87 100%	1886 100%	12 100%	12 100%	19 100%	27 100%	14 100%	2 100%	67 100%	3 100%			1 100%	3 100%	7 100%	9 100%	75 100%	48 100%	39 100%	28 100%	58 100%

[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.

	WVCH 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	54 63%	965 52%*	10 83%~	9 75%~	13 68%~	13 48%~	8 57%~	1 50%~	45 67%~	1 33%~	~	~	~	33%~	29%~	6 67%~	46 61%~	29 62%~	25 64%~	18 64%~	36 62%~
SOMETIMES	9 10%	401 22%*	~	1 8%~	2 11%~	3 11%~	2 14%~	1 50%~	7 10%~	~	~	~	100%~	33%~	~	1 11%~	8 11%~	5 11%~	4 10%~	5 18%~	4 7%~
USUALLY	14 16%	224 12%	2 17%~	1 8%~	3 16%~	6 22%~	2 14%~	~	10 15%~	~	~	~	33%~	43%~	2 22%~	12 16%~	8 17%~	6 15%~	3 11%~	11 19%~	
ALWAYS	9 10%	255 14%	~	1 8%~	1 5%~	5 19%~	2 14%~	~	5 7%~	2 67%~	~	~	~	29%~	2 29%~	9 12%~	5 11%~	4 10%~	2 7%~	7 12%~	
#ALWAYS + USUALLY (NET)	23 27%	479 26%	2 17%~	2 17%~	4 21%~	11 41%~	4 29%~	~	15 22%~	2 67%~	~	~	33%~	71%~	2 22%~	21 28%~	13 28%~	10 26%~	5 18%~	18 31%~	
TOP BOX SCORE	9 10%	255 14%	~	1 8%~	1 5%~	5 19%~	2 14%~	~	5 7%~	2 67%~	~	~	~	29%~	2 29%~	9 12%~	5 11%~	4 10%~	2 7%~	7 12%~	
NOT ANSWERED	1	40															1				
VALID CASES	86	1846	12	12	19	27	14	2	67	3			1	3	7	9	75	47	39	28	58
NUMBER OF RESPONDENTS	87	1886	12	12	19	27	14	2	67	3			1	3	7	9	75	48	39	28	58
	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]

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	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	MALE		
Q43																					
YES	78 25%	1277 25%	3 4%*	7 17%~	9 17%	19 31%	18 44%~	22 59%~	53 24%	3 38%~	1 17%~	1 ~	5 25%~	5 31%~	5 29%~	20 28%	57 24%	36 18%*	41 37%*	31 29%	47 24%
NO	230 75%	3806 75%	67 96%*	35 83%~	44 83%	43 69%	23 56%~	15 41%~	171 76%	5 63%~	5 83%~	3 ~	11 75%~	12 69%~	12 71%~	51 72%	177 76%	161 82%*	69 63%*	77 71%	153 77%
DON'T KNOW	4	62	1	1		1			3						1	3	3	1	3	1	
NOT ANSWERED	20	409				2			2						1	1	1	1		2	
VALID CASES	308	5083	70	42	53	62	41	37	224	8	6		4	16	17	71	234	197	110	108	200
NUMBER OF RESPONDENTS	332	5554	71	43	53	64	42	37	229	8	6		4	16	17	73	238	201	112	113	201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	WVCH 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	FE- MALE	MALE		
Q44 YES	35 12%	646 14%	5 7%	6 16%~	5 10%	5 9%	10 24%~	4 11%~	28 13%	1 13%~	~	~	~	~	2 13%~	2 13%~	7 10%	28 13%	17 9%*	18 18%*	7 7%*	28 15%*
NO	257 88%	4029 86%	65 93%	32 84%~	45 90%	50 91%	31 76%~	31 89%~	185 87%	7 88%~	6 100%~	~	4 ~100%~	14 88%~	13 87%~	62 90%	193 87%	176 91%*	80 82%*	98 93%*	159 85%*	
DON'T KNOW	17	454		3	2	8	1	2	13						2		3	14	5	12	4	13
NOT ANSWERED	23	424	1	2	1	1			3							1	3	3	2	4	1	
VALID CASES	292	4675	70	38	50	55	41	35	213	8	6		4	16	15	69	221	193	98	105	187	
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%	

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

	WVCH 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	FE- MALE	FE- MALE		
Q45 YES	111 36%	2037 40%	12 17%*	8 19%~	11 21%*	30 48%*	22 54%~	27 73%~	78 34%	3 38%~	3 50%~		3 ~ 75%~	5 33%~	9 56%~	20 28%	90 38%	53 27%*	57 51%*	40 36%	71 36%
NO	200 64%	3086 60%	59 83%*	35 81%~	42 79%*	32 52%*	19 46%~	10 27%~	150 66%	5 63%~	3 50%~		1 ~ 25%~	10 67%~	7 44%~	52 72%	146 62%	145 73%*	55 49%*	71 64%	129 65%
NOT ANSWERED	21	431				2	1		1					1	1	1	2	3		2	1
VALID CASES	311	5123	71	43	53	62	41	37	228	8	6		4	15	16	72	236	198	112	111	200
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q46.1																					
YES	57 17%	1388 25%*	5 ~ 12%~	5 9%*	20 31%*	17 40%~	10 27%~	46 20%*	2 25%~	2 33%~		2 ~ 50%~	3 19%~	2 12%~	8 11%	49 21%*	24 12%*	33 29%*	17 15%	40 20%	
NO	275 83%	4166 75%*	71 100%~	38 88%~	48 91%*	44 69%*	25 60%~	27 73%~	183 80%*	6 75%~	4 67%~		2 ~ 50%~	13 81%~	15 88%~	65 89%	189 79%*	177 88%*	79 71%*	96 85%	161 80%
VALID CASES	332	5554	71	43	53	64	42	37	229	8	6		4	16	17	73	238	201	112	113	201
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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	MALE	FE- MALE		
Q46.2																					
YES	97 29%	1754 32%	3 4%*	10 23%~	14 26%	28 44%*	21 50%~	21 57%~	73 32%	4 50%~	5 83%~		2 ~ 50%~	2 13%~	4 24%~	14 19%*	83 35%*	42 21%*	54 48%*	36 32%	61 30%
NO	235 71%	3800 68%	68 96%*	33 77%~	39 74%	36 56%*	21 50%~	16 43%~	156 68%	4 50%~	1 17%~		2 ~ 50%~	14 88%~	13 76%~	59 81%*	155 65%*	159 79%*	58 52%*	77 68%	140 70%
VALID CASES	332	5554	71	43	53	64	42	37	229	8	6		4	16	17	73	238	201	112	113	201
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q46.3																				
YES	49 15%	899 16%	5 7%*	5 12%~	8 15%	18 28%*	7 17%~	6 16%	3 38%~	1 17%~	1 ~ 25%~	2 13%~	5 29%~	6 8%*	43 18%*	21 10%*	28 25%*	16 14%	33 16%	
NO	283 85%	4655 84%	66 93%*	38 88%~	45 85%	46 72%*	35 83%~	31 84%~	193 84%	5 63%~	5 83%~	3 ~ 75%~	14 88%~	12 71%~	67 92%*	195 82%*	180 90%*	84 75%*	97 86%	168 84%
VALID CASES	332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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	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		
Q47.1	WVCH TOT ADLT	18	25	35	45	55	65														
YES	OHP TOT ADLT	14	2	1	3	2	6	8	1	1	1	2		4	10	4	10	6	8		
		4%	5%	~ 5%	2%	5%	5%~ 16%	3%	13%	17%	~ 25%	13%	~ 5%	4%	2%*	9%*	5%	4%			
NO	OHP TOT ADLT	318	41	52	61	40	31	221	7	5	3	14	17	69	228	197	102	107	193		
		96%	95%	100%~ 95%	98%	95%	95%~ 84%	97%	88%	83%	~ 75%	88%	100%~ 95%	96%	98%*	91%*	95%	96%			
VALID CASES	OHP TOT ADLT	332	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201		
NUMBER OF RESPONDENTS		332	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201		
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q47.2																					
YES	11 3%	335 6%*	2 ~ 5%	4 ~ 6%	1 2%	4 11%	6 3%	1 13%	~	1 25%	1 6%	1 6%	2 3%	9 4%	1 0.5%*	10 9%*	6 5%	5 2%			
NO	321 97%	5219 94%*	71 100%	41 100%	53 100%	60 94%	41 98%	33 89%	223 97%	7 88%	6 100%	3 ~ 75%	15 94%	16 94%	71 97%	229 96%	200 100%*	102 91%*	107 95%	196 98%	
VALID CASES	332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201	
NUMBER OF RESPONDENTS	332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE			
Q47.3																						
YES	15 5%	295 5%	1 1%*	3 7%~	1 2%	2 3%	5 12%~	3 8%~	10 4%	1 13%~	1 17%~		2 ~	1 ~	13%~	6%~	2 3%	13 5%	4 2%*	11 10%*	6 5%	9 4%
NO	317 95%	5259 95%	70 99%*	40 93%~	52 98%	62 97%	37 88%~	34 92%~	219 96%	7 88%~	5 83%~		4 ~100%~	14 88%~	16 94%~	71 97%	225 95%	197 98%*	101 90%*	107 95%	192 96%	
VALID CASES	332	5554	71	43	53	64	42	37	229	8	6		4	16	17	73	238	201	112	113	201	
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%	

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q47.4																					
YES	67 20%	1125 20%	2 3%*	5 12%~	8 15%	22 34%*	13 31%~	17 46%~	47 21%	4 50%~	1 17%~		3 ~	2 75%~	3 13%~	15 21%	52 22%	27 13%*	40 36%*	22 19%	45 22%
NO	265 80%	4429 80%	69 97%*	38 88%~	45 85%	42 66%*	29 69%~	20 54%~	182 79%	4 50%~	5 83%~		1 ~	14 25%~	14 88%~	58 79%	186 78%	174 87%*	72 64%*	91 81%	156 78%
VALID CASES	332	5554	71	43	53	64	42	37	229	8	6		4	16	17	73	238	201	112	113	201
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLACK 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	
Q48																					
YES	81 26%	1783 35%*	7 10%	10 23%~	17 32%	29 46%*	13 32%~	5 14%~	55 25%	4 50%~	~	~	3 75%~	6 38%~	6 35%~	13 18%*	66 28%	42 21%*	38 35%*	21 19%*	60 30%*
NO	228 74%	3302 65%*	64 90%*	33 77%~	36 68%	34 54%*	27 68%~	30 86%~	169 75%	4 50%~	6 100%~	~	1 25%~	10 62%~	11 65%~	60 82%*	167 72%	157 79%*	71 65%*	90 81%*	138 70%*
NOT ANSWERED	23	469				1	2	2	5							5	2	3	2	3	
VALID CASES	309	5085	71	43	53	63	40	35	224	8	6		4	16	17	73	233	199	109	111	198
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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

	WVCH 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	MALE	FE- MALE		
Q49 YES	68 85%	1476 87%	3 43%	9 100%	16 94%	26 90%	11 85%	3 60%	48 89%	3 75%	~	~	3 100%	4 67%	6 100%	8 62%	58 89%	31 76%	36 95%	16 76%	52 88%
NO	12 15%	228 13%	4 57%	~	1 6%	3 10%	2 15%	2 40%	6 11%	1 25%	~	~	~	2 33%	~	5 38%	7 11%	10 24%	2 5%	5 24%	7 12%
NOT ANSWERED	1	88	1					1						1		1		1			
VALID CASES	80	1703	7	9	17	29	13	5	54	4			3	6	6	13	65	41	38	21	59
NUMBER OF RESPONDENTS	81 100%	1791 100%	7 100%	10 100%	17 100%	29 100%	13 100%	5 100%	55 100%	4 100%			3 100%	6 100%	6 100%	13 100%	66 100%	42 100%	38 100%	21 100%	60 100%

[ASKED IF Q48 = YES]

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

	WVCH 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	MALE	FE- MALE
Q50 YES	196 63%	3492 68%	17 25%*	24 56%~	33 62%	50 79%*	39 93%~	31 86%~	150 66%	8 100%~	4 67%~	4 ~100%~	8 53%~	12 71%~	29 41%*	165 70%*	107 54%*	88 80%*	72 65%	124 62%
NO	113 37%	1617 32%	52 75%*	19 44%~	20 38%	13 21%*	3 7%~	5 14%~	76 34%	2 ~	2 33%~	7 ~	5 47%~	5 29%~	42 59%*	70 30%*	91 46%*	22 20%*	38 35%	75 38%
NOT ANSWERED	23	446	2			1		1	3				1		2	3	3	2	3	2
VALID CASES	309	5108	69	43	53	63	42	36	226	8	6	4	15	17	71	235	198	110	110	199
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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

	WVCH 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	
Q51 YES	173 92%	3137 94%	16 94%~	18 82%~	32 97%~	45 90%	35 95%~	25 89%~	135 94%~	5 63%~	2 50%~	4 ~100%	8 ~100%	11 92%~	24 86%~	148 93%~	95 92%	77 91%	65 93%	108 91%	
NO	16 8%	193 6%	1 6%~	4 18%~	1 3%~	5 10%	2 5%~	3 11%~	9 6%~	3 38%~	2 50%~	~	~	~	1 8%~	4 14%~	11 7%~	8 8%	8 9%	5 7%	11 9%
NOT ANSWERED	7	173	2		2		3	6							1	6	4	3	2	5	
VALID CASES	189	3330	17	22	33	50	37	28	144	8	4	4	8	12	28	159	103	85	70	119	
NUMBER OF RESPONDENTS	196 100%	3503 100%	17 100%	24 100%	33 100%	50 100%	39 100%	31 100%	150 100%	8 100%	4 100%	4 100%	8 100%	12 100%	29 100%	165 100%	107 100%	88 100%	72 100%	124 100%	

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	WVCH TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
NQ52																				
18 TO 24	77 23%	872 16%*	71 100%~	~	~	~	~	46 20%	1 ~	~	~	3 19%~	6 35%~	26 36%*	46 19%*	63 31%*	9 8%*	26 23%	46 23%	
25 TO 34	50 15%	867 16%	~	43 100%~	~	~	~	31 14%	1 13%~	~	~	1 25%~	4 25%~	2 12%~	13 18%	30 13%	31 15%	13 12%	11 10%*	33 16%
35 TO 44	54 16%	843 15%	~	~	53 100%~	~	~	43 19%*	2 25%~	1 17%~	~	~	3 19%~	2 12%~	6 8%*	47 20%*	37 18%	16 14%	17 15%	36 18%
45 TO 54	69 21%	1055 19%	~	~	~	64 100%~	~	49 21%	3 38%~	~	~	3 75%~	1 6%~	5 29%~	12 16%	52 22%	34 17%*	30 27%	26 23%	39 19%
55 TO 64	43 13%	1061 19%*	~	~	~	42 100%~	~	35 15%*	1 13%~	~	~	~	3 19%~	1 6%~	7 10%	36 15%*	22 11%	21 19%*	22 19%*	21 10%
65 TO 74	18 5%	478 9%*	~	~	~	~	17 46%~	13 6%	1 ~	17%~	~	~	~	~	4 5%	12 5%	7 3%	11 10%*	5 4%	12 6%
75 OR OLDER	21 6%	377 7%	~	~	~	~	20 54%~	12 5%	1 13%~	3 50%~	~	~	2 13%~	1 6%~	5 7%	15 6%	7 3%*	12 11%*	6 5%	14 7%
VALID CASES	332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

[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	118 36%	2022 36%	26 37%	11 26%~	17 32%	25 39%	21 50%~	11 30%~	76 33%	4 50%~	1 17%~		2 ~	7 50%~	10 44%~	59%~	28 38%	85 36%	73 36%	39 35%	113 100%~	~
FEMALE	214 64%	3532 64%	45 63%	32 74%~	36 68%	39 61%	21 50%~	26 70%~	153 67%	4 50%~	5 83%~		2 ~	9 50%~	7 41%~	45 62%	153 64%	128 64%	73 65%		201 ~100%~	
VALID CASES	332	5554	71	43	53	64	42	37	229	8	6		4	16	17	73	238	201	112	113	201	
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%	

[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?

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q54 8TH GRADE OR LESS	30 10%	280 5%*	~	2 5%~	5 9%	3 5%	5 12%~	14 42%~	16 7%*	1 14%~	1 17%~	~	~	5 31%~	1 6%~	16 24%*	14 6%*	13 7%*	17 16%*	11 10%	19 10%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	46 15%	804 16%	21%	6 14%~	4 8%*	9 14%	8 20%~	4 12%~	26 12%*	1 14%~	2 33%~	~	~	1 6%~	9 53%~	8 12%	37 16%	25 13%	20 19%	22 20%	24 12%
HIGH SCHOOL GRADUATE OR GED	127 41%	1985 39%	43%	22 51%~	24 45%	28 44%	17 41%~	6 18%~	101 45%*	1 14%~	1 17%~	~	3 75%~	4 25%~	5 29%~	23 34%	104 44%	86 44%	41 38%	52 47%	75 38%
SOME COLLEGE OR 2-YEAR DEGREE	94 31%	1653 32%	34%	13 30%~	18 34%	20 32%	9 22%~	7 21%~	71 32%	3 43%~	2 33%~	~	1 25%~	6 38%~	2 12%~	18 27%	74 31%	66 34%	27 25%	22 20%*	72 37%*
4-YEAR COLLEGE GRADUATE	9 3%	237 5%	1%	~	2 4%	2 3%	2 5%~	2 6%~	8 4%	1 14%~	~	~	~	~	~	2 3%	7 3%	6 3%	3 3%	3 3%	6 3%
MORE THAN 4-YEAR COLLEGE DEGREE	1 0.3%	145 3%*	~	~	~	1 2%	~	~	1 0.4%	~	~	~	~	~	~	1 ~0.4%	1 0.5%	1 ~	~	1 ~0.5%	~
NOT ANSWERED	25	450	1			1	1	4	6	1						6	1	4	4	3	4
VALID CASES	307	5104	70	43	53	63	41	33	223	7	6		4	16	17	67	237	197	108	110	197
NUMBER OF RESPONDENTS	332	5554	71	43	53	64	42	37	229	8	6		4	16	17	73	238	201	112	113	201
	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?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
Q55																				
YES HISPANIC OR LATINO	73 23%	549 11%*	25 35%*	13 31%~	6 11%*	12 19%	6 14%~	9 25%~	26 11%*	1 13%~	~	~	~	16 ~100%~	3 18%~	73 100%~	49 ~	24 21%	28 25%	45 23%
NO NOT HISPANIC OR LATINO	238 77%	4520 89%*	46 65%*	29 69%~	47 89%*	51 81%	36 86%~	27 75%~	202 89%*	7 88%~	6 100%~	4 ~100%~	14 ~	~	82%~	238 ~100%~	148 75%	88 79%	85 75%	153 77%
NOT ANSWERED	21	485		1		1		1	1								4			3
VALID CASES	311	5069	71	42	53	63	42	36	228	8	6	4	16	17	73	238	197	112	113	198
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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	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		
Q56.1	WVCH																				
YES	TOT ADLT	246	4288	52	33	45	53	36	26	229				17	29	216	157	87	86	160	
		74%	77%	73%	77%	85%*	83%*	86%~	70%~	100%~	~	~	~	~	100%~	40%*	91%*	78%*	78%	76%	80%*
NO	TOT ADLT	86	1266	19	10	8	11	6	11	8	6		4	16	44	22	44	25	27	41	
		26%	23%	27%	23%~	15%*	17%*	14%~	30%~	~100%~	~100%~		~100%~	~100%~	~	60%*	9%*	22%*	22%	24%	20%*
VALID CASES	TOT ADLT	332	5554	71	43	53	64	42	37	229	8	6		4	16	17	73	238	201	112	
NUMBER OF RESPONDENTS		332	5554	71	43	53	64	42	37	229	8	6		4	16	17	73	238	201	112	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-TI	HIS-IC	NOT HIS-IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE-MALE		
Q56.2																				
YES	9 3%	207 4%	~	~	2 4%	4 6%	1 2%	1 3%	8 ~100%	~	~	~	~	1 6%	1 1%	8 3%	5 2%	4 4%	4 4%	5 2%
NO	323 97%	5347 96%	71 100%	43 100%	51 96%	60 94%	41 98%	36 97%	229 100%	6 ~100%	4 ~100%	16 ~100%	16 94%	72 99%	230 97%	196 98%	108 96%	109 96%	196 98%	
VALID CASES	332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q56.3																					
YES	7 2%	238 4%*	2 3%	1 ~	1 2%	~	4 11%	~	6 100%	~	~	~	1 6%	~	7 3%	3 1%	4 4%	2 2%	5 2%		
NO	325 98%	5316 96%*	69 97%	43 100%	52 98%	64 100%	42 100%	33 89%	229 100%	8 100%	~	~	4 100%	16 100%	16 94%	73 99%	231 96%*	198 99%	108 96%	111 98%	196 98%
VALID CASES	332	5554	71	43	53	64	42	37	229	8	6		4	16	17	73	238	201	112	113	201
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q56.4	WVCH TOT ADLT	18	25	35	45	55	65													
	OHP TOT ADLT	3	38	1	1	1							3		3	2	1	2	1	
YES		0.9%	0.7%	1%	~ 2%	2%	~	~	~	~	~	~	18%	~	1%	1%	0.9%	2%	0.5%	
NO		329	5516	70	43	52	63	42	37	229	8	6	4	16	14	73	235	199	111	
		99%	99%	99%	100%	98%	98%	100%	100%	100%	100%	100%	100%	82%	100%	99%	99%	99%	99%	
VALID CASES		332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	
NUMBER OF RESPONDENTS		332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q56.5																					
YES	17 5%	410 7%*	3 4%	3 7%~	2 4%	7 11%	1 2%~	1 3%~				4 ~100%~	13 ~76%~	1 1%*	16 7%*	9 4%	8 7%	10 9%	7 3%		
NO	315 95%	5144 93%*	68 96%	40 93%~	51 96%	57 89%	41 98%~	36 97%~	229 100%~	8 100%~	6 100%~		16 ~100%~	4 24%~	72 99%*	222 93%*	192 96%	104 93%	103 91%	194 97%	
VALID CASES	332	5554	71	43	53	64	42	37	229	8	6		4	16	17	73	238	201	112	113	201
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%		4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

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	22 7%	323 6%	4 6%	6 14%	3 6%	3 5%	2 5%	~	~	~	~	16 35%	6 17%	18 25%*	4 2%*	14 7%	8 7%	11 10%	11 5%	
NO	310 93%	5231 94%	67 94%	37 86%	50 94%	61 95%	39 93%	35 95%	229 100%	8 100%	6 100%	4 100%	11 65%	55 75%*	234 98%*	187 93%	104 93%	102 90%	190 95%	
VALID CASES	332	5554	71	43	53	64	42	37	229	8	6	4	16	17	73	238	201	112	113	201
NUMBER OF RESPONDENTS	332 100%	5554 100%	71 100%	43 100%	53 100%	64 100%	42 100%	37 100%	229 100%	8 100%	6 100%	4 100%	16 100%	17 100%	73 100%	238 100%	201 100%	112 100%	113 100%	201 100%

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	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		
Q57																					
YES	47 21%	778 19%	9 19%	6 23%	8 25%	2 5%	5 13%	17 50%	32 18%	3 60%	2 50%		5 45%	1 17%	11 24%	36 21%	26 19%	20 24%	25 30%*	22 16%*	
NO	176 79%	3221 81%	39 81%	20 77%	24 75%	40 95%	34 87%	17 50%	143 82%	2 40%	2 50%		3 100%	6 55%	5 83%	35 76%	138 79%	114 81%	62 76%	58 70%*	118 84%*
NOT ANSWERED	5	98				1	2		2		1				1	3	1	2	3	1	
VALID CASES	223	3999	48	26	32	42	39	34	175	5	4		3	11	6	46	174	140	82	83	140
NUMBER OF RESPONDENTS	228	4097	48	26	32	43	39	36	177	5	5		3	11	6	47	177	141	84	86	141
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q58.1																					
YES	27 57%	312 49%	5 56%	2 33%	2 25%	1 50%	4 80%	13 76%	15 47%	3 100%	2 100%	3 60%	1 27%	8 73%	19 53%	13 50%	13 65%	12 48%	15 68%		
NO	20 43%	325 51%	4 44%	4 67%	6 75%	1 50%	1 20%	4 24%	17 53%	~	~	~	2 40%	1 100%	3 27%	17 47%	13 50%	7 35%	13 52%	7 32%	
VALID CASES	47	637	9	6	8	2	5	17	32	3	2	5	1	11	36	26	20	25	22		
NUMBER OF RESPONDENTS	47 100%	637 100%	9 100%	6 100%	8 100%	2 100%	5 100%	17 100%	32 100%	3 100%	2 100%	5 100%	1 100%	11 100%	36 100%	26 100%	20 100%	25 100%	22 100%		

[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	FE- MALE	MALE	
Q58.2																				
YES	24 51%	277 43%	2 22%	1 17%	5 63%	1 50%	2 40%	13 76%	16 50%	2 100%	~	~	3 60%	6 55%	18 50%	10 38%	13 65%	9 36%	15 68%	
NO	23 49%	360 57%	7 78%	5 83%	3 38%	1 50%	3 60%	4 24%	16 50%	3 100%	~	~	2 40%	1 100%	5 45%	18 50%	16 62%	7 35%	16 64%	7 32%
VALID CASES	47	637	9	6	8	2	5	17	32	3	2		5	1	11	36	26	20	25	22
NUMBER OF RESPONDENTS	47 100%	637 100%	9 100%	6 100%	8 100%	2 100%	5 100%	17 100%	32 100%	3 100%	2 100%		5 100%	1 100%	11 100%	36 100%	26 100%	20 100%	25 100%	22 100%

[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	14 30%	225 35%	3 33%	3 50%	4 50%	1 20%	3 18%	13 41%	~	~	~	~	~	1 ~100%	14 ~39%	11 42%	2 10%	7 28%	7 32%	
NO	33 70%	412 65%	6 67%	3 50%	4 50%	2 100%	4 80%	14 82%	19 59%	3 100%	2 100%	~	5 ~100%	11 ~100%	22 61%	15 58%	18 90%	18 72%	15 68%	
VALID CASES	47	637	9	6	8	2	5	17	32	3	2		5	1	11	36	26	20	25	22
NUMBER OF RESPONDENTS	47 100%	637 100%	9 100%	6 100%	8 100%	2 100%	5 100%	17 100%	32 100%	3 100%	2 100%		5 100%	1 100%	11 100%	36 100%	26 100%	20 100%	25 100%	22 100%

[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	WHITE	BLACK OR AFR-	ASIAN IAN	NATV HAW/ LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE
Q58.4	WVCH																			
	TOT	18	25	35	45	55	65		BLCK OR AFR-	AS-	NATV HAW/ LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE
	ADLT	24	34	44	54	64	OVER		ADLT	ADLT										
YES	5	83		1		1	3	3	1	1					5	2	3		5	
	11%	13%	~	~	13%	~	20%	18%	9%	33%	50%	~	~	~	~	14%	8%	15%	~	23%
NO	42	554	9	6	7	2	4	14	29	2	1		5	1	11	31	24	17	25	17
	89%	87%	~100%	~100%	~88%	~100%	~80%	~82%	91%	67%	50%	~	~100%	~100%	~100%	~86%	~92%	~85%	~100%	~77%
VALID CASES	47	637	9	6	8	2	5	17	32	3	2		5	1	11	36	26	20	25	22
NUMBER OF RESPONDENTS	47	637	9	6	8	2	5	17	32	3	2		5	1	11	36	26	20	25	22
	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																				
YES	4 9%	59 9%	1 11%	1 17%	~	~	1 20%	1 6%	4 12%	~	~	~	~	~	4 11%	3 12%	~	2 8%	2 9%	
NO	43 91%	578 91%	8 89%	5 83%	8 100%	2 100%	4 80%	16 94%	28 88%	3 100%	2 100%	~	5 100%	1 100%	11 100%	32 89%	23 88%	20 100%	23 92%	20 91%
VALID CASES	47	637	9	6	8	2	5	17	32	3	2		5	1	11	36	26	20	25	22
NUMBER OF RESPONDENTS	47 100%	637 100%	9 100%	6 100%	8 100%	2 100%	5 100%	17 100%	32 100%	3 100%	2 100%		5 100%	1 100%	11 100%	36 100%	26 100%	20 100%	25 100%	22 100%

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

NQ13 RATING OF ALL HEALTH CARE

	WVCH TOT ADLT	OHP TOT ADLT	AGE							RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
NQ13 0-6	51 22%	821 21%	11 23%~	6 22%~	11 31%~	8 17%~	8 24%~	6 20%~	38 23%	3 50%~	1 25%~	~	~	3 30%~	3 20%~	8 18%~	42 24%	27 20%	24 28%	18 23%	33 22%	
7-8	81 34%	1319 34%	15 32%~	11 41%~	13 36%~	17 36%~	12 35%~	8 27%~	57 35%	1 17%~	3 75%~	~	~	2 20%~	9 60%~	11 24%~	66 37%	48 35%	29 34%	25 32%	52 35%	
9-10	103 44%	1746 45%	21 45%~	10 37%~	12 33%~	22 47%~	14 41%~	16 53%~	70 42%	2 33%~	~	~	3 100%~	5 50%~	3 20%~	26 58%~	69 39%*	63 46%	32 38%	34 44%	62 42%	
VALID CASES	235	3886	47	27	36	47	34	30	165	6	4	~	~	3	10	15	45	177	138	85	77	147
NUMBER OF RESPONDENTS	235 100%	3886 100%	47 100%	27 100%	36 100%	47 100%	34 100%	30 100%	165 100%	6 100%	4 100%	~	~	3 100%	10 100%	15 100%	45 100%	177 100%	138 100%	85 100%	77 100%	147 100%
MEAN	2.22	2.24	2.21	2.15	2.03	2.30	2.18	2.33	2.19	1.83	1.75	~	~	3.00	2.20	2.00	2.40	2.15	2.26	2.09	2.21	2.20
p stat_(*=Sig @ p<=.05)		.725	~	~	~	~	~	~	.405	~	~	~	~	~	~	~	~.017*	.358	.065	.856	.543	

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	WVCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
NQ23 0-6	43 18%	644 16%	8 17%	10 29%	10 24%	9 20%	3 10%	2 6%	33 20%	4 67%	~	~	1 50%	2 15%	2 13%	4 8%*	37 21%*	30 20%	13 15%	14 18%	29 19%
7-8	66 27%	927 23%	11 23%	9 26%	12 29%	11 24%	15 48%	7 23%	46 27%	1 17%	4 80%	~	~	5 38%	5 31%	12 24%	54 30%	40 27%	26 30%	21 27%	45 29%
9-10	132 55%	2413 61%	29 60%	16 46%	19 46%	25 56%	13 42%	22 71%	90 53%	1 17%	1 20%	~	1 50%	6 46%	9 56%	34 68%*	89 49%*	77 52%	47 55%	43 55%	81 52%
VALID CASES	241	3984	48	35	41	45	31	31	169	6	5		2	13	16	50	180	147	86	78	155
NUMBER OF RESPONDENTS	241 100%	3984 100%	48 100%	35 100%	41 100%	45 100%	31 100%	31 100%	169 100%	6 100%	5 100%		2 100%	13 100%	16 100%	50 100%	180 100%	147 100%	86 100%	78 100%	155 100%
MEAN	2.37	2.44	2.44	2.17	2.22	2.36	2.32	2.65	2.34	1.50	2.20		2.00	2.31	2.44	2.60	2.29	2.32	2.40	2.37	2.34
p stat_(*=Sig @ p<=.05)		.103	~	~	~	~	~	~	.309	~	~	~	~	~	~	.008*	.005*	.203	.691	.972	.358

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	WVCH 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	11 12%	230 13%	1 10%	1 11%	1 6%	4 21%	1 6%	2 11%	9 14%	~	~	~	~	~	~	1 8%	9 12%	6 15%	3 6%	1 4%	9 14%
7-8	23 25%	475 27%	1 10%	3 33%	9 56%	3 16%	4 24%	2 11%	19 29%	1 33%	1 50%	~	~	1 17%	1 17%	2 17%	20 26%	12 29%	11 23%	4 15%	19 30%
9-10	57 63%	1078 60%	8 80%	5 56%	6 38%	12 63%	12 71%	14 78%	37 57%	2 67%	1 50%	~	3 100%	3 100%	5 83%	9 75%	47 62%	23 56%	34 71%	22 81%	35 56%
VALID CASES	91	1782	10	9	16	19	17	18	65	3	2	~	3	3	6	12	76	41	48	27	63
NUMBER OF RESPONDENTS	91 100%	1782 100%	10 100%	9 100%	16 100%	19 100%	17 100%	18 100%	65 100%	3 100%	2 100%	~	3 100%	3 100%	6 100%	12 100%	76 100%	41 100%	48 100%	27 100%	63 100%
MEAN	2.51	2.48	2.70	2.44	2.31	2.42	2.65	2.67	2.43	2.67	2.50	~	3.00	3.00	2.83	2.67	2.50	2.41	2.65	2.78	2.41
p stat_(*=Sig @ p<=.05)		.677	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

NQ35 RATING OF HEALTH PLAN

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
NQ35 0-6	73 25%	1152 23%	16 24%	11 27%	18 37%	9 17%	10 28%	7 22%	63 31%*	~	~	~	25%	3 20%	1 6%	11 16%*	60 29%*	45 25%	27 27%	26 25%	46 26%	
7-8	108 37%	1595 32%	26 38%	13 33%	18 37%	25 48%	12 33%	10 31%	69 34%	4 57%	4 80%	~	~	8 53%	10 62%	25 37%	79 38%	64 36%	40 40%	36 35%	69 39%	
9-10	109 38%	2187 44%*	26 38%	16 40%	13 27%	18 35%	14 39%	15 47%	70 35%	3 43%	1 20%	~	~	3 75%	4 27%	5 31%	32 47%	70 33%*	71 39%	32 32%	40 39%	63 35%
VALID CASES	290	4933	68	40	49	52	36	32	202	7	5			4	15	16	68	209	180	99	102	178
NUMBER OF RESPONDENTS	290 100%	4933 100%	68 100%	40 100%	49 100%	52 100%	36 100%	32 100%	202 100%	7 100%	5 100%			4 100%	15 100%	16 100%	68 100%	209 100%	180 100%	99 100%	102 100%	178 100%
MEAN	2.12	2.21	2.15	2.13	1.90	2.17	2.11	2.25	2.03	2.43	2.20			2.50	2.07	2.25	2.31	2.05	2.14	2.05	2.14	2.10
p stat_(*=Sig @ p<=.05)		.051	.782	~	~	.592	~	~	.002*	~	~	~	~	~	~	~	.022*	.006*	.571	.248	.835	.435

NQ35Z RATING OF INTERPRETER

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER	
	WVCH 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 LLND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE
NQ35Z 0-6	1 11%	6 8%	~	~	~	~	~ 17%	~	~ 50%	~	~	~	~	~ 50%	~ 25%	~ 25%	~	~
7-8	2 22%	26 31%	~ 100%	~	~	~ 17%	~	~ 50%	~	~ 33%	~	~	~ 14%	~ 50%	~ 20%	~ 25%	~ 40%	~
9-10	6 67%	52 62%	~	~	~ 100%	~ 100%	~ 67%	~ 100%	~ 100%	~	~	~ 67%	~	~ 86%	~ 80%	~ 50%	~ 75%	~ 60%
VALID CASES	9	85	1	1	1	6	2	1	2	3	7	2	5	4	4	4	4	5
NUMBER OF RESPONDENTS	9 100%	85 100%	1 100%	1 100%	1 100%	6 100%	2 100%	1 100%	2 100%	3 100%	7 100%	2 100%	5 100%	4 100%	4 100%	4 100%	4 100%	5 100%
MEAN	2.56	2.54	2.00	3.00	3.00	2.50	3.00	3.00	1.50	2.67	2.86	1.50	2.80	2.25	2.50	2.60	~	~
p stat_(*=Sig @ p<=.05)	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

GETTING NEEDED CARE

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
		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			
NPRBSEE4	NQ25	2.17	2.27	1.92	1.82	2.25	2.19	2.28	2.35	2.18	2.67	1.00	2.00	3.00	1.86	2.64	2.11	2.20	2.17	2.40	2.09	
p stat_(*=Sig @ p<=.05)		.196	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCARNES4	NQ14	2.23	2.31	2.11	2.39	1.94	2.29	2.35	2.37	2.26	2.33	2.25	3.00	2.30	1.73	2.31	2.22	2.25	2.20	2.32	2.18	
p stat_(*=Sig @ p<=.05)		.088	~	~	~	~	~	.430	~	~	~	~	~	~	~	.772	.651	.587	.199	.177		
COMPOSITE		2.20	2.29	2.01	2.11	2.10	2.24	2.32	2.36	2.22	2.50	1.63	x	2.50	2.65	1.80	2.48	2.17	2.23	2.18	2.36	2.13
p stat_(*=Sig @ p<=.05)		.155	~	~	~.726	~	~	.638	~	~	~	~	~	~	~	.249	.621	.816	.048*	.121		

GETTING CARE QUICKLY

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NCARSN4 NQ4	2.39	2.38	2.15	2.23	2.40	2.47	2.35	2.47	2.41	2.25	1.75		2.50	2.00	2.44	2.53	2.34	2.37	2.36	2.48	2.32
p stat_(*=Sig @ p<=.05)		.861	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.741	.757	~	~
NAPGET4 NQ6	2.28	2.29	2.07	2.29	2.25	2.35	2.25	2.41	2.33	2.80	1.80		3.00	1.89	2.09	2.05	2.33	2.22	2.32	2.37	2.22
p stat_(*=Sig @ p<=.05)		.813	~	~	~	~	~	~	.184	~	~	~	~	~	~	~	.105	.230	.521	.284	.103
COMPOSITE	2.33	2.33	2.11	2.26	2.33	2.41	2.30	2.44	2.37	2.52	1.78	x	2.75	1.94	2.27	2.29	2.34	2.29	2.34	2.43	2.27
p stat_(*=Sig @ p<=.05)		.995	~	~	~	~	~	~	.417	~	~	~	~	~	~	~	.888	.495	.901	.333	.194

HOW WELL DOCTORS COMMUNICATE

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE
NDREXPL4 NQ17	2.49	2.60	2.42	2.40	2.55	2.50	2.58	2.45	2.49	1.60	2.75	2.00	2.63	2.64	2.41	2.51	2.46	2.50	2.52	2.45
p stat_(*=Sig @ p<=.05)		.018*	~	~	~	~	~	~	.987	~	~	~	~	~	~	~	.505	.900	.656	.268
NDRLSTN4 NQ18	2.45	2.57	2.52	2.40	2.31	2.41	2.58	2.48	2.44	2.00	2.75	2.00	2.25	2.45	2.49	2.44	2.40	2.50	2.48	2.42
p stat_(*=Sig @ p<=.05)		.011*	~	~	~	~	~	~	.781	~	~	~	~	~	~	~	.254	.427	.737	.413
NDRESPU4 NQ19	2.56	2.65	2.73	2.56	2.38	2.50	2.50	2.68	2.52	2.20	2.75	2.00	2.50	2.73	2.70	2.53	2.54	2.59	2.69	2.49
p stat_(*=Sig @ p<=.05)		.034*	~	~	~	~	~	~	.177	~	~	~	~	~	~	~	.605	.613	.048*	.038*
NDRTMEN4 NQ20	2.35	2.46	2.41	2.17	2.33	2.35	2.41	2.43	2.35	1.80	2.50	1.50	2.13	2.27	2.41	2.34	2.33	2.37	2.38	2.33
p stat_(*=Sig @ p<=.05)		.030*	~	~	~	~	~	~	.876	~	~	~	~	~	~	~	.786	.772	.678	.640
COMPOSITE	2.46	2.57	2.52	2.38	2.39	2.44	2.52	2.51	2.45	1.90	2.69	x 1.88	2.38	2.52	2.50	2.46	2.43	2.49	2.52	2.42
p stat_(*=Sig @ p<=.05)		.279	~	~	~	~	~	~	.847	~	~	~	~	~	~	~	.710	.809	.671	.536

CUSTOMER SERVICE

	WVCH TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NPBCLCS4 NQ31	2.13	2.14	1.92	2.00	2.13	2.28	2.25	1.67	2.04	2.33	1.50		2.00	3.00	2.43	1.88	2.18	2.11	2.06	2.19	2.06
p stat_(*=Sig @ p<=.05)		.879	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ32	2.54	2.59	2.46	2.22	2.60	2.67	2.75	2.17	2.49	2.67	1.50		3.00	3.00	2.71	2.76	2.47	2.55	2.48	2.63	2.49
p stat_(*=Sig @ p<=.05)		.510	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.33	2.37	2.19	2.11	2.37	2.47	2.50	1.92	2.27	2.50	1.50	x	2.50	3.00	2.57	2.32	2.32	2.33	2.27	2.41	2.27
p stat_(*=Sig @ p<=.05)		.848	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NRXWHY NQ10	2.26	2.23	2.18	2.70	2.12	2.35	2.22	2.13	2.24	2.67	2.67		3.00	1.67	2.29	2.14	2.28	2.12	2.44	2.07	2.34
p stat_(*=Sig @ p<=.05)		.624	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.020*	.015*	~	~
NRXWYNT NQ11	1.89	1.87	1.71	2.00	1.82	1.94	1.94	1.87	1.88	1.67	1.67		2.00	2.00	2.00	2.15	1.85	1.77	2.02	1.77	1.92
p stat_(*=Sig @ p<=.05)		.842	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.103		~	~
NRXBST NQ12	2.36	2.44	1.88	2.64	2.53	2.42	2.29	2.25	2.36	2.33	1.67		1.00	3.00	2.50	2.43	2.35	2.32	2.35	2.60	2.24
p stat_(*=Sig @ p<=.05)		.313	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.630		~	~
COMPOSITE	2.17	2.18	1.92	2.45	2.16	2.24	2.15	2.08	2.16	2.22	2.00	x	2.00	2.22	2.26	2.24	2.16	2.07	2.27	2.15	2.17
p stat_(*=Sig @ p<=.05)		.921	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.305	.408	~	~

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

	WVCH 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	MALE		
PRBSEE4 Q25	78%	78%	67%	45%	88%	86%	89%	80%	79%	100%	0%		67%	100%	71%	100%	75%	82%	75%	90%	74%
CARNES4 Q14	79%	82%	72%	82%	64%	79%	91%	90%	80%	83%	100%		100%	80%	53%	82%	79%	78%	81%	87%	75%
AVERAGE	78.6	79.8	69.5	63.8	75.7	82.4	90.0	85.0	79.8	91.7	50.0	x	83.3	90.0	62.4	91.1	77.0	80.0	78.4	88.6	74.5

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

	WVCH TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
CARSN4 Q4	84%	82%	75%	77%	80%	90%	85%	87%	86%	75%	75%		100%	50%	89%	79%	85%	84%	82%	91%	80%
APGET4 Q6	79%	79%	68%	76%	75%	80%	86%	90%	81%	100%	80%		100%	56%	82%	68%	83%	77%	82%	88%	75%
AVERAGE	81.4	80.1	71.6	76.6	77.5	85.0	85.4	88.2	83.7	87.5	77.5	x	100	52.8	85.4	73.6	83.8	80.5	81.8	89.3	77.8

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	WVCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
DREXPL4 Q17	89%	92%	85%	88%	86%	91%	96%	90%	88%	40%	100%	100%	100%	100%	86%	90%	88%	89%	93%	86%	
DRLSTN4 Q18	87%	89%	91%	84%	79%	84%	96%	93%	85%	60%	100%	100%	88%	100%	92%	87%	84%	92%	89%	86%	
DRESPU4 Q19	89%	91%	91%	84%	79%	89%	96%	93%	87%	80%	100%	100%	88%	100%	92%	89%	86%	92%	95%	85%	
DRTMEN4 Q20	84%	86%	81%	75%	77%	90%	86%	89%	82%	60%	100%	50%	88%	91%	86%	82%	82%	85%	86%	82%	
AVERAGE	87.2	89.3	87.0	82.8	80.4	88.4	93.5	91.2	85.6	60.0	100	x	87.5	90.6	97.7	89.2	87.0	85.0	89.3	90.8	84.9

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
PBCLCS4 Q31	74%	73%	69%	67%	67%	78%	100%	50%	70%	67%	50%		100%	100%	100%	59%	78%	74%	71%	81%	70%
CSRESP Q32	89%	91%	85%	78%	93%	94%	100%	67%	87%	100%	50%		100%	100%	100%	100%	86%	89%	87%	94%	87%
AVERAGE	81.3	82.1	76.9	72.2	80.0	86.1	100	58.3	78.7	83.3	50.0	x	100	100	100	79.4	82.4	81.6	79.0	87.5	78.3

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	WVCH TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
RXWHY Q10	86%	80%	88%	100%	76%	84%	89%	81%	85%	100%	100%	100%	33%	100%	79%	86%	78%	94%	83%	86%
RXWYNT Q11	61%	61%	47%	55%	53%	66%	61%	73%	60%	33%	67%	100%	67%	67%	69%	59%	52%	69%	65%	59%
FRXBST Q12	68%	72%	44%	82%	76%	71%	65%	62%	68%	67%	33%	0%	100%	75%	71%	68%	66%	67%	80%	62%
AVERAGE	71.7	70.8	59.7	78.8	68.6	73.5	71.6	72.4	70.9	66.7	66.7	x 66.7	66.7	80.6	73.1	71.1	65.5	76.9	75.9	69.0

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ ALSK	OTHR	TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q1	WVCH TOT CHLD	OHP TOT CHLD																		
YES	376	5863	1	69	106	118	82	178	10	4	7	5	31	29	221	131	341	16	304	72
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	13	155	3	2	1	7	7					1			11	2	13		10	3
VALID CASES	376	5863	1	69	106	118	82	178	10	4	7	5	31	29	221	131	341	16	304	72
NUMBER OF RESPONDENTS	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
Q3 YES	105 28%	1775 30%	1 100%~	24 35%	34 32%	28 24%	18 20%	53 29%	3 30%~	1 ~	2 14%~	8 40%~	11 26%~	50 22%*	50 38%*	98 28%~	4 25%~	73 24%*	32 43%*
NO	275 72%	4117 70%	~	45 65%	71 68%	89 76%	70 80%	132 71%	7 70%~	4 100%~	6 86%~	3 60%~	23 74%~	18 62%~	83 78%*	12 72%~	12 75%~	232 76%*	43 57%*
NOT ANSWERED	9	126		3	3	2	1					1		4	3		9		
VALID CASES	380	5892	1	69	105	117	88	185	10	4	7	5	31	29	228	133	16	305	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	16 100%	314 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q4 NEVER	1 1%	28 2%	~	~	~	4%~	2%	~	~	~	~	~	~	2%~	1	1	~	3%~			
SOMETIMES	14 14%	167 10%	~	2 9%~	3 9%~	7 27%~	2 13%~	2 4%*	~	~	~	2 25%~	1 9%~	3 6%~	11 12%~	1 25%~	12 17%~	2 6%~			
USUALLY	17 17%	270 16%	100%~	1 17%~	4 17%~	6 18%~	4 15%~	2 13%~	7 14%	~	~	~	1 13%~	3 27%~	8 17%~	9 19%~	17 18%~	10 14%~	7 23%~		
ALWAYS	68 68%	1252 73%	~	17 74%~	25 74%~	14 54%~	12 75%~	40 80%*	2 100%~	~	1 ~100%~	2 ~100%~	5 63%~	7 64%~	30 64%~	35 73%~	64 69%~	3 75%~	47 68%~	21 68%~	
#ALWAYS + USUALLY (NET)	85 85%	1522 89%	100%~	1 91%~	21 91%~	31 91%~	18 69%~	14 88%~	47 94%*	2 100%~	~	1 ~100%~	2 ~100%~	6 75%~	10 91%~	38 81%~	44 92%~	81 87%~	3 75%~	57 83%~	28 90%~
TOP BOX SCORE	68 68%	1252 73%	~	17 74%~	25 74%~	14 54%~	12 75%~	40 80%*	2 100%~	~	1 ~100%~	2 ~100%~	5 63%~	7 64%~	30 64%~	35 73%~	64 69%~	3 75%~	47 68%~	21 68%~	
NOT ANSWERED	5	136		1		2	2	3	1					3	2	5		4	1		
VALID CASES	100	1718	1	23	34	26	16	50	2		1	2	8	11	47	48	93	4	69	31	
NUMBER OF RESPONDENTS	105	1854	1	24	34	28	18	53	3		1	2	8	11	50	50	98	4	73	32	
	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			
	WVCH 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	
Q5																				
YES	255 68%	3764 65%	1 100%~	56 80%*	81 78%*	68 59%*	49 57%*	127 71%	5 50%~	~	2 29%~	1 20%~	20 62%~	22 79%~	159 70%	86 66%	236 68%~	10 67%~	192 63%*	63 85%*
NO	122 32%	2063 35%	~	14 20%*	23 22%*	48 41%*	37 43%*	53 29%	5 50%~	4 100%~	5 71%~	4 80%~	12 38%~	6 21%~	69 30%	44 34%	112 32%~	5 33%~	111 37%*	11 15%*
NOT ANSWERED	12	192		2	4	3	3	5						1	4	3	6	1	11	1
VALID CASES	377	5826	1	70	104	116	86	180	10	4	7	5	32	28	228	130	348	15	303	74
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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		
	WVCH 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- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q6 NEVER	6 2%	57 2%		3 5%	1 1%	1 2%	1 2%	3 2%						5 3%	1 1%	6 3%		5 3%	1 2%
SOMETIMES	32 13%	442 13%		2 4%*	13 16%	11 17%	6 14%	11 9%		1 50%~		5 26%~	1 5%~	26 17%*	5 6%*	29 13%~	1 11%~	23 13%	9 15%
USUALLY	58 24%	870 25%	1 100%~	14 25%	22 27%	12 19%	9 20%	31 26%	2 40%~	1 50%~		2 11%~	7 32%~	30 20%	25 30%	55 24%~	1 11%~	45 25%	13 21%
ALWAYS	149 61%	2092 60%		37 66%	44 55%	40 63%	28 64%~	76 63%	3 60%~		1 100%~	12 63%~	14 64%~	90 60%	53 63%	137 60%~	7 78%~	110 60%	39 63%
#ALWAYS + USUALLY (NET)	207 84%	2961 86%	1 100%~	51 91%	66 83%	52 81%	37 84%~	107 88%	5 100%~	1 50%~	1 100%~	14 74%~	21 95%~	120 79%*	78 93%*	192 85%~	8 89%~	155 85%	52 84%
TOP BOX SCORE	149 61%	2092 60%		37 66%	44 55%	40 63%	28 64%~	76 63%	3 60%~		1 100%~	12 63%~	14 64%~	90 60%	53 63%	137 60%~	7 78%~	110 60%	39 63%
NOT ANSWERED	10	259			1	4	5	6				1		8	2	9	1	9	1
VALID CASES	245	3460	1	56	80	64	44	121	5	2	1	19	22	151	84	227	9	183	62
NUMBER OF RESPONDENTS	255	3719	1	56	81	68	49	127	5	2	1	20	22	159	86	236	10	192	63
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH 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	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q7 NONE	112 30%	1770 31%	16 ~ 23%	24 24%	43 37%*	29 34%	51 28%	3 33%	4 100%	4 57%	3 60%	10 31%	3 11%	74 33%	34 26%	107 31%	4 27%	101 34%*	11 15%*	
1 TIME	88 24%	1587 28%	15 ~ 22%	28 28%	24 21%	21 24%	40 22%	2 22%	~ 29%	2 ~ 29%	~ 25%	8 25%	10 36%	56 25%	29 22%	84 24%	2 13%	75 25%	13 18%	
2	83 22%	1212 21%	1 100%	20 29%	19 19%	25 22%	18 21%	47 26%	3 33%	~ 20%	1 19%	6 14%	4 14%	43 19%	35 27%	78 23%	~ 21%	64 21%	19 26%	
3	42 11%	601 10%	10 ~ 14%	11 11%	8 7%*	13 15%	21 12%	~ 12%	~ 20%	1 20%	5 16%	4 14%	26 12%	13 10%	34 10%	5 33%	32 11%	10 14%		
4	24 6%	266 5%	3 ~ 4%	10 10%	7 6%	4 5%	11 6%	~ 6%	~ 14%	1 14%	3 9%	2 7%	12 5%	11 8%	21 6%	2 13%	18 6%	6 8%		
5 TO 9	17 5%	243 4%	4 ~ 6%	5 5%	7 6%	1 1%*	8 4%	1 11%	~ 11%	~ 14%	~ 14%	4 14%	8 4%	7 5%	14 4%	2 13%	7 2%*	10 14%*		
10 OR MORE TIMES	5 1%	84 1%	1 ~ 1%	3 3%	1 0.9%	~ 1%	2 1%	~ 1%	~ 1%	~ 1%	~ 1%	~ 4%	1 4%	1 0.8%	5 1%	~ 0.7%	2 0.7%	3 4%		
NOT ANSWERED	18	255	3	8	4	3	5	1					1	9	3	11	1	15	3	
VALID CASES	371	5763	1	69	100	115	86	180	9	4	7	5	32	28	223	130	343	15	299	72
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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?

	WVCH 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- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q8 #YES	173 68%	2722 69%	1 100%	41 77%	47 64%	49 69%	35 64%	88 70%	4 67%	3 ~100%	2 ~100%	11 50%	20 80%	98 67%	68 72%	161 69%	6 60%	127 65%*	46 78%*
NO	81 32%	1206 31%		12 ~23%	27 36%	22 31%	20 36%	38 30%	2 33%			11 ~50%	5 20%	48 33%	27 28%	72 31%	4 40%	68 35%*	13 22%*
NOT ANSWERED	5	97			2	1	2	3						3	1	3	1	3	2
VALID CASES	254	3927	1	53	74	71	55	126	6	3	2	22	25	146	95	233	10	195	59
NUMBER OF RESPONDENTS	259 100%	4024 100%	1 100%	53 100%	76 100%	72 100%	57 100%	129 100%	6 100%	3 100%	2 100%	22 100%	25 100%	149 100%	96 100%	236 100%	11 100%	198 100%	61 100%

[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			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q9 NEVER	3 1%	99 3%*	~	2%	1%	~	2%	~	~	~	~	~	~	0.7%	2%	2	1	2	1	
SOMETIMES	20 8%	362 9%	~	8%	6%	8%	7%	~	~	33%	1	~	2	2	15	5	18	2	14	6
USUALLY	59 23%	854 22%	100%	~	17%	21%	28%	24%	21	1	~	~	6	6	34	21	54	1	49	10
ALWAYS	173 68%	2627 67%	~	74%	52	63%	67%	74%*	5	83%	~	~	2	2	14	17	96	68	130	43
#ALWAYS + USUALLY (NET)	232 91%	3480 88%	100%	~	91%	91%	92%	91%	115	6	~	~	2	2	20	23	130	89	179	53
TOP BOX SCORE	173 68%	2627 67%	~	74%	52	63%	67%	74%*	5	83%	~	~	2	2	14	17	96	68	130	43
NOT ANSWERED	4	83			1	1	2	2								3	2	1	3	1
VALID CASES	255	3941	1	53	75	71	55	127	6		3	2	22	25	146	96	234	10	195	60
NUMBER OF RESPONDENTS	259 100%	4024 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q10 IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE FOR YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q10 YES	70 28%	1194 30%	1 100%~	13 25%	19 26%	22 31%	15 28%	33 26%	1 20%~	~	~	6 ~ 27%~	7 29%~	40 27%	25 27%	64 28%~	2 20%~	42 22%*	28 47%*	
Q10 NO	182 72%	2727 70%	~	40 75%	55 74%	48 69%	39 72%	94 74%	4 80%~	~	2 ~100%~	2 ~100%~	16 73%~	17 71%~	106 73%	68 73%	167 72%~	8 80%~	150 78%*	32 53%*
Q10 NOT ANSWERED	7	102			2	2	3	2	1		1		1	3	3	5	1	6	1	
VALID CASES	252	3922	1	53	74	70	54	127	5		2	2	22	24	146	93	231	10	192	60
NUMBER OF RESPONDENTS	259 100%	4024 100%	1 100%	53 100%	76 100%	72 100%	57 100%	129 100%	6 100%		3 100%	2 100%	22 100%	25 100%	149 100%	96 100%	236 100%	11 100%	198 100%	61 100%

[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?

	WVCH 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-	AMER AS-	IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q11 NOT AT ALL		40 4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
A LITTLE	7 10%	110 10%	~	1 8%	1 6%	2 9%	3 21%	2 6%	~	~	~	~	1 17%	2 33%	5 14%	1 4%	6 10%	4 10%	3 11%	
SOME	15 22%	287 26%	1 100%	2 15%	4 24%	5 23%	3 21%	9 27%	~	~	~	~	1 17%	10 27%	5 20%	14 23%	1 50%	10 25%	5 19%	
#A LOT	45 67%	660 60%	~	10 77%	12 71%	15 68%	8 57%	22 67%	1 100%	~	~	~	5 83%	3 50%	22 59%	19 76%	41 67%	1 50%	26 65%	19 70%
NOT ANSWERED	3	40			2	1						1	3		3		2	1		
VALID CASES	67	1098	1	13	17	22	14	33	1			6	6	37	25	61	2	40	27	
NUMBER OF RESPONDENTS	70	1138	1	13	19	22	15	33	1			6	7	40	25	64	2	42	28	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q12 NOT AT ALL	11 17%	204 19%		4 ~ 31%	1 6%	5 23%	1 8%	6 19%					2 ~ 33%	7 19%	3 13%	11 18%		8 21%	3 11%	
A LITTLE	10 15%	171 16%	1 100%	1 8%	4 24%	2 9%	2 15%	6 19%					1 ~ 17%	1 17%	4 11%	5 21%	9 15%		5 13%	5 19%
SOME	19 29%	343 31%		3 ~ 23%	6 35%	8 36%	2 15%	10 31%					2 ~ 33%	10 27%	8 33%	17 28%	2 100%		11 28%	8 30%
#A LOT	26 39%	374 34%		5 ~ 38%	6 35%	7 32%	8 62%	10 31%	1 100%				3 ~ 50%	3 50%	16 43%	8 33%	23 38%		15 38%	11 41%
NOT ANSWERED	4	47			2		2	1					1	3	1	4		3	1	
VALID CASES	66	1091	1	13	17	22	13	32	1				6	6	37	24	60	2	39	27
NUMBER OF RESPONDENTS	70	1138	1	13	19	22	15	33	1				6	7	40	25	64	2	42	28
	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			
	WVCH 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	
Q13 #YES	52 78%	872 80%	1 100%	9 82%	14 78%	15 68%	13 87%	24 75%	1 100%	~	~	~	5 83%	5 71%	32 82%	18 75%	48 77%	2 100%	30 77%	22 79%
NO	15 22%	225 20%	~	2 18%	4 22%	7 32%	2 13%	8 25%	~	~	~	~	1 17%	2 29%	7 18%	6 25%	14 23%	~	9 23%	6 21%
NOT ANSWERED	3	42		2	1		1								1	1	2		3	
VALID CASES	67	1096	1	11	18	22	15	32	1				6	7	39	24	62	2	39	28
NUMBER OF RESPONDENTS	70	1138	1	13	19	22	15	33	1				6	7	40	25	64	2	42	28
	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?

	WVCH 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		
Q14 WORST HEALTH CARE POSSIBLE		4 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
01		5 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
02	1 0.4%	15 0.4%	~	~	~	1 2%	1 0.8%	~	~	~	~	~	1 1%	1 1%	1 0.4%	~	~	1 2%			
03	2 0.8%	33 0.8%	~	~	1 1%	~	1 0.8%	~	~	~	~	1 4%	2 1%	1 0.4%	1 9%	~	1 0.5%	1 2%			
04	4 2%	53 1%	~	~	2 3%	1 1%	1 2%	3 2%	~	~	~	~	2 1%	2 2%	4 2%	~	3 2%	1 2%			
05	9 4%	141 4%	~	1 2%	~	6 9%*	2 4%	5 4%	~	~	~	1 5%	~	6 4%	3 3%	9 4%	~	7 4%	2 3%		
06	11 4%	124 3%	~	2 4%	5 7%	3 4%	1 2%	6 5%	1 17%	~	~	~	~	6 4%	4 4%	9 4%	1 9%	7 4%	4 7%		
07	19 8%	316 8%	~	~	5 7%	9 13%	5 9%	12 9%	~	~	~	2 9%	3 12%	7 5%	12 13%*	18 8%	1 9%	16 8%	3 5%		
08	48 19%	886 23%	100%~	1 15%	8 16%	12 23%	11 20%	17 13%*	1 17%	~	~	~	5 23%	8 32%	27 19%	17 18%	43 19%	2 18%	37 19%	11 18%	
09	58 23%	849 22%	~	19 37%*	15 20%	12 17%	12 22%	32 25%	1 17%	~	1 33%	~	9 41%	7 28%	37 26%	20 21%	55 24%	2 18%	49 26%*	9 15%*	
BEST HEALTH CARE POSSIBLE	99 39%	1476 38%	~	22 42%	34 46%	23 33%	20 37%	50 39%	3 50%	~	2 67%	2 100%	5 23%	6 24%	56 39%	37 39%	90 39%	4 36%	70 37%	29 48%	
#8-10 (NET)	205 82%	3211 82%	100%~	1 94%*	49 82%	61 73%*	51 73%*	43 80%	99 78%	5 83%	~	3 100%	2 100%	19 86%	21 84%	120 84%	74 77%	188 82%	8 73%	156 82%	49 80%

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			
	WVCH 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)	157 63%	2325 60%	41 ~ 79%*	49 66%	35 50%*	32 59%	82 65%	4 67%~			3 ~100%	2 ~100%	14 64%~	13 52%~	93 65%	57 59%	145 63%~	6 55%~	119 63%	38 62%
NOT ANSWERED	8	122	1	2	2	3	2							6		6		8		
VALID CASES	251	3902	1	52	74	70	54	127	6		3	2	22	25	143	96	230	11	190	61
NUMBER OF RESPONDENTS	259 100%	4024 100%	1 100%	53 100%	76 100%	72 100%	57 100%	129 100%	6 100%		3 100%	2 100%	22 100%	25 100%	149 100%	96 100%	236 100%	11 100%	198 100%	61 100%
MEAN	8.62	8.59	8.00	9.08	8.74	8.30	8.44	8.55	8.83		9.67	10.0	8.64	8.44	8.66	8.53	8.63	8.18	8.64	8.57
p stat_(*=Sig @ p<=.05)		.693	~.004*	.440	.049*	.364	.485	~	~	~	~	~	~	~	.686	.486	~	~	.814	.814

[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			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
Q15 NEVER	3 1%	70 2%	~	~	1%	1%	2%	0.8%	~	~	~	~	~	~	~	2%	1%	3%	~	3%	~
SOMETIMES	25 10%	378 10%	~	8%	8%	17%*	6%	12%	~	~	~	~	5%~	8%~	11%	8%	10%~	9%~	15%	10%	16%
USUALLY	77 31%	1179 30%	100%~	24%	27%	41%	30%	40%	33%~	~	33%~	~	33%~	28%~	30%	33%	31%~	36%~	57%	20%	33%
ALWAYS	143 58%	2256 58%	~	69%	64%	41%*	62%	74%	67%~	~	67%~	100%~	62%~	64%~	57%	57%	57%~	55%~	112%	31%	51%
#ALWAYS + USUALLY (NET)	220 89%	3435 88%	100%~	92%	91%	81%*	92%	114%	100%~	~	100%~	100%~	95%~	92%~	87%	91%	89%~	91%~	169%	51%	84%
TOP BOX SCORE	143 58%	2256 58%	~	69%	64%	41%*	62%	74%	67%~	~	67%~	100%~	62%~	64%~	57%	57%	57%~	55%~	112%	31%	51%
NOT ANSWERED	11	141		2	2	3	4	2					1		7		7		11		
VALID CASES	248	3883	1	51	74	69	53	127	6		3	2	21	25	142	96	229	11	187	61	
NUMBER OF RESPONDENTS	259 100%	4024 100%	1	53	76	72	57	129	6		3	2	22	25	149	96	236	11	198	61	

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q16 YES	250 67%	4005 69%		14 ~ 21%*	76 75%*	93 79%*	67 78%*	131 71%	8 80%~	1 25%~	4 57%~	4 80%~	21 68%~	20 71%~	142 63%*	98 74%*	231 67%~	11 69%~	190 64%*	60 80%*
NO	123 33%	1827 31%	1 100%~	53 79%*	26 25%*	24 21%*	19 22%*	54 29%	2 20%~	3 75%~	3 43%~	1 20%~	10 32%~	8 29%~	84 37%*	34 26%*	116 33%~	5 31%~	108 36%*	15 20%*
NOT ANSWERED	16	187		5	6	2	3						1	1	6	1	7		16	
VALID CASES	373	5831	1	67	102	117	86	185	10	4	7	5	31	28	226	132	347	16	298	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q17 YES	39 16%	460 12%*	~	29%~	12%~	20%~	11%~	21% 17%	1 13%~	~	~	~	20%~	20%~	19% 15%~	12% 36%~	20% 11%*	19% 32%*		
NO	203 84%	3425 88%*	~	71%~	88%~	80%~	89%~	104% 83%	7 88%~	1 100%~	4 100%~	4 100%~	16 80%~	16 80%~	110% 81%	84% 88%	189% 85%~	7 64%~	162% 89%*	41% 68%*
NOT ANSWERED	8	235			4		4	6				1		6	2	8		8		
VALID CASES	242	3885		14	72	93	63	125	8	1	4	4	20	20	136	96	223	11	182	60
NUMBER OF RESPONDENTS	250 100%	4120 100%		14 100%	76 100%	93 100%	67 100%	131 100%	8 100%	1 100%	4 100%	4 100%	21 100%	20 100%	142 100%	98 100%	231 100%	11 100%	190 100%	60 100%

[ASKED IF Q16 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q18 #YES	33 85%	368 88%		4	8	16	5	18	1				3	4	21	12	29	4	15	18
			~100%	~89%	~84%	~71%	~86%	~100%	~	~	~	~75%	~100%	~81%	~100%	~85%	~100%	~75%	~95%	
NO	6 15%	51 12%	~	~	1	3	2	3				1		5		5		5	1	
			~	~	11%	16%	29%	14%	~	~	~	~25%	~	19%	~	15%	~	25%	5%	
NOT ANSWERED		1																		
VALID CASES	39	419		4	9	19	7	21	1				4	4	26	12	34	4	20	19
NUMBER OF RESPONDENTS	39	420		4	9	19	7	21	1				4	4	26	12	34	4	20	19
	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			
	WVCH 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	12 3%	202 3%		4 ~ 6%	3 3%	4 3%	1 1%	5 3%					3 ~ 9%	3 ~ 10%	7 3%	5 4%	11 3%	1 6%	9 3%	3 4%
NO	363 97%	5625 97%	1 100%	65 ~ 94%	100 97%	111 97%	86 99%	179 97%	10 100%	4 ~ 100%	7 ~ 100%	5 ~ 100%	29 91%	26 ~ 90%	219 97%	128 96%	339 97%	15 94%	291 97%	72 96%
NOT ANSWERED	14	191		3	5	4	2	1						6		4		14		
VALID CASES	375	5827	1	69	103	115	87	184	10	4	7	5	32	29	226	133	350	16	300	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH 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
Q20 NEVER	2 18%	22 11%	~	~	~	1 25%	1 100%	1 20%	~	~	~	~	~	1 50%	2 50%	2 20%	~	1 13%	1 33%
SOMETIMES		27 13%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY	2 18%	51 24%	~	1 33%	1 25%	~	~	~	~	~	~	1 33%	~	2 29%	~	2 20%	~	2 25%	~
ALWAYS	7 64%	109 52%	~	2 67%	3 100%	2 50%	4 80%	~	~	~	~	2 67%	1 50%	5 71%	2 50%	6 60%	1 100%	5 63%	2 67%
#ALWAYS + USUALLY (NET)	9 82%	160 76%	~	3 100%	3 100%	3 75%	4 80%	~	~	~	~	3 100%	1 50%	7 100%	2 50%	8 80%	1 100%	7 88%	2 67%
TOP BOX SCORE	7 64%	109 52%	~	2 67%	3 100%	2 50%	4 80%	~	~	~	~	2 67%	1 50%	5 71%	2 50%	6 60%	1 100%	5 63%	2 67%
NOT ANSWERED	1	12	1										1	1	1			1	
VALID CASES	11	210	3	3	4	1	5					3	2	7	4	10	1	8	3
NUMBER OF RESPONDENTS	12	222	4	3	4	1	5					3	3	7	5	11	1	9	3
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH 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	
Q21 #YES	9 82%	178 86%		3	3	3	4	80%					3	1	7	2	8	1	7	2
			~100%	~100%	~75%	~80%						~100%	~50%	~100%	~50%	80%	~100%	88%	~67%	
NO	2 18%	30 14%	~	~	~25%	~100%	20%						~50%	~50%	20%			13%	~33%	
NOT ANSWERED	1	14		1									1	1	1			1		
VALID CASES	11	208		3	3	4	1	5					3	2	7	4	10	1	8	3
NUMBER OF RESPONDENTS	12	222		4	3	4	1	5					3	3	7	5	11	1	9	3
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH 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	28 7%	474 8%	~	12%	9%	8%	2%*	9%	~	~	~	~	6%~	11%~	7%	8%	23 7%~	3 19%~	13 4%*	15 20%*
NO	346 93%	5319 92%	1 100%~	60 88%	94 91%	106 92%	85 98%*	168 91%	10 100%~	4 100%~	7 100%~	5 100%~	30 94%~	25 89%~	209 93%	123 92%	325 93%~	13 81%~	287 96%*	59 80%*
NOT ANSWERED	15	225		4	5	4	2	1					1	7		6		14	1	
VALID CASES	374	5793	1	68	103	115	87	184	10	4	7	5	32	28	225	133	348	16	300	74
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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			
	WVCH 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	2 7%	60 14%	~	1 13%	1 11%	~	~	1 6%	~	~	~	~	~	~	1 6%	1 10%	2 9%	~	1 8%	1 7%
SOMETIMES	5 19%	71 17%	~	1 13%	1 11%	3 38%	~	3 19%	~	~	~	~	~	~	3 19%	2 20%	4 17%	1 33%	3 25%	2 13%
USUALLY	8 30%	110 26%	~	3 38%	3 33%	1 13%	1 50%	3 19%	~	~	~	~	1 50%	3 100%	6 38%	2 20%	7 30%	1 33%	3 25%	5 33%
ALWAYS	12 44%	179 43%	~	3 38%	4 44%	4 50%	1 50%	9 56%	~	~	~	~	1 50%	~	6 38%	5 50%	10 43%	1 33%	5 42%	7 47%
#ALWAYS + USUALLY (NET)	20 74%	289 69%	~	6 75%	7 78%	5 62%	2 100%	12 75%	~	~	~	~	2 100%	3 100%	12 75%	7 70%	17 74%	2 67%	8 67%	12 80%
TOP BOX SCORE	12 44%	179 43%	~	3 38%	4 44%	4 50%	1 50%	9 56%	~	~	~	~	1 50%	~	6 38%	5 50%	10 43%	1 33%	5 42%	7 47%
NOT ANSWERED	1	24				1													1	
VALID CASES	27	420		8	9	8	2	16					2	3	16	10	23	3	12	15
NUMBER OF RESPONDENTS	28	444		8	9	9	2	16					2	3	16	10	23	3	13	15
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH 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	
Q24 #YES	21	291	6	8	6	1	13					1	2	14	6	17	3	9	12
	78%	69%	~ 75%	~ 89%	~ 67%	~ 100%	~ 81%	~	~	~	~ 50%	~ 67%	~ 88%	~ 60%	~ 74%	~ 100%	~ 75%	~ 80%	
NO	6	132	2	1	3		3					1	1	2	4	6		3	3
	22%	31%	~ 25%	~ 11%	~ 33%		~ 19%	~	~	~	~ 50%	~ 33%	~ 13%	~ 40%	~ 26%		~ 25%	~ 20%	
NOT ANSWERED	1	21				1												1	
VALID CASES	27	423	8	9	9	1	16					2	3	16	10	23	3	12	15
NUMBER OF RESPONDENTS	28	444	8	9	9	2	16					2	3	16	10	23	3	13	15
	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				
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC			
Q25 YES	39 10%	682 12%	~	4 6%	13 13%	14 12%	8 9%	22 12%	2 20%~	~	~	~	1 3%~	6 21%~	20 9%	18 14%	35 10%~	4 27%~	13 4%*	26 35%*	
NO	335 90%	5109 88%	100%~	1 94%	64 87%	90 88%	101 91%	79 88%	163 88%	8 80%~	4 100%~	7 100%~	5 100%~	30 97%~	23 79%~	206 91%	115 86%	316 90%~	11 73%~	286 96%*	49 65%*
NOT ANSWERED	15	227		4	5	4	2						1		6		3	1	15		
VALID CASES	374	5791	1	68	103	115	87	185	10	4	7	5	31	29	226	133	351	15	299	75	
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%	

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			
	WVCH 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	3 8%	90 14%	~	1 25%	2 17%	~	~	1 5%	~	~	~	~	~	~	2 11%	1 6%	3 9%	~	1 8%	2 8%
SOMETIMES	5 14%	121 19%	~	~	2 17%	2 14%	1 14%	3 14%	~	~	~	~	1 100%	1 17%	2 11%	3 17%	5 15%	~	1 8%	4 16%
USUALLY	8 22%	156 24%	~	~	4 33%	4 29%	~	5 24%	1 50%	~	~	~	~	2 33%	3 17%	4 22%	7 21%	1 33%	2 17%	6 24%
ALWAYS	21 57%	284 44%	~	3 75%	4 33%	8 57%	6 86%	12 57%	1 50%	~	~	~	~	3 50%	11 61%	10 56%	19 56%	2 67%	8 67%	13 52%
#ALWAYS + USUALLY (NET)	29 78%	440 68%	~	3 75%	8 67%	12 86%	6 86%	17 81%	2 100%	~	~	~	~	5 83%	14 78%	14 78%	26 76%	3 100%	10 83%	19 76%
TOP BOX SCORE	21 57%	284 44%	~	3 75%	4 33%	8 57%	6 86%	12 57%	1 50%	~	~	~	~	3 50%	11 61%	10 56%	19 56%	2 67%	8 67%	13 52%
NOT ANSWERED	2	25			1	1	1	1						2			1	1	1	1
VALID CASES	37	651		4	12	14	7	21	2				1	6	18	18	34	3	12	25
NUMBER OF RESPONDENTS	39	676		4	13	14	8	22	2				1	6	20	18	35	4	13	26
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH 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	
Q27 #YES	23 62%	347 53%	~	3 75%	8 67%	9 64%	3 43%	17 81%	1 50%	~	~	~	1 ~100%	2 33%	11 61%	11 61%	20 59%	3 100%	7 58%	16 64%
NO	14 38%	304 47%	~	1 25%	4 33%	5 36%	4 57%	4 19%	1 50%	~	~	~	~	4 67%	7 39%	7 39%	14 41%	~	5 42%	9 36%
NOT ANSWERED	2	25			1		1	1							2		1	1	1	1
VALID CASES	37	651		4	12	14	7	21	2				1	6	18	18	34	3	12	25
NUMBER OF RESPONDENTS	39	676		4	13	14	8	22	2				1	6	20	18	35	4	13	26
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH 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	
Q28 YES	65 17%	1072 19%		11 ~ 16%	18 17%	19 17%	17 20%	37 20%	2 20%~		1 ~ 14%~		4 ~ 13%~	9 31%~	30 13%*	33 25%*	60 17%~	4 25%~	40 13%*	25 34%*
NO	309 83%	4688 81%	1 100%~	57 84%	85 83%	96 83%	70 80%	148 80%	8 80%~	4 100%~	6 86%~	4 100%~	28 87%~	20 69%~	197 87%*	99 75%*	289 83%~	12 75%~	260 87%*	49 66%*
NOT ANSWERED	15	257		4	5	4	2					1		5	1	5		14	1	
VALID CASES	374	5761	1	68	103	115	87	185	10	4	7	4	32	29	227	132	349	16	300	74
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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		
	WVCH 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
Q29 #YES	36 57%	609 56%	4 ~ 36%	13 81%	9 47%	10 59%	20 57%	2 100%		1 ~ 100%		4 ~ 100%	2 22%	21 72%	15 47%	33 57%	3 75%	23 59%	13 54%
NO	27 43%	471 44%	7 ~ 64%	3 19%	10 53%	7 41%	15 43%						7 ~ 78%	8 28%	17 53%	25 43%	1 25%	16 41%	11 46%
NOT ANSWERED	2	35			2		2							1	1	2		1	1
VALID CASES	63	1080	11	16	19	17	35	2		1		4	9	29	32	58	4	39	24
NUMBER OF RESPONDENTS	65	1115	11	18	19	17	37	2		1		4	9	30	33	60	4	40	25
	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			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q30 YES	320 85%	4998 86%	1 100%	63 91%	88 85%	96 82%	72 83%	167 91%*	7 70%~	2 50%~	6 86%~	3 60%~	25 81%~	27 93%~	189 83%	119 89%*	303 86%~	9 60%~	249 82%*	71 95%*
Q30 NO	57 15%	790 14%	~	6 9%	15 15%	21 18%	15 17%	17 9%*	3 30%~	2 50%~	1 14%~	2 40%~	6 19%~	2 7%~	40 17%	14 11%*	50 14%~	6 40%~	53 18%*	4 5%*
Q30 NOT ANSWERED	12	230		3	5	2	2	1					1		3		1	1	12	
VALID CASES	377	5788	1	69	103	117	87	184	10	4	7	5	31	29	229	133	353	15	302	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q31 NONE	79	1324		14	14	35	16	41	2	2	2	2	5	3	45	30	77		69	10
	26%	27%	~	23%	17%*	38%*	24%	25%	29%~	100%~	33%~	67%~	21%~	12%~	26%	26%	27%~	~	30%*	14%*
1 TIME	97	1651		18	27	26	26	50	2		2		8	11	59	36	93	3	78	19
	32%	34%	~	30%	33%	28%	39%	31%	29%~	~	33%~	~	33%~	42%~	34%	31%	32%~	33%~	33%	27%
2	54	1029	1	14	14	11	14	30	2				4	5	32	22	53	1	41	13
	18%	21%	100%~	23%	17%	12%*	21%	19%	29%~	~	~	~	17%~	19%~	18%	19%	18%~	11%~	18%	19%
3	39	462		7	17	11	4	22	1			1	4	1	22	13	33	3	26	13
	13%	9%	~	12%	20%*	12%	6%*	14%	14%~	~	~	33%~	17%~	4%~	13%	11%	11%~	33%~	11%	19%
4	17	201		4	4	4	5	9			2		3	2	8	8	16		12	5
	6%	4%	~	7%	5%	4%	8%	6%	~	~	33%~	~	12%~	8%~	5%	7%	6%~	~	5%	7%
5 TO 9	16	173		2	7	6	1	8						4	8	7	14	2	7	9
	5%	4%	~	3%	8%	6%	2%*	5%	~	~	~	~	~	15%~	5%	6%	5%~	22%~	3%*	13%*
10 OR MORE TIMES	1	32		1				1							1		1			1
	0.3%	0.6%	~	2%	~	~	~	0.6%~	~	~	~	~	~	~	0.6%	~	0.3%~	~	~	1%~
NOT ANSWERED	17	181		3	5	3	6	6					1	1	14	3	16		16	1
VALID CASES	303	4872	1	60	83	93	66	161	7	2	6	3	24	26	175	116	287	9	233	70
NUMBER OF RESPONDENTS	320	5053	1	63	88	96	72	167	7	2	6	3	25	27	189	119	303	9	249	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER					
	WVCH 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				
Q31A ALWAYS	7 3%	68 2%	~	2%~	3 4%	1 2%	2 4%~	1 0.8%*	2 40%~	~	~	~	1 6%~	1 4%~	6 5%	~	6 3%~	~	6 4%	1 2%		
USUALLY	3 1%	51 1%	~	~	2 3%	~	1 2%~	~	~	~	~	~	2 11%~	~	3 2%~	~	3 1%~	~	3 2%~	~		
SOMETIMES	14 6%	288 8%	~	4 9%~	6 9%	2 3%	2 4%~	5 4%	~	~	~	~	1 6%~	1 4%~	13 10%*	1 1%*	13 6%~	1 13%~	11 7%	3 5%		
NEVER	197 89%	3102 88%	1 100%~	41 89%~	56 84%	55 95%	44 90%~	113 95%*	3 60%~	~	~	~	4 ~100%~	1 ~100%~	14 78%~	21 91%~	105 83%*	85 99%*	186 89%~	7 88%~	143 88%	54 93%
#NEVER + SOMETIMES (NET)	211 95%	3390 97%	1 100%~	45 98%~	62 93%	57 98%	46 94%~	118 99%*	3 60%~	~	~	~	4 ~100%~	1 ~100%~	15 83%~	22 96%~	118 93%*	86 100%~	199 96%~	8 100%~	154 94%	57 98%
TOP BOX SCORE	197 89%	3102 88%	1 100%~	41 89%~	56 84%	55 95%	44 90%~	113 95%*	3 60%~	~	~	~	4 ~100%~	1 ~100%~	14 78%~	21 91%~	105 83%*	85 99%*	186 89%~	7 88%~	143 88%	54 93%
NOT ANSWERED	3	31			2		1	1					1		3		2	1	1	2		
VALID CASES	221	3509	1	46	67	58	49	119	5	4	1	18	23	127	86	208	8	163	58			
NUMBER OF RESPONDENTS	224	3540	1	46	69	58	50	120	5	4	1	19	23	130	86	210	9	164	60			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH 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		
Q32 NEVER	5 2%	74 2%		3 ~ 7%	1 ~ 1%	1 2%	2 ~ 2%					2 ~ 11%	2 2%	2 2%	5 2%		4 2%	1 2%		
SOMETIMES	11 5%	183 5%		3 ~ 7%	4 6%	1 2%	3 6%	5 4%					1 4%	10 8%*	1 1%*	10 5%	1 11%	7 4%	4 7%	
USUALLY	33 15%	573 16%	1 100%	6 13%	10 14%	8 14%	8 16%	18 15%				2 ~ 11%	3 13%	20 15%	11 13%	29 14%	2 22%	24 15%	9 15%	
ALWAYS	175 78%	2676 76%		34 ~ 74%	54 ~ 78%	48 83%	39 78%	95 79%	5 100%		4 ~ 100%	1 ~ 100%	15 79%	19 83%	98 75%	72 84%	166 79%	6 67%	129 79%	46 77%
#ALWAYS + USUALLY (NET)	208 93%	3249 93%	1 100%	40 87%	64 93%	56 97%	47 94%	113 94%	5 100%		4 ~ 100%	1 ~ 100%	17 89%	22 96%	118 91%	83 97%	195 93%	8 89%	153 93%	55 92%
TOP BOX SCORE	175 78%	2676 76%		34 ~ 74%	54 ~ 78%	48 83%	39 78%	95 79%	5 100%		4 ~ 100%	1 ~ 100%	15 79%	19 83%	98 75%	72 84%	166 79%	6 67%	129 79%	46 77%
NOT ANSWERED		33																		
VALID CASES	224	3507	1	46	69	58	50	120	5		4	1	19	23	130	86	210	9	164	60
NUMBER OF RESPONDENTS	224	3540	1	46	69	58	50	120	5		4	1	19	23	130	86	210	9	164	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				
	WVCH 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	
Q33 NEVER	1 0.4%	29 0.8%	~	2%	~	~	~	0.8%	~	~	~	~	~	~	~	1%	1	0.5%	~	~	2%
SOMETIMES	9 4%	199 6%	~	7%	3%	2%	6%	5 4%	~	~	~	~	~	2 9%	7 5%	2 2%	8 4%	1 11%	~	7 4%	2 3%
USUALLY	39 17%	611 17%	~	13%	13%	23%	22%	23 19%	2 40%	~	1 25%	~	~	4 17%	18 14%	18 21%	36 17%	1 11%	~	25 15%	14 23%
ALWAYS	174 78%	2666 76%	100%	78%	84%	75%	72%	91 76%	3 60%	~	3 75%	1 100%	19 100%	17 74%	104 81%	65 76%	164 78%	7 78%	~	131 80%	43 72%
#ALWAYS + USUALLY (NET)	213 96%	3277 93%	100%	91%	97%	98%	94%	114 95%	5 100%	~	4 100%	1 100%	19 100%	21 91%	122 95%	83 97%	200 96%	8 89%	~	156 96%	57 95%
TOP BOX SCORE	174 78%	2666 76%	100%	78%	84%	75%	72%	91 76%	3 60%	~	3 75%	1 100%	19 100%	17 74%	104 81%	65 76%	164 78%	7 78%	~	131 80%	43 72%
NOT ANSWERED	1	34				1								1		1				1	
VALID CASES	223	3506	1	46	69	57	50	120	5		4	1	19	23	129	86	209	9		163	60
NUMBER OF RESPONDENTS	224 100%	3540 100%	1 100%	46 100%	69 100%	57 100%	50 100%	120 100%	5 100%		4 100%	1 100%	19 100%	23 100%	130 100%	86 100%	210 100%	9 100%		164 100%	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				
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
Q34 NEVER	22	0.6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
SOMETIMES	13	152	~	2	4	3	4	6	2	~	~	~	1	2	6	6	11	1	8	5	
	6%	4%	~	4%	6%	5%	8%	5%	40%	~	~	~	5%	9%	5%	7%	5%	11%	5%	8%	
USUALLY	27	469	~	4	7	7	9	17	~	~	~	~	1	4	15	11	25	1	19	8	
	12%	13%	~	9%	10%	12%	18%	14%	~	~	~	~	5%	17%	12%	13%	12%	11%	12%	13%	
ALWAYS	184	2859	100%	1	40	58	48	37	97	3	~	4	1	17	17	109	69	174	7	137	47
	82%	82%	100%	87%	84%	83%	74%	81%	60%	~	~	100%	100%	89%	74%	84%	80%	83%	78%	84%	78%
#ALWAYS + USUALLY (NET)	211	3328	100%	1	44	65	55	46	114	3	~	4	1	18	21	124	80	199	8	156	55
	94%	95%	100%	96%	94%	95%	92%	95%	60%	~	~	100%	100%	95%	91%	95%	93%	95%	89%	95%	92%
TOP BOX SCORE	184	2859	100%	1	40	58	48	37	97	3	~	4	1	17	17	109	69	174	7	137	47
	82%	82%	100%	87%	84%	83%	74%	81%	60%	~	~	100%	100%	89%	74%	84%	80%	83%	78%	84%	78%
NOT ANSWERED		38																			
VALID CASES	224	3502	100%	1	46	69	58	50	120	5	~	4	1	19	23	130	86	210	9	164	60
NUMBER OF RESPONDENTS	224	3540	100%	1	46	69	58	50	120	5	~	4	1	19	23	130	86	210	9	164	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	~	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	WVCH 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
Q35 YES	148 67%	2353 68%	7 ~ 16%	46 ~ 67%	50 88%*	45 90%*	78 65%	4 80%~	3 ~ 75%~	14 ~ 78%~	14 61%~	87 68%	54 63%	136 65%~	7 78%~	106 65%	42 70%		
NO	74 33%	1128 32%	1 100%~	38 84%~	23 33%	7 12%*	5 10%*	42 35%	1 20%~	1 ~ 25%~	1 100%~	4 22%~	9 39%~	41 32%	32 37%	72 35%~	2 22%~	56 35%	18 30%
NOT ANSWERED	2	60	1		1					1				2		2		2	
VALID CASES	222	3480	1	45	69	57	50	120	5	4	1	18	23	128	86	208	9	162	60
NUMBER OF RESPONDENTS	224 100%	3540 100%	1 100%	46 100%	69 100%	58 100%	50 100%	120 100%	5 100%	4 100%	1 100%	19 100%	23 100%	130 100%	86 100%	210 100%	9 100%	164 100%	60 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q35A ALWAYS	2 1%	43 2%	~	~	~	~	2 4%	1 1%	~	~	~	~	~	2 2%	~	2 2%	~	2 2%	~
USUALLY	2 1%	47 2%	~	~	2 5%	~	~	~	~	~	~	1 8%	1 7%	1 1%	1 2%	2 2%	~	2 2%	~
SOMETIMES	12 8%	152 7%	~	~	6 14%	2 4%	4 9%	9 12%	~	~	1 33%	1 8%	~	9 11%	3 6%	12 9%	~	9 9%	3 8%
NEVER	127 89%	2045 89%	~	5 100%	35 81%	48 96%*	39 87%	66 87%	3 100%	~	2 67%	11 85%	13 93%	70 85%	50 93%	116 88%	6 100%	90 87%	37 93%
#NEVER + SOMETIMES (NET)	139 97%	2197 96%	~	5 100%	41 95%	50 100%	43 96%	75 99%	3 100%	~	3 100%	12 92%	13 93%	79 96%	53 98%	128 97%	6 100%	99 96%	40 100%
TOP BOX SCORE	127 89%	2045 89%	~	5 100%	35 81%	48 96%*	39 87%	66 87%	3 100%	~	2 67%	11 85%	13 93%	70 85%	50 93%	116 88%	6 100%	90 87%	37 93%
NOT ANSWERED	5	49	2	3			2	1				1		5	4	1	3	2	
VALID CASES	143	2287	5	43	50	45	76	3		3	13	14	82	54	132	6	103	40	
NUMBER OF RESPONDENTS	148	2336	7	46	50	45	78	4		3	14	14	87	54	136	7	106	42	
	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		
	WVCH 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	
Q36 NEVER	1 0.7%	72 3%*	~	~	2%~	~	~	1%~	~	~	~	~	~	1%~	1	0.8%~	~	1 2%~	
SOMETIMES	11 8%	148 6%	~	~	2%~	5%~	4%~	5%~	1%~	25%~	~	~	2%~	1%~	7	8%~	~	6%~	5%~
USUALLY	29 20%	454 20%	~	~	10%~	12%~	7%~	17%~	~	33%~	~	1%~	2%~	3%~	17	20%~	17%~	20%~	8%~
ALWAYS	103 72%	1606 70%	~	100%~	70%~	66%~	76%~	71%~	75%~	~	67%~	~	69%~	71%~	58	70%~	72%~	74%~	66%~
#ALWAYS + USUALLY (NET)	132 92%	2060 90%	~	100%~	93%~	90%~	91%~	93%~	75%~	~	100%~	~	85%~	93%~	75	90%~	93%~	94%~	85%~
TOP BOX SCORE	103 72%	1606 70%	~	100%~	70%~	66%~	76%~	71%~	75%~	~	67%~	~	69%~	71%~	58	70%~	72%~	74%~	66%~
NOT ANSWERED	4	56	2	2			2					1		4	3	1	3	1	
VALID CASES	144	2280	5	44	50	45	76	4	3	13	14	83	54	133	6	103	41		
NUMBER OF RESPONDENTS	148	2336	7	46	50	45	78	4	3	14	14	87	54	136	7	106	42		
	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					
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q37 NEVER	6 3%	98 3%	~	2 4%	3 4%	1 2%	~	3 3%	~	~	~	~	1 5%	1 4%	5 4%	1 1%	4 2%	2 22%	4 2%	2 3%		
SOMETIMES	28 13%	385 11%	~	7 15%	5 7%	6 11%	10 20%	12 10%	2 50%	~	~	~	2 11%	4 17%	21 16%*	7 8%	28 13%	~	21 13%	7 12%		
USUALLY	58 26%	856 25%	100%	1 22%	10 22%	15 22%	19 33%	13 26%	27 23%	~	~	1 25%	5 26%	6 26%	35 27%	19 22%	55 26%	1 11%	41 25%	17 29%		
ALWAYS	130 59%	2135 61%	~	27 59%	45 66%	31 54%	27 54%	77 65%*	2 50%	~	~	3 75%	1 100%	11 58%	12 52%	67 52%*	59 69%*	121 58%	6 67%	97 60%	33 56%	
#ALWAYS + USUALLY (NET)	188 85%	2991 86%	100%	1 80%	37 80%	60 88%	50 88%	40 80%	104 87%	2 50%	~	~	4 100%	1 100%	16 84%	18 78%	102 80%*	78 91%*	176 85%	7 78%	138 85%	50 85%
TOP BOX SCORE	130 59%	2135 61%	~	27 59%	45 66%	31 54%	27 54%	77 65%*	2 50%	~	~	3 75%	1 100%	11 58%	12 52%	67 52%*	59 69%*	121 58%	6 67%	97 60%	33 56%	
NOT ANSWERED	2	67			1	1		1	1						2		2		1	1		
VALID CASES	222	3473	1	46	68	57	50	119	4		4	1	19	23	128	86	208	9	163	59		
NUMBER OF RESPONDENTS	224	3540	1	46	69	58	50	120	5		4	1	19	23	130	86	210	9	164	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]

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			
	WVCH 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	
Q38 #YES	180 81%	2956 85%	1 100%	41 89%	61 88%*	45 79%	32 64%*	98 82%	4 80%~		3 ~ 75%	1 ~ 100%	15 ~ 79%	17 ~ 74%	109 84%	66 77%	167 80%	9 ~ 100%	134 82%	46 77%
NO	43 19%	518 15%		5 ~ 11%	8 12%*	12 21%	18 36%*	22 18%	1 20%~		1 ~ 25%		4 ~ 21%	6 ~ 26%	21 16%	20 23%	43 20%		29 ~ 18%	14 23%
NOT ANSWERED	1	66				1													1	
VALID CASES	223	3474	1	46	69	57	50	120	5		4	1	19	23	130	86	210	9	163	60
NUMBER OF RESPONDENTS	224	3540	1	46	69	58	50	120	5		4	1	19	23	130	86	210	9	164	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]

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				
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q39 YES	77 35%	1340 39%	1 100%	15 33%	29 42%	19 34%	13 26%	42 35%	1 20%	~	~	~	4 21%	9 39%	40 31%	35 41%	70 34%	6 67%	45 28%*	32 53%*	
NO	144 65%	2127 61%	~	30 67%	40 58%	37 66%	37 74%	77 65%	4 80%	~	100%	100%	1 79%	15 61%	14 69%	89 69%	50 59%	138 66%	3 33%	116 72%*	28 47%*
NOT ANSWERED	3	73	1	2			1								1	1	2		3		
VALID CASES	221	3467	1	45	69	56	50	119	5	4	1	19	23	129	85	208	9	161	60		
NUMBER OF RESPONDENTS	224	3540	1	46	69	58	50	120	5	4	1	19	23	130	86	210	9	164	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		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q40 NEVER	6 8%	102 8%		1 ~ 7%	1 3%	4 21%	3 ~ 7%					2 ~ 25%	1 3%	5 15%	6 9%		1 2%	5 16%	
SOMETIMES	6 8%	189 15%*		1 ~ 7%	3 10%	1 5%	1 8%	5 12%					3 8%	2 6%	3 4%	2 33%	3 7%	3 10%	
USUALLY	17 23%	353 28%		2 ~ 14%	7 24%	5 26%	3 25%	9 21%	1 100%			1 ~ 25%	1 13%	10 26%	7 21%	16 24%	1 17%	14 32%	3 10%
ALWAYS	46 61%	630 49%*	1 100%	10 71%	18 62%	9 47%	8 67%	25 60%				3 ~ 75%	5 63%	25 64%	20 59%	43 63%	3 50%	26 59%	20 65%
#ALWAYS + USUALLY (NET)	63 84%	983 77%	1 100%	12 86%	25 86%	14 74%	11 92%	34 81%	1 100%			4 ~ 100%	6 75%	35 90%	27 79%	59 87%	4 67%	40 91%	23 74%
TOP BOX SCORE	46 61%	630 49%*	1 100%	10 71%	18 62%	9 47%	8 67%	25 60%				3 ~ 75%	5 63%	25 64%	20 59%	43 63%	3 50%	26 59%	20 65%
NOT ANSWERED	2	48		1			1					1	1	1	2		1	1	
VALID CASES	75	1274	1	14	29	19	12	42	1			4	8	39	34	68	6	44	31
NUMBER OF RESPONDENTS	77	1322	1	15	29	19	13	42	1			4	9	40	35	70	6	45	32
	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			
	WVCH 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	FAIR & POOR	NO CCC	CCC	
Q41 WORST PERSONAL DOCTOR POSSIBLE	7	0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01	17	0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02	17	0.3%	~	~	~	~	1	1	~	~	~	~	~	1	1	~	~	~	1	
03	21	0.3%	~	~	1	~	~	1	~	~	~	~	~	1	~	~	~	~	1	
04	41	0.7%	~	1	~	1	~	2	~	~	~	~	~	2	2	~	~	2	~	
05	139	2%	~	2	~	2	1	3	~	~	~	~	~	4	4	~	~	2	3	
06	111	2%	~	~	1	4	1	3	2	~	~	~	~	1	2	4	~	~	4	2
07	320	9%	~	~	9	12	5	13	1	~	~	~	2	4	14	12	~	~	20	6
08	785	14%	~	13	10	13	6	24	1	1	~	~	3	2	22	19	~	~	33	9
09	988	21%	~	9	18	20	16	32	1	~	3	1	8	4	38	22	~	~	51	12
BEST PERSONAL DOCTOR POSSIBLE	2358	52%	100%	34	58%	47	39	82	2	1	3	2	12	15	96	57	~	~	121	37
#8-10 (NET)	4130	87%	100%	56	95%*	75	72	138	4	2	6	3	23	21	156	98	~	~	205	58

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			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC		
9-10 (NET)	221 73%	3346 70%	1 100%	43 73%	65 76%	59 65%	53 79%	114 71%	3 43%	1 50%	6 100%	3 100%	20 80%	19 73%	134 76%	79 68%	210 72%	7 78%	172 74%	49 69%
NOT ANSWERED	16	249		4	2	5	5	6					1	12	2	13		16		
VALID CASES	304	4804	1	59	86	91	67	161	7	2	6	3	25	26	177	117	290	9	233	71
NUMBER OF RESPONDENTS	320 100%	5053 100%	1 100%	63 100%	88 100%	96 100%	72 100%	167 100%	7 100%	2 100%	6 100%	3 100%	25 100%	27 100%	189 100%	119 100%	303 100%	9 100%	249 100%	71 100%
MEAN	9.01	8.87	10.0	9.14	9.12	8.75	9.10	8.93	8.00	9.00	9.50	9.67	9.20	9.08	9.10	8.87	9.02	8.89	9.08	8.79
p stat_(*=Sig @ p<=.05)		.061		~.425	.375	.035*	.538	.250	~	~	~	~	~	~	.180	.180	~	~	.200	.202

[ASKED IF Q30 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC			
Q42 YES	62 20%	1181 24%*		7 ~ 11%*	18 21%	21 23%	16 24%	39 24%	2 29%~					4 ~ 16%~	7 28%~	25 14%*	34 29%*	57 20%~	4 44%~	16 7%*	46 65%*
NO	244 80%	3655 76%*	1 100%~	54 89%*	68 79%	69 77%	52 76%	123 76%	5 71%~	2 100%~	6 100%~	3 100%~	21 84%~	18 72%~	155 86%*	82 71%*	235 80%~	5 56%~	219 93%*	25 35%*	
NOT ANSWERED	14	217		2	2	6	4	5						2	9	3				14	
VALID CASES	306	4836	1	61	86	90	68	162	7	2	6	3	25	25	180	116	292	9	235	71	
NUMBER OF RESPONDENTS	320 100%	5053 100%	1 100%	63 100%	88 100%	96 100%	72 100%	167 100%	7 100%	2 100%	6 100%	3 100%	25 100%	27 100%	189 100%	119 100%	303 100%	9 100%	249 100%	71 100%	

[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		
	WVCH 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	50 83%	1018 86%	5 ~ 71%	17 ~ 94%	17 ~ 85%	11 ~ 73%	32 84%	2 100%	~	~	~	2 ~ 50%	6 100%	19 76%	28 87%	45 82%	4 100%	10 63%	40 91%
NO	10 17%	160 14%	2 ~ 29%	1 6%	3 15%	4 27%	6 16%	~	~	~	~	2 ~ 50%	~	6 24%	4 13%	10 18%	~	6 38%	4 9%
NOT ANSWERED	2	36				1 1	1						1		2	2			2
VALID CASES	60	1178	7	18	20	15	38	2				4	6	25	32	55	4	16	44
NUMBER OF RESPONDENTS	62 100%	1214 100%	7 100%	18 100%	21 100%	16 100%	39 100%	2 100%				4 100%	7 100%	25 100%	34 100%	57 100%	4 100%	16 100%	46 100%

[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		
	WVCH 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
Q44 #YES	50 83%	992 85%	5 ~ 71%	15 ~ 83%	18 ~ 90%	12 ~ 80%	30 79%	2 100%	~	~	~	4 ~100%	6 ~100%	20 80%	27 84%	45 82%	4 100%	12 75%	38 86%
NO	10 17%	179 15%	2 ~ 29%	3 ~ 17%	2 ~ 10%	3 ~ 20%	8 21%	~	~	~	~	~	~	5 20%	5 16%	10 18%	~	4 25%	6 14%
NOT ANSWERED	2	43			1	1	1						1		2	2			2
VALID CASES	60	1171	7	18	20	15	38	2				4	6	25	32	55	4	16	44
NUMBER OF RESPONDENTS	62 100%	1214 100%	7 100%	18 100%	21 100%	16 100%	39 100%	2 100%				4 100%	7 100%	25 100%	34 100%	57 100%	4 100%	16 100%	46 100%

[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			
	WVCH 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	
Q45 YES	49 13%	817 14%	~	12%	19%*	10%	12%	21 11%	2 20%~	~	~	~	7 22%~	5 17%~	35 15%	14 11%	44 13%~	5 31%~	26 9%*	23 32%*
NO	321 87%	4882 86%	100%~	61 88%	83 81%*	100 90%	76 88%	162 89%	8 80%~	4 100%~	7 100%~	5 100%~	25 78%~	24 83%~	193 85%	118 89%	307 87%~	11 69%~	271 91%*	50 68%*
NOT ANSWERED	19	319		3	5	8	3	2							4	1	3		17	2
VALID CASES	370	5699	1	69	103	111	86	183	10	4	7	5	32	29	228	132	351	16	297	73
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q46 NEVER	1 2%	42 5%	~	~	1 5%	~	~	~	~	~	~	~	~	1 20%	1 7%	1 2%	~	1 4%	~	~
SOMETIMES	12 25%	149 19%	~	1 14%	7 35%	1 9%	3 30%	4 19%	1 50%	~	~	~	3 43%	1 20%	11 32%	1 7%	10 23%	2 40%	8 32%	4 17%
USUALLY	13 27%	195 25%	~	1 14%	4 20%	6 55%	2 20%	7 33%	1 50%	~	~	~	2 29%	1 20%	5 15%	8 57%	12 28%	1 20%	6 24%	7 30%
ALWAYS	22 46%	401 51%	~	5 71%	8 40%	4 36%	5 50%	10 48%	~	~	~	~	2 29%	2 40%	18 53%	4 29%	20 47%	2 40%	10 40%	12 52%
#ALWAYS + USUALLY (NET)	35 73%	596 76%	~	6 86%	12 60%	10 91%	7 70%	17 81%	1 50%	~	~	~	4 57%	3 60%	23 68%	12 86%	32 74%	3 60%	16 64%	19 83%
TOP BOX SCORE	22 46%	401 51%	~	5 71%	8 40%	4 36%	5 50%	10 48%	~	~	~	~	2 29%	2 40%	18 53%	4 29%	20 47%	2 40%	10 40%	12 52%
NOT ANSWERED	1	26	~	1	~	~	~	~	~	~	~	~	~	1	~	1	~	1	~	~
VALID CASES	48	787	~	7	20	11	10	21	2	~	~	~	7	5	34	14	43	5	25	23
NUMBER OF RESPONDENTS	49	813	~	8	20	11	10	21	2	~	~	~	7	5	35	14	44	5	26	23
	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			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q47 NONE	2 4%	60 8%	~	1 13%	~	1 9%	~	~	~	~	~	~	~	~	2 6%	~	2 5%	~	1 4%	1 4%
1 SPECIALIST	32 65%	510 64%	~	3 38%	17 85%	5 45%	7 70%	14 67%	~	~	~	~	5 71%	5 100%	24 69%	8 57%	28 64%	4 80%	20 77%	12 52%
2	10 20%	153 19%	~	2 25%	1 5%	5 45%	2 20%	3 14%	2 100%	~	~	~	2 29%	~	6 17%	4 29%	9 20%	1 20%	4 15%	6 26%
3	2 4%	36 5%	~	1 13%	~	~	1 10%	1 5%	~	~	~	~	~	~	1 3%	1 7%	2 5%	~	1 4%	1 4%
4	2 4%	16 2%	~	1 13%	1 5%	~	~	2 10%	~	~	~	~	~	~	1 3%	1 7%	2 5%	~	~	2 9%
5 OR MORE SPECIALISTS	1 2%	17 2%	~	~	1 5%	~	~	1 5%	~	~	~	~	~	~	1 3%	~	1 2%	~	~	1 4%
NOT ANSWERED		21																		
VALID CASES	49	792		8	20	11	10	21	2				7	5	35	14	44	5	26	23
NUMBER OF RESPONDENTS	49	813		8	20	11	10	21	2				7	5	35	14	44	5	26	23
	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?

	WVCH TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER				
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC			
Q48 WORST SPECIALIST POSSIBLE		3 0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
01		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
02		1 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
03		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
04		5 0.6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
05	1 2%	22 3%	~	~	~	10%	1 5%	1	~	~	~	~	~	1 3%	~	1 2%	~	1 4%			
06	1 2%	34 5%	~	~	~	10%	~	~	~	~	~	~	1 20%	~	1 7%	1 2%	~	1 5%			
07	3 6%	53 8%	~	~	10%	10%	1 10%	2	~	~	~	~	1 14%	1 3%	2 14%	3 7%	~	3 12%			
08	5 11%	121 17%	~	~	20%	10%	1 5%	1	~	~	~	~	1 20%	5 15%	~	4 10%	1 20%	4 16%	1 5%		
09	15 32%	144 20%	~	14%	15%	60%	50%	5 29%	6 50%	1	~	~	~	4 57%	1 20%	11 33%	4 29%	14 33%	1 20%	8 32%	7 32%
BEST SPECIALIST POSSIBLE	22 47%	324 45%	~	86%	55%	30%	20%	11 52%	1 50%	~	~	~	~	2 29%	2 40%	15 45%	7 50%	19 45%	3 60%	9 36%	13 59%

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		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR AFR- WHT	AMR- IAN	NATV HAW/ ILND	AMR IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
#8-10 (NET)	42 89%	589 83%	7 ~100%	18 90%	9 90%	8 80%	18 86%	2 100%	~	~	~	6 86%	4 80%	31 94%	11 79%	37 88%	5 100%	21 84%	21 95%
9-10 (NET)	37 79%	468 66%	7 ~100%	14 70%	9 90%	7 70%	17 81%	2 100%	~	~	~	6 86%	3 60%	26 79%	11 79%	33 79%	4 80%	17 68%	20 91%
NOT ANSWERED		9																	
VALID CASES	47	712	7	20	10	10	21	2				7	5	33	14	42	5	25	22
NUMBER OF RESPONDENTS	47	721	7	20	10	10	21	2				7	5	33	14	42	5	25	22
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%
MEAN	9.09	8.75	9.86	9.15	9.00	8.50	9.10	9.50				9.00	8.60	9.12	9.00	9.05	9.40	8.80	9.41
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
Q49 YES	119 33%	1474 26%*	1 100%~	25 36%	34 33%	27 25%*	32 38%	58 32%	1 10%~	2 ~ 29%~	2 40%~	10 31%~	12 41%~	79 35%	38 29%	116 33%~	2 13%~	94 32%	25 34%	
NO	247 67%	4149 74%*	~	44 64%	70 67%	81 75%*	52 62%	126 68%	9 90%~	4 100%~	5 71%~	3 60%~	22 69%~	17 59%~	145 65%	94 71%	231 67%~	14 88%~	198 68%	49 66%
NOT ANSWERED	23	395		3	4	11	5	1						8	1	7		22	1	
VALID CASES	366	5623	1	69	104	108	84	184	10	4	7	5	32	29	224	132	347	16	292	74
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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			
	WVCH 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	3 3%	37 3%		1 4%~			2 6%~	2 4%						2 3%~	1 3%~	3 3%~		1 1%~	2 8%~	
SOMETIMES	17 15%	224 17%		3 13%~	8 25%~	2 8%~	4 13%~	7 12%	1 100%~				2 20%~	1 8%~	14 18%~	3 8%~	15 13%~	2 100%~	14 16%~	3 12%~
USUALLY	35 31%	391 30%	1 100%~	7 29%~	8 25%~	9 35%~	10 32%~	17 30%			2 100%~	1 50%~	3 30%~	5 42%~	19 25%~	16 42%~	35 31%~		27 30%~	8 32%~
ALWAYS	59 52%	645 50%		13 54%~	16 50%~	15 58%~	15 48%~	31 54%				1 50%~	5 50%~	6 50%~	41 54%~	18 47%~	59 53%~		47 53%~	12 48%~
#ALWAYS + USUALLY (NET)	94 82%	1037 80%	1 100%~	20 83%~	24 75%~	24 92%~	25 81%~	48 84%			2 100%~	2 100%~	8 80%~	11 92%~	60 79%~	34 89%~	94 84%~		74 83%~	20 80%~
TOP BOX SCORE	59 52%	645 50%		13 54%~	16 50%~	15 58%~	15 48%~	31 54%				1 50%~	5 50%~	6 50%~	41 54%~	18 47%~	59 53%~		47 53%~	12 48%~
NOT ANSWERED	5	44		1	2	1	1	1						3		4		5		
VALID CASES	114	1297	1	24	32	26	31	57	1		2	2	10	12	76	38	112	2	89	25
NUMBER OF RESPONDENTS	119	1341	1	25	34	27	32	58	1		2	2	10	12	79	38	116	2	94	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	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	
Q51 NEVER	4 3%	31 2%		1 4%			3 9%	3 5%						3 4%	1 3%	4 4%		2 2%	2 8%	
SOMETIMES	7 6%	120 9%			3 9%	1 4%	3 9%		1 100%		1 50%		1 10%	6 8%	1 3%	6 5%	1 50%	6 7%	1 4%	
USUALLY	27 23%	278 21%	1 100%	8 33%	8 25%	3 12%	7 22%	16 28%			1 50%		1 10%	3 19%	15 32%	12 24%	27 24%	5 24%	5 20%	
ALWAYS	77 67%	871 67%		15 62%	21 66%	22 85%	19 59%	39 67%				2 100%	8 80%	9 75%	53 69%	24 63%	76 67%	1 50%	60 67%	17 68%
#ALWAYS + USUALLY (NET)	104 90%	1149 88%	1 100%	23 96%	29 91%	25 96%	26 81%	55 95%			1 50%	2 100%	9 90%	12 100%	68 88%	36 95%	103 91%	1 50%	82 91%	22 88%
TOP BOX SCORE	77 67%	871 67%		15 62%	21 66%	22 85%	19 59%	39 67%				2 100%	8 80%	9 75%	53 69%	24 63%	76 67%	1 50%	60 67%	17 68%
NOT ANSWERED	4	41		1	2	1								2		3		4		
VALID CASES	115	1300	1	24	32	26	32	58	1		2	2	10	12	77	38	113	2	90	25
NUMBER OF RESPONDENTS	119	1341	1	25	34	27	32	58	1		2	2	10	12	79	38	116	2	94	25
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC		
Q52 YES	113 32%	1596 29%	21 ~	29 32%	37 30%	26 34%	31%	41 23%*	4 40%~	4 ~	2 67%~	9 40%~	14 28%~	14 50%~	82 37%*	30 23%*	108 32%~	4 25%~	93 33%	20 27%
NO	245 68%	3983 71%	1 100%~	44 68%	68 70%	73 66%	59 69%	138 77%*	6 60%~	4 100%~	2 33%~	3 60%~	23 72%~	14 50%~	140 63%*	98 77%*	231 68%~	12 75%~	190 67%	55 73%
NOT ANSWERED	31	439	7	11	9	4	6			1			1	10	5	15		31		
VALID CASES	358	5579	1	65	97	110	85	179	10	4	6	5	32	28	222	128	339	16	283	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
PQ53 NEVER	3 0.9%	65 1%	~	~	~	2% 1%	1%	~	~	~	~	20% ~	~	~	2 0.9%	~	2 0.6%	~	3 1%	~	
SOMETIMES	13 4%	282 5%	~	2 3%	3 3%	5 5%	3 4%	4 2%	2 20%	~	~	~	1 3%	~	11 5%*	2 2%	13 4%	~	11 4%	2 3%	
USUALLY	35 10%	520 9%	~	5 8%	9 9%	12 11%	9 11%	13 7%	1 10%	~	2 33%	~	4 13%	3 12%	25 12%	10 8%	33 10%	2 13%	27 10%	8 11%	
ALWAYS	298 85%	4656 84%	100%	1 89%	56 87%	83 82%	89 84%	69 84%	161 90%*	7 70%	4 100%	4 67%	4 80%	26 84%	23 88%	177 82%*	114 90%*	283 85%	13 87%	235 85%	63 86%
#ALWAYS + USUALLY (NET)	333 95%	5175 94%	100%	1 97%	61 97%	92 94%	101 95%	78 95%	174 98%*	8 80%	4 100%	6 100%	4 80%	30 97%	26 100%	202 94%	124 98%*	316 95%	15 100%	262 95%	71 97%
TOP BOX SCORE	298 85%	4656 84%	100%	1 89%	56 87%	83 82%	89 84%	69 84%	161 90%*	7 70%	4 100%	4 67%	4 80%	26 84%	23 88%	177 82%*	114 90%*	283 85%	13 87%	235 85%	63 86%
NOT ANSWERED	9	67		2	2	2	3	1					1	2	7	2	8	1	7	2	
VALID CASES	349	5523	1	63	95	108	82	178	10	4	6	5	31	26	215	126	331	15	276	73	
NUMBER OF RESPONDENTS	358 100%	5590 100%	1 100%	65 100%	97 100%	110 100%	85 100%	179 100%	10 100%	4 100%	6 100%	5 100%	32 100%	28 100%	222 100%	128 100%	339 100%	16 100%	283 100%	75 100%	

[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		
	WVCH 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
Q54 WORST HEALTH PLAN POSSIBLE	18	0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01	1	11	~	1%	~	~	~	~	10%	~	~	~	~	~	~	0.3%	~	1	0.3%
02	2	27	~	~	~	2%	2%	1%	~	~	~	~	~	2%	2%	0.6%	~	2	0.7%
03	2	40	~	~	~0.9%	1%	1%	1%	~	~	~	~	~	1%	1%	0.6%	~	~	2
04	4	53	~	1%	1%	0.9%	1%	2%	~	~	~	~	~	2%	1%	1%	~	4	1%
05	11	288	~	~	2%	4%	5%	6%	20%	~	~	~	3%	7%	3%	2%	8%	19%	8%
06	17	265	~	1%	5%	6%	5%	12%	20%	~	~	~	3%	6%	11%	5%	~	11%	6%
07	36	565	~	7%	13%	13%	3%	12%	~	25%	~	~	6%	11%	7%	14%	9%	25%	28%
08	56	980	~	15%	12%	17%	17%	14%	~	50%	~	20%	9%	19%	14%	17%	15%	13%	45%
09	64	1008	~	19%	14%	17%	21%	17%	~	57%	~	16%	22%	17%	17%	18%	~	19%	8%
BEST HEALTH PLAN POSSIBLE	177	2334	100%	54%	54%	42%	43%	44%	50%	25%	43%	80%	62%	48%	55%	38%	48%	44%	141
#8-10 (NET)	297	4322	100%	88%	80%	75%	81%	75%	50%	75%	100%	100%	88%	89%	86%	72%	81%	56%	242
	80%	77%	100%	88%	80%	75%	81%	75%	50%	75%	100%	100%	88%	89%	86%	72%	81%	56%	242

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			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	NO CCC	CCC	
9-10 (NET)	241 65%	3342 60%*	100%~	49 73%	70 68%	66 58%	55 64%	112 61%	5 50%~	1 25%~	7 100%~	4 80%~	25 78%~	19 70%~	166 72%*	72 55%*	233 66%~	7 44%~	197 67%	44 59%
NOT ANSWERED	19	430		5	5	6	3	1						2	1	3	3		18	1
VALID CASES	370	5588	1	67	103	113	86	184	10	4	7	5	32	27	231	130	351	16	296	74
NUMBER OF RESPONDENTS	389 100%	6018 100%	100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%
MEAN	8.73	8.52	10.0	9.00	8.90	8.56	8.52	8.54	7.30	8.25	9.43	9.60	9.19	9.07	8.99	8.40	8.77	8.06	8.77	8.55
p stat_(*=Sig @ p<=.05)		.013*	~.128	.182	.180	.242	.027*	~	~	~	~	~	~	~	.000*	.006*	~	~	.341	.342

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH 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		
Q55 YES	138 37%	2224 39%		35 ~ 51%*	36 35%	42 37%	25 29%	75 41%	5 50%~	2 ~ 29%~	3 60%~	13 41%~	14 48%~	74 32%*	61 46%*	130 37%~	7 44%~	82 28%*	56 75%*	
NO	233 63%	3434 61%	1 100%~	34 49%*	66 65%	71 63%	61 71%	109 59%	5 50%~	4 100%~	5 71%~	2 40%~	19 59%~	15 52%~	155 68%*	72 54%*	222 63%~	9 56%~	214 72%*	19 25%*
NOT ANSWERED	18	359		3	6	6	3	1						3		2		18		
VALID CASES	371	5659	1	69	102	113	86	184	10	4	7	5	32	29	229	133	352	16	296	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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			
	WVCH 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	
Q56 NEVER	3 2%	36 2%	~	~	1 3%	2 5%	2 3%	~	~	~	~	~	~	2 3%	1 2%	3 2%	~	~	3 5%	
SOMETIMES	8 6%	208 9%	~	1 3%	1 3%	4 10%	2 8%	6 8%	~	~	1 33%	~	~	4 6%	4 7%	7 6%	1 14%	5 6%	3 5%	
USUALLY	31 23%	522 24%	~	6 18%	9 25%	14 34%	2 8%	19 26%	3 60%	~	~	5 38%	1 7%	17 24%	14 23%	29 23%	2 29%	16 21%	15 27%	
ALWAYS	92 69%	1443 65%	~	26 79%	25 69%	21 51%	20 83%	47 64%	2 40%	~	2 100%	2 67%	8 62%	13 93%	47 67%	42 69%	87 69%	4 57%	57 73%	35 62%
#ALWAYS + USUALLY (NET)	123 92%	1964 89%	~	32 97%	34 94%	35 85%	22 92%	66 89%	5 100%	~	2 100%	2 67%	13 100%	14 100%	64 91%	56 92%	116 92%	6 86%	73 94%	50 89%
TOP BOX SCORE	92 69%	1443 65%	~	26 79%	25 69%	21 51%	20 83%	47 64%	2 40%	~	2 100%	2 67%	8 62%	13 93%	47 67%	42 69%	87 69%	4 57%	57 73%	35 62%
NOT ANSWERED	4	47	2			1 1	1							4		4		4		
VALID CASES	134	2208	33	36	41	24	74	5		2	3	13	14	70	61	126	7	78	56	
NUMBER OF RESPONDENTS	138	2255	35	36	42	25	75	5		2	3	13	14	74	61	130	7	82	56	
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q55 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q57 #YES	81 63%	1308 61%	23 ~ 72%	24 ~ 71%	23 ~ 58%	11 ~ 48%	41 57%	3 60%	1 ~ 50%	1 ~ 50%	8 ~ 62%	10 ~ 77%	54 78%*	26 45%*	77 63%	4 57%	49 67%	32 57%
NO	48 37%	853 39%	9 ~ 28%	10 ~ 29%	17 ~ 43%	12 ~ 52%	31 43%	2 40%	1 ~ 50%	1 ~ 50%	5 ~ 38%	3 ~ 23%	15 22%*	32 55%*	45 37%	3 43%	24 33%	24 43%
NOT ANSWERED	9	94	3	2	2	2	3			1		1	5	3	8		9	
VALID CASES	129	2161	32	34	40	23	72	5	2	2	13	13	69	58	122	7	73	56
NUMBER OF RESPONDENTS	138 100%	2255 100%	35 100%	36 100%	42 100%	25 100%	75 100%	5 100%	2 100%	3 100%	13 100%	14 100%	74 100%	61 100%	130 100%	7 100%	82 100%	56 100%

[ASKED IF Q55 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q58 EXCELLENT	146 39%	2291 40%	35 ~ 51%*	40 39%	40 36%	31 36%	81 44%	5 50%~		4 ~ 57%~	3 60%~	5 16%~	13 45%~	84 37%	61 46%	146 41%~		129 ~ 44%*	17 23%*	
VERY GOOD	120 32%	2006 35%	1 100%~	21 30%	33 32%	41 37%	24 28%	59 32%	2 20%~	3 75%~	1 14%~		16 ~ 50%~	7 24%~	71 31%	45 34%	120 34%~		97 ~ 33%	23 31%
GOOD	88 24%	1106 20%*	11 ~ 16%	24 23%	25 23%	28 33%*	36 19%	3 30%~		2 ~ 29%~	2 40%~	9 28%~	8 28%~	60 26%	26 20%	88 25%~		61 ~ 21%*	27 36%*	
FAIR	16 4%	239 4%	2 ~ 3%	6 6%	5 5%	3 3%	9 5%		1 ~ 25%~			2 ~ 6%~	1 3%~	15 7%*	1 0.8%*		16 ~ 100%~	8 3%*	8 11%*	
POOR		17 0.3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
#EXCELLENT + VERY GOOD + GOOD (NET)	354 96%	5403 95%	1 100%~	67 97%	97 94%	106 95%	83 97%	176 95%	10 100%~	3 75%~	7 100%~	5 100%~	30 94%~	28 97%~	215 93%*	132 99%*	354 100%~		287 ~ 97%*	67 89%*
NOT ANSWERED	19	359		3	5	8	3							2				19		
VALID CASES	370	5659	1	69	103	111	86	185	10	4	7	5	32	29	230	133	354	16	295	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH 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	171 46%	2506 44%	1 100%	45 65%*	45 44%	48 43%	32 37%*	83 45%	6 60%	1 25%	2 29%	3 60%	11 34%	15 52%	109 47%	59 44%	167 47%	3 19%	152 51%*	19 25%*
VERY GOOD	101 27%	1630 29%		14 ~ 20%	29 28%	33 29%	25 29%	53 29%	2 20%	3 75%	3 43%		12 ~ 38%	6 21%	58 25%	41 31%	100 28%	1 6%	84 28%	17 23%
GOOD	72 19%	1044 18%		6 ~ 9%*	23 22%	26 23%	17 20%	34 18%	1 10%		2 ~ 29%	1 20%	7 22%	4 14%	49 21%	20 15%	66 19%	5 31%	48 16%*	24 32%*
FAIR	26 7%	420 7%		4 ~ 6%	6 6%	5 4%	11 13%	14 8%	1 10%			1 ~ 20%	2 6%	3 10%	15 6%	11 8%	19 5%	7 44%	12 4%*	14 19%*
POOR	2 0.5%	74 1%*					2 2%	1 0.5%						1 ~ 3%		2 ~ 2%	2 0.6%		1 ~ 0.3%	1 1%
#EXCELLENT + VERY GOOD + GOOD (NET)	344 92%	5181 91%	1 100%	65 94%	97 94%	107 96%	74 85%*	170 92%	9 90%	4 100%	7 100%	4 80%	30 94%	25 86%	216 94%	120 90%	333 94%	9 56%	284 96%*	60 80%*
NOT ANSWERED	17	344		3	5	7	2								1				17	
VALID CASES	372	5674	1	69	103	112	87	185	10	4	7	5	32	29	231	133	354	16	297	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
Q60 YES	68	1197		9	20	23	16	38	4		1	1	5	7	32	34	63	5	15	53
	18%	21%		~ 13%	19%	21%	18%	21%	40%~		~ 14%~	20%~	16%~	24%~	14%*	26%*	18%~	31%~	5%*	71%*
NO	304	4478	1	60	83	89	71	147	6	4	6	4	27	22	199	99	291	11	282	22
	82%	79%	100%~	87%	81%	79%	82%	79%	60%~	100%~	86%~	80%~	84%~	76%~	86%*	74%*	82%~	69%~	95%*	29%*
NOT ANSWERED	17	343		3	5	7	2								1					17
VALID CASES	372	5675	1	69	103	112	87	185	10	4	7	5	32	29	231	133	354	16	297	75
NUMBER OF RESPONDENTS	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH 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
Q61 YES	56 85%	945 79%	7 ~ 78%	17 ~ 89%	19 ~ 83%	13 ~ 87%	35 95%	4 100%	1 ~ 100%	1 ~ 100%	1 20%	6 86%	23 74%	31 94%	51 84%	5 100%	5 38%	51 96%	
NO	10 15%	248 21%	2 ~ 22%	2 ~ 11%	4 ~ 17%	2 ~ 13%	2 5%	~	~	~	~	4 80%	1 14%	8 26%	2 6%	10 16%	8 ~	2 4%	
NOT ANSWERED	2	41		1		1	1						1	1	2		2		
VALID CASES	66	1192	9	19	23	15	37	4	1	1	5	7	31	33	61	5	13	53	
NUMBER OF RESPONDENTS	68	1233	9	20	23	16	38	4	1	1	5	7	32	34	63	5	15	53	
	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		
	WVCH 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	50 91%	867 92%	6 ~ 86%	16 ~ 100%	15 ~ 79%	13 ~ 100%	34 97%	3 ~ 100%		1 ~ 100%	1 ~ 100%	6 ~ 100%	20 87%	28 93%	46 92%	4 80%		50 ~ 98%	
NO	5 9%	75 8%	1 ~ 14%		4 ~ 21%		1 3%		1 ~ 100%				3 13%	2 7%	4 8%	1 20%		4 ~ 100%	1 2%
NOT ANSWERED	1	13		1			1							1	1			1	
VALID CASES	55	942	7	16	19	13	35	3	1	1	1	6	23	30	50	5	4	51	
NUMBER OF RESPONDENTS	56 100%	955 100%	7 100%	17 100%	19 100%	13 100%	35 100%	4 100%	1 100%	1 100%	1 100%	6 100%	23 100%	31 100%	51 100%	5 100%	5 100%	51 100%	51 100%

[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		
	WVCH 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	48 13%	872 15%	~	12%	12%	15%	13%	28 15%	2 20%~	~	~	20%~	3 9%~	8 28%~	22 10%*	25 19%*	46 13%~	2 13%~	12 4%*	36 49%*
NO	321 87%	4772 85%	100%~	88%~	88%~	85%~	87%~	156 85%	8 80%~	4 100%~	7 100%~	4 80%~	29 91%~	21 72%~	207 90%*	108 81%*	307 87%~	13 87%~	283 96%*	38 51%*
NOT ANSWERED	20	374		3	6	7	4	1							3		1	1	19	1
VALID CASES	369	5644	1	69	102	112	85	184	10	4	7	5	32	29	229	133	353	15	295	74
NUMBER OF RESPONDENTS	389 100%	6018 100%	100%	100%	100%	100%	100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q64 YES	34 71%	716 83%	~	5 63%	8 67%	13 76%	8 73%	21 75%	2 100%	~	1 100%	6 75%	13 59%	20 80%	32 70%	2 100%	~	34 94%	~
NO	14 29%	150 17%	~	3 38%	4 33%	4 24%	3 27%	7 25%	~	~	~	3 100%	2 25%	9 41%	5 20%	14 30%	~	12 100%	2 6%
NOT ANSWERED		15																	
VALID CASES	48	866		8	12	17	11	28	2		1	3	8	22	25	46	2	12	36
NUMBER OF RESPONDENTS	48	881		8	12	17	11	28	2		1	3	8	22	25	46	2	12	36
	100%	100%		100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	WVCH 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
Q65 YES	34	679	5	8	13	8	21	2		1		6	13	20	32	2		34
	100%	96%	~100%	~100%	~100%	~100%	~100%	~100%	~	~100%	~	~100%	~100%	~100%	~100%	~100%	~	~100%
NO		29																
		4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		17																
VALID CASES	34	708	5	8	13	8	21	2		1		6	13	20	32	2		34
NUMBER OF RESPONDENTS	34	725	5	8	13	8	21	2		1		6	13	20	32	2		34
	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			
	WVCH 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	
Q66 YES	46 12%	674 12%		8 ~ 12%	16 16%	13 12%	9 10%	30 16%*	2 20%~		1 ~ 20%~	1 3%~	6 21%~	25 11%	21 16%	41 12%~	5 31%~	10 3%*	36 48%*	
NO	325 88%	4980 88%	1 100%~	61 88%	87 84%	99 88%	77 90%	155 84%*	8 80%~	4 100%~	7 100%~	4 80%~	31 97%~	23 79%~	205 89%	112 84%	313 88%~	11 69%~	286 97%*	39 52%*
NOT ANSWERED	18	364		3	5	7	3							2				18		
VALID CASES	371	5654	1	69	103	112	86	185	10	4	7	5	32	29	230	133	354	16	296	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH 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	
Q67 YES	34	505		4	11	12	7	21	2		1	6	15	19	30	4	1	33		
	77%	79%	~	57%	69%	92%	88%	75%	100%	~	~	100%	~	100%	65%	90%	77%	80%	11%	94%
NO	10	133		3	5	1	1	7			1		8	2	9	1	8	2		
	23%	21%	~	43%	31%	8%	13%	25%	~	~	~	100%	~	35%	10%	23%	20%	89%	6%	
NOT ANSWERED	2	30		1			1	2					2		2		1	1		
VALID CASES	44	638		7	16	13	8	28	2		1	1	6	23	21	39	5	9	35	
NUMBER OF RESPONDENTS	46	668		8	16	13	9	30	2		1	1	6	25	21	41	5	10	36	
	100%	100%		100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q68 YES	33	510		4	10	12	7	21	2		1	5	14	19	30	3		33	
	97%	96%	~100%	91%	100%	100%	100%	100%	100%	~	~100%	~83%	93%	100%	100%	75%	~	~100%	~
NO	1	19			1							1	1			1	1		
	3%	4%	~	~	9%	~	~	~	~	~	~	17%	7%	~	~	25%	100%	~	~
NOT ANSWERED		5																	
VALID CASES	34	529		4	11	12	7	21	2		1	6	15	19	30	4	1	33	
NUMBER OF RESPONDENTS	34	534		4	11	12	7	21	2		1	6	15	19	30	4	1	33	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES AND Q67 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q69 YES	267	583	~	13%	8%	5%	4%	17%	~	~	~	~	6%~	14%~	6%	9%	7%~	19%~	3%*	24%*
NO	340	5081	100%~	87%	92%	95%	96%	166%	100%	~100%	~100%	~100%	94%~	86%~	94%	91%	93%~	81%~	97%*	76%*
NOT ANSWERED	23	354		5	7	7	4	2		1			1		4	3	5		22	1
VALID CASES	366	5664	100%	100%	100%	100%	100%	183	10	3	7	5	32	28	228	130	349	16	292	74
NUMBER OF RESPONDENTS	389	6018	100%	100%	100%	100%	100%	185	10	4	7	5	32	29	232	133	354	16	314	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC			
Q70 YES	15 62%	317 61%	~	5 71%	6 75%	2 33%	2 67%	10 67%	~	~	~	~	~	3 75%	7 58%	8 67%	14 64%	1 50%	15 94%		
NO	9 38%	205 39%	~	2 29%	2 25%	4 67%	1 33%	5 33%	~	~	~	~	~	2 100%	1 25%	5 42%	4 33%	8 36%	1 50%	8 100%	1 6%
NOT ANSWERED	2	42		2				2							2		1	1		2	
VALID CASES	24	522		7	8	6	3	15						2	4	12	12	22	2	8	16
NUMBER OF RESPONDENTS	26	564		9	8	6	3	17						2	4	14	12	23	3	8	18
	100%	100%		100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES]

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q71 YES	15	315	5	6	2	2	10	~	~	~	~	~	3	7	8	14	1	15	
	100%	96%	~100%	~100%	~100%	~100%	~100%	~	~	~	~	~	~100%	~100%	~100%	~100%	~100%	~100%	~100%
NO		14	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
		4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		6																	
VALID CASES	15	330	5	6	2	2	10						3	7	8	14	1	15	
NUMBER OF RESPONDENTS	15	336	5	6	2	2	10						3	7	8	14	1	15	
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES AND Q70 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH 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	44 12%	799 14%	~	5 7%	12 12%	16 14%	11 13%	28 15%	1 11%~	~	~	1 20%~	1 3%~	6 21%~	23 10%	21 16%	40 11%~	4 25%~	5 2%*	39 55%*
NO	321 88%	4843 86%	100%~	63 93%	89 88%	95 86%	73 87%	155 85%	8 89%~	4 100%~	7 100%~	4 80%~	31 97%~	23 79%~	203 90%	112 84%	308 89%~	12 75%~	289 98%*	32 45%*
NOT ANSWERED	24	376		4	7	8	5	2	1					6		6		20	4	
VALID CASES	365	5642	1	68	101	111	84	183	9	4	7	5	32	29	226	133	348	16	294	71
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q73 YES	38	744		5	11	13	9	25	1		1	1	6	18	20	34	4	38
	90%	94%	~100%	~92%	~87%	~90%	~93%	~100%	~	~100%	~100%	~100%	~82%	~100%	~89%	~100%	~100%	
NO	4	48			1	2	1	2						4	4		4	
	10%	6%	~	~	8%	13%	10%	7%	~	~	~	~	~	18%	11%	~100%	~	
NOT ANSWERED	2	31				1	1	1						1	1	2	1	1
VALID CASES	42	793		5	12	15	10	27	1		1	1	6	22	20	38	4	4
NUMBER OF RESPONDENTS	44	824		5	12	16	11	28	1		1	1	6	23	21	40	4	5
	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		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
NQ74 LESS THAN 1 YEAR OLD	1	27	1	~	~	~	~	~	~	~	~	~	~	~	1	1	1	~	~	
	0.3%	0.4%	100%	~	~	~	~	~	~	~	~	~	~	~	0.4%	0.3%	0.3%	~	~	
1 TO 3 YEARS OLD	72	1125	72	~	~	~	~	37	1	3	1	1	4	5	42	25	67	2	61	11
	19%	19%	~100%	~	~	~	~	20%	10%	75%	14%	20%	13%	17%	18%	19%	19%	13%	19%	15%
4 TO 7 YEARS OLD	108	1651	108	~	~100%	~	~	60	3	1	9	7	67	35	97	6	83	25	83	25
	28%	27%	~	~	~100%	~	~	32%	30%	~	14%	~	28%	24%	29%	26%	27%	38%	26%	33%
8 TO 12 YEARS OLD	119	1813	119	~	~	~100%	~	48	5	1	2	2	9	7	69	40	106	5	98	21
	31%	30%	~	~	~100%	~	~	26%	50%	25%	29%	40%	28%	24%	30%	30%	30%	31%	31%	28%
13 OR OLDER	89	1402	89	~	~	~	~100%	40	1	3	2	10	10	53	33	83	3	71	18	
	23%	23%	~	~	~	~100%	~	22%	10%	~	43%	40%	31%	34%	23%	25%	23%	19%	23%	24%
VALID CASES	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75
NUMBER OF RESPONDENTS	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
NQ75 MALE	203 52%	3120 52%		32 ~ 44%	60 56%	63 53%	48 54%	100 54%	2 20%~	1 25%~	5 71%~	1 20%~	20 62%~	14 48%~	124 53%	66 50%	183 52%~	9 56%~	161 51%	42 56%
FEMALE	186 48%	2898 48%	1 100%~	40 56%	48 44%	56 47%	41 46%	85 46%	8 80%~	3 75%~	2 29%~	4 80%~	12 38%~	15 52%~	108 47%	67 50%	171 48%~	7 44%~	153 49%	33 44%
VALID CASES	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH 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	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q76																				
HISPANIC OR LATINO	232	2443	1	42	67	69	53	87	3	2	3	32	11	232		215	15	199	33	
	64%	43%*	100%~	63%	66%	63%	62%	47%*	33%~	50%~	~	60%~	100%~	38%~	100%~	~	62%~	94%~	68%*	45%*
NOT HISPANIC OR LATINO	133	3183		25	35	40	33	97	6	2	7	2		18	133	132	1	93	40	
	36%	57%*	~	37%	34%	37%	38%	53%*	67%~	50%~	100%~	40%~	~	62%~	~	100%~	38%~	6%~	32%*	55%*
NOT ANSWERED	24	391		5	6	10	3	1	1							7		22	2	
VALID CASES	365	5627	1	67	102	109	86	184	9	4	7	5	32	29	232	133	347	16	292	73
NUMBER OF RESPONDENTS	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	HIS- PAN- IC	NOT GOOD & POOR	VERY FAIR & POOR	NO CCC	CCC		
Q77.1	WVCH TOT CHLD	OHP TOT CHLD																		
YES	212 54%	3921 65%*	42 ~ 58%	66 61%	54 45%*	50 56%	185 100%~	~	~	~	~	27 ~ 93%~	97 42%*	114 86%*	203 57%~	9 56%~	155 49%*	57 76%*		
NO	177 46%	2097 35%*	1 100%~	30 42%	42 39%	65 55%*	39 44%	10 ~100%~	4 ~100%~	7 ~100%~	5 ~100%~	32 ~100%~	2 7%~	135 58%*	19 14%*	151 43%~	7 44%~	159 51%*	18 24%*	
VALID CASES	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75
NUMBER OF RESPONDENTS	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC	
Q77.2	WVCH TOT CHLD																			
YES	17 4%	320 5%	3 ~	5 4%	7 5%	2 2%	10 ~100%	~	~	~	~	7 24%	6 3%	10 8%	16 5%	1 6%	13 4%	4 5%		
NO	372 96%	5698 95%	1 100%	69 96%	103 95%	112 94%	87 98%	185 100%	4 ~100%	7 100%	5 100%	32 100%	22 76%	226 97%	123 92%	338 95%	15 94%	301 96%	71 95%	
VALID CASES	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC	
Q77.3	WVCH TOT CHLD																			
YES	9 2%	238 4%*	3 ~	2 4%	2 2%	2 2%		4 ~100%				5 ~17%	3 1%	6 5%	7 2%~	2 13%~		8 3%	1 1%	
NO	380 98%	5780 96%*	1 100%	69 96%	106 98%	117 98%	87 98%	185 100%	10 100%	7 ~100%	5 100%	32 100%	24 83%	229 99%	127 95%	347 98%	14 88%	306 97%	74 99%	
VALID CASES	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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

		AGE						RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	HIS- PAN- IC	NOT GOOD & POOR	VERY FAIR & POOR	NO CCC	CCC	
Q77.4	WVCH TOT CHLD																		
YES	10 3%	104 2%	1 ~	1 1%	4 0.9%	4 3%			7 ~100%		3 ~		10 ~	8%*	10 3%~		9 3%	1 1%	
NO	379 97%	5914 98%	1 100%~	71 99%	107 99%	115 97%	185 100%	10 ~100%	4 ~100%	5 ~100%	32 ~100%	26 90%	232 ~100%	123 92%	344 97%	16 ~100%	305 97%	74 99%	
VALID CASES	389	6018	1	72	108	119	185	10	4	7	5	32	29	232	133	354	16	314	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.5	WVCH TOT CHLD																			
YES	15 4%	339 6%*	2 ~	4 3%	5 4%	4 4%				5 ~100%		10 ~34%	5 2%	10 8%*	15 4%~		10 3%	5 7%		
NO	374 96%	5679 94%*	1 100%	70 ~97%	104 96%	114 96%	85 96%	185 100%	10 ~100%	4 ~100%	7 ~100%		32 ~100%	19 66%	227 98%	123 92%*	339 96%~	16 100%	304 97%	70 93%
VALID CASES	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75
NUMBER OF RESPONDENTS	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75
	100%	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	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC	
Q77.6	WVCH TOT CHLD																			
YES	43 11%	629 10%	7 ~ 10%	10 9%	10 8%	16 18%*	~	~	~	~	32 ~100%	11 38%	39 17%*	4 3%*	41 12%~	2 13%~	39 12%*	4 5%*		
NO	346 89%	5389 90%	1 100%~	65 90%	98 91%	109 92%	73 82%*	185 100%	10 100%	4 100%	7 100%	5 100%	18 ~ 62%~	193 83%*	129 97%*	313 88%~	14 88%~	275 88%*	71 95%*	
VALID CASES	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

Q78 WHAT IS YOUR AGE?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q78 UNDER 18	12 3%	209 4%	~	~	2% 2	5% 5	6% 5	8% 8	~	~	~	~	~	~	~	7% 7	5% 5	11% 11	1% 1	10% 10	2% 2
18 TO 24	27 7%	307 5%	~	25%* 17	5% 5	5% 5	~	9% 17	~	25%* 1	~	~	6% 2	7% 2	7% 16	8% 11	8% 27	~	8% 24	4% 3	
25 TO 34	152 42%	2087 37%	100% 1	49% 33	54%* 55	40% 44	22%* 19	44% 80	20% 2	25% 1	14% 1	20% 1	44% 14	52% 15	42% 96	41% 54	42% 145	40% 6	41% 119	45% 33	
35 TO 44	126 34%	2042 36%	~	21%* 14	34% 34	35% 39	45%* 39	30%* 54	50% 5	25% 1	71% 5	60% 3	31% 10	34% 10	35% 79	34% 45	34% 119	40% 6	35% 102	33% 24	
45 TO 54	41 11%	708 13%	~	3%* 2	4%* 4	14% 15	23%* 20	11% 21	20% 2	25% 1	14% 1	~	19% 6	~	13% 29	8% 10	11% 38	13% 2	12% 34	10% 7	
55 TO 64	7 2%	233 4%*	~	1% 1	1% 1	2% 2	3% 3	2% 3	10% 1	~	~	20% 1	~	7% 2	~	5%* 7	2% 7	~	1% 3	5% 4	
65 TO 74	1 0.3%	39 0.7%	~	~	~	0.9% 1	~	~	~	~	~	~	~	~	~	1 0.8%	1 0.3%	~	1 0.3%	~	
75 OR OLDER	12 0.2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NOT ANSWERED	23	382		5	7	8	3	2							5		6	1	21	2	
VALID CASES	366	5636	1	67	101	111	86	183	10	4	7	5	32	29	227	133	348	15	293	73	
NUMBER OF RESPONDENTS	389	6018	1	72	108	119	89	185	10	4	7	5	32	29	232	133	354	16	314	75	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q79 ARE YOU MALE OR FEMALE?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH 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		
Q79 MALE	46 12%	691 12%		8 ~ 12%	6 6%*	16 14%	16 19%	21 11%	3 ~ 75%			4 ~ 13%	4 14%	28 12%	18 14%	43 12%~	3 19%~	40 14%	6 8%	
FEMALE	323 88%	4976 88%	1 100%~	59 88%	97 94%*	96 86%	70 81%	164 89%	10 100%~	1 25%~	7 100%~	5 100%~	28 87%~	25 86%~	202 88%	115 86%	307 88%~	13 81%~	256 86%	67 92%
NOT ANSWERED	20	352		5	5	7	3							2		4		18	2	
VALID CASES	369	5666	1	67	103	112	86	185	10	4	7	5	32	29	230	133	350	16	296	73
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHTE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q80																				
8TH GRADE OR LESS	84 23%	729 13%*		7 ~ 11%*	22 22%	29 27%	26 31%	27 15%*	3 30%~	1 25%~		1 ~ 20%~	9 28%~	3 10%~	79 36%*	1 0.8%*	71 21%~	11 73%~	76 26%*	8 11%*
SOME HIGH SCHOOL BUT DID NOT GRADUATE	45 13%	659 12%	1 100%~	10 15%	12 12%	17 16%	5 6%*	16 9%*		1 ~ 25%~		1 ~ 20%~	4 13%~	2 7%~	41 19%*	4 3%*	43 13%~	1 7%~	37 13%	8 11%
HIGH SCHOOL GRADUATE OR GED	134 37%	1741 31%*		29 ~ 44%	37 37%	35 32%	33 39%	70 38%	3 30%~	1 25%~	5 71%~	1 20%~	17 53%~	11 38%~	81 37%	52 39%	134 39%~		110 38%	24 33%
SOME COLLEGE OR 2-YEAR DEGREE	79 22%	1785 32%*		16 ~ 24%	23 23%	24 22%	16 19%	56 31%*	3 30%~	1 25%~	2 29%~	1 20%~	1 3%~	11 38%~	16 7%*	62 47%*	77 23%~	2 13%~	54 19%*	25 34%*
4-YEAR COLLEGE GRADUATE	12 3%	395 7%*		3 ~ 5%	3 3%	3 3%	3 4%	9 5%					1 ~ 3%~	2 7%~	2 0.9%*	10 8%*	11 3%~	1 7%~	7 2%	5 7%
MORE THAN 4-YEAR COLLEGE DEGREE	6 2%	239 4%*		1 ~ 2%	3 3%	1 0.9%	1 1%	4 2%	1 10%~			1 ~ 20%~			2 ~ 0.9%	4 3%	6 2%~		3 1%	3 4%
NOT ANSWERED	29	471		6	8	10	5	3							11		12	1	27	2
VALID CASES	360	5547	1	66	100	109	84	182	10	4	7	5	32	29	221	133	342	15	287	73
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

	WVCH TOT CHLD	OHP TOT CHLD	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q81																					
MOTHER OR FATHER	353 97%	5300 95%*	1 100%	68 100%	100 100%	107 96%	77 91%*	181 98%	8 89%	4 100%	5 83%	4 80%	32 100%	25 86%	228 100%*	119 92%*	334 97%	16 100%	286 98%	67 92%	
GRANDPARENT	4 1%	137 2%*	~	~	~	2 2%	2 2%	~	~	~	1 17%	~	~	~	2 7%	~	4 3%	4 1%	~	3 1%	1 1%
AUNT OR UNCLE		36 0.6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
OLDER BROTHER OR SISTER		4 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
OTHER RELATIVE		6 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
LEGAL GUARDIAN	6 2%	77 1%	~	~	~0.9%	1 6%*	5 6%*	3 2%	~	~	~	1 20%	~	1 3%	1 0.4%	5 4%	6 2%	~	2 0.7%	4 5%	
SOMEONE ELSE	2 0.5%	44 0.8%	~	~	~0.9%	1 1%	1 1%	~	1 11%	~	~	~	~	1 3%	~	2 2%	2 0.6%	~	1 0.3%	1 1%	
NOT ANSWERED	24	415		4	8	8	4	1	1		1				3	3	8		22	2	
VALID CASES	365	5603	1	68	100	111	85	184	9	4	6	5	32	29	229	130	346	16	292	73	
NUMBER OF RESPONDENTS	389 100%	6018 100%	1 100%	72 100%	108 100%	119 100%	89 100%	185 100%	10 100%	4 100%	7 100%	5 100%	32 100%	29 100%	232 100%	133 100%	354 100%	16 100%	314 100%	75 100%	

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH 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	
Q82 YES	8 4%	157 5%	~	1 3%	~	3 5%	4 8%	1 0.9%*	~	~	~	2 13%	~	8 7%	~	6 3%	1 10%	8 5%	~	
NO	192 96%	3319 95%	1 100%	33 97%	56 100%	56 95%	46 92%	108 99%*	4 100%	3 100%	5 100%	4 100%	14 88%	5 100%	113 93%*	78 100%	182 97%	9 90%	150 95%	42 100%
NOT ANSWERED	3	40			1		2	2						2	1	3		2	1	
VALID CASES	200	3476	1	34	56	59	50	109	4	3	5	4	16	5	121	78	188	10	158	42
NUMBER OF RESPONDENTS	203 100%	3516 100%	1 100%	34 100%	57 100%	59 100%	52 100%	111 100%	4 100%	3 100%	5 100%	4 100%	16 100%	5 100%	123 100%	79 100%	191 100%	10 100%	160 100%	43 100%

[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	
	WVCH 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
Q83.1 YES	8	68	1	3	4	1	1				2		8		6	1	8	
	100%	57%	~100%	~100%	~100%	~100%	~100%	~	~	~	~100%	~	~100%	~	~100%	~100%	~100%	~
NO		51																
		43%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
VALID CASES	8	119	1	3	4	1	1				2		8		6	1	8	
NUMBER OF RESPONDENTS	8	119	1	3	4	1	1				2		8		6	1	8	
	100%	100%	100%	100%	100%	100%	100%				100%		100%		100%	100%	100%	

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

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q83.2	WVCH TOT CHLD	OHP TOT CHLD															
YES	2 25%	52 44%	~	~	~	33%~	25%~	~	~	~	50%~	25%~	2	2	33%~	25%~	~
NO	6 75%	67 56%	~	100%~	~	67%~	75%~	100%~	~	~	50%~	75%~	6	4	67%~	100%~	75%~
VALID CASES	8	119	1	3	4	1	1	2	8	6	1	8	6	1	8	8	
NUMBER OF RESPONDENTS	8	119	1	3	4	1	1	2	8	6	1	8	6	1	8	8	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

		AGE					RACE					ETHNIC- ITY	HEALTH STATUS	CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q83.3 YES	WVCH TOT CHLD	9 7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	8 100%	110 93%	1 ~100%	3 ~100%	4 ~100%	1 ~100%	~	~	~	2 ~100%	~	8 ~100%	6 ~100%	1 ~100%	8 ~100%	~
VALID CASES	8	119	1	3	4	1				2		8	6	1	8	
NUMBER OF RESPONDENTS	8 100%	119 100%	1 100%	3 100%	4 100%	1 100%				2 100%		8 100%	6 100%	1 100%	8 100%	

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

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q83.4	WVCH TOT CHLD																	
YES	2 25%	31 26%	~	~	1 33%	1 25%	~	~	~	~	50%	2 25%	2 33%	2 33%	2 25%	2 25%	~	
NO	6 75%	88 74%	1 ~100%	2 ~	3 67%	1 75%	1 100%	~	~	~	50%	6 75%	4 67%	1 100%	6 75%	1 100%	6 75%	~
VALID CASES	8	119	1	3	4	1	1			2		8	6	1	8			
NUMBER OF RESPONDENTS	8 100%	119 100%	1 100%	3 100%	4 100%	1 100%	1 100%			2 100%		8 100%	6 100%	1 100%	8 100%			

[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		
		<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 & FAIR & POOR	NO CCC	CCC
Q83.5 YES	WVCH TOT CHLD	11 9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	8 100%	108 91%	1 ~100%	3 ~100%	4 ~100%	1 ~100%	~	~	~	2 ~100%	~	8 ~100%	6 ~100%	1 ~100%	8 ~100%	~
VALID CASES	8	119	1	3	4	1				2		8	6	1	8	
NUMBER OF RESPONDENTS	8 100%	119 100%	1 100%	3 100%	4 100%	1 100%				2 100%		8 100%	6 100%	1 100%	8 100%	

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
NQ14 0-6	27 11%	375 10%		3 ~ 6%	8 11%	10 14%	6 11%	16 13%	1 17%~			1 5%~	1 4%~	16 11%	10 10%	24 10%~	2 18%~	18 9%	9 15%	
7-8	67 27%	1202 31%	1 100%~	8 15%*	17 23%	25 36%	16 30%	29 23%	1 17%~			7 32%~	11 44%~	34 24%	29 30%	61 27%~	3 27%~	53 28%	14 23%	
9-10	157 63%	2325 60%		41 ~ 79%*	49 66%	35 50%*	32 59%	82 65%	4 67%~		3 ~100%~	2 100%~	14 64%~	13 52%~	93 65%	57 59%	145 63%~	6 55%~	119 63%	38 62%
VALID CASES	251	3902	1	52	74	70	54	127	6		3	2	22	25	143	96	230	11	190	61
NUMBER OF RESPONDENTS	251 100%	3902 100%	1 100%	52 100%	74 100%	70 100%	54 100%	127 100%	6 100%		3 100%	2 100%	22 100%	25 100%	143 100%	96 100%	230 100%	11 100%	190 100%	61 100%
MEAN	2.52	2.50	2.00	2.73	2.55	2.36	2.48	2.52	2.50		3.00	3.00	2.59	2.48	2.54	2.49	2.53	2.36	2.53	2.48
p stat_(*=Sig @ p<=.05)		.634		~.005*	.589	.020*	.659	.967	~	~	~	~	~	~	.583	.605	~	~	.599	.600

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
NQ41 0-6	15 5%	353 7%*	~	3 5%	2 2%	7 8%	3 4%	10 6%	2 29%~	~	~	~	~	1 4%~	7 4%	7 6%	14 5%~	~	8 3%	7 10%
7-8	68 22%	1106 23%	~	13 22%	19 22%	25 27%	11 16%	37 23%	2 29%~	1 50%~	~	~	5 20%~	6 23%~	36 20%	31 26%	66 23%~	2 22%~	53 23%	15 21%
9-10	221 73%	3349 70%	100%~	43 73%	65 76%	59 65%	53 79%	114 71%	3 43%~	1 50%~	6 100%~	3 100%~	20 80%~	19 73%~	134 76%	79 68%	210 72%~	7 78%~	172 74%	49 69%
VALID CASES	304	4809	1	59	86	91	67	161	7	2	6	3	25	26	177	117	290	9	233	71
NUMBER OF RESPONDENTS	304 100%	4809 100%	100%	59 100%	86 100%	91 100%	67 100%	161 100%	7 100%	2 100%	6 100%	3 100%	25 100%	26 100%	177 100%	117 100%	290 100%	9 100%	233 100%	71 100%
MEAN	2.68	2.62	3.00	2.68	2.73	2.57	2.75	2.65	2.14	2.50	3.00	3.00	2.80	2.69	2.72	2.62	2.68	2.78	2.70	2.59
p stat_(*=Sig @ p<=.05)		.065	~1.00	.252	.047*	.242		.296	~	~	~	~	~	~	.154	.138	~	~	.195	.197

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER					
	WVCH 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			
NQ48 0-6	2 4%	69 10%	~	~	~	10%	10%	1 5%	~	~	~	~	~	20%	1 3%	1 7%	2 5%	~	1 4%	1 5%		
7-8	8 17%	173 25%	~	~	30%	~	20%	3 14%	~	~	~	~	14%	20%	6 18%	2 14%	7 17%	1 20%	7 28%	1 5%		
9-10	37 79%	464 66%	~	100%	70%	90%	70%	17 81%	2 100%	~	~	~	86%	60%	6 79%	3 79%	26 79%	11 79%	33 79%	4 80%	17 68%	20 91%
VALID CASES	47	706		7	20	10	10	21	2				7	5	33	14	42	5	25	22		
NUMBER OF RESPONDENTS	47	706		7	20	10	10	21	2				7	5	33	14	42	5	25	22		
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%		
MEAN	2.74	2.56		3.00	2.70	2.80	2.60	2.76	3.00				2.86	2.40	2.76	2.71	2.74	2.80	2.64	2.86		
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			
	WVCH 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	37 10%	702 13%	~	3 4%*	8 8%	13 12%	13 15%	24 13%	5 50%~	~	~	~	2 6%~	~	16 7%*	18 14%	34 10%~	3 19%~	26 9%	11 15%	
7-8	92 25%	1548 28%	~	15 22%	25 24%	34 30%	18 21%	48 26%	~	3 75%~	~	1 20%~	5 16%~	8 30%~	49 21%*	40 31%	84 24%~	6 38%~	73 25%	19 26%	
9-10	241 65%	3348 60%*	100%~	1 73%~	49 68%	70 58%	66 64%	55 61%	112 50%~	5 25%~	1 100%~	7 80%~	4 100%~	25 78%~	19 70%~	166 72%*	72 55%*	233 66%~	7 44%~	197 67%	44 59%
VALID CASES	370	5598	1	67	103	113	86	184	10	4	7	5	32	27	231	130	351	16	296	74	
NUMBER OF RESPONDENTS	370 100%	5598 100%	100%	100%	100%	100%	100%	184 100%	10 100%	4 100%	7 100%	5 100%	32 100%	27 100%	231 100%	130 100%	351 100%	16 100%	296 100%	74 100%	
MEAN	2.55	2.47	3.00	2.69	2.60	2.47	2.49	2.48	2.00	2.25	3.00	2.80	2.72	2.70	2.65	2.42	2.57	2.25	2.58	2.45	
p stat_(*=Sig @ p<=.05)		.018*	~	.038*	.351	.126	.359	.037*	~	~	~	~	~	~	~.001*	.006*	~	~	~.164	.165	

GETTING NEEDED CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NPRBSEE4 NQ46	2.19	2.27	2.57	2.00	2.27	2.20	2.29	1.50				1.86	2.00	2.21	2.14	2.21	2.00	2.04	2.35	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCARNES4 NQ15	2.46	2.47	2.00	2.61	2.54	2.22	2.55	2.48	2.67		2.67	3.00	2.57	2.56	2.44	2.48	2.46	2.45	2.50	2.34
p stat_(*=Sig @ p<=.05)	.961		~.079	.245	.001*	.296	.699	~	~	~	~	~	~	~.594	.777	~	~	.144	.145	
COMPOSITE	2.33	2.37	2.00	2.59	2.27	2.25	2.37	2.38	2.08	x	2.67	3.00	2.21	2.28	2.32	2.31	2.33	2.23	2.27	2.35
p stat_(*=Sig @ p<=.05)	.577		~.064	.638	.480	.732	.432	~	~	~	~	~	~	~.989	.875	~	~	.236	.882	

GETTING CARE QUICKLY

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NCARSN4 NQ4	2.53	2.61	2.00	2.65	2.65	2.23	2.63	2.74	3.00	3.00	3.00	2.38	2.55	2.45	2.65	2.56	2.50	2.51	2.58	
p stat_(*=Sig @ p<=.05)		.211	~	~	~	~	~	.004*	~	~	~	~	~	~	~	~	~	~	~	
NAPGET4 NQ6	2.45	2.46	2.00	2.57	2.37	2.44	2.48	2.51	2.60	1.50	3.00	2.37	2.59	2.39	2.56	2.45	2.67	2.45	2.47	
p stat_(*=Sig @ p<=.05)		.863	~	.144	.256	.847	~	.221	~	~	~	~	~	.080	.083	~	~	.858	.859	
COMPOSITE	2.49	2.54	2.00	2.61	2.51	2.33	2.55	2.63	2.80	x	2.25	3.00	2.37	2.57	2.42	2.60	2.50	2.58	2.48	2.52
p stat_(*=Sig @ p<=.05)		.583	~	.458	.874	.271	.717	.115	~	~	~	~	~	.298	.334	~	~	.781	.835	

HOW WELL DOCTORS COMMUNICATE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NDREXPL4 NQ32	2.71	2.69	2.00	2.61	2.71	2.79	2.72	2.73	3.00	3.00	3.00	2.68	2.78	2.66	2.80	2.72	2.56	2.72	2.68
p stat_(*=Sig @ p<=.05)		.578	~	~1.00	.163	.888	.527	~	~	~	~	~	~	.137	.048*	~	~	.686	.686
NDRLSTN4 NQ33	2.74	2.70	3.00	2.70	2.81	2.74	2.66	2.71	2.60	2.75	3.00	3.00	2.65	2.75	2.72	2.74	2.67	2.76	2.67
p stat_(*=Sig @ p<=.05)		.218	~	~.154	.982	.258	.414	~	~	~	~	~	~	.587	.747	~	~	.244	.244
NDRESPU4 NQ34	2.76	2.77	3.00	2.83	2.78	2.78	2.66	2.76	2.20	3.00	3.00	2.84	2.65	2.79	2.73	2.78	2.67	2.79	2.70
p stat_(*=Sig @ p<=.05)		.924	~	~.724	.838	.174	.882	~	~	~	~	~	~	.364	.516	~	~	.334	.336
NDRTMEN4 NQ37	2.43	2.48	2.00	2.39	2.54	2.42	2.34	2.52	2.00	2.75	3.00	2.42	2.30	2.32	2.59	2.43	2.44	2.44	2.41
p stat_(*=Sig @ p<=.05)		.323	~	~.126	.890	.319	.058	~	~	~	~	~	~	.007*	.008*	~	~	.758	.758
COMPOSITE	2.66	2.66	2.50	2.63	2.71	2.68	2.59	2.68	2.45	x 2.88	3.00	2.74	2.60	2.63	2.71	2.67	2.58	2.68	2.61
p stat_(*=Sig @ p<=.05)		.978	~	~.789	.919	.777	.865	~	~	~	~	~	~	.788	.745	~	~	.824	.825

CUSTOMER SERVICE

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NPBCLCS4 NQ50	2.34	2.30	2.00	2.38	2.25	2.50	2.29	2.39	1.00		2.00	2.50	2.30	2.42	2.33	2.37	2.37	1.00	2.36	2.28
p stat_(*=Sig @ p<=.05)		.484	~	~	~	~	~	.540	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ51	2.57	2.55	2.00	2.58	2.56	2.81	2.41	2.62	1.00		1.50	3.00	2.70	2.75	2.57	2.58	2.58	2.00	2.58	2.56
p stat_(*=Sig @ p<=.05)		.720	~	~	~	~	~	.447	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.46	2.43	2.00	2.48	2.41	2.65	2.35	2.50	1.00	x	1.75	2.75	2.50	2.58	2.45	2.47	2.48	1.50	2.47	2.42
p stat_(*=Sig @ p<=.05)		.854	~	~	~	~	~	.803	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	NO CCC	CCC		
NRXWHY NQ11	2.57	2.46	2.00	2.69	2.65	2.59	2.36	2.61	3.00			2.67	2.17	2.46	2.72	2.57	2.50	2.55	2.59	
p stat_(*=Sig @ p<=.05)		.206	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NRXWYNT NQ12	2.08	2.00	1.00	2.00	2.06	2.00	2.38	1.94	3.00			2.00	2.33	2.14	2.00	2.05	2.00	2.05	2.11	
p stat_(*=Sig @ p<=.05)		.427	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NRXBST NQ13	2.55	2.59	3.00	2.64	2.56	2.36	2.73	2.50	3.00			2.67	2.43	2.64	2.50	2.55	3.00	2.54	2.57	
p stat_(*=Sig @ p<=.05)		.686	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.40	2.35	2.00	2.44	2.42	2.32	2.49	2.35	3.00	x	x	x	2.44	2.31	2.41	2.41	2.39	2.50	2.38	2.43
p stat_(*=Sig @ p<=.05)		.821	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

ACCESS TO SPECIALIZED SERVICES

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC			
NEZMDEQ NQ20	2.45	2.28		2.67	3.00	2.25	1.00	2.60				2.67	2.00	2.71	2.00	2.40	3.00	2.50	2.33	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NEZTHP NQ23	2.19	2.11		2.12	2.22	2.12	2.50	2.31				2.50	2.00	2.13	2.20	2.17	2.00	2.08	2.27	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NEZTC NQ26	2.35	2.11		2.50	2.00	2.43	2.71	2.38	2.50			1.00	2.33	2.39	2.33	2.32	2.67	2.50	2.28	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.33	2.17	x	2.43	2.41	2.27	2.07	2.43	2.50	x	x	x	2.06	2.11	2.41	2.18	2.30	2.56	2.36	2.29
p stat_(*=Sig @ p<=.05)		.210	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH 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	73%	76%		86%	60%	91%	70%	81%	50%			57%	60%	68%	86%	74%	60%	64%	83%	
CARNES4 Q15	89%	88%	100%	92%	91%	81%	92%	90%	100%		100%	100%	95%	92%	87%	91%	89%	91%	90%	84%
AVERAGE	80.8	82.1	100	88.9	75.3	86.0	81.2	85.4	75.0	x	100	100	76.2	76.0	77.5	88.2	81.5	75.5	77.2	83.1

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
WVCH 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	85%	89%	100%	91%	91%	69%	88%	94%	100%	100%	100%	75%	91%	81%	92%	87%	75%	83%	90%	
APGET4 Q6	84%	86%	100%	91%	83%	81%	84%	88%	100%	50%	100%	74%	95%	79%	93%	85%	89%	85%	84%	
AVERAGE	84.7	87.1	100	91.2	86.8	75.2	85.8	91.2	100	x	75.0	100	74.3	93.2	80.2	92.3	85.8	81.9	83.7	87.1

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC		
DREXPL4 Q32	93%	93%	100%	87%	93%	97%	94%	100%		100%	100%	89%	96%	91%	97%	93%	89%	93%	92%	
DRLSTN4 Q33	96%	93%	100%	91%	97%	98%	94%	95%	100%	100%	100%	91%	95%	97%	96%	89%	96%	95%		
DRESPU4 Q34	94%	95%	100%	96%	94%	95%	92%	95%	60%	100%	100%	95%	91%	95%	93%	95%	89%	95%	92%	
DRTMEN4 Q37	85%	86%	100%	80%	88%	88%	80%	87%	50%	100%	100%	84%	78%	80%	91%	85%	78%	85%	85%	
AVERAGE	91.8	91.8	100	88.6	93.1	94.3	90.0	92.9	77.5	x	100	100	92.1	89.1	90.1	94.2	92.0	86.1	92.2	90.8

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
PBCLCS4 Q50	82%	80%	100%	83%	75%	92%	81%	84%	0%	100%	100%	80%	92%	79%	89%	84%	0%	83%	80%
CSRESP Q51	90%	88%	100%	96%	91%	96%	81%	95%	0%	50%	100%	90%	100%	88%	95%	91%	50%	91%	88%
AVERAGE	86.4	84.1	100	89.6	82.8	94.2	80.9	89.5	x	75.0	100	85.0	95.8	83.6	92.1	87.5	25.0	87.1	84.0

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
RXWHY Q11	90%	86%	100%	92%	94%	91%	79%	94%	100%			83%	67%	86%	96%	90%	100%	90%	89%	
RXWYNT Q12	68%	66%	0%	62%	71%	68%	77%	63%	100%			50%	83%	70%	67%	67%	100%	67%	70%	
FRXBST Q13	78%	80%	100%	82%	78%	68%	87%	75%	100%			83%	71%	82%	75%	77%	100%	77%	79%	
AVERAGE	78.4	77.2	66.7	78.6	80.8	75.8	80.7	77.1	100	x	x	x	72.2	73.8	79.6	79.2	78.1	100	77.9	79.3

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
EZMDEQ Q20	82%	76%	100%	100%	75%	0%	80%					100%	50%	100%	50%	80%	100%	88%	67%	
EZTHP Q23	74%	69%	75%	78%	62%	100%	75%					100%	100%	75%	70%	74%	67%	67%	80%	
EZTC Q26	78%	68%	75%	67%	86%	86%	81%	100%				0%	83%	78%	78%	76%	100%	83%	76%	
AVERAGE	78.1	70.9	x	83.3	81.5	74.4	61.9	78.7	100	x	x	x	66.7	77.8	84.3	65.9	76.8	88.9	79.2	74.2

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
DRTLKU Q38	81%	85%	100%	89%	88%	79%	64%	82%	80%	75%	100%	79%	74%	84%	77%	80%	100%	82%	77%	
DRUNCON Q43	83%	86%		71%	94%	85%	73%	84%	100%			50%	100%	76%	87%	82%	100%	63%	91%	
DRUNFAM Q44	83%	85%		71%	83%	90%	80%	79%	100%			100%	100%	80%	84%	82%	100%	75%	86%	
AVERAGE	82.5	85.4	100	77.3	88.7	84.6	72.4	81.6	93.3	x	75.0	100	76.3	91.3	79.9	82.9	81.1	100	73.2	84.6

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	WVCH TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
HELPCONT Q18	85%	88%	100%	89%	84%	71%	86%	100%				75%	100%	81%	100%	85%	100%	75%	95%
HLPCOORD Q29	57%	56%	36%	81%	47%	59%	57%	100%	100%			100%	22%	72%	47%	57%	75%	59%	54%
AVERAGE	70.9	72.1	x 68.2	85.1	65.8	65.1	71.4	100	x 100			x 87.5	61.1	76.6	73.4	71.1	87.5	67.0	74.5

INDEX OF ADULT TABLES

PAGE	QUESTION	TITLE
1. INTRODUCTION		
1	Q1	OUR RECORDS SHOW THAT YOU ARE NOW IN <HEALTH PLAN>. IS THAT RIGHT?
2. YOUR HEALTH CARE IN THE LAST 6 MONTHS		
2	Q3	IN THE LAST 6 MONTHS, DID YOU HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?
3	Q4	IN THE LAST 6 MONTHS, WHEN YOU NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOU GET CARE AS SOON AS YOU NEEDED? [ASKED IF Q3 = YES]
4	Q5	IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC?
5	Q6	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR A CHECK-UP OR ROUTINE CARE AT A DOCTOR'S OFFICE OR CLINIC AS SOON AS YOU NEEDED? [ASKED IF Q5 = YES]
6	Q7	IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOU WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID YOU GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE FOR YOURSELF?
7	Q8	A HEALTH PROVIDER IS THE PERSON YOU WOULD SEE IF YOU NEED A CHECK-UP, WANT ADVICE ABOUT A HEALTH PROBLEM, OR GET SICK OR HURT. IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS? [ASKED IF Q7 >= 1 TIME]
8	Q9	IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE? [ASKED IF Q7 >= 1 TIME]
9	Q10	WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]
10	Q11	WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]
11	Q12	WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOU? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]
12	Q13	USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1 TIME]
13	Q14	IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS OR TREATMENT YOU NEEDED? [ASKED IF Q7 >= 1 TIME]

PAGE QUESTION TITLE

3. YOUR PERSONAL DOCTOR

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

4. GETTING HEALTH CARE FROM SPECIALISTS

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

PAGE QUESTION TITLE

5. YOUR HEALTH PLAN

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

PAGE QUESTION TITLE

8. RATINGS

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

9. COMPOSITES

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

10. GLOBAL PROPORTION COMPOSITES

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

INDEX OF CHILD TABLES

PAGE	QUESTION	TITLE
1. INTRODUCTION		
1	Q1	OUR RECORDS SHOW THAT YOUR CHILD IS NOW IN <HEALTH PLAN>. IS THAT RIGHT?
2. YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS		
2	Q3	IN THE LAST 6 MONTHS, DID YOUR CHILD HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?
3	Q4	IN THE LAST 6 MONTHS, WHEN YOUR CHILD NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOUR CHILD GET CARE AS SOON AS HE OR SHE NEEDED? [ASKED IF Q3 = YES]
4	Q5	IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC?
5	Q6	IN THE LAST 6 MONTHS, WHEN YOU MADE AN APPOINTMENT FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOUR CHILD NEEDED? [ASKED IF Q5 = YES]
6	Q7	IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOUR CHILD WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID HE OR SHE GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE?
7	Q8	A HEALTH PROVIDER IS THE PERSON YOU WOULD SEE IF YOUR CHILD NEEDED A CHECK-UP, WANTED ADVICE ABOUT A HEALTH PROBLEM, OR GOT SICK OR HURT. IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS IN YOUR CHILD? [ASKED IF Q7 >= 1 TIME]
8	Q9	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER? [ASKED IF Q7 >= 1 TIME]
9	Q10	IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME]
10	Q11	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
11	Q12	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
12	Q13	WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]
13	Q14	USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1]
14	Q15	IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS, OR TREATMENT YOUR CHILD NEEDED? [ASKED IF Q7 >= 1 TIME]

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

3. SPECIALIZED SERVICES

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

PAGE QUESTION TITLE

4. YOUR CHILD'S PERSONAL DOCTOR

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

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

- 46 Q45 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR YOUR CHILD TO SEE A SPECIALIST?
- 47 Q46 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR YOUR CHILD TO SEE A SPECIALIST AS SOON AS YOU NEEDED? [ASKED IF Q45 = YES]
- 48 Q47 HOW MANY SPECIALISTS HAS YOUR CHILD SEEN IN THE LAST 6 MONTHS? [ASKED IF Q45 = YES]
- 49 Q48 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST? [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

6. YOUR CHILD'S HEALTH PLAN

- 50 Q49 IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN?
- 51 Q50 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN GIVE YOU THE INFORMATION OR HELP YOU NEEDED? [ASKED IF Q49 = YES]
- 52 Q51 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE STAFF AT YOUR CHILD'S HEALTH PLAN TREAT YOU WITH COURTESY AND RESPECT? [ASKED IF Q49 = YES]
- 53 Q52 IN THE LAST 6 MONTHS, DID YOUR CHILD'S HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?
- 54 PQ53 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT? [ASKED IF Q52 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q52 = NO]
- 55 Q54 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S HEALTH PLAN?

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

- 56 Q55 IN THE LAST 6 MONTHS, DID YOU GET OR REFILL ANY PRESCRIPTION MEDICINES FOR YOUR CHILD?
- 57 Q56 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET PRESCRIPTION MEDICINES FOR YOUR CHILD THROUGH HIS OR HER HEALTH PLAN? [ASKED IF Q55 = YES]
- 58 Q57 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET YOUR CHILD'S PRESCRIPTION MEDICINES? [ASKED IF Q55 = YES]

8. ABOUT YOUR CHILD AND YOU

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

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

PAGE	QUESTION	TITLE
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9. RATINGS

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

10. COMPOSITES

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

11. GLOBAL PROPORTION COMPOSITES

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

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

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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

- Yes → *Go to Question 3*
- No

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

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

- Yes
- No → *Go to Question 5*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 7*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No

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

- Yes
- No → *Go to Question 13*

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

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

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

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

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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

YOUR PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 24*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 23*

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

- Never
- Sometimes
- Usually
- Always

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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



YOUR HEALTH PLAN

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

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

- Yes
- No → *Go to Question 30*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 33*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 35*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → *Go to Question 35c*

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

- Never
- Sometimes
- Usually
- Always



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

- Yes
- No → *Go to Question 35e*

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

- Never
- Sometimes
- Usually
- Always

CULTURAL COMPETENCY

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

HEALTH LITERACY

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

INTERPRETER SERVICES

35r. What is your preferred language?

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

35s. How well do you speak English?

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

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

- Never
- Sometimes
- Usually
- Always



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

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

- Yes
- No → **Go to Question 36**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always

ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Yes
- No
- Don't know

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No
- Don't know

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

- Yes
- No
- Don't know

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

- Yes
- No

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

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

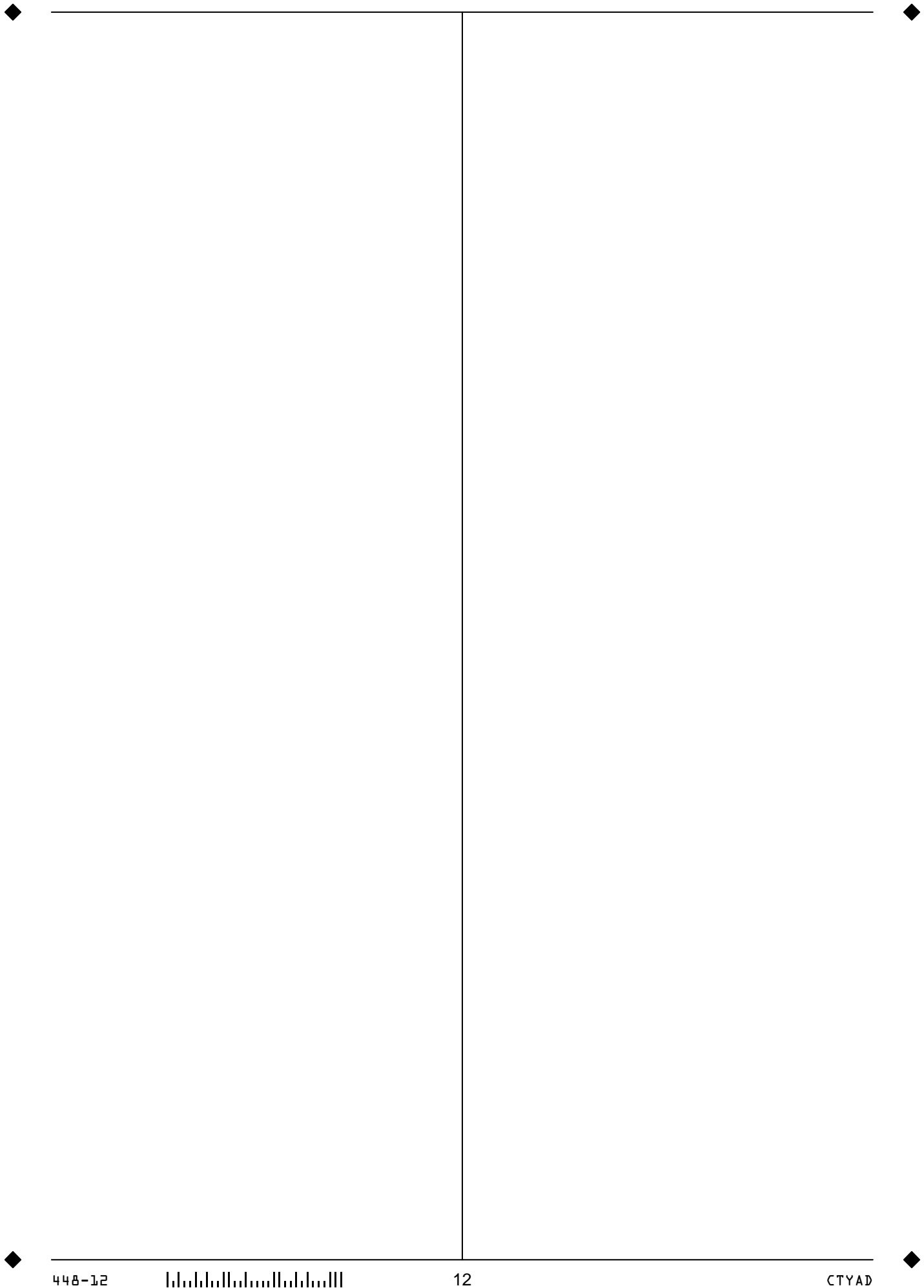
THANK YOU

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

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

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





448-12



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CTYAD

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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

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

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

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

- 3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
 Yes
 No → *Go to Question 5*

- 4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
 Never
 Sometimes
 Usually
 Always

- 5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
 Yes
 No → *Go to Question 7*

- 6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
 Never
 Sometimes
 Usually
 Always

- 7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
 None → *Go to Question 16*
 1 time
 2
 3
 4
 5 to 9
 10 or more times

- 8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
 Yes
 No

- 9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health provider?
 Never
 Sometimes
 Usually
 Always

- 10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
 Yes
 No → *Go to Question 14*

- 11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?
 Not at all
 A little
 Some
 A lot



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

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

SPECIALIZED SERVICES

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



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

- Yes
- No → *Go to Question 25*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 37**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → **Go to Question 41**

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

- Never
- Sometimes
- Usually
- Always



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

0 1 2 3 4 5 6 7 8 9 10

Worst Personal Doctor Possible Best Personal Doctor Possible

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

- Yes
- No → **Go to Question 45**

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

- Yes
- No

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

- Yes
- No

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → **Go to Question 49**

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

- Never
- Sometimes
- Usually
- Always

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

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



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

0 1 2 3 4 5 6 7 8 9 10

Worst Specialist Possible Best Specialist Possible

YOUR CHILD'S HEALTH PLAN

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

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

Yes
 No → *Go to Question 52*

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

Never
 Sometimes
 Usually
 Always

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

Never
 Sometimes
 Usually
 Always

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

Yes
 No → *Go to Question 54*

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

Never
 Sometimes
 Usually
 Always

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

0 1 2 3 4 5 6 7 8 9 10

Worst Health Plan Possible Best Health Plan Possible

PRESCRIPTION MEDICINES

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

Yes
 No → *Go to Question 58*

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

Never
 Sometimes
 Usually
 Always



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

- Yes
- No

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No

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

- Yes
- No → *Go to Question 72*



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

- Yes
- No → *Go to Question 72*

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

- Yes
- No

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

- Yes
- No → *Go to Question 74*

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

- Yes
- No

74. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

75. Is your child male or female?

- Male
- Female

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

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

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

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

78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

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

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

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

THANK YOU

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

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

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







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

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

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

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta

Marca
Incorrecta

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

Sí → *Pase a la Pregunta 1*
 No

↓ **COMIENCE AQUI** ↓

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

- Sí → *Pase a la pregunta 3*
- No

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

LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

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

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

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

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 23*

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

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

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

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

LA ATENCIÓN MÉDICA QUE RECIBÍ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

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

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

0 1 2 3 4 5 6 7 8 9 10

El peor especialista posible El mejor especialista posible

SU PLAN DE SALUD

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

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

- Sí
- No → *Pase a la pregunta 30*

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

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

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

- Sí
- No → *Pase a la pregunta 33*

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 35*

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

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

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

0 1 2 3 4 5 6 7 8 9 10

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

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

- Sí
- No → *Pase a la pregunta 35c*

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

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

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

- Sí
- No → *Pase a la pregunta 35e*

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

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

CAPACIDAD CULTURAL

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

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

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

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

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

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

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

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

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

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

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

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

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

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

COMPRESIÓN DE INFORMACIÓN DE SALUD

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

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

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



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

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

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

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

SERVICIOS DE INTÉRPRETE

35r. ¿Qué idioma prefiere hablar usted?

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

35s. ¿Qué tan bien habla inglés?

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

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

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

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

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

- Sí
- No → *Pase a la Pregunta 36*

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ACERCA DE USTED

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Sí
- No
- No sé

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

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

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

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

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

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

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

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

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

- Sí
- No
- No sé

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

- Sí
- No
- No sé

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

- Sí
- No

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 50*

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

- Sí
- No

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

- Sí
- No → **Pase a la pregunta 52**

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

- Sí
- No

52. ¿Qué edad tiene?

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

53. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

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

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

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

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

57. ¿Le ayudó alguien a completar esta encuesta?

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

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

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

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

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

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



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

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

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

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta ●

Marca
Incorrecta   

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

● Sí → *Pase a la Pregunta 1*
○ No

↓ **COMIENCE AQUI** ↓

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

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

○ Sí → *Pase a la pregunta 3*
○ No

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

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

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

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

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

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

- Para nada
- Un poco
- Algo
- Mucho

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

- Para nada
- Un poco
- Algo
- Mucho

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

- Sí
- No

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No

SERVICIOS ESPECIALIZADOS

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

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

- Sí
- No → *Pase a la pregunta 22*



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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 25*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 30*

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

- Sí
- No

EL DOCTOR PERSONAL DE SU NIÑO

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

- Sí
- No → *Pase a la pregunta 45*

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

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

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

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

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

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

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

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

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

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

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

- Sí
- No → **Pase a la pregunta 37**

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

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

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

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

37. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con su niño?

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



38. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- Sí
- No

39. En los últimos 6 meses, ¿atendió a su niño algún doctor o un otro profesional médico además de su doctor personal?

- Sí
- No → *Pase a la pregunta 41*

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

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

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

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

42. ¿Tiene su niño alguna condición médica, de comportamiento u otra condición de salud que ha durado por más de 3 meses?

- Sí
- No → *Pase a la pregunta 45*

43. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su niño?

- Sí
- No

44. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su familia?

- Sí
- No

LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 49*

46. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita con un especialista para su niño tan pronto como él o ella la necesitaba?

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

47. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?
- Ninguno → *Pase a la pregunta 49*
 - 1 especialista
 - 2
 - 3
 - 4
 - 5 especialistas o más

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

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

EL PLAN DE SALUD DE SU NIÑO

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

49. En los últimos 6 meses, ¿recibió información o ayuda de parte del servicio al cliente del plan de salud de su niño?
- Sí
 - No → *Pase a la pregunta 52*

50. En los últimos 6 meses, ¿con qué frecuencia el servicio al cliente del plan de salud de su niño le dio la información o ayuda que usted necesitaba?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre

51. En los últimos 6 meses, ¿con qué frecuencia el personal de servicio al cliente del plan de salud de su niño le trató con cortesía y respeto?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre

52. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para llenar?
- Sí
 - No → *Pase a la pregunta 54*

53. En los últimos 6 meses, ¿con qué frecuencia fueron fáciles de llenar los formularios del plan de salud de su niño?
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre

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

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

MEDICINAS RECETADAS

55. En los últimos 6 meses, ¿consiguió alguna medicina recetada o renovó una receta para una medicina recetada para su niño?
- Sí
 - No → *Pase a la pregunta 58*



56. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?

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

57. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir las medicinas recetadas para su niño?

- Sí
- No

ACERCA DE USTED Y DE SU NIÑO

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Sí
- No → *Pase a la pregunta 63*

61. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 63*

62. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

63. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 66*

64. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 66*

65. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

66. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 69*

67. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 69*

68. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

69. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?

- Sí
- No → *Pase a la pregunta 72*

70. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 72*

71. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

- Sí
- No → *Pase a la pregunta 74*

73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

- Sí
- No

74. ¿Qué edad tiene su niño?

- Menos de un año

AÑOS (escriba la respuesta)

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

- Masculino
- Femenino

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

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

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

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

78. ¿Qué edad tiene usted?

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

79. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

◆

81. ¿Qué relación tiene con el niño?

- Madre o padre
- Abuelo o abuela
- Tía o tío
- Hermano o hermana mayor
- Otro familiar
- Tutor legal del niño
- Otra persona

82. ¿Le ayudó alguien a completar esta encuesta?

- Sí → ***Pase a la pregunta 83***
- No → ***Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.***

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

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

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

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

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

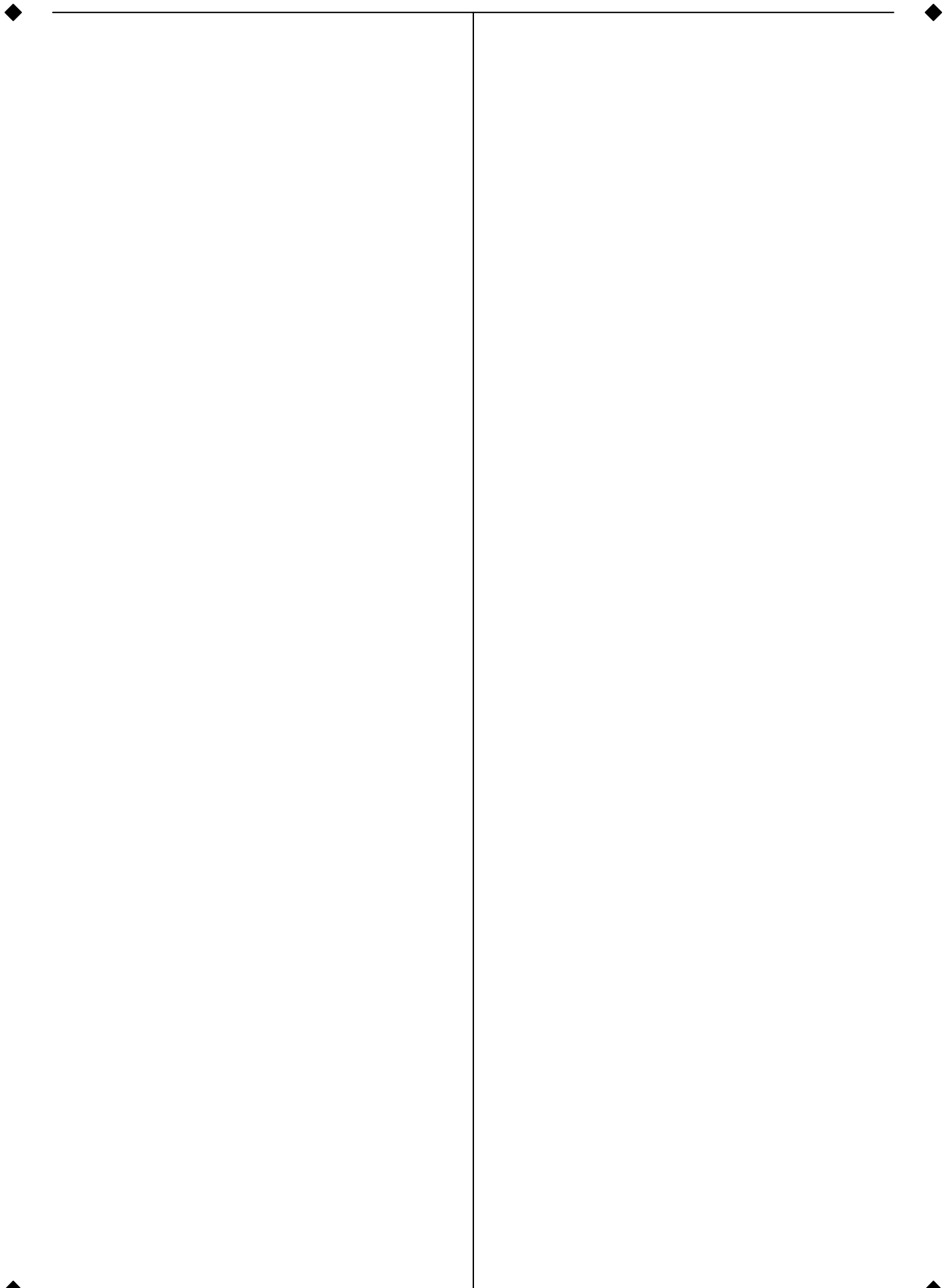


451-11



11

CTYSCCCC



DIAL.SCREEN

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

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS NOT A PROXY INTERVIEW.)

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

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

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

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

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

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

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

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

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

RETURN TO COVERSHEET

MAIL.SCREEN

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

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

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

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

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

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

RE.INTRO

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

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

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

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

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

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

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

("DK" NOT ALLOWED)

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

SEX

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

- 1. MALE
- 2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

- 1. Spanish
- 2. English

MEMBER

1. / MEMBER

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

("DK" NOT ALLOWED)

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF Oregon Health Plan, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

NPLNAME

2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

(IF R SAYS SOMETHING CLOSE TO Oregon Health Plan, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. [RESPONDENT] NO LONGER INSURED -----> NO.INSUR
- 5. [RESPONDENT] INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR
KNOW PLAN NAME
- 6. [RESPONDENT] INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your own health care. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

INCARE

3. / INCARE

In the last 6 months, did you have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

4. / CARSN4

In the last 6 months, when you NEEDED CARE RIGHT AWAY, how often did you get care as soon as you needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic?

- 1. YES
- 2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic, how often did you get an appointment as soon as you needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

7. / OFCTIM4

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

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care you received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE,
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5

8. / PRVENT5

A health provider is the person you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXSTP

9. / RXSTP

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

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY

10. / RXWHY

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT

11. / RXWYNT

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST

12. / RXBST

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

13. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care you may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH CARE										HEALTH CARE
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4

14. / CARNES4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PRSNLD4

15. / PRSNLD4

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

Do you have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

16. / DRTMS

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

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE, -----> RATEDR4
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DREXPL4

17. / DREXPL4

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

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

18. / DRLSTN4

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

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

19. / DRESPU4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

20. / DRTMEN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR

21. / DIFFDR

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

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO

22. / DRINFO

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

23. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

NDSPDR4

24. / NDSPDR4

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

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

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does my (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

25. / PRBSEE4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

26. / SPDRS

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

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say you've seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

27. / RTSPDR4

We want to know your rating of the specialist you saw most often in the last 6 months.

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

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- | | | | | | | | | | | |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 |
| WORST | | | | | | | | | | BEST |
| SPECIALIST | | | | | | | | | | SPECIALIST |
| POSSIBLE | | | | | | | | | | POSSIBLE |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN

INTRO.PLAN

Now I'm going to ask you some questions about your experience with your health plan.

LOOMAT4

28. / LOOMAT4

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

- 1. YES
- 2. NO -----> CLCSR4

DK/REFUSAL/NOT ASCERTAINED --> CLCSR4

UNDINF4

29. / UNDINF4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSR4

30. / CLCSR4

In the last 6 months, did you get information or help from [your health plan's customer service/customer service at 's health plan] ?

- 1. YES
- 2. NO -----> 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 -----> APM4

DK/REFUSAL/NOT ASCERTAINED --> APM4

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)]

