



FamilyCare Health

CAHPS® 5.0  
Adult Medicaid  
Summary Report

June 2018



# FamilyCare Health

## CAHPS® 5.0 Adult Medicaid Summary Report

### June 2018

**Introduction.** Results from fielding the CAHPS® 5.0 Survey for FamilyCare Health (FCH) provide a comprehensive tool for assessing consumers' experiences with the Coordinated Care Organization (CCO). This report is designed to allow the CCO to look at summaries of members' experiences, using two types of presentation. First, this executive summary presents a brief description of the survey methodology; a graphic presentation of key results for rating questions, composites, and Effectiveness of Care Measures; and a sample disposition. Second, member responses are presented by question, including information about the response options used for scoring achievements. Appendices at the end of the report include a copy of the questionnaire and member responses to custom questions.

Assessing consumers' experience in this report is accomplished with the use of achievement scores and composite scores. Member responses to survey questions are summarized as achievement scores. Responses indicating a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. The lower the achievement score, the greater the need for the CCO to improve. Composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making.

**Results.** This report summarizes the findings of the adult Medicaid 5.0 CAHPS survey conducted for FCH. Attempts were made to survey 1,000 member households by mail and telephone during the period January 9, 2018 through April 9, 2018, using a mixed-mode procedure and standard questionnaire with custom questions. The survey procedure and questionnaire were developed jointly by the Agency for Healthcare Research and Quality and the National Committee for Quality Assurance (NCQA).

The survey drew as potential respondents the adult members (aged 18 and over) of FCH who were continuously enrolled in the CCO for at least 6 months as of November 30, 2017, with no more than one enrollment gap of 45 days or less. From this sample frame, a random sample of 1,000 cases was drawn. The survey was offered in English and Spanish.

Questionnaires were considered complete if respondents did not answer "No" to Q1 and provided valid responses to at least three out of five key questions throughout the questionnaire, as per NCQA's completeness requirements. The questions required for completeness are Q3, Q15, Q24, Q28, and Q35. Complete interviews were obtained from 267 FCH members, and the response rate was 27.7%.

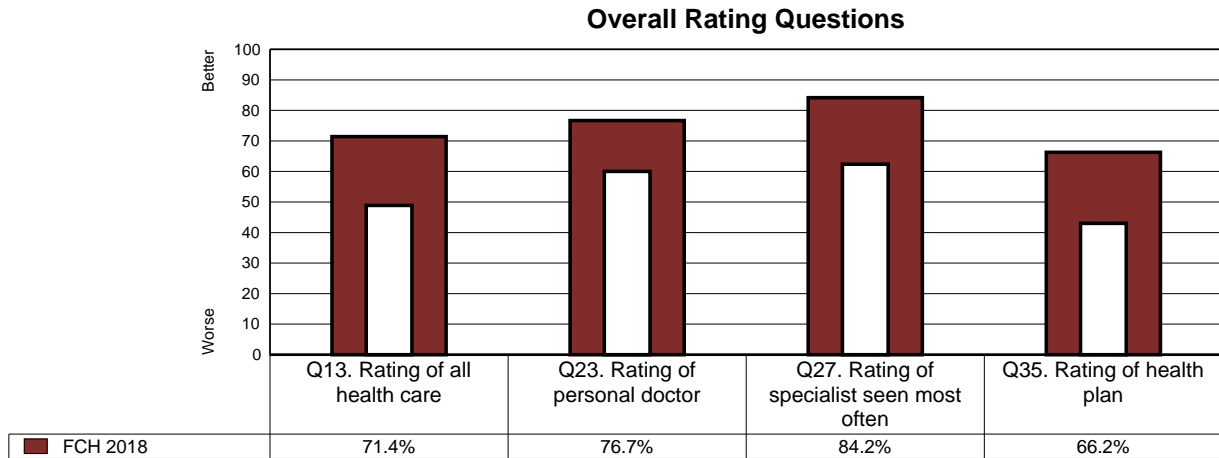
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**SUMMARY OF OVERALL RATING QUESTIONS**

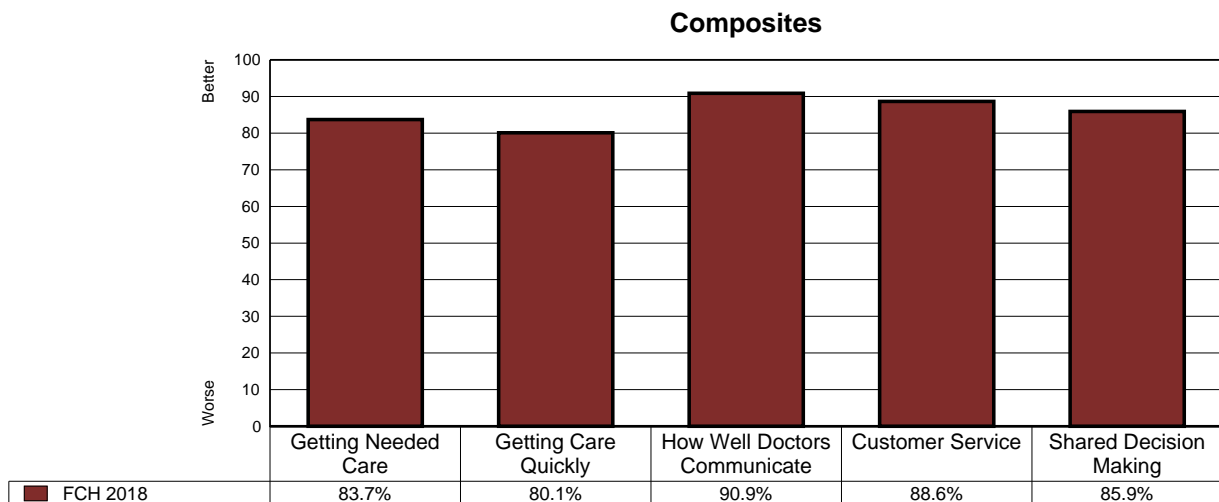
Four rating questions assess overall consumer satisfaction with health care, personal doctor, specialist seen most often, and health plan. Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of "8," "9," or "10" are considered achievements, and the achievement score is presented as the proportion of members whose response was an achievement. Alternate achievement scores are presented as hollow bars, showing only the response options "9" and "10" as achievements.



Note: Hollow portion of bar represents proportions giving a response of 9 or 10.

**SUMMARY OF COMPOSITES**

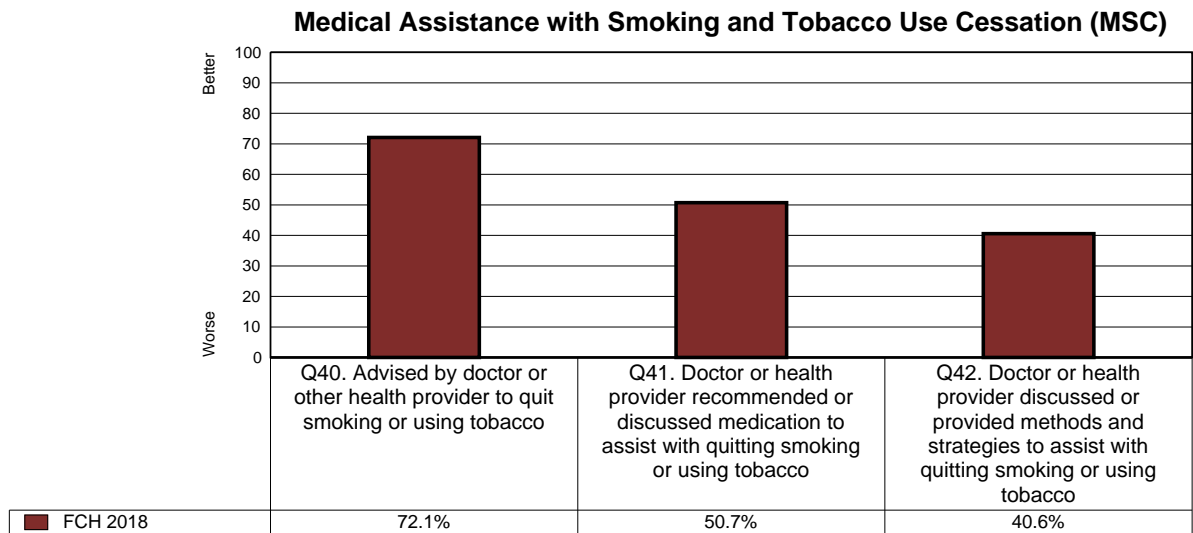
A composite score is calculated for each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making. The composite scores provide a summary assessment of how the CCO performed across the domain. In the table below, proportions of positive responses are reported as achievement scores. A response of "Yes" is considered an achievement for the Shared Decision Making composite. For all other composites, responses of "Usually" or "Always" are considered achievements.



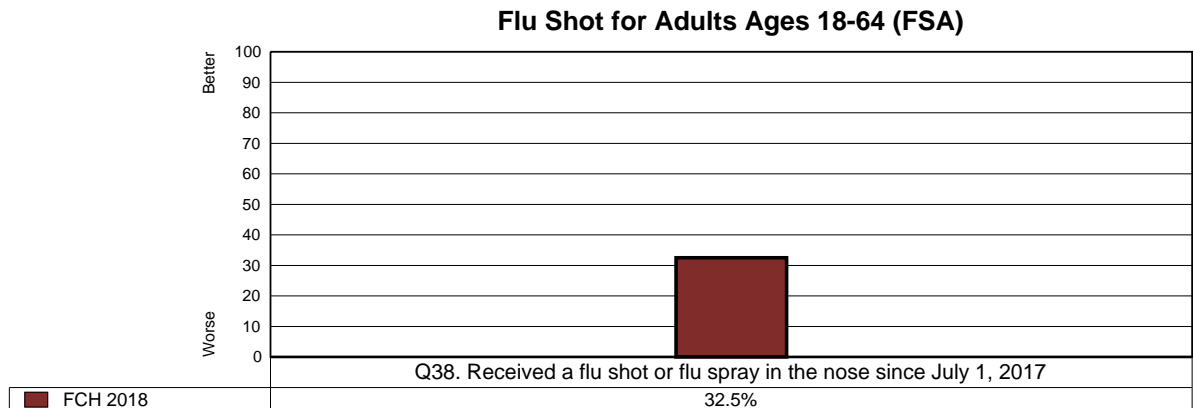
**SUMMARY OF EFFECTIVENESS OF CARE MEASURES**

Two Effectiveness of Care Measures are presented below. The Medical Assistance with Smoking and Tobacco Use Cessation measure typically uses a rolling-average methodology, where scores are computed using two years of response data. For the purpose of this report, the measure is presented as a single-year score, rather than rolling averages.

The Medical Assistance with Smoking Cessation and Tobacco Use Cessation measure is composed of three questions. Scores represent the proportion of adult members whose provider advised them to (1) quit smoking or using tobacco; (2) recommended or discussed medication to assist with quitting smoking or using tobacco; (3) discussed or provided methods and strategies other than medication to assist with quitting smoking or using tobacco. For each question, a response of "Sometimes", "Usually", or "Always" is considered an achievement.



The Flu Vaccinations for Adults Ages 18-64 measure is based on a single question about getting a flu shot or flu spray. The score represents the proportion of members age 18-64 who received an influenza vaccination since July 1 of the measurement year.



## Sample Disposition

	FCH 2018
First mailing - sent	1000
*First mailing - usable survey returned	156
Second mailing - sent	818
*Second mailing - usable survey returned	50
*Phone - usable surveys	61
Total - usable surveys	267
†Ineligible: According to population criteria‡	20
†Ineligible: Language barrier	12
†Ineligible: Deceased	1
†Ineligible: Mentally or physically unable to complete survey	4
Bad address and bad phone number	26
Refusal	26
Incomplete survey - mail or phone	6
Nonresponse - Unavailable by mail AND phone	638
<b>Adjusted Response Rate</b>	<b>27.7%</b>

\*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

## Responses by Question

**Q1. Our records show that you are now in the Oregon Health Plan. Is that right?**

	FCH 2018	
	N	%
Yes	264	100.0%
No	0	0.0%
<b>Total</b>	264	100.0%
Not Answered	3	

### *Your Health Care in the Last 6 Months*

**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?**

	FCH 2018	
	N	%
Yes	104	39.0%
No	163	61.0%
<b>Total</b>	267	100.0%
Not Answered	0	

**Q4. In the last 6 months, when you needed care right away, how often did you get care as soon as you needed?**

	FCH 2018	
	N	%
<input type="radio"/> Never	2	2.1%
<input type="radio"/> Sometimes	13	13.5%
<input checked="" type="radio"/> Usually	22	22.9%
<input checked="" type="radio"/> Always	59	61.5%
<b>Total</b>	96	100.0%
Not Answered	8	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	84.4%	

**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?**

	FCH 2018	
	N	%
Yes	171	64.5%
No	94	35.5%
<b>Total</b>	265	100.0%
Not Answered	2	

**Response scored as:**  Achievement  Room for improvement

## Responses by Question

### Your Health Care in the Last 6 Months *(continued)*

**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?**

	FCH 2018	
	N	%
<input type="radio"/> Never	3	1.8%
<input type="radio"/> Sometimes	31	18.9%
<input type="radio"/> Usually	41	25.0%
<input type="radio"/> Always	89	54.3%
<b>Total</b>	164	100.0%
Not Answered	7	
<b>Reporting Category</b>	Getting Care Quickly	
Achievement Score	79.3%	

**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?**

	FCH 2018	
	N	%
None	82	30.8%
1 time	53	19.9%
2	47	17.7%
3	20	7.5%
4	22	8.3%
5 to 9	24	9.0%
10 or more times	18	6.8%
<b>Total</b>	266	100.0%
Not Answered	1	

**Q8. In the last 6 months, did you and a doctor or other health provider talk about specific things you could do to prevent illness?**

	FCH 2018	
	N	%
<input type="radio"/> Yes	133	73.9%
<input type="radio"/> No	47	26.1%
<b>Total</b>	180	100.0%
Not Answered	4	
<b>Reporting Category</b>	Single Items	
Achievement Score	73.9%	

**Response scored as:**  Achievement  Room for improvement

## Responses by Question

### Your Health Care in the Last 6 Months (continued)

- Q9.** In the last 6 months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

	FCH 2018	
	N	%
Yes	84	46.4%
No	97	53.6%
<b>Total</b>	181	100.0%
Not Answered	3	

- Q10.** Did you and a doctor or other health provider talk about the reasons you might want to take a medicine?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Yes	80	96.4%
<input type="radio"/> No	3	3.6%
<b>Total</b>	83	100.0%
Not Answered	1	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	96.4%	

- Q11.** Did you and a doctor or other health provider talk about the reasons you might not want to take a medicine?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Yes	65	79.3%
<input type="radio"/> No	17	20.7%
<b>Total</b>	82	100.0%
Not Answered	2	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	79.3%	

- 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?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Yes	67	81.7%
<input type="radio"/> No	15	18.3%
<b>Total</b>	82	100.0%
Not Answered	2	
<b>Reporting Category</b>	Shared Decision Making	
Achievement Score	81.7%	

Response scored as:  Achievement  Room for improvement



## Responses by Question

### *Your Health Care in the Last 6 Months* (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?

	FCH 2018	
	N	%
● Worst health care possible	0	0.0%
● 1	0	0.0%
● 2	2	1.1%
● 3	0	0.0%
● 4	1	0.5%
● 5	5	2.7%
● 6	15	8.2%
● 7	29	15.9%
● 8	41	22.5%
● 9	27	14.8%
● Best health care possible	62	34.1%
<b>Total</b>	182	100.0%
Not Answered	2	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	71.4%	

**Q14.** In the last 6 months, how often was it easy to get the care, tests, or treatment you needed?

	FCH 2018	
	N	%
● Never	2	1.1%
● Sometimes	25	13.9%
● Usually	61	33.9%
● Always	92	51.1%
<b>Total</b>	180	100.0%
Not Answered	4	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	85.0%	

### *Your Personal Doctor*

**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?

	FCH 2018	
	N	%
Yes	187	70.8%
No	77	29.2%
<b>Total</b>	264	100.0%
Not Answered	3	

○ **Response scored as:** ● Achievement ● Room for improvement

## Responses by Question

### *Your Personal Doctor (continued)*

**Q16. In the last 6 months, how many times did you visit your personal doctor to get care for yourself?**

	FCH 2018	
	N	%
None	36	19.9%
1 time	57	31.5%
2	36	19.9%
3	15	8.3%
4	17	9.4%
5 to 9	14	7.7%
10 or more times	6	3.3%
<b>Total</b>	181	100.0%
Not Answered	6	

**Q17. In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand?**

	FCH 2018	
	N	%
<input type="radio"/> Never	1	0.7%
<input type="radio"/> Sometimes	10	6.9%
<input type="radio"/> Usually	26	17.9%
<input type="radio"/> Always	108	74.5%
<b>Total</b>	145	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	92.4%	

**Q18. In the last 6 months, how often did your personal doctor listen carefully to you?**

	FCH 2018	
	N	%
<input type="radio"/> Never	2	1.4%
<input type="radio"/> Sometimes	13	9.0%
<input type="radio"/> Usually	26	17.9%
<input type="radio"/> Always	104	71.7%
<b>Total</b>	145	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	89.7%	

**Response scored as:**  Achievement  Room for improvement

## Responses by Question

### *Your Personal Doctor (continued)*

**Q19.** In the last 6 months, how often did your personal doctor show respect for what you had to say?

	FCH 2018	
	N	%
<input type="radio"/> Never	2	1.4%
<input type="radio"/> Sometimes	8	5.5%
<input type="radio"/> Usually	26	17.9%
<input type="radio"/> Always	109	75.2%
<b>Total</b>	145	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	93.1%	

**Q20.** In the last 6 months, how often did your personal doctor spend enough time with you?

	FCH 2018	
	N	%
<input type="radio"/> Never	3	2.1%
<input type="radio"/> Sometimes	14	9.7%
<input type="radio"/> Usually	38	26.2%
<input type="radio"/> Always	90	62.1%
<b>Total</b>	145	100.0%
Not Answered	0	
<b>Reporting Category</b>	Communication	
Achievement Score	88.3%	

**Q21.** In the last 6 months, did you get care from a doctor or other health provider besides your personal doctor?

	FCH 2018	
	N	%
Yes	89	61.4%
No	56	38.6%
<b>Total</b>	145	100.0%
Not Answered	0	

**Response scored as:**  Achievement  Room for improvement

## Responses by Question

### *Your Personal Doctor (continued)*

**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?

	FCH 2018	
	N	%
<input type="radio"/> Never	2	2.3%
<input type="radio"/> Sometimes	13	14.9%
<input type="radio"/> Usually	30	34.5%
<input type="radio"/> Always	42	48.3%
<b>Total</b>	87	100.0%
Not Answered	2	
<b>Reporting Category</b>	Single Items	
Achievement Score	82.8%	

**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?

	FCH 2018	
	N	%
<input type="radio"/> Worst personal doctor possible	2	1.1%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	1	0.6%
<input type="radio"/> 3	2	1.1%
<input type="radio"/> 4	4	2.2%
<input type="radio"/> 5	8	4.4%
<input type="radio"/> 6	11	6.1%
<input type="radio"/> 7	14	7.8%
<input type="radio"/> 8	30	16.7%
<input type="radio"/> 9	31	17.2%
<input type="radio"/> Best personal doctor possible	77	42.8%
<b>Total</b>	180	100.0%
Not Answered	7	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	76.7%	

### *Getting Health Care From Specialists*

**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?

	FCH 2018	
	N	%
Yes	109	41.1%
No	156	58.9%
<b>Total</b>	265	100.0%
Not Answered	2	

**Response scored as:**  Achievement  Room for improvement

## Responses by Question

### Getting Health Care From Specialists (continued)

**Q25. In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?**

	FCH 2018	
	N	%
<input type="radio"/> Never	3	2.8%
<input type="radio"/> Sometimes	19	17.8%
<input type="radio"/> Usually	23	21.5%
<input type="radio"/> Always	62	57.9%
<b>Total</b>	107	100.0%
Not Answered	2	
<b>Reporting Category</b>	Getting Needed Care	
Achievement Score	79.4%	

**Q26. How many specialists have you seen in the last 6 months?**

	FCH 2018	
	N	%
None	5	4.7%
1 specialist	49	45.8%
2	33	30.8%
3	9	8.4%
4	10	9.3%
5 or more specialists	1	0.9%
<b>Total</b>	107	100.0%
Not Answered	2	

**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?**

	FCH 2018	
	N	%
<input type="radio"/> Worst specialist possible	0	0.0%
<input type="radio"/> 1	0	0.0%
<input type="radio"/> 2	2	2.0%
<input type="radio"/> 3	2	2.0%
<input type="radio"/> 4	3	3.0%
<input type="radio"/> 5	1	1.0%
<input type="radio"/> 6	1	1.0%
<input type="radio"/> 7	7	6.9%
<input type="radio"/> 8	22	21.8%
<input type="radio"/> 9	18	17.8%
<input type="radio"/> Best specialist possible	45	44.6%
<b>Total</b>	101	100.0%
Not Answered	1	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	84.2%	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### Your Health Plan

**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?

	FCH 2018	
	N	%
Yes	86	32.3%
No	180	67.7%
<b>Total</b>	266	100.0%
Not Answered	1	

**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?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Never	6	7.1%
<input checked="" type="radio"/> Sometimes	28	32.9%
<input checked="" type="radio"/> Usually	26	30.6%
<input checked="" type="radio"/> Always	25	29.4%
<b>Total</b>	85	100.0%
Not Answered	1	
<b>Reporting Category</b>	Single Items	
Achievement Score	60.0%	

**Q30.** In the last 6 months, did you get information or help from your health plan's customer service?

	FCH 2018	
	N	%
Yes	92	35.1%
No	170	64.9%
<b>Total</b>	262	100.0%
Not Answered	5	

**Q31.** In the last 6 months, how often did your health plan's customer service give you the information or help you needed?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Never	0	0.0%
<input checked="" type="radio"/> Sometimes	17	19.3%
<input checked="" type="radio"/> Usually	21	23.9%
<input checked="" type="radio"/> Always	50	56.8%
<b>Total</b>	88	100.0%
Not Answered	4	
<b>Reporting Category</b>	Customer Service	
Achievement Score	80.7%	

Response scored as:  Achievement  Room for improvement

# Responses by Question

## Your Health Plan *(continued)*

**Q32. In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect?**

	FCH 2018	
	N	%
● Never	1	1.1%
● Sometimes	2	2.3%
● Usually	19	21.6%
● Always	66	75.0%
<b>Total</b>	88	100.0%
Not Answered	4	
<b>Reporting Category</b>	Customer Service	
Achievement Score	96.6%	

**Q33. In the last 6 months, did your health plan give you any forms to fill out?**

	FCH 2018	
	N	%
Yes	100	39.5%
No	153	60.5%
<b>Total</b>	253	100.0%
Not Answered	14	

**PQ34. In the last 6 months, how often were the forms from your health plan easy to fill out? [NOTE: Response of 'Always' padded with Q33 = 'No', based on CAHPS scoring guidelines.]**

	FCH 2018	
	N	%
● Never	4	1.6%
● Sometimes	13	5.2%
● Usually	39	15.5%
● Always	196	77.8%
<b>Total</b>	252	100.0%
Not Answered	1	
<b>Reporting Category</b>	Single Items	
Achievement Score	93.3%	

○ **Response scored as:** ● Achievement ● Room for improvement

# Responses by Question

## Your Health Plan *(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?

	FCH 2018	
	N	%
● Worst health plan possible	2	0.8%
● 1	1	0.4%
● 2	3	1.3%
● 3	3	1.3%
● 4	3	1.3%
● 5	20	8.4%
● 6	11	4.6%
● 7	37	15.6%
● 8	55	23.2%
● 9	33	13.9%
● Best health plan possible	69	29.1%
<b>Total</b>	237	100.0%
Not Answered	30	
<b>Reporting Category</b>	Ratings	
Rating (8, 9 and 10)	66.2%	

## About You

**Q36.** In general, how would you rate your overall health?

	FCH 2018	
	N	%
● Excellent	25	9.7%
● Very good	79	30.7%
● Good	91	35.4%
● Fair	47	18.3%
● Poor	15	5.8%
<b>Total</b>	257	100.0%
Not Answered	10	
<b>Reporting Category</b>	Single Items	
Achievement Score	40.5%	

○ **Response scored as:** ● Achievement ● Room for improvement



## Responses by Question

### *About You (continued)*

**Q37.** In general, how would you rate your overall mental or emotional health?

	FCH 2018	
	N	%
● Excellent	49	18.8%
● Very good	67	25.8%
● Good	84	32.3%
● Fair	44	16.9%
● Poor	16	6.2%
<b>Total</b>	260	100.0%
Not Answered	7	
<b>Reporting Category</b>	Single Items	
Achievement Score	44.6%	

**Q38.** Have you had either a flu shot or flu spray in the nose since July 1, 2017? [NOTE: Data presented for eligible respondents based on CAHPS scoring guidelines.]

	FCH 2018	
	N	%
● Yes	79	32.5%
● No	164	67.5%
Don't know	5	
<b>Total</b>	243	100.0%
Not Answered	2	
<b>Reporting Category</b>	Single Items	
Achievement Score	32.5%	

**Q39.** Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

	FCH 2018	
	N	%
Every day	49	18.7%
Some days	22	8.4%
Not at all	191	72.9%
Don't know	1	
<b>Total</b>	262	100.0%
Not Answered	4	

○ **Response scored as:** ● Achievement ● Room for improvement

# Responses by Question

## About You (continued)

**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?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Never	19	27.9%
<input checked="" type="radio"/> Sometimes	17	25.0%
<input checked="" type="radio"/> Usually	10	14.7%
<input checked="" type="radio"/> Always	22	32.4%
<b>Total</b>	68	100.0%
Not Answered	3	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	72.1%	

**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.

	FCH 2018	
	N	%
<input checked="" type="radio"/> Never	34	49.3%
<input checked="" type="radio"/> Sometimes	13	18.8%
<input checked="" type="radio"/> Usually	10	14.5%
<input checked="" type="radio"/> Always	12	17.4%
<b>Total</b>	69	100.0%
Not Answered	2	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	50.7%	

**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.

	FCH 2018	
	N	%
<input checked="" type="radio"/> Never	41	59.4%
<input checked="" type="radio"/> Sometimes	13	18.8%
<input checked="" type="radio"/> Usually	4	5.8%
<input checked="" type="radio"/> Always	11	15.9%
<b>Total</b>	69	100.0%
Not Answered	2	
<b>Reporting Category</b>	Medical Assistance with Smoking Cessation	
Achievement Score	40.6%	

Response scored as:  Achievement  Room for improvement

## Responses by Question

### ***About You*** (continued)

**Q43. In the last 6 months, did you get health care 3 or more times for the same condition or problem?**

	FCH 2018	
	N	%
Yes	74	28.4%
No	187	71.6%
<b>Total</b>	261	100.0%
Not Answered	6	

**Q44. Is this a condition or problem that has lasted for at least 3 months? Do not include pregnancy or menopause.**

	FCH 2018	
	N	%
Yes	60	84.5%
No	11	15.5%
<b>Total</b>	71	100.0%
Not Answered	3	

**Q45. Do you now need or take medicine prescribed by a doctor? Do not include birth control.**

	FCH 2018	
	N	%
Yes	147	55.9%
No	116	44.1%
<b>Total</b>	263	100.0%
Not Answered	4	

**Q46. Is this medicine to treat a condition that has lasted for at least 3 months? Do not include pregnancy or menopause.**

	FCH 2018	
	N	%
Yes	128	91.4%
No	12	8.6%
<b>Total</b>	140	100.0%
Not Answered	7	

## Responses by Question

### *About You* (continued)

**Q47. What is your age?**

	FCH 2018	
	N	%
18 to 24	19	7.2%
25 to 34	61	23.2%
35 to 44	46	17.5%
45 to 54	48	18.3%
55 to 64	69	26.2%
65 to 74	15	5.7%
75 or older	5	1.9%
<b>Total</b>	263	100.0%
Not Answered	4	

**Q48. Are you male or female?**

	FCH 2018	
	N	%
Male	114	43.5%
Female	148	56.5%
<b>Total</b>	262	100.0%
Not Answered	5	

**Q49. What is the highest grade or level of school that you have completed?**

	FCH 2018	
	N	%
8th grade or less	16	6.1%
Some high school but did not graduate	20	7.7%
High school graduate or GED	66	25.3%
Some college or 2-year degree	109	41.8%
4-year college graduate	35	13.4%
More than 4-year college degree	15	5.7%
<b>Total</b>	261	100.0%
Not Answered	6	

**Q50. Are you of Hispanic or Latino origin or descent?**

	FCH 2018	
	N	%
Yes, Hispanic or Latino	26	10.0%
No, Not Hispanic or Latino	234	90.0%
<b>Total</b>	260	100.0%
Not Answered	7	

# Responses by Question

## About You (continued)

**Q51.1. What is your race? Response: White.**

	FCH 2018	
	N	%
Yes	201	100.0%
<b>Total</b>	201	100.0%
Not Answered	66	

**Q51.2. What is your race? Response: Black or African-American.**

	FCH 2018	
	N	%
Yes	13	100.0%
<b>Total</b>	13	100.0%
Not Answered	254	

**Q51.3. What is your race? Response: Asian.**

	FCH 2018	
	N	%
Yes	31	100.0%
<b>Total</b>	31	100.0%
Not Answered	236	

**Q51.4. What is your race? Response: Native Hawaiian or other Pacific Islander.**

	FCH 2018	
	N	%
Yes	2	100.0%
<b>Total</b>	2	100.0%
Not Answered	265	

**Q51.5. What is your race? Response: American Indian or Alaskan Native.**

	FCH 2018	
	N	%
Yes	8	100.0%
<b>Total</b>	8	100.0%
Not Answered	259	

## Responses by Question

### ***About You*** (continued)

**Q51.6.** What is your race? Response: Other.

	FCH 2018	
	N	%
Yes	16	100.0%
<b>Total</b>	16	100.0%
Not Answered	251	

**Q52.** Did someone help you complete this survey? [NOTE: Asked in mail survey only.]

	FCH 2018	
	N	%
Yes	23	11.2%
No	183	88.8%
<b>Total</b>	206	100.0%
Not Answered	61	

**Q53.1.** How did that person help you? Response: Read the questions to me.

	FCH 2018	
	N	%
Yes	9	100.0%
<b>Total</b>	9	100.0%
Not Answered	14	

**Q53.2.** How did that person help you? Response: Wrote down the answers I gave.

	FCH 2018	
	N	%
Yes	9	100.0%
<b>Total</b>	9	100.0%
Not Answered	14	

**Q53.3.** How did that person help you? Response: Answered the questions for me.

	FCH 2018	
	N	%
Yes	6	100.0%
<b>Total</b>	6	100.0%
Not Answered	17	

## Responses by Question

### ***About You*** (continued)

**Q53.4.** How did that person help you? Response: Translated the questions into my language.

	FCH 2018	
	N	%
Yes	7	100.0%
<b>Total</b>	7	100.0%
Not Answered	16	

**Q53.5.** How did that person help you? Response: Helped in some other way.

	FCH 2018	
	N	%
Yes	3	100.0%
<b>Total</b>	3	100.0%
Not Answered	20	

## Custom Questions

**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?

	FCH 2018	
	N	%
Yes	20	7.8%
No	237	92.2%
<b>Total</b>	257	100.0%
Not Answered	10	

**Q35b.** In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Never	3	15.8%
<input checked="" type="radio"/> Sometimes	2	10.5%
<input checked="" type="radio"/> Usually	3	15.8%
<input checked="" type="radio"/> Always	11	57.9%
<b>Total</b>	19	100.0%
Not Answered	1	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	73.7%	

**Q35c.** In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

	FCH 2018	
	N	%
Yes	44	16.5%
No	222	83.5%
<b>Total</b>	266	100.0%
Not Answered	1	

**Q35d.** In the last 6 months, how often was it easy to get the special therapy you needed through your health plan?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Never	1	2.4%
<input checked="" type="radio"/> Sometimes	9	21.4%
<input checked="" type="radio"/> Usually	12	28.6%
<input checked="" type="radio"/> Always	20	47.6%
<b>Total</b>	42	100.0%
Not Answered	2	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	76.2%	

Response scored as:  Achievement  Room for improvement



# Custom Questions

## Additional Questions

**Q35e.** In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Never	203	78.7%
<input checked="" type="radio"/> Sometimes	39	15.1%
<input type="radio"/> Usually	13	5.0%
<input type="radio"/> Always	3	1.2%
<b>Total</b>	258	100.0%
Not Answered	9	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	93.8%	

**Q35f.** In the last 6 months, how often did a doctor or other health provider interrupt you when you were talking?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Never	223	86.8%
<input checked="" type="radio"/> Sometimes	30	11.7%
<input type="radio"/> Usually	3	1.2%
<input type="radio"/> Always	1	0.4%
<b>Total</b>	257	100.0%
Not Answered	10	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	98.4%	

**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?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Never	237	91.9%
<input checked="" type="radio"/> Sometimes	16	6.2%
<input type="radio"/> Usually	3	1.2%
<input type="radio"/> Always	2	0.8%
<b>Total</b>	258	100.0%
Not Answered	9	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	98.1%	

**Response scored as:**  Achievement  Room for improvement

# Custom Questions

## Additional Questions (continued)

**Q35h.** In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Yes - definitely	184	72.4%
<input checked="" type="radio"/> Yes - somewhat	52	20.5%
<input checked="" type="radio"/> No	18	7.1%
<b>Total</b>	254	100.0%
Not Answered	13	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	72.4%	

## Access to Dental Care

**Q35i.** A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you have a regular dentist?

	FCH 2018	
	N	%
Yes	130	49.6%
No	132	50.4%
<b>Total</b>	262	100.0%
Not Answered	5	

**Q35j.** In the last 6 months, did you go to a dentist's office or clinic for care?

	FCH 2018	
	N	%
Yes	102	38.8%
No	161	61.2%
<b>Total</b>	263	100.0%
Not Answered	4	

**Q35k.** In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating you?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Never	1	1.0%
<input checked="" type="radio"/> Sometimes	5	5.2%
<input checked="" type="radio"/> Usually	22	22.7%
<input checked="" type="radio"/> Always	69	71.1%
<b>Total</b>	97	100.0%
Not Answered	5	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	93.8%	

Response scored as:  Achievement  Room for improvement

## Custom Questions

### Access to Dental Care (continued)

**Q35l.** If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Never	26	29.9%
<input checked="" type="radio"/> Sometimes	18	20.7%
<input checked="" type="radio"/> Usually	19	21.8%
<input checked="" type="radio"/> Always	24	27.6%
Did not try to get an appointment with a specialist dentist	169	
<b>Total</b>	87	100.0%
Not Answered	11	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	49.4%	

**Q35m.** In the last 6 months, if you needed to see a dentist right away because of a dental emergency, how often did you get to see a dentist as soon as you wanted?

	FCH 2018	
	N	%
<input checked="" type="radio"/> Never	39	41.1%
<input checked="" type="radio"/> Sometimes	13	13.7%
<input checked="" type="radio"/> Usually	19	20.0%
<input checked="" type="radio"/> Always	24	25.3%
Did not have a dental emergency	163	
<b>Total</b>	95	100.0%
Not Answered	9	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	45.3%	

Response scored as:  Achievement  Room for improvement

# Custom Questions

## Access to Dental Care (continued)

**Q35n.** Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

	FCH 2018	
	N	%
● Extremely difficult	15	6.8%
● 1	3	1.4%
● 2	7	3.2%
● 3	8	3.7%
● 4	9	4.1%
● 5	29	13.2%
● 6	15	6.8%
● 7	26	11.9%
● 8	29	13.2%
● 9	27	12.3%
● Extremely easy	51	23.3%
<b>Total</b>	219	100.0%
Not Answered	48	
<b>Reporting Category</b>	Supplemental Items	
Achievement Score	48.9%	

○ **Response scored as:** ● Achievement ● Room for improvement

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

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

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

**SURVEY INSTRUCTIONS**

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

Correct  
Mark 

Incorrect  
Marks   

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

Yes ➔ *Go to Question 1*  
 No

↓ **START HERE** ↓

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

Yes ➔ *Go to Question 3*  
 No

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

\_\_\_\_\_

## YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

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

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

- Yes
- No

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

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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 Best
Personal Doctor Personal Doctor
Possible 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 Best
Specialist Specialist
Possible 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

### ADDITIONAL QUESTIONS

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

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 trust a doctor or other health provider with your medical care?

- Yes, definitely
- Yes, somewhat
- No

### ACCESS TO DENTAL CARE

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

- Yes
- No

35j. In the last 6 months, did you go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 35l*

35k. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating you?

- Never
- Sometimes
- Usually
- Always

35l. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- I did not try to get an appointment with a specialist dentist for myself in the last 6 months.

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

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

35n. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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"/> | <input type="radio"/> |
| 0                     | 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |                       |
| Extremely             |                       |                       |                       |                       |                       | Extremely             |                       |                       |                       |                       |                       |
| Difficult             |                       |                       |                       |                       |                       | Easy                  |                       |                       |                       |                       |                       |

### 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, 2017?

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

- Yes
- No → **Go to Question 45**

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

- Yes
- No

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

- Yes
- No → **Go to Question 47**

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

- Yes
- No

47. What is your age?

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

48. Are you male or female?

- Male
- Female

49. 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

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

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

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

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

◆ **52. Did someone help you complete this survey?**

- Yes → **Go to Question 53**
- No → **Thank you. Please return the completed survey in the postage-paid envelope.**

**53. 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**





