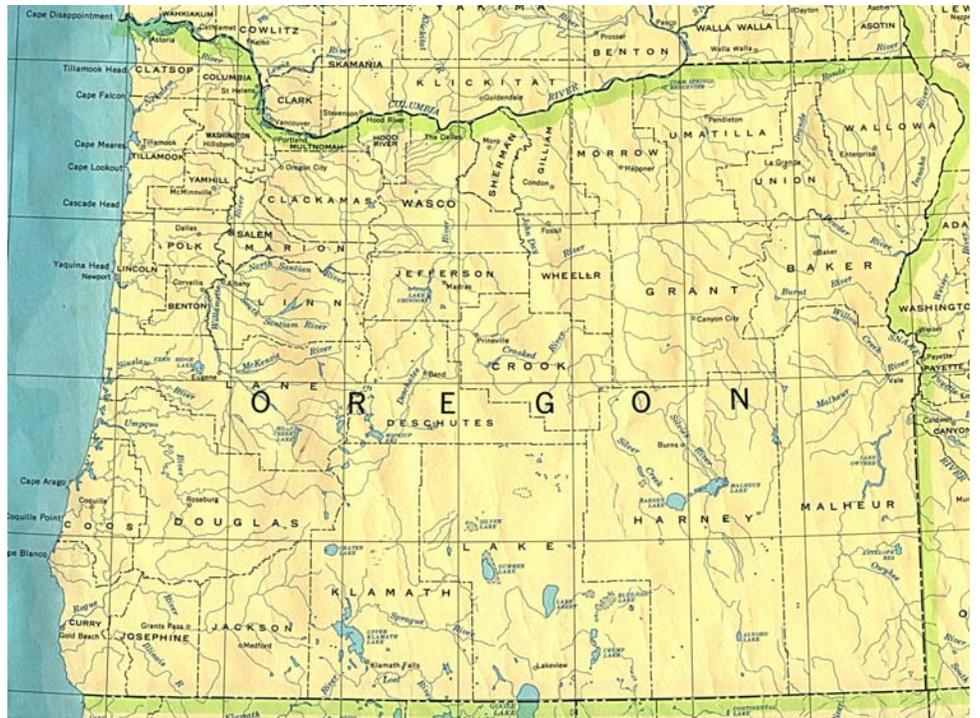# 2013 CAREAssist Client Survey

| 11/15/2013 | Oregon Health Authority: CAREAssist Program |

Feedback from CAREAssist clients regarding their health & well-being, medical conditions, health behaviors, housing needs, usual and trusted sources of information, and experiences with the program.

2013 CAREAssist Client Survey

OREGON HEALTH AUTHORITY: CAREASSIST PROGRAM

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Background

WHY SURVEY CAREASSIST CLIENTS?

The CAREAssist Program surveys clients every few years, most recently in 2013, 2009 and 2006. The program uses survey data to improve the quality of services CAREAssist provides, plan the types and amounts of services needed in the future, and inform the program's funding agency, the United States Health Resources & Services Administration (HRSA), of how CAREAssist is doing in Oregon.

In 2013, the CAREAssist Program aimed to answer the following questions:

- How satisfied are CAREAssist clients with the quality of services they are receiving?
- What types of pharmacy services do clients use and how do they like them?
- How is the health and well-being of CAREAssist clients?
- How many CAREAssist clients have other chronic diseases or medical conditions in addition to HIV?
- How many CAREAssist clients need help with housing?
- How many CAREAssist clients smoke? How many smokers are using program resources to help them stop smoking?
- How aware are clients of upcoming changes to health insurance related to the Affordable Care Act?
- What media sources do clients use to get information? What sources do they trust most, particularly for health information?
- How do answers to these questions vary between client subgroups?
- What else do CAREAssist clients want program staff to know?

Survey Methods & Analysis

SURVEY DEVELOPMENT AND DISTRIBUTION

In June 2013, all current clients of the CAREAssist Program (n=2,874) received a 28-item survey in the mail. The survey was available in English and Spanish, and included a cover letter explaining the purpose of the survey and the elements of informed consent (for example, that participation is voluntary and we keep all information confidential). The mailing included a $2 bill as a 'thank you' for participating. Each survey included a numeric ID that allowed us to send surveys in the appropriate language (English or Spanish) and link survey answers with demographics from the CAREAssist database. All surveys received by September 30, 2013 were included in the final analyses.

RESPONSE RATE, AGE ADJUSTMENT, AND PARTICIPANT CHARACTERISTICS

The post office returned 77 of the 2,874 surveys as undeliverable. Among the remaining 2,797 clients, 1,337 completed surveys, for an overall response rate of 48%. This response rate was lower than in past years. We looked at the 2009 CAREAssist survey to see if there were key differences between CAREAssist clients who responded to the first or second mailings of the 2009 survey, and found no differences between early and late responders. Therefore, we decided against doing a second mailing or phone follow-up, since we were unlikely to mitigate any response bias by doing so.

Like past surveys of the CAREAssist population, respondents in 2013 were significantly older than non-respondents. Therefore, we age-adjusted the data to ensure that findings would better represent the entire CAREAssist population. Other than age, respondents and non-respondents did not differ by demographics.

Sixty-three respondents removed the ID from their completed surveys, so we could not link their answers and demographic data. We imputed their age categories using an ordinal logistical regression model built from age-associated survey questions. This allowed us to age adjust their answers for use in population estimates. However, we excluded these 63 clients from other demographic subgroup analyses.

CAREAssist Client Population and Survey Responders by Age Category
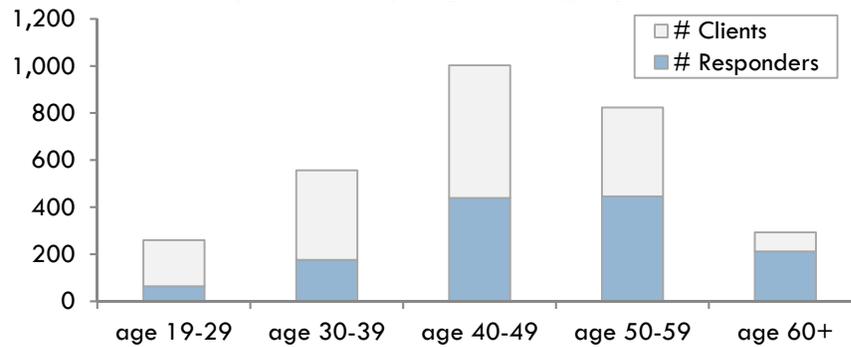
	age 19-29	age 30-39	age 40-49	age 50-59	age 60+
% of clients	9%	19%	34%	28%	10%
Response rate	25%	32%	44%	54%	72%

SURVEY ANALYSIS

We describe how clients answered the survey using weighted percentages. We examined key questions by five demographic variables: gender (male or female),[1] age (under 30, 60+, and in 10-year categories in-between), race/ethnicity (white/non-Hispanic, Hispanic, other), language, and region (Part A or Part B).[2] To examine relationships between a key outcome and various demographic characteristics simultaneously, we used regression models that each controlled for these five variables. We also analyzed responses in context of several important medical factors, including smoking status, chronic medical conditions, and clients' most recent viral load readings,[3] obtained from program records. All reported differences between groups ("more likely to be…") are significant at the $p \leq 0.05$ level. All quantitative analyses were conducted with Stata to account for the weighting/age adjustment.

We generally conducted analyses on non-missing responses. For series of yes/no questions (e.g., the list of chronic conditions or media sources), we only excluded blank responses from analysis when a respondent left the entire section blank, and we reported on percentage of yes responses.

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[1] The 7 transgender respondents were included in all population estimates, but excluded from subgroup analysis by gender because of the small number.

[2] Part A includes 5 Portland metropolitan counties (Multnomah, Clackamas, Washington, Columbia, and Yamhill); Part B includes all other 31 Oregon counties.

[3] We analyzed viral load as 'suppressed' ($\leq$ 200 copies/mL) or 'unsuppressed' >200 copis/mL).

How CAREAssist Clients Experience the Program

To start, we asked CAREAssist clients to rate their satisfaction with the overall program and key program elements. Clients also told us about how often they communicate with their CAREAssist case worker and how useful they find other program resources like the Web site and client handbook.

OVERALL QUALITY OF SERVICE

- 96% of CAREAssist clients rated the overall quality of CAREAssist services as 'good' (72%) or 'excellent' (24%).
- Older clients were more likely to rate service as 'excellent', while English-language Hispanic clients were more likely to rate service as 'fair' or 'poor'.

SATISFACTION WITH 4 PROGRAM ELEMENTS

- 85% of clients were satisfied with all four program elements we asked about (promptness, privacy, staff knowledge & competence, and respect & care).
- Clients highly satisfied with individual program components were more likely to be older and Spanish-language. High satisfaction was also associated with fewer chronic medical conditions and having a suppressed viral load.
- Clients not satisfied with CAREAssist staff knowledge and competence were more likely to live in the Part A region.

Client Satisfaction by Program Element

Program Element	% satisfied
Respect and Care	92%
Staff Knowledge & Competence	91%
Privacy	93%
Promptness	89%

% of clients satisfied with component
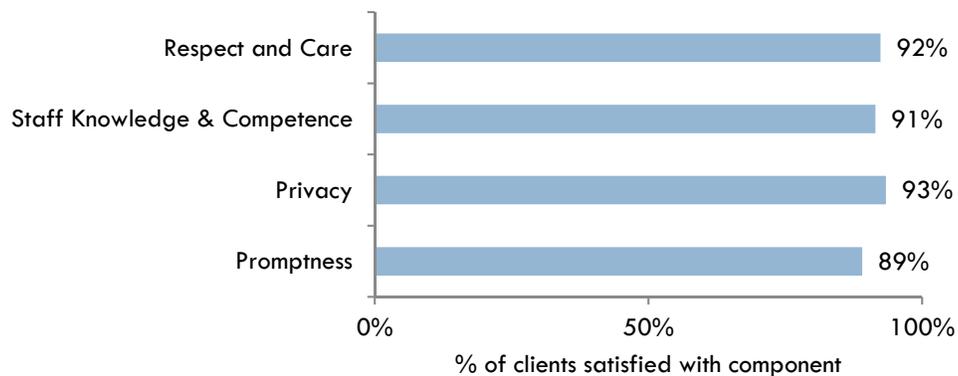
AMOUNT OF CONTACT WITH CAREASSIST CASE WORKER

- Most clients (65%) said they have contact with their case worker once or twice per year.
- Clients who have contact with their case worker on a monthly or weekly basis (13%) were more likely to be Spanish-language, to reside in the Part B region, and to have more chronic medical conditions.

COMMUNICATION CHANNELS

- 79% of clients said they found the written instructions on program forms 'very clear'.
  - o Clients who found the instructions at least somewhat unclear (21%) were more likely to be white, male, younger, and to have more chronic medical conditions.
- Many clients were unaware of program resources like the Web site and program handbook: 77% of clients didn't know the CAREAssist Program has a Website[4] or had not visited it, and 31% hadn't seen the CAREAssist Member handbook.
  - o Among those who were aware of these resources, 47% rated the Website and 51% the handbook as 'very useful'.

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[4] It does! Check it out at: http://www.oregon.gov/oha/pharmacy/CAREAssist/Pages/index.aspx

Pharmacy Services

The CAREAssist program has changed the way it delivers pharmacy services since the 2009 survey. Many health insurers now offer mail-order pharmacy service as an alternative to traditional face-to-face service, and the CAREAssist program has offered mail-order as an option to clients. In addition, the program adopted a preferred pharmacy policy, which restricts the number of brick-and-mortar pharmacies that will bill CAREAssist for prescriptions. To assess how these changes have impacted CAREAssist clients, we asked about their usage, satisfaction, and comfort with pharmacy services over the past year.

TYPE OF PHARMACY SERVICES

- In the past year, 14% of CAREAssist clients used mail-order only, 64% used face-to-face only, and 21% used both services.
- Clients using any mail order service were more likely to be white, female, to reside in the Part A region, and to have a suppressed viral load.

QUALITY OF PHARMACY SERVICES

- 91% rated their past-year pharmacy services as good (21%) or excellent (70%).
- Clients using mail order only were most likely to rate their pharmacy service as 'excellent' (81%), followed by clients using both service types (73%) and those using face-to-face exclusively (66%).
- Clients rating pharmacy services as fair (7%) or poor (2%) were more likely to be younger, male, to have more chronic medical conditions, and to use only face-to-face service.

COMFORT TALKING WITH PHARMACY SERVICES PROVIDER

- 80% said they felt 'very comfortable' talking with their pharmacy services provider about the drugs they were taking.
- Clients who were less comfortable were more likely to be Spanish-language, younger, and to have a higher number of chronic medical conditions.

Housing Experiences & Services

People living with HIV often experience various forms of housing instability, making it more difficult to manage their treatment regimens and maintain good health. We asked clients to tell us about adverse housing-related situations they've recently faced.

UNSTABLE HOUSING EXPERIENCES & UNMET NEED IN PAST YEAR

- In the past year, 19% of CAREAssist clients reported relying on temporary housing (such as a hotel, emergency shelter, car, or friends/family).
  - Part B clients were more likely to have relied on temporary housing.
- 21% of clients needed but could not get financial and/or practical help with housing in the past year.
- 6% of clients spent time in jail, prison, or a detox center in the past year.
- Clients reporting one or more types of past-year housing instability or unmet housing needs (32%) were more likely to be non-white, current smokers, younger, and have a higher number of chronic illnesses.

Housing Instability & Unmet Need in Past Year

Category	%
Emergency shelter	2.8%
Car/vacant building/outside	6.4%
Friends/family	16.4%
Hotel/motel	5.6%
Detox/treatment facility	3.1%
Jail	3.5%
Prison	0.8%
Needed housing help - $	18.7%
Needed housing help - other	10.5%

% of clients who experienced in past year
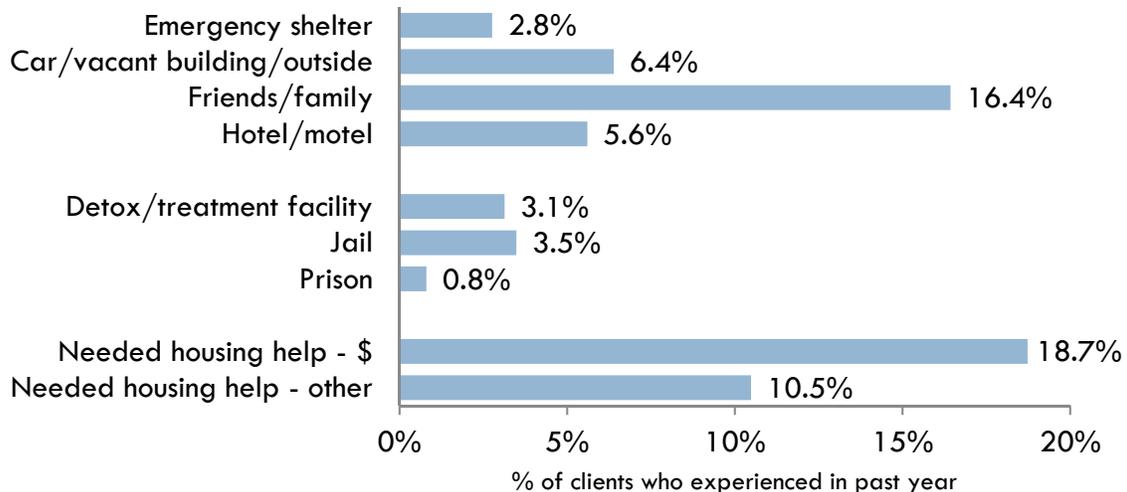
HOMELESSNESS IN PAST 2 YEARS

- 15% of CAREAssist clients considered themselves homeless at some point in the past 2 years.
- These clients were more likely to be younger, current smokers, to have more chronic medical conditions, and to have an unsuppressed viral load.

Health & Well-Being

We asked clients to tell us about their overall health and how it may have changed over the past year. Because HIV is only one facet of a CAREAssist client's medical profile, we also asked about 10 other chronic conditions that may impact health and well-being.

OVERALL HEALTH

- 77% rate their health as 'good', 'very good', or 'excellent'.
- Clients reporting 'poor' or 'fair' health are more likely to be age 50 or older, current smokers, and to have an unsuppressed viral load.

CHANGES IN HEALTH STATUS

- 45% report improvement in overall physical health over the past year; 17% report a decline.
- 44% report improvement in overall emotional health over the past year; 23% report a decline.
- Clients who reported declining physical or emotional health were more likely to be white, current smokers, to have an unsuppressed viral load, and to have needed, but not received, help with housing in the past year.

OTHER CHRONIC MEDICAL CONDITIONS

- 81% of CAREAssist clients have one or more chronic medical conditions in addition to HIV; 38% have three or more conditions.
- Clients with chronic pain, hepatitis C, or a lung/breathing problem were more likely to report 'poor' overall health.

Other Chronic Medical Conditions

Condition	%
Depression/anxiety/emotional problem	58%
Chronic pain	41%
Arthritis/rheumatism	26%
Lung/breathing problem	23%
Hypertension/high blood pressure	23%
Heart problem	10%
Hepatitis C	10%
Diabetes	10%
Drug/alcohol problem	9%
Cancer	7%

0%   % of clients reporting condition   100%
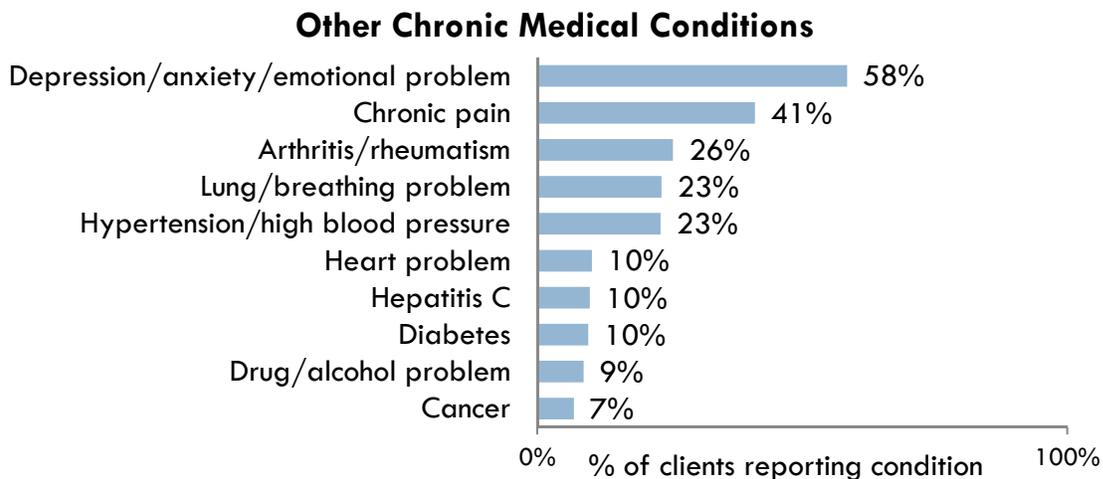
Smoking Habits & Cessation

Smoking compromises the immune system and the effectiveness of HIV treatment, yet tobacco use is common among people living with HIV. We asked CAREAssist clients about cigarette smoking, intentions to quit, and their use of available 'quit smoking' resources.

SMOKING PREVALENCE

- 36% of CAREAssist clients smoke cigarettes. This compares to 20% of the Oregon adult population.[5]
- Clients who smoke were more likely to be non-Hispanic, below the age of 60, and live in the Part B region.
- Clients who smoke were more likely to have an unsuppressed viral load, chronic pain, a drug or alcohol problem, hepatitis C, a lung/breathing problem, and to have experienced housing instability and/or homelessness.

QUIT INTENTIONS

- 76% of current smokers said they want to quit smoking; 58% of these said they were seriously considering stopping within the next 30 days.
- 12% of clients who were smokers at some point in the past year had since quit.

HELP WITH QUITTING

- Among current smokers who want to quit, 68% stopped smoking for at least one day in the past year.

Use of Tools to Quit Smoking in Past Year

Legend: ■ Want to quit smoking   ■ Quit smoking in past year

Tool	Want to quit smoking	Quit smoking in past year
Called Oregon Tobacco Quit Line	16%	10%
Used nicotine replacement products	41%	33%
Used a prescription medication to help quit	22%	31%

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[5] https://data.cdc.gov/Smoking-Tobacco-Use/BRFSS-Prevalence-And-Trends-Data-Tobacco-Use-Adult/utnw-ukzn
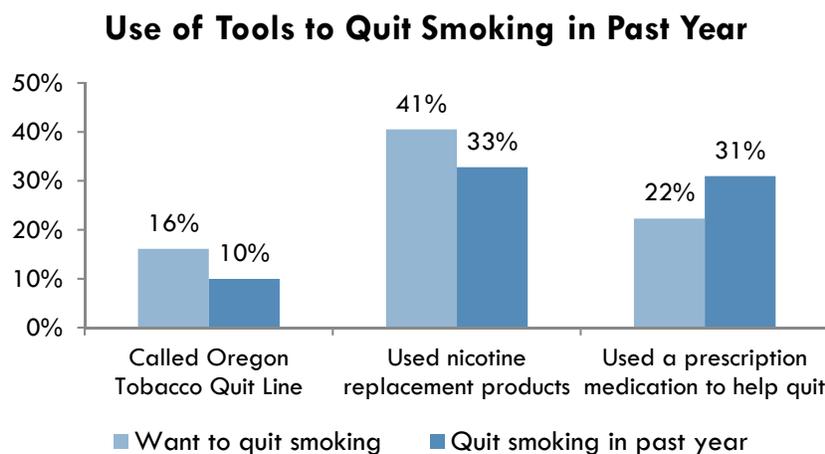
Sources of Information & Awareness of Affordable Care Act

We asked CAREAssist clients about what media sources they regularly use and how they get their health information. We also surveyed clients' awareness of and confidence regarding 2014 changes to health insurance related to the Affordable Care Act.

HOW CAREASSIST CLIENTS REGULARLY GET INFORMATION

- CAREAssist clients were most likely to report regularly using television (74%), personal-use internet (73%), and radio (46%) as media sources.
- 47% of clients regularly use social media, most commonly Facebook (41%).
- Clients reporting 'poor' or 'fair' overall health were more likely to watch television and less likely to use the internet (at work or home) than those in better health.

SOURCES OF HEALTH INFORMATION

- Most clients get health information from a physician (96%), nurse (68%), HIV case manager (58%), and the internet (58%).
- 88% of clients consider their physician among their most-trusted sources for health information.
- Clients who consider their HIV Case Manager to be among their most trusted health information sources (18%) were more likely to be non-white, current smokers, and to have an unsuppressed viral load.

AWARENESS OF AFFORDABLE CARE ACT

- 38% of CAREAssist clients said they had 'heard about the changes being made to health insurance next year (2014) related to the Affordable Care Act (or "Obamacare")'.
- Among those, only 15% said they were 'very confident' they understood how changes would personally affect them.
- Hispanic clients were more likely to be 'not at all confident' in knowing how the Affordable Care Act would affect them, as were clients who did not regularly read a newspaper.

Other Comments

743 clients (56%) offered responses to the open-ended question: "Anything else you want to share about CAREAssist?" We analyzed answers to this broad open-ended question using an open coding methodology, grouping responses into five major categories.

Thank you/Appreciation/Gratitude (n=592, 80% of all clients who commented)
An overwhelming majority of comments expressed deep appreciation for CAREAssist's services. Clients commended program staff and shared gratitude for the peace of mind that comes with knowing they can access medications and medical visits.

> *"I am very fortunate and extremely satisfied with CAREAssist. My coverage, case worker and benefits are awesome."*

> *"I think everyone that works in this program works hard to give their best, and answer all of the questions we have. Thank you so much, everyone, for giving the best of yourselves."*

> *"I appreciate all that you do. You have made this disease easier to stomach…"*

Many clients credited the CAREAssist Program with literally saving their lives.

> *"You saved my life for another year. Thanks!"*

> *"I think you guys are life savers, literally. And without you I don't know what I would do. I really appreciate your services."*

> *"Without you, I would be more stressed and most likely dead. I appreciate all that it gives. Thank you."*

> *"I thank God everyday for the care/kindness/helpfulness/concern I receive from CAREAssist. I would be dead if it wasn't for CAREAssist. CAREAssist literally and honestly saved my life. Thank you."*

Customer Service Concerns (n=46, 6% of clients who commented)
Customer service concerns generally fell into three categories: promptness, feelings of disconnection, and financial/billing.

Some clients reported that they have difficulty reaching CAREAssist Program staff when they have questions or concerns, need to wait a long time for a response, and/or must make several proactive attempts at contact.

"The only thing that has caused me a lot of extra stress is leaving voice mails and not having the calls returned for days."

"Our CAREAssist case manager is very slow to return calls/emails. We usually have to get our HIV case manager involved to resolve questions or issues."

"I am overall pleased with the CAREAssist services I receive and grateful for the financial coverage of premium payments. However, it always takes me at least two attempts to get in contact with my CAREAssist case worker by phone or internet."

Other clients said they disliked the impersonal nature of the program, which makes them feel disconnected or 'invisible.'

"I don't feel like I am connected. I feel out of place. I go to my health case manager when in need. When I call CAREAssist, I feel like I am not connected and invisible to the system."

"I feel like I am interrupting someone when I call the office for any reason, so I keep my calls to a minimum."

"I've been with CAREAssist a long time…it seems that the personal touch is gone now with most of the workers. Sometimes it seems like we're just a bother when we call. It's sad."

A handful of clients called for improvements to CAREAssist's billing and payment systems.

"Your billing statements are very confusing. You could do a better job with them."

"I would like to see more time allowed between receiving the billing statement and the payment due date."

Concerns and Questions about the Affordable Care Act (n=35, 5% of clients who commented)

Some clients expressed confusion and/or concern about how the changes to health insurance, beginning in 2014, would affect the coverage they receive through the CAREAssist Program. Several clients requested that the program share information with clients.

"I am very confused about how the Affordable Care Act will affect me and my health care."

"I am concerned about changes in insurance that are coming. I do not know how or what I am supposed to do or how to change or if I will [need to] change carriers."

"Posting what changes that Obamacare will make on your website would be helpful. Thanks."

"I am curious what will happen to CAREAssist in 2014, as no one seems to know. I have anxiety about that."

Pharmacy Services (n=20, 3% of clients who commented)

Most pharmacy-related comments expressed dissatisfaction with being restricted to an approved list of pharmacies.

"It would be nice if CAREAssist could be used at all major pharmacies."

"I would prefer another pharmacy over the [pharmacy] I'm required to use."

"I don't like the small number of pharmacy choices, but understand the program's need to save money where it can."

Paperwork and Bureaucracy (n=19, 3% of clients who commented)

Most comments related to paperwork and bureaucracy called for a streamlined recertification process and less paperwork overall.

"I think that for individuals on SSDI whose situation won't change, we should not have to re-apply every six months; once a year would be adequate."

"I hate reapplying every six months."

"Questions on the twice yearly CER can be confusing and redundant."

"Please simplify the form: if no change is made, cut & paste. Simplify privacy & releases. A secure all in one portal on the computer would be nice. [The program has] too much paperwork for a paperless society."

Summary

The 2013 CAREAssist survey aimed to answer a series of questions related to client satisfaction, areas for program improvement, ways to communicate with clients, and client service needs, health, and well-being.

Q: *How satisfied are CAREAssist clients with the quality of services they are receiving?*
A: An extremely high proportion of CAREAssist clients (96%) rated the overall quality of CAREAssist services as 'good' or 'excellent'. Most clients (85%) also reported satisfaction with all four program elements we asked about (promptness, privacy, staff knowledge & competence, and respect & care). About 1 in 10 clients reported dissatisfaction with staff promptness, a theme that also emerged in open-ended responses, indicating an area for improvement.

Q: *What types of pharmacy services do clients use and how do they like them?*
A: About 2 in 3 clients only use face-to-face pharmacy services and 1 in 3 use mail order, either exclusively or in combination with face-to-face. Most CAREAssist clients (91%) rate their pharmacy services as good or excellent, but clients using mail order only were mostly likely to rate their pharmacy service as 'excellent' (81%), followed by clients using both service types (73%) and those using face-to-face exclusively (66%). About 3% of client open-ended comments related to pharmacy services; most expressed dissatisfaction with the restricted list of brick-and-mortar pharmacies.

Q: *How many CAREAssist clients need help with housing?*
A: About 1 in 3 clients (32%) have experienced some form of housing instability or unmet housing need in the past year; these clients were more likely to be younger, non-white, current smokers, and have a higher number of chronic illnesses. In addition, 15% reported homelessness at some point in the past 2 years; these clients were more likely to be younger, current smokers, and to have more chronic medical conditions and an unsuppressed viral load.

Q: *How is the health and well-being of CAREAssist clients?*
A: Over 3 in 4 clients rate their overall health as 'good' to 'excellent'. Clients reporting 'poor' or 'fair' health are more likely to be age 50 or older, current smokers, and to have an unsuppressed viral load. Most clients reported stable or improving physical (83%) and emotional (77%) health; those doing worse were more likely to be white, current smokers, to have an unsuppressed viral load, and to have needed, but not received, help with housing in the past year.

Q: *How many CAREAssist clients have chronic diseases or conditions in addition to HIV?*

A: 4 in 5 clients have at least one chronic medical condition in addition to HIV. The most common self-reported conditions are depression/anxiety/emotional problems (58%) and chronic pain (41%). Clients with chronic pain, hepatitis C, or a lung/breathing problem were more likely to report 'poor' overall health.

Q: *How many CAREAssist clients smoke? How many smokers are using program resources to help them stop smoking?*

A: Over 1 in 3 clients (36%) smoke cigarettes, a much higher rate than Oregon adults overall. Clients who smoke were more likely to have an unsuppressed viral load, chronic pain, a drug or alcohol problem, hepatitis C, a lung/breathing problem, and to have experienced housing instability and/or homelessness. Most want to quit, and many stopped smoking for at least one day in the past year, but relatively few have made use of resources such as the Oregon Tobacco Quit Line to help them stop.

Q: *How aware are clients of upcoming changes to health insurance related to the Affordable Care Act?*

A: Few clients are 'very confident' they know how upcoming Affordable Care Act insurance changes will affect them and about 5% of open-ended comments posed questions or concerns about this topic, indicating a need for more information and reassurance about how the Affordable Care Act may impact client coverage.

Q: *What media sources do clients use to get information? What sources do they trust most, particularly for health information?*

A: Most clients get health information from a variety of sources, including physicians, HIV case managers, and the internet: 88% of clients consider their physician among their most trusted sources for health information. About half of clients (47%) reported regularly using social media, such as Facebook, as an information source.

Q: *What else do CAREAssist clients want program staff to know?*

A: About half of survey respondents offered answers to our open-ended question. Eighty percent of comments offered thanks and appreciation for the program and many credited CAREAssist with saving their lives. Other comments fell into four categories of concern: customer service, pharmacy services, possible changes related to the Affordable Care Act, and paperwork/bureaucracy.

Raw data tables

NOTES

Question frequency tables are weighted by age group. "Overall" and "by Age" distributions include 63 surveys where age category was imputed (see "Survey Methods and Analysis"); these 63 surveys are not included in distributions by race/ethnicity, gender, or region. Due to the small number of transgender respondents (n=7), distributions are only provided for male and female gender categories.

Unweighted N by Demographic Category

Count	Overall	by Race/Ethnicity			by Gender*		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
# respondents	1,274	865	182	117	1,109	158	64	174	407	421	208	866	407
# with age imputed-surveys (n=63)	1,337	-	-	-	-	-	64	176	439	446	212	-	-

RESPONSE FREQUENCY TABLES

Q1: About how often do you have contact with your CAREAssist case worker?

Response	Overall	by Race/Ethnicity			by Gender*		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Every week	1.4%	1.5%	0.9%	0.9%	1.3%	2.3%	1.7%	1.2%	1.2%	1.4%	2.0%	1.1%	2.2%
About once a month	11.3%	9.3%	19.6%	12.7%	11.2%	12.7%	17.2%	13.5%	9.5%	10.0%	12.0%	9.8%	15.0%
About every 3 months	22.0%	21.7%	24.8%	25.2%	22.7%	18.6%	25.9%	28.8%	21.3%	17.9%	20.0%	20.5%	25.9%
About every 6 months	36.5%	35.5%	37.1%	41.0%	36.7%	35.9%	34.5%	33.5%	38.3%	38.3%	32.5%	38.2%	33.0%
About once a year	28.8%	31.9%	17.6%	20.3%	28.1%	30.5%	20.7%	22.9%	29.8%	32.4%	33.5%	30.4%	24.0%

Q2: How would you rate the overall quality of CAREAssist services?

Response	Overall	by Race/Ethnicity			by Gender*		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Excellent	72.4%	72.1%	75.5%	72.7%	72.9%	71.9%	60.3%	75.7%	71.5%	73.1%	78.1%	73.0%	72.0%
Good	23.5%	23.9%	18.1%	22.9%	23.3%	20.7%	31.8%	21.4%	24.8%	21.7%	20.5%	22.7%	23.6%
Fair	3.6%	3.4%	5.7%	4.4%	3.3%	6.5%	6.4%	2.3%	3.5%	4.5%	1.5%	3.6%	4.2%
Poor	0.5%	0.7%	0.7%	0.0%	0.5%	0.9%	1.6%	0.6%	0.2%	0.7%	0.0%	0.7%	0.2%

Q3: How clear are the written instructions on CAREAssist program forms?

Response	Overall	by Race/Ethnicity			by Gender*		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Very clear	79.4%	77.7%	83.4%	82.1%	78.2%	87.5%	73.3%	76.7%	81.7%	78.0%	85.7%	78.8%	80.0%
A little confusing	20.3%	22.0%	15.9%	17.9%	21.4%	12.1%	26.7%	22.7%	18.1%	21.8%	13.3%	20.7%	19.8%
Not clear at all	0.4%	0.3%	0.7%	0.0%	0.4%	0.4%	0.0%	0.6%	0.2%	0.2%	1.0%	0.5%	0.2%

Q4: How would you rate the overall quality of CAREAssist services?

Response	Overall	by Race/Ethnicity			by Gender*		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Very useful	35.2%	30.3%	58.0%	37.3%	34.8%	41.8%	28.6%	36.9%	37.0%	35.1%	31.7%	34.1%	39.3%
Somewhat useful	31.3%	32.8%	18.2%	29.7%	31.4%	23.8%	23.8%	27.4%	33.3%	33.0%	34.2%	28.9%	34.4%
Not useful at all	2.8%	3.2%	1.1%	4.6%	3.0%	1.5%	1.6%	3.0%	3.0%	3.5%	1.0%	3.2%	2.0%
I don't know / haven't seen it	30.7%	33.7%	22.6%	28.4%	30.8%	32.9%	46.0%	32.7%	26.7%	28.4%	33.2%	33.8%	24.3%

Q5: How satisfied are you with the following aspects of CAREAssist services?

Q5a: Promptness of staff in responding to phone calls or written requests

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Very satisfied	74.4%	72.4%	81.1%	77.7%	74.8%	75.7%	68.3%	74.3%	73.3%	76.3%	79.0%	73.7%	77.3%
Somewhat satisfied	14.6%	15.1%	11.4%	12.5%	14.3%	12.2%	15.9%	14.0%	17.5%	12.8%	9.8%	14.7%	13.0%
Neither sat. nor dissat.	7.3%	7.9%	4.9%	9.3%	7.2%	7.7%	9.5%	7.0%	6.5%	7.5%	7.8%	7.3%	7.1%
Somewhat dissatisfied	2.6%	3.2%	1.3%	0.0%	2.5%	3.4%	4.8%	4.1%	2.1%	1.8%	2.0%	2.8%	2.2%
Very dissatisfied	1.1%	1.3%	1.2%	0.5%	1.2%	1.1%	1.6%	0.6%	0.7%	1.6%	1.5%	1.5%	0.4%

Q5b: Extent to which services are provided with appropriate privacy

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Very satisfied	84.8%	85.5%	86.8%	79.2%	85.4%	84.5%	74.2%	85.5%	85.7%	84.7%	89.9%	84.0%	87.6%
Somewhat satisfied	8.6%	8.1%	9.6%	8.9%	7.8%	10.9%	11.3%	9.9%	8.1%	8.9%	4.8%	8.4%	8.0%
Neither sat. nor dissat.	5.7%	5.5%	3.6%	9.9%	5.7%	4.6%	11.3%	4.7%	5.5%	5.3%	4.4%	6.5%	3.7%
Somewhat dissatisfied	0.6%	0.4%	0.0%	1.6%	0.7%	0.0%	3.2%	0.0%	0.5%	0.2%	0.5%	0.7%	0.3%
Very dissatisfied	0.4%	0.5%	0.0%	0.5%	0.5%	0.0%	0.0%	0.0%	0.2%	0.9%	0.5%	0.4%	0.4%

Q5c: Level of professional knowledge and competence of CAREAssist staff

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Very satisfied	79.4%	78.4%	83.0%	81.5%	79.8%	79.7%	66.7%	82.0%	78.5%	81.1%	84.5%	78.6%	82.0%
Somewhat satisfied	12.0%	12.5%	10.5%	10.6%	11.5%	14.0%	19.1%	11.6%	13.6%	9.8%	7.3%	11.5%	12.6%
Neither sat. nor dissat.	6.6%	7.0%	5.2%	6.7%	6.6%	5.9%	12.7%	5.8%	5.5%	6.9%	5.8%	7.6%	4.2%
Somewhat dissatisfied	1.4%	1.5%	0.9%	0.7%	1.6%	0.4%	1.6%	0.6%	1.9%	1.4%	1.5%	1.6%	1.0%
Very dissatisfied	0.5%	0.6%	0.4%	0.5%	0.6%	0.0%	0.0%	0.0%	0.5%	0.9%	1.0%	0.7%	0.2%

Q5d: Respect and care CAREAssist staff give you

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Very satisfied	84.4%	82.7%	90.8%	86.5%	84.3%	88.3%	79.4%	86.1%	83.9%	83.8%	89.4%	84.5%	85.6%
Somewhat satisfied	8.0%	8.8%	3.4%	8.6%	7.8%	6.7%	9.5%	6.4%	10.1%	7.1%	4.8%	7.1%	8.8%
Neither sat. nor dissat.	5.7%	6.5%	4.3%	4.4%	5.9%	4.4%	9.5%	6.4%	3.5%	7.3%	4.4%	6.3%	4.5%
Somewhat dissatisfied	1.0%	1.3%	0.0%	0.0%	1.0%	0.7%	0.0%	0.6%	2.1%	0.5%	0.5%	1.0%	0.8%
Very dissatisfied	0.9%	0.7%	1.5%	0.5%	1.1%	0.0%	1.6%	0.6%	0.5%	1.4%	1.0%	1.1%	0.5%

Q6: In the past 12 months, what type of pharmacy services have you used?

Response	Over-all	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Mail order	14.4%	14.3%	17.2%	8.8%	13.5%	19.9%	9.7%	11.5%	14.4%	17.2%	16.6%	14.6%	13.5%
Face-to-face (store, clinic)	64.4%	62.1%	68.7%	70.2%	65.0%	60.3%	67.7%	67.2%	65.3%	61.5%	61.6%	60.9%	72.4%
Both	21.1%	23.6%	14.1%	21.0%	21.6%	19.8%	22.6%	21.3%	20.3%	21.3%	21.8%	24.5%	14.2%

Q7: How would you rate the overall quality of the pharmacy services you have received in the past 12 months?

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Excellent	69.5%	71.7%	66.0%	70.5%	70.3%	67.9%	71.0%	71.6%	68.3%	69.8%	67.9%	71.6%	66.1%
Good	21.5%	19.3%	25.0%	22.4%	20.4%	27.2%	14.5%	21.6%	21.2%	22.7%	24.9%	20.4%	23.4%
Fair	7.4%	7.3%	6.9%	7.1%	7.7%	3.8%	12.9%	5.7%	8.5%	6.4%	5.3%	6.9%	7.8%
Poor	1.6%	1.7%	2.1%	0.0%	1.7%	1.2%	1.6%	1.1%	2.1%	1.1%	1.9%	1.1%	2.8%

Q8: How comfortable are you talking with your pharmacy service provider about the drugs you are taking?

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Very comfortable	77.7%	80.5%	71.8%	73.7%	78.3%	77.2%	69.8%	79.1%	76.9%	79.2%	81.2%	78.2%	77.7%
Somewhat comfortable	15.1%	12.6%	22.9%	16.4%	14.6%	16.1%	14.3%	14.0%	16.7%	15.7%	10.6%	14.8%	15.1%
Not very comfortable	4.2%	3.9%	3.4%	4.5%	4.1%	3.0%	6.3%	4.1%	5.6%	2.3%	3.4%	3.6%	4.8%
Don't know/Don't need this	3.0%	3.0%	2.0%	5.4%	3.0%	3.7%	9.5%	2.9%	0.9%	2.8%	4.8%	3.4%	2.4%

Q9/10: Have you been in any of the following housing situations at any time in the past 12 months?*

Situation	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
9a. Stayed in an emergency shelter	2.8%	2.3%	4.6%	6.1%	3.0%	2.6%	1.6%	2.8%	4.1%	2.3%	0.5%	2.8%	3.2%
9b. Lived in places not meant for housing, like a car, abandoned building, or outside	6.4%	7.0%	5.8%	4.2%	7.0%	3.6%	9.4%	8.0%	7.8%	5.0%	0.0%	5.8%	8.1%
9c. Stayed temporarily with friends or family (for housing, not a vacation)	16.4%	14.5%	18.9%	14.9%	17.0%	10.1%	29.7%	19.9%	20.1%	9.7%	4.3%	15.0%	19.1%
9d. Lived in a hotel or motel (as housing, not vacation)	5.6%	5.8%	5.0%	3.7%	5.8%	2.7%	4.7%	7.4%	6.2%	5.6%	1.0%	5.7%	5.0%
9e. Spent time in a treatment facility or detox center	3.1%	2.8%	2.1%	6.0%	3.2%	3.2%	3.1%	4.6%	4.6%	1.4%	0.5%	3.5%	2.6%
9f. Spent time in jail	3.5%	3.8%	2.7%	2.2%	3.7%	1.8%	7.8%	4.6%	4.3%	1.6%	0.0%	2.9%	4.4%
9g. Spent time in prison	0.8%	0.6%	1.3%	0.7%	0.7%	1.2%	1.6%	0.6%	0.7%	1.1%	0.0%	0.7%	0.9%
9h. Needed help paying for housing, but could not get help	18.7%	18.1%	21.0%	21.6%	19.5%	14.0%	23.4%	21.0%	22.2%	15.1%	8.6%	20.3%	16.1%
9i. Needed non-financial help with housing, but could not get it	10.5%	8.7%	12.1%	15.9%	11.5%	4.9%	14.1%	11.4%	12.1%	8.8%	4.8%	11.6%	8.8%
10. Have you considered yourself homeless at any time in the past 2 years?	14.7%	14.4%	13.7%	15.9%	15.6%	9.0%	23.4%	18.8%	17.1%	10.4%	3.4%	14.1%	16.4%

* Figures consider blank/missing answers the same as "no" except for 6 surveys where the entire section was left blank.

Q11: In general, would you say your health is:

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Excellent	15.6%	12.8%	28.4%	15.7%	15.7%	16.2%	32.8%	22.2%	15.1%	9.9%	5.7%	16.5%	14.8%
Very Good	30.3%	31.3%	26.8%	29.0%	30.1%	29.5%	34.4%	35.2%	29.8%	28.2%	25.1%	31.2%	27.3%
Good	30.9%	31.5%	30.1%	28.8%	30.6%	32.9%	18.8%	29.0%	32.0%	31.4%	40.3%	30.4%	31.5%
Fair	18.6%	19.3%	12.7%	20.3%	19.0%	16.8%	14.1%	10.2%	18.3%	25.1%	21.8%	17.3%	21.9%
Poor	4.5%	5.2%	2.0%	6.3%	4.6%	4.6%	0.0%	3.4%	4.8%	5.4%	7.1%	4.6%	4.5%

Q12: Compared to one year ago, how would you rate your overall physical health now?

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Much Better	22.8%	17.5%	36.0%	29.1%	22.1%	29.8%	36.5%	32.6%	22.2%	17.4%	10.0%	24.8%	19.5%
Slightly Better	22.4%	22.3%	24.6%	21.2%	23.2%	15.3%	27.0%	26.3%	22.6%	20.1%	16.6%	21.4%	23.9%
About the Same	37.7%	40.4%	29.3%	35.1%	37.3%	39.8%	25.4%	32.0%	38.4%	41.1%	47.9%	38.1%	36.8%
Slightly Worse	14.2%	16.6%	7.9%	11.7%	14.6%	12.3%	9.5%	6.3%	13.9%	18.3%	22.8%	13.3%	16.4%
Much Worse	2.9%	3.2%	2.1%	2.9%	2.8%	2.9%	1.6%	2.9%	3.0%	3.2%	2.8%	2.4%	3.5%

Q13: Compared to one year ago, how would you rate your overall emotional health(like feeling anxious, depressed, or irritable)?

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Much Better	18.6%	16.6%	22.8%	24.8%	18.2%	22.6%	20.6%	22.4%	18.7%	18.0%	11.5%	19.3%	17.8%
Slightly Better	25.4%	22.1%	33.8%	31.8%	25.5%	23.8%	34.9%	31.0%	23.0%	23.2%	20.6%	26.1%	23.5%
About the Same	33.0%	35.6%	27.3%	28.1%	32.8%	35.3%	27.0%	21.3%	34.6%	35.7%	47.4%	31.8%	35.3%
Slightly Worse	17.5%	19.1%	13.0%	12.1%	17.5%	15.9%	11.1%	18.4%	18.4%	18.4%	15.8%	17.6%	17.2%
Much Worse	5.5%	6.6%	3.0%	3.2%	6.0%	2.5%	6.4%	6.9%	5.3%	4.8%	4.8%	5.2%	6.2%

Q14: Do you have any of the following chronic health problems?*

Situation	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
14a. Arthritis/rheumatism	26.1%	30.2%	11.9%	22.8%	25.4%	34.8%	11.3%	11.2%	21.5%	39.5%	46.8%	24.6%	30.5%
14b. Cancer	7.1%	8.4%	2.0%	4.5%	7.1%	5.4%	3.2%	5.3%	6.5%	8.4%	12.8%	7.5%	5.6%
14c. Chronic pain	41.9%	46.0%	24.1%	34.7%	41.3%	48.7%	16.1%	27.5%	41.3%	54.6%	58.6%	39.6%	47.1%
14d. Depression/anxiety/emotional problem	59.5%	64.2%	44.4%	48.2%	59.6%	57.5%	57.1%	54.1%	62.3%	61.6%	56.0%	59.7%	58.5%
14e. Diabetes	9.8%	9.6%	12.8%	9.6%	10.3%	9.0%	0.0%	4.1%	8.3%	14.6%	21.5%	10.2%	10.1%
14f. Drug or alcohol problem	8.9%	9.6%	7.1%	8.6%	9.3%	5.9%	11.3%	11.2%	11.1%	6.0%	3.0%	10.8%	4.4%
14g. Heart problem	10.6%	12.3%	4.4%	8.7%	11.0%	6.7%	6.5%	0.6%	7.3%	15.8%	29.9%	10.7%	9.8%
14h. Hepatitis C	10.2%	11.0%	7.1%	11.7%	10.5%	10.8%	0.0%	6.1%	12.3%	12.4%	14.1%	9.5%	12.7%
14i. Hypertension/high blood pressure	23.7%	27.7%	8.8%	27.9%	24.3%	21.8%	4.8%	11.2%	21.9%	33.6%	42.8%	24.0%	24.0%
14j. Lung/breathing problem, including asthma	24.0%	26.4%	13.8%	23.6%	24.1%	24.2%	14.5%	14.6%	24.9%	28.6%	34.2%	23.9%	24.0%

* Figures consider blank/missing answers the same as "no" except for 8 surveys where the entire section was left blank.

Q15: Have you smoked at least 100 cigarettes (5 packs) in your entire life?

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part-A	Part-B
Yes	65.5%	71.4%	49.0%	59.8%	67.4%	53.9%	61.3%	59.0%	67.1%	69.3%	65.6%	Part A	Part B
No	34.5%	28.6%	51.0%	40.2%	32.6%	46.1%	38.7%	41.0%	32.9%	30.7%	34.5%	34.8%	32.5%

Q16: Do you smoke every day, some days, or not at all? [Those answering "Yes" to Q15]

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Every Day	37.6%	39.4%	27.2%	31.4%	37.1%	42.9%	42.1%	40.2%	40.0%	35.7%	27.0%	35.9%	41.9%
Some Days	17.7%	14.1%	25.7%	32.2%	17.3%	16.4%	23.7%	19.6%	19.7%	15.5%	8.8%	17.8%	16.3%
Not At All	44.7%	46.5%	47.2%	36.5%	45.7%	40.8%	34.2%	40.2%	40.4%	48.8%	64.2%	46.4%	41.8%

Q17: Would you like to quit smoking? [Current smokers]

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Yes	75.5%	74.4%	77.6%	84.4%	76.5%	68.9%	80.0%	77.6%	74.7%	72.5%	79.6%	77.7%	71.6%
No	24.5%	25.6%	22.4%	15.6%	23.5%	31.1%	20.0%	22.4%	25.3%	27.5%	20.5%	22.3%	28.4%

Q18: Are you seriously considering stopping smoking within the next 30 days? [Current smokers]

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Yes	57.4%	54.4%	59.5%	61.8%	56.4%	65.1%	65.0%	52.2%	59.5%	58.4%	43.8%	58.1%	54.3%
No	42.7%	45.6%	40.5%	38.2%	43.7%	34.9%	35.0%	47.8%	40.5%	41.6%	56.3%	41.9%	45.8%

Q19: Among close friends and family, how many of them smoke? [Current and past-year smokers]

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
All	7.2%	6.2%	7.2%	8.0%	7.1%	4.1%	3.9%	10.3%	6.9%	5.5%	11.1%	6.4%	7.5%
Most	17.7%	20.0%	8.8%	15.0%	16.8%	26.1%	11.5%	15.5%	21.5%	17.2%	15.6%	15.3%	24.0%
Some	64.4%	62.1%	66.6%	74.9%	64.6%	64.0%	76.9%	65.5%	65.3%	60.2%	51.1%	66.9%	58.3%
None	10.8%	11.8%	17.5%	2.2%	11.5%	5.7%	7.7%	8.6%	6.3%	17.2%	22.2%	11.4%	10.1%

Q20: During the past 12 months, have you… **[Current and past-year smokers]**

Situation	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
a. Stopped smoking for one day or longer because you were trying to quit smoking?	70.7%	71.2%	60.3%	73.5%	69.4%	75.5%	81.5%	75.9%	69.9%	66.1%	56.8%	68.5%	73.3%
b. Called the Oregon Tobacco Quit Line (1-800-QUIT-NOW)?	15.5%	17.7%	5.5%	14.5%	14.6%	20.3%	11.1%	22.4%	11.8%	16.8%	18.2%	15.6%	14.7%
c. Used any nicotine replacement products like patches or gum to help you stop smoking?	38.2%	39.0%	27.2%	41.9%	36.6%	43.8%	29.6%	43.9%	37.5%	38.4%	40.0%	38.6%	35.8%
d. Used any medications prescribed by your doctor like Chantix or Bellbutrin to help you stop smoking?	23.3%	25.4%	9.9%	26.2%	22.0%	35.2%	14.8%	28.1%	24.3%	23.0%	20.5%	24.2%	20.9%

Q21: Have you heard about the changes being made to health insurance next year (2014) related to the Affordable Care Act (or "Obamacare")?

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Yes	38.2%	39.9%	34.6%	35.8%	39.0%	33.9%	27.0%	38.7%	37.3%	40.5%	43.8%	39.7%	35.4%
No	38.8%	37.3%	41.8%	37.5%	38.9%	34.0%	47.6%	35.3%	41.0%	38.2%	31.4%	36.4%	42.7%
Not Sure	23.0%	22.8%	23.6%	26.7%	22.1%	32.1%	25.4%	26.0%	21.7%	21.3%	24.8%	23.9%	21.9%

Q22: How confident are you that you know how these changes will affect you, personally, related to your health insurance?

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
Very confident	8.5%	7.0%	11.9%	12.2%	8.6%	6.8%	3.3%	12.8%	7.2%	8.5%	9.9%	8.2%	8.9%
Somewhat confident	29.9%	28.1%	44.5%	25.0%	30.4%	28.3%	23.3%	30.1%	26.9%	34.8%	32.7%	30.1%	30.4%
Not at all confident	61.6%	64.9%	43.6%	62.8%	61.1%	64.9%	73.3%	57.1%	65.9%	56.8%	57.4%	61.8%	60.8%

Q23: Which media sources do you use daily or almost daily?*

Situation	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part A	Part B
a. TV	74.0%	74.1%	74.3%	69.5%	73.6%	73.9%	51.6%	65.9%	75.9%	80.9%	83.0%	70.8%	80.4%
b. Internet: for work	24.4%	24.9%	16.0%	38.3%	25.2%	20.8%	43.8%	29.0%	23.9%	19.5%	13.7%	26.5%	20.6%
c. Internet: for personal use	73.3%	79.2%	52.2%	67.5%	74.5%	63.6%	82.8%	81.3%	73.6%	68.4%	62.7%	75.1%	68.3%
d. Radio	46.5%	46.5%	42.4%	47.4%	47.2%	43.4%	50.0%	45.5%	51.5%	42.2%	40.1%	45.9%	47.6%
e. Newspaper	34.7%	34.5%	27.0%	38.9%	35.6%	28.3%	29.7%	25.6%	35.5%	35.7%	50.5%	35.0%	33.9%
f. Social Media: Facebook	40.7%	43.7%	28.7%	43.6%	40.2%	43.5%	71.9%	52.8%	41.0%	29.4%	21.2%	41.3%	38.6%
g. Social Media: Twitter	6.4%	6.2%	6.9%	3.7%	6.3%	6.9%	17.2%	6.8%	6.4%	3.8%	3.3%	6.9%	5.2%
h. Social Media: YouTube	22.0%	23.0%	14.6%	27.8%	21.7%	24.5%	34.4%	34.7%	21.6%	15.3%	7.1%	22.7%	20.1%
i. Other	10.5%	10.8%	8.2%	15.2%	10.4%	12.9%	20.3%	9.7%	9.3%	9.2%	10.9%	12.1%	7.5%

* Figures consider blank/missing answers the same as "no" except for 1 survey where the entire section was left blank.

Q25: Which information sources do you use to get health information?*

Situation	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part-A	Part-B
a. Physician	95.6%	96.6%	96.4%	88.5%	96.1%	91.4%	92.2%	96.0%	95.2%	96.6%	96.2%	96.0%	94.4%
b. Nurse	67.7%	71.6%	49.2%	67.2%	68.8%	61.6%	60.9%	61.9%	69.7%	71.1%	68.4%	69.9%	63.2%
c. HIV case manager	58.1%	55.5%	59.6%	70.1%	57.9%	60.1%	62.5%	61.9%	54.9%	59.4%	54.3%	55.0%	65.8%
d. Internet	57.8%	63.4%	40.8%	46.8%	59.3%	43.5%	68.8%	66.5%	56.3%	52.9%	50.5%	60.7%	49.7%
e. TV/Radio	28.6%	27.0%	31.2%	30.5%	30.0%	20.2%	12.5%	26.1%	30.5%	30.3%	35.9%	28.9%	28.1%
f. Classes/Groups	17.4%	17.8%	14.0%	22.1%	17.6%	17.0%	10.9%	17.6%	19.8%	18.2%	12.7%	17.8%	16.7%
g. Friends	38.2%	39.5%	26.9%	45.2%	39.5%	30.5%	40.6%	37.5%	40.1%	37.2%	34.0%	41.2%	31.2%
h. Other (specify)	9.6%	9.4%	8.8%	9.7%	9.6%	8.9%	7.8%	6.3%	11.6%	9.4%	10.9%	9.7%	9.1%

* Figures consider blank/missing answers the same as "no". All surveys checked at least one item.

Q26: Which source of information do you trust most for information about your health? (Please choose ONE)*

Situation	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part-A	Part-B
a. Physician	89.3%	90.3%	87.6%	83.8%	89.3%	88.0%	88.9%	87.9%	88.6%	90.7%	91.0%	89.8%	87.7%
b. Nurse	15.8%	15.3%	13.2%	23.7%	16.1%	16.3%	28.6%	11.0%	15.8%	15.9%	13.8%	17.6%	12.9%
c. HIV case manager	18.7%	14.7%	23.8%	36.8%	18.4%	20.2%	28.6%	19.1%	19.3%	16.6%	13.3%	17.2%	22.4%
d. Internet	5.8%	6.7%	3.9%	2.2%	6.0%	4.8%	7.9%	6.9%	5.8%	4.8%	4.3%	6.2%	4.9%
e. TV/Radio	0.7%	0.6%	0.5%	0.7%	0.7%	1.2%	1.6%	0.0%	0.7%	0.7%	1.4%	0.5%	1.3%
f. Classes/Groups	1.2%	0.9%	0.9%	3.1%	1.0%	1.9%	0.0%	1.2%	1.4%	1.1%	1.4%	1.4%	0.3%
g. Friends	1.8%	1.6%	2.3%	3.3%	1.9%	0.7%	1.6%	1.7%	1.4%	2.1%	2.4%	2.1%	1.0%
h. Other (specify)	2.8%	2.3%	3.2%	4.0%	3.0%	1.2%	1.6%	2.3%	4.2%	2.3%	1.4%	2.4%	3.5%

* Many respondents checked more than one answer. Up to 3 answers were coded per survey, thus options sum to over 100%. Figures consider blank/missing answers the same as "no" except for 20 surveys where the entire section was left blank.

Q27: How useful is the CAREAssist Web site?

Response	Overall	by Race/Ethnicity			by Gender		by Age					by Region	
		White	Hispanic	Other	Male	Female	19-29	30-39	40-49	50-59	60+	Part-A	Part-B
Very useful	10.7%	6.6%	25.4%	13.4%	9.8%	17.7%	11.1%	14.1%	8.8%	11.2%	9.2%	11.2%	10.0%
Somewhat useful	9.8%	9.5%	7.9%	6.6%	10.2%	5.4%	11.1%	10.0%	8.3%	10.9%	10.1%	10.5%	7.5%
Not useful at all	2.3%	2.1%	2.5%	5.5%	2.4%	1.8%	1.6%	1.8%	2.8%	2.3%	2.4%	1.9%	3.3%
I don' know / haven't seen it	77.2%	81.8%	64.1%	74.6%	77.6%	75.1%	76.2%	74.1%	80.1%	75.6%	78.3%	76.4%	79.2%

Q28: Anything else you want to tell us about CAREAssist?

Please see "Other Comments" section.