Yamhill CCO
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2014

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METHODOLOGY

Introduction

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

Survey Milestones

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

Sampling

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

Questionnaires

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

Selection of Cases for Analysis

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

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Composites, Overall Ratings, and Measures for Reporting

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

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

Composite: Getting Needed Care
- Q14/14. Got care, tests or treatment you thought you needed
- Q25/28. Getting appointments with specialists

Composite: Getting Care Quickly
- Q4/4. Got care for illness/injury/condition as soon as you thought you/child needed
- Q6/6. Got an appt. for routine care as soon as you thought you/child needed

Composite: How Well Doctors Communicate
- Q17/17. Personal doctor explained things in a way that was easy to understand
- Q18/18. Personal doctor listened carefully to you
- Q29/19. Personal doctor showed respect for what you had to say
- Q20/22. Personal doctor spent enough time with you

Composite: Customer Service
- Q31/32. Health plan's customer service gave needed information or help
- Q32/33. Treated with courtesy and respect by health plan's customer service staff

Composite: Shared Decision Making
- Q10/10. Doctor talked about reasons you might want to take a medicine
- Q11/11. Doctor talked about reasons you might not want to take a medicine
- Q12/12. Doctor talked about what you thought was best for you when discussing a medication

Rating Questions
- Q13/13. Rating of all health care
- Q23/26. Rating of personal doctor
- Q27/30. Rating of specialist doctor
- Q42/36. Rating of health plan

Composite: Access to Specialized Services (Child only)
- Q--/20. Getting special medical equipment or devices for your child
- Q--/23. Getting special therapy (physical, occupational, speech) for your child
- Q--/26. Getting treatment or counseling for your child

Composite: Family Centered Care: Personal Doctor Who Knows Child (Child only)
- Q--/38. Child's personal doctor talked with you about how child is feeling, growing, behaving
- Q--/43. Child's personal doctor understands how child's health conditions affect child's day-to-day life
- Q--/44. Child's personal doctor understands how child's health conditions affect family's day-to-day life

Composite: Coordination of Care for Children with Chronic Conditions (Child only)
- Q--/18. Got help contacting school and daycare from someone at health plan or doctor's office
- Q--/29. Got help coordinating care among providers from someone at health plan or doctor's office

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Comparisons, Statistical Testing, Scoring, and Weighting

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

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

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

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Sample Disposition

	Adult		Child	
Category	**Yamhill CCO**	**Overall**	**Yamhill CCO**	**Overall**
****First mailing - sent**	900	15300	900	15300
***First mailing - usable survey returned**	153	3059	158	2459
Second mailing - sent	716	11718	714	12459
***Second mailing - usable survey returned**	55	1039	65	1057
***Phone - usable surveys**	110	1456	137	2502
Total - usable surveys	318	5554	360	6018
†Ineligible: According to population criteria‡	18	348	26	362
†Ineligible: Deceased	3	78	0	3
†Ineligible: Mentally or physically unable to complete survey	9	301	0	0
†Ineligible: Language barrier	3	77	0	39
Incorrect address AND incorrect phone number	66	1065	57	991
Refusal/Returned survey blank	45	720	43	783
Nonresponse - Unavailable by mail or phone	438	7157	414	7104
Adjusted Response Rate	**36.7%**	**38.3%**	**41.2%**	**40.4%**

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

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Response/Non-Response Comparison

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

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

1) Members who passively refused by not returning the questionnaire mailed to their household and/ or not answering questions over the phone.

2) Members who actively refused, either by contacting DataStat or by declining to participate when DataStat attempted to reach them by phone.

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

Adult

Gender / Age	Non-Respondents	Respondents	Difference
Male	174 36.0%	101 31.8%	-4.26%
Female	309 64.0%	217 68.2%	4.26%
18-24	148 30.6%	67 21.1%	-9.57%
25-34	130 26.9%	79 24.8%	-2.07%
35-44	104 21.5%	57 17.9%	-3.61%
45-54	58 12.0%	54 17.0%	4.97%
55-64	28 5.8%	49 15.4%	9.61%
65-74	9 1.9%	8 2.5%	0.65%
75 or Older	6 1.2%	4 1.3%	0.02%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	226 49.5%	192 53.3%	3.88%
Female	231 50.5%	168 46.7%	-3.88%
<1, 1-3	98 21.4%	74 20.6%	-0.89%
4-7	121 26.5%	105 29.2%	2.69%
8-12	134 29.3%	106 29.4%	0.12%
13 or older	104 22.8%	75 20.8%	-1.92%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q1																					
YES	313	5403	56	72	51	52	48	13	220	2	5		4	16	23	47	237	203	87	91	200
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	5	151	2			1	2		4							2	3		4	2	3
VALID CASES	313	5403	56	72	51	52	48	13	220	2	5		4	16	23	47	237	203	87	91	200
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q3																					
YES	149	2419	20	42	29	23	23	7	108	1	2		3	6	15	18	122	91	50	41	101
	48%	45%	35%*	58%*	57%	43%	46%	54%~	48%	50%~	40%~	~	75%~	38%~	65%~	37%~	51%	45%	55%	44%	50%
NO	160	2914	37	30	22	30	27	6	115	1	3		1	10	8	31	117	111	41	52	101
	52%	55%	65%*	42%*	43%	57%	54%	46%~	52%	50%~	60%~	~	25%~	63%~	35%~	63%~	49%	55%	45%	56%	50%
NOT ANSWERED	9	220	1						1								1	1			1
VALID CASES	309	5334	57	72	51	53	50	13	223	2	5		4	16	23	49	239	202	91	93	202
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q4 IN THE LAST 6 MONTHS, WHEN YOU NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOU GET CARE AS SOON AS YOU NEEDED?

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q4																					
NEVER	7	72	2		2	2	1		7							1	6	4	2	2	5
	5%	3%	11%~	~	7%~	10%~	5%~	~	7%~	~	~	~	~	~	~	6%~	5%~	5%	4%~	5%~	5%~
SOMETIMES	21	310	2	6	8	4		1	15	1	1			2	2	3	17	14	7	2	19
	15%	15%	11%~	15%~	28%~	19%~	~	14%~	15%~	100%~	50%~	~	~	33%~	13%~	18%~	15%~	16%	15%~	5%~	20%~
USUALLY	37	531	9	11	5	6	3	1	24		1		2	2	3	7	27	22	13	7	28
	26%	26%	50%~	27%~	17%~	29%~	14%~	14%~	24%~	~	50%~	~	67%~	33%~	20%~	41%~	23%~	25%	27%~	18%~	29%~
ALWAYS	77	1161	5	24	14	9	17	5	55				1	2	10	6	66	47	26	28	44
	54%	56%	28%~	59%~	48%~	43%~	81%~	71%~	54%~	~	~	~	33%~	33%~	67%~	35%~	57%~	54%	54%~	72%~	46%~
#ALWAYS + USUALLY (NET)	114	1692	14	35	19	15	20	6	79		1		3	4	13	13	93	69	39	35	72
	80%	82%	78%~	85%~	66%~	71%~	95%~	86%~	78%~	~	50%~	~	100%~	67%~	87%~	76%~	80%~	79%	81%~	90%~	75%~
TOP BOX SCORE	77	1161	5	24	14	9	17	5	55				1	2	10	6	66	47	26	28	44
	54%	56%	28%~	59%~	48%~	43%~	81%~	71%~	54%~	~	~	~	33%~	33%~	67%~	35%~	57%~	54%	54%~	72%~	46%~
NOT ANSWERED	7	322	2	1		2	2		7							1	6	4	2	2	5
VALID CASES	142	2074	18	41	29	21	21	7	101	1	2		3	6	15	17	116	87	48	39	96
NUMBER OF RESPONDENTS	149	2396	20	42	29	23	23	7	108	1	2		3	6	15	18	122	91	50	41	101
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q5																					
YES	199	3840	29	44	32	35	39	9	148	2	4		2	7	17	20	162	118	67	55	132
	64%	72%*	52%*	61%	63%	66%	78%*	69%~	67%	100%~	80%~	~	50%~	44%~	74%~	41%~	68%*	59%*	74%*	60%	65%
NO	110	1468	27	28	19	18	11	4	74		1		2	9	6	29	76	83	24	37	70
	36%	28%*	48%*	39%	37%	34%	22%*	31%~	33%	~	20%~	~	50%~	56%~	26%~	59%~	32%*	41%*	26%*	40%	35%
NOT ANSWERED	9	246	2						2								2	2		1	1
VALID CASES	309	5308	56	72	51	53	50	13	222	2	5		4	16	23	49	238	201	91	92	202
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC—ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE-MALE
Q6																					
NEVER		83																			
		2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	44	655	8	7	11	7	8		26	1	3		1	3	4	6	32	24	16	13	27
	24%	19%	30%~	16%~	35%~	25%~	22%~	~	19%*	50%~	100%~	~	50%~	43%~	24%~	32%~	22%~	22%	26%	27%~	22%
USUALLY	53	957	10	14	5	10	11	3	44	1			1		5	3	49	31	22	10	43
	29%	28%	37%~	33%~	16%~	36%~	31%~	38%~	33%*	50%~	~	~	50%~	~	29%~	16%~	33%~	28%	35%	20%~	35%*
ALWAYS	87	1742	9	22	15	11	17	5	64					4	8	10	67	54	24	26	53
	47%	51%	33%~	51%~	48%~	39%~	47%~	62%~	48%	~	~	~	~	57%~	47%~	53%~	45%~	50%	39%	53%~	43%
#ALWAYS + USUALLY (NET)	140	2699	19	36	20	21	28	8	108	1			1	4	13	13	116	85	46	36	96
	76%	79%	70%~	84%~	65%~	75%~	78%~	100%~	81%*	50%~	~	~	50%~	57%~	76%~	68%~	78%~	78%	74%	73%~	78%
TOP BOX SCORE	87	1742	9	22	15	11	17	5	64					4	8	10	67	54	24	26	53
	47%	51%	33%~	51%~	48%~	39%~	47%~	62%~	48%	~	~	~	~	57%~	47%~	53%~	45%~	50%	39%	53%~	43%
NOT ANSWERED	15	401	2	1	1	7	3	1	14		1					1	14	9	5	6	9
VALID CASES	184	3437	27	43	31	28	36	8	134	2	3		2	7	17	19	148	109	62	49	123
NUMBER OF RESPONDENTS	199	3838	29	44	32	35	39	9	148	2	4		2	7	17	20	162	118	67	55	132
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

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

			AGE						RACE							ETHNIC—ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE-MALE
Q7																					
NONE	80	1217	24	20	9	12	9	3	53	1			2	4	4	23	54	62	15	30	47
	26%	23%	42%*	29%	18%	24%	18%	23%~	24%	50%~	~	~	50%~	25%~	18%~	48%~	23%*	31%*	17%*	33%	23%
1 TIME	54	847	12	12	9	8	11	2	42		1			4	4	8	44	35	19	15	39
	18%	16%	21%	17%	18%	16%	22%	15%~	19%	~	20%~	~	~	25%~	18%~	17%~	19%	18%	21%	17%	19%
2	50	1010	4	15	6	7	15	1	40		3		1	1	2	5	41	29	17	17	31
	16%	19%	7%*	21%	12%	14%	30%*	8%~	18%	~	60%~	~	25%~	6%~	9%~	10%~	17%	15%	19%	19%	15%
3	36	647	7	6	12	4	4	3	28					2	3	5	30	26	10	10	26
	12%	12%	12%	9%	24%*	8%	8%	23%~	13%	~	~	~	~	13%~	14%~	10%~	13%	13%	11%	11%	13%
4	28	427	3	6	7	6	4	1	20		1			4	2	2	24	22	5	5	22
	9%	8%	5%	9%	14%	12%	8%	8%~	9%	~	20%~	~	~	25%~	9%~	4%~	10%	11%	6%	6%	11%
5 TO 9	42	719	6	9	4	9	6	3	26	1			1	1	5	5	30	21	15	9	27
	14%	14%	11%	13%	8%	18%	12%	23%~	12%	50%~	~	~	25%~	6%~	23%~	10%~	13%	10%*	17%	10%	13%
10 OR MORE TIMES	14	356	1	2	4	5	1		11						2		13	5	8	4	9
	5%	7%	2%	3%	8%	10%	2%	~	5%	~	~	~	~	~	9%~	~	6%	2%*	9%	4%	4%
NOT ANSWERED	14	330	1	2		2			4						1	1	4	3	2	3	2
VALID CASES	304	5224	57	70	51	51	50	13	220	2	5		4	16	22	48	236	200	89	90	201
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q8																					
#YES	175	2839	22	35	36	30	36	9	132	1	3		2	8	15	19	142	100	65	52	115
	79%	72%*	69%~	71%~	86%~	77%~	88%~	90%~	80%	100%~	60%~		~100%~	67%~	83%~	76%~	79%~	74%*	88%*	87%	76%
NO	47	1080	10	14	6	9	5	1	33		2			4	3	6	38	36	9	8	37
	21%	28%*	31%~	29%~	14%~	23%~	12%~	10%~	20%	~	40%~	~	~	33%~	17%~	24%~	21%~	26%*	12%*	13%	24%
NOT ANSWERED	2	109	1	1					2								2	2			2
VALID CASES	222	3919	32	49	42	39	41	10	165	1	5		2	12	18	25	180	136	74	60	152
NUMBER OF RESPONDENTS	224	4028	33	50	42	39	41	10	167	1	5		2	12	18	25	182	138	74	60	154
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE						RACE						ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q9																					
YES	116	2140	15	21	21	24	20	9	84		2		2	4	12	11	97	64	44	26	84
	52%	54%	47%~	44%~	50%~	62%~	49%~	90%~	51%	~	40%~		~100%~	33%~	67%~	46%~	54%~	47%	59%	44%	55%
NO	105	1796	17	27	21	15	21	1	81	1	3			8	6	13	83	71	30	33	68
	48%	46%	53%~	56%~	50%~	38%~	51%~	10%~	49%	100%~	60%~	~	~	67%~	33%~	54%~	46%~	53%	41%	56%	45%
NOT ANSWERED	3	92	1	2					2							1	2	3		1	2
VALID CASES	221	3936	32	48	42	39	41	10	165	1	5		2	12	18	24	180	135	74	59	152
NUMBER OF RESPONDENTS	224	4028	33	50	42	39	41	10	167	1	5		2	12	18	25	182	138	74	60	154
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q10																					
NOT AT ALL	4	93	1	1			1	1	2					2		1	3	3	1	1	3
	3%	4%	7%~	5%~	~	~	5%~	11%~	2%~	~	~	~	~	50%~	~	9%~	3%~	5%	2%~	4%~	4%~
A LITTLE	18	327	1	3	1	6	2	1	12						2	2	13	9	6	3	12
	16%	16%	7%~	14%~	5%~	25%~	11%~	11%~	14%~	~	~	~	~	~	17%~	18%~	14%~	14%	14%~	12%~	14%~
SOME	33	758	5	8	7	4	6	3	26		2		1		2	2	31	14	17	8	25
	29%	36%	33%~	38%~	33%~	17%~	32%~	33%~	31%~	~	100%~	~	50%~	~	17%~	18%~	32%~	22%	39%~	31%~	30%~
#A LOT	60	898	8	9	13	14	10	4	43				1	2	8	6	49	37	20	14	43
	52%	43%	53%~	43%~	62%~	58%~	53%~	44%~	52%~	~	~	~	50%~	50%~	67%~	55%~	51%~	59%	45%~	54%~	52%~
NOT ANSWERED	1	95					1		1								1	1			1
VALID CASES	115	2076	15	21	21	24	19	9	83		2		2	4	12	11	96	63	44	26	83
NUMBER OF RESPONDENTS	116	2171	15	21	21	24	20	9	84		2		2	4	12	11	97	64	44	26	84
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q11																					
NOT AT ALL	25	407	6	6	3	3	3	2	18		1			1	2	5	19	16	8	7	17
	22%	20%	40%~	29%~	14%~	13%~	15%~	22%~	21%~	~	50%~	~	~	25%~	17%~	45%~	20%~	25%	18%~	27%~	20%~
A LITTLE	12	411		4	2	2	3		10						1		11	9	1	1	10
	10%	20%*	~	19%~	10%~	8%~	15%~	~	12%~	~	~	~	~	~	8%~	~	11%~	14%	2%~	4%~	12%~
SOME	44	704	4	6	7	10	10	6	33		1		1	2	3	3	38	21	20	12	30
	38%	34%	27%~	29%~	33%~	42%~	50%~	67%~	39%~	~	50%~	~	50%~	50%~	25%~	27%~	39%~	33%	45%~	46%~	36%~
#A LOT	35	554	5	5	9	9	4	1	23				1	1	6	3	29	18	15	6	27
	30%	27%	33%~	24%~	43%~	38%~	20%~	11%~	27%~	~	~	~	50%~	25%~	50%~	27%~	30%~	28%	34%~	23%~	32%~
NOT ANSWERED		95																			
VALID CASES	116	2076	15	21	21	24	20	9	84		2		2	4	12	11	97	64	44	26	84
NUMBER OF RESPONDENTS	116	2171	15	21	21	24	20	9	84		2		2	4	12	11	97	64	44	26	84
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q12																					
#YES	94	1495	11	17	18	18	18	8	67		1		2	4	11	10	79	56	33	19	71
	82%	72%*	73%~	85%~	90%~	75%~	90%~	89%~	81%~	~	50%~	~	100%~	100%~	100%~	91%~	83%~	89%	77%~	79%~	85%~
NO	20	577	4	3	2	6	2	1	16		1					1	16	7	10	5	13
	18%	28%*	27%~	15%~	10%~	25%~	10%~	11%~	19%~	~	50%~	~	~	~	~	9%~	17%~	11%	23%~	21%~	15%~
NOT ANSWERED	2	99		1	1				1						1		2	1	1	2	
VALID CASES	114	2072	15	20	20	24	20	9	83		2		2	4	11	11	95	63	43	24	84
NUMBER OF RESPONDENTS	116	2171	15	21	21	24	20	9	84		2		2	4	12	11	97	64	44	26	84
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							ETHNIC—ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE-MALE
Q13																					
WORST HEALTH CARE	2	27					1		1								1			1	
POSSIBLE	0.9%	0.7%	~	~	~	~	3%~	~	0.6%	~	~	~	~	~	~	~	0.6%~	~	~	2%	~
01		36																			
		0.9%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02	2	49		1	1				1		1						2	2		2	
	0.9%	1%	~	2%~	3%~	~	~	~	0.6%	~	20%~	~	~	~	~	~	1%~	2%~	~	4%	~
03	2	75				2			2								2	1	1		2
	0.9%	2%	~	~	~	5%~	~	~	1%	~	~	~	~	~	~	~	1%~	0.8%	1%	~	1%
04	7	144	1		4		2		7							1	6	3	4	2	5
	3%	4%	3%~	~	10%~	~	5%~	~	4%*	~	~	~	~	~	~	4%~	3%~	2%	5%	4%	3%
05	17	268	3	4	4	1	3	2	13				1	2		2	14	8	9	1	15
	8%	7%	9%~	9%~	10%~	3%~	8%~	20%~	8%	~	~	~	50%~	17%~	~	8%~	8%~	6%	12%	2%*	10%*
06	15	223	2	5	3	2	1	1	13						2	1	14	5	10	4	11
	7%	6%	6%~	11%~	8%~	5%~	3%~	10%~	8%	~	~	~	~	~	12%~	4%~	8%~	4%*	14%*	7%	7%
07	34	446	3	8	8	8	3		25		1			1	2	1	29	22	7	8	22
	16%	11%	9%~	17%~	21%~	21%~	8%~	~	16%	~	20%~	~	~	8%~	12%~	4%~	17%~	17%	10%*	14%	15%
08	37	874	9	8	2	9	8		25	1			1	3	3	6	29	24	12	12	24
	17%	22%*	28%~	17%~	5%~	24%~	20%~	~	16%	100%~	~	~	50%~	25%~	18%~	25%~	17%~	18%	16%	21%	16%
09	44	633	7	6	9	10	9	3	36					2	4	3	37	29	15	12	32
	21%	16%	22%~	13%~	23%~	26%~	22%~	30%~	23%	~	~	~	~	17%~	24%~	13%~	21%~	22%	21%	21%	21%
BEST HEALTH CARE	54	1114	7	15	8	6	13	4	36		3			4	6	10	40	36	15	14	38
POSSIBLE	25%	29%	22%~	32%~	21%~	16%~	32%~	40%~	23%	~	60%~	~	~	33%~	35%~	42%~	23%~	28%	21%	25%	26%
#8-10 (NET)	135	2622	23	29	19	25	30	7	97	1	3		1	9	13	19	106	89	42	38	94
	63%	67%	72%~	62%~	49%~	66%~	75%~	70%~	61%	100%~	60%~	~	50%~	75%~	76%~	79%~	61%~	68%*	58%	68%	63%

Continued

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
9-10 (NET)	98	1747	14	21	17	16	22	7	72		3			6	10	13	77	65	30	26	70
	46%	45%	44%~	45%~	44%~	42%~	55%~	70%~	45%	~	60%~	~	~	50%~	59%~	54%~	44%~	50%	41%	46%	47%
NOT ANSWERED	10	139	1	3	3	1	1		8						1	1	8	8	1	4	5
VALID CASES	214	3889	32	47	39	38	40	10	159	1	5		2	12	17	24	174	130	73	56	149
NUMBER OF RESPONDENTS	224	4028	33	50	42	39	41	10	167	1	5		2	12	18	25	182	138	74	60	154
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	7.86	7.86	8.03	8.00	7.41	7.92	8.12	8.30	7.79	8.00	7.80		6.50	8.25	8.59	8.42	7.79	8.12	7.59	7.87	7.93
p stat_(*=Sig @ p<=.05)		.972	~	~	~	~	~	~	.338	~	~	~	~	~	~	~	~	.027*	.149	.964	.542

[ASKED IF Q7 >= 1 TIME]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q14																					
NEVER	5	106	1	2	1				1		1				1	2	2	1	3	1	3
	2%	3%	3%~	4%~	2%~	~	~	~	0.6%	~	25%~	~	~	~	6%~	8%~	1%~	0.8%	4%	2%	2%
SOMETIMES	45	606	5	10	16	6	5	1	36				1	3	2	5	37	22	20	9	34
	21%	16%	16%~	21%~	39%~	15%~	12%~	11%~	22%	~	~	~	50%~	25%~	11%~	21%~	21%~	17%	27%	16%	23%
USUALLY	66	1251	13	13	8	18	9	1	50	1	1			3	4	8	53	40	22	16	46
	30%	32%	41%~	27%~	20%~	46%~	22%~	11%~	31%	100%~	25%~	~	~	25%~	22%~	33%~	30%~	30%	30%	28%	30%
ALWAYS	102	1927	13	23	16	15	27	7	76		2		1	6	11	9	86	70	29	32	68
	47%	50%	41%~	48%~	39%~	38%~	66%~	78%~	47%	~	50%~	~	50%~	50%~	61%~	38%~	48%~	53%*	39%	55%	45%
#ALWAYS + USUALLY (NET)	168	3178	26	36	24	33	36	8	126	1	3		1	9	15	17	139	110	51	48	114
	77%	82%	81%~	75%~	59%~	85%~	88%~	89%~	77%	100%~	75%~	~	50%~	75%~	83%~	71%~	78%~	83%*	69%	83%	75%
TOP BOX SCORE	102	1927	13	23	16	15	27	7	76		2		1	6	11	9	86	70	29	32	68
	47%	50%	41%~	48%~	39%~	38%~	66%~	78%~	47%	~	50%~	~	50%~	50%~	61%~	38%~	48%~	53%*	39%	55%	45%
NOT ANSWERED	6	138	1	2	1			1	4		1					1	4	5		2	3
VALID CASES	218	3890	32	48	41	39	41	9	163	1	4		2	12	18	24	178	133	74	58	151
NUMBER OF RESPONDENTS	224	4028	33	50	42	39	41	10	167	1	5		2	12	18	25	182	138	74	60	154
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE						RACE							ETHNIC—ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE-MALE
Q15																					
YES	239	4471	34	52	41	43	47	12	175	1	4		3	12	19	32	189	151	75	63	164
	78%	84%*	60%*	72%	80%	81%	94%*	92%~	78%	50%~	80%~	~	75%~	75%~	83%~	65%~	79%	75%	82%	68%*	81%*
NO	69	824	23	20	10	10	3	1	48	1	1		1	4	4	17	50	51	16	30	38
	22%	16%*	40%*	28%	20%	19%	6%*	8%~	22%	50%~	20%~	~	25%~	25%~	17%~	35%~	21%	25%	18%	32%*	19%*
NOT ANSWERED	10	259	1						1								1	1			1
VALID CASES	308	5295	57	72	51	53	50	13	223	2	5		4	16	23	49	239	202	91	93	202
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q16																					
NONE	47	737	8	10	8	8	9	2	32					3	2	13	32	34	11	13	32
	21%	18%	26%~	20%	20%~	21%~	20%~	18%~	19%	~	~	~	~	25%~	11%~	43%~	18%~	23%	16%	22%	21%
1 TIME	50	904	10	11	7	5	13	3	36		2		2	4	3	4	42	33	15	13	35
	22%	22%	32%~	22%	17%~	13%~	30%~	27%~	22%	~	50%~	~	67%~	33%~	17%~	13%~	23%~	23%	22%	22%	23%
2	52	921	6	11	10	11	12	1	42		1			4	3	6	41	29	21	17	33
	23%	22%	19%~	22%	24%~	28%~	27%~	9%~	25%	~	25%~	~	~	33%~	17%~	20%~	23%~	20%	31%	28%	21%
3	25	552	1	5	6	4	4	3	19						3	2	21	14	9	7	16
	11%	13%	3%~	10%	15%~	10%~	9%~	27%~	12%	~	~	~	~	~	17%~	7%~	12%~	10%	13%	12%	10%
4	21	381	2	7	5	3	3	1	16		1			1	2	2	19	19	2	2	19
	9%	9%	6%~	14%	12%~	8%~	7%~	9%~	10%	~	25%~	~	~	8%~	11%~	7%~	11%~	13%*	3%*	3%*	12%*
5 TO 9	24	484	3	3	5	6	3	1	15				1		3	3	17	12	9	6	15
	11%	12%	10%~	6%	12%~	15%~	7%~	9%~	9%	~	~	~	33%~	~	17%~	10%~	9%~	8%	13%	10%	10%
10 OR MORE TIMES	8	164	1	4		2			5						2		7	5	1	2	5
	4%	4%	3%~	8%	~	5%~	~	~	3%	~	~	~	~	~	11%~	~	4%~	3%	1%	3%	3%
NOT ANSWERED	12	311	3	1		4	3	1	10	1					1	2	10	5	7	3	9
VALID CASES	227	4143	31	51	41	39	44	11	165		4		3	12	18	30	179	146	68	60	155
NUMBER OF RESPONDENTS	239	4454	34	52	41	43	47	12	175	1	4		3	12	19	32	189	151	75	63	164
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q17																					
NEVER	1	64	1						1								1	1			1
	0.6%	2%*	4%~	~	~	~	~	~	~0.8%~	~	~	~	~	~	~	~	~0.7%~	0.9%	~	~	~0.8%~
SOMETIMES	12	221	3	2		3	3		8					2		3	8	5	6	3	8
	7%	7%	13%~	5%~	~	10%~	9%~	~	6%~	~	~	~	~	22%~	~	19%~	5%~	5%	11%	6%~	7%
USUALLY	35	788	3	10	10	5	3	2	23		2			1	5	3	29	15	18	11	21
	20%	23%	13%~	24%~	30%~	17%~	9%~	22%~	17%~	~	50%~	~	~	11%~	31%~	19%~	20%~	14%*	32%*	23%~	17%
ALWAYS	131	2286	16	29	23	22	29	7	100		2		3	6	11	10	109	90	33	33	92
	73%	68%	70%~	71%~	70%~	73%~	83%~	78%~	76%~	~	50%~	~	100%~	67%~	69%~	63%~	74%~	81%*	58%*	70%~	75%
#ALWAYS + USUALLY (NET)	166	3074	19	39	33	27	32	9	123		4		3	7	16	13	138	105	51	44	113
	93%	92%	83%~	95%~	100%~	90%~	91%~	100%~	93%~	~	100%~	~	100%~	78%~	100%~	81%~	94%~	95%	89%	94%~	93%
TOP BOX SCORE	131	2286	16	29	23	22	29	7	100		2		3	6	11	10	109	90	33	33	92
	73%	68%	70%~	71%~	70%~	73%~	83%~	78%~	76%~	~	50%~	~	100%~	67%~	69%~	63%~	74%~	81%*	58%*	70%~	75%
NOT ANSWERED	1	36				1			1							1		1			1
VALID CASES	179	3360	23	41	33	30	35	9	132		4		3	9	16	16	147	111	57	47	122
NUMBER OF RESPONDENTS	180	3396	23	41	33	31	35	9	133		4		3	9	16	17	147	112	57	47	123
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q18																					
NEVER	2	80	1	1					2								2	2			2
	1%	2%	4%~	2%~	~	~	~	~	2%~	~	~	~	~	~	~	~	1%~	2%~	~	~	2%~
SOMETIMES	16	289	2	4	2	3	2	1	12					2		2	12	8	6	4	10
	9%	9%	9%~	10%~	6%~	10%~	6%~	11%~	9%~	~	~	~	~	22%~	~	12%~	8%~	7%	11%	9%~	8%
USUALLY	30	705	4	8	9	3	3		20		2			1	2	2	23	14	13	6	20
	17%	21%	17%~	20%~	27%~	10%~	9%~	~	15%~	~	50%~	~	~	11%~	13%~	12%~	16%~	13%	23%	13%~	16%
ALWAYS	130	2267	16	28	22	25	29	8	98		2		3	6	14	13	109	88	38	37	90
	73%	68%	70%~	68%~	67%~	81%~	85%~	89%~	74%~	~	50%~	~	100%~	67%~	88%~	76%~	75%~	79%*	67%	79%~	74%
#ALWAYS + USUALLY (NET)	160	2972	20	36	31	28	32	8	118		4		3	7	16	15	132	102	51	43	110
	90%	89%	87%~	88%~	94%~	90%~	94%~	89%~	89%~	~	100%~	~	100%~	78%~	100%~	88%~	90%~	91%	89%	91%~	90%
TOP BOX SCORE	130	2267	16	28	22	25	29	8	98		2		3	6	14	13	109	88	38	37	90
	73%	68%	70%~	68%~	67%~	81%~	85%~	89%~	74%~	~	50%~	~	100%~	67%~	88%~	76%~	75%~	79%*	67%	79%~	74%
NOT ANSWERED	2	55					1		1								1				1
VALID CASES	178	3341	23	41	33	31	34	9	132		4		3	9	16	17	146	112	57	47	122
NUMBER OF RESPONDENTS	180	3396	23	41	33	31	35	9	133		4		3	9	16	17	147	112	57	47	123
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Q19 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY?

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q19																					
NEVER	4	70	1	1		1			3								3	3		1	2
	2%	2%	4%~	2%~	~	3%~	~	~	2%~	~	~	~	~	~	~	~	2%~	3%	~	2%~	2%
SOMETIMES	18	242	3	4	5	1	4	1	14		1			1		3	15	8	10	7	11
	10%	7%	13%~	10%~	15%~	3%~	12%~	11%~	11%~	~	25%~	~	~	11%~	~	18%~	10%~	7%	18%*	15%~	9%
USUALLY	22	541	2	5	6	4	4		18						2	2	19	9	12	5	16
	12%	16%	9%~	12%~	18%~	13%~	12%~	~	14%~	~	~	~	~	~	13%~	12%~	13%~	8%*	21%*	11%~	13%
ALWAYS	134	2489	17	31	22	25	26	8	97		3		3	8	14	12	109	92	35	34	93
	75%	74%	74%~	76%~	67%~	81%~	76%~	89%~	73%~	~	75%~	~	100%~	89%~	88%~	71%~	75%~	82%*	61%*	72%~	76%
#ALWAYS + USUALLY (NET)	156	3030	19	36	28	29	30	8	115		3		3	8	16	14	128	101	47	39	109
	88%	91%	83%~	88%~	85%~	94%~	88%~	89%~	87%~	~	75%~	~	100%~	89%~	100%~	82%~	88%~	90%	82%	83%~	89%
TOP BOX SCORE	134	2489	17	31	22	25	26	8	97		3		3	8	14	12	109	92	35	34	93
	75%	74%	74%~	76%~	67%~	81%~	76%~	89%~	73%~	~	75%~	~	100%~	89%~	88%~	71%~	75%~	82%*	61%*	72%~	76%
NOT ANSWERED	2	53					1		1								1				1
VALID CASES	178	3343	23	41	33	31	34	9	132		4		3	9	16	17	146	112	57	47	122
NUMBER OF RESPONDENTS	180	3396	23	41	33	31	35	9	133		4		3	9	16	17	147	112	57	47	123
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q20																					
NEVER	3	102		1			2		3								3	2	1	1	2
	2%	3%	~	2%~	~	~	6%~	~	2%~	~	~	~	~	~	~	~	2%~	2%	2%	2%~	2%
SOMETIMES	19	343	3	6	3	3	1		11		1			2		4	11	8	8	5	10
	11%	11%	14%~	15%~	9%~	10%~	3%~	~	9%~	~	25%~	~	~	22%~	~	24%~	8%~	7%	14%	11%~	8%
USUALLY	40	852	5	8	11	6	5	3	30					1	4	4	31	20	18	6	31
	23%	27%	23%~	20%~	33%~	20%~	15%~	33%~	23%~	~	~	~	~	11%~	25%~	24%~	22%~	18%	32%	13%~	26%
ALWAYS	112	1905	14	25	19	21	25	6	84		3		3	6	12	9	97	79	29	35	75
	64%	60%	64%~	63%~	58%~	70%~	76%~	67%~	66%~	~	75%~	~	100%~	67%~	75%~	53%~	68%~	72%*	52%*	74%~	64%
#ALWAYS + USUALLY (NET)	152	2757	19	33	30	27	30	9	114		3		3	7	16	13	128	99	47	41	106
	87%	86%	86%~	83%~	91%~	90%~	91%~	100%~	89%~	~	75%~	~	100%~	78%~	100%~	76%~	90%~	91%	84%	87%~	90%
TOP BOX SCORE	112	1905	14	25	19	21	25	6	84		3		3	6	12	9	97	79	29	35	75
	64%	60%	64%~	63%~	58%~	70%~	76%~	67%~	66%~	~	75%~	~	100%~	67%~	75%~	53%~	68%~	72%*	52%*	74%~	64%
NOT ANSWERED	6	195	1	1		1	2		5								5	3	1		5
VALID CASES	174	3201	22	40	33	30	33	9	128		4		3	9	16	17	142	109	56	47	118
NUMBER OF RESPONDENTS	180	3396	23	41	33	31	35	9	133		4		3	9	16	17	147	112	57	47	123
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Q21 IN THE LAST 6 MONTHS, DID YOU GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES YOUR PERSONAL DOCTOR?

			AGE						RACE						ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q21																					
YES	91	1971	9	20	18	15	20	6	68		2		2	2	10	5	79	54	33	26	60
	53%	62%*	41%~	51%~	55%~	50%~	59%~	67%~	53%~		~ 50%~		~ 67%~	22%~	67%~	29%~	56%~	50%	59%	55%~	51%
NO	81	1225	13	19	15	15	14	3	61		2		1	7	5	12	63	54	23	21	58
	47%	38%*	59%~	49%~	45%~	50%~	41%~	33%~	47%~		~ 50%~		~ 33%~	78%~	33%~	71%~	44%~	50%	41%	45%~	49%
NOT ANSWERED	8	201	1	2		1	1		4						1		5	4	1		5
VALID CASES	172	3195	22	39	33	30	34	9	129		4		3	9	15	17	142	108	56	47	118
NUMBER OF RESPONDENTS	180	3396	23	41	33	31	35	9	133		4		3	9	16	17	147	112	57	47	123
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q22																					
NEVER	3	127		1			1		2								2	1	1	1	1
	3%	7%	~	5%~	~	~	6%~	~	3%~	~	~	~	~	~	~	~	3%~	2%~	3%~	4%~	2%~
SOMETIMES	14	264	1	5	5		1	1	8		1		1		1	1	10	6	7	2	10
	16%	14%	13%~	25%~	29%~	~	6%~	17%~	12%~	~	50%~	~	50%~	~	10%~	25%~	13%~	12%~	23%~	8%~	18%~
USUALLY	29	545	3	5	4	8	6	2	22				1	1	3	1	26	16	11	8	20
	34%	29%	38%~	25%~	24%~	57%~	33%~	33%~	34%~	~	~	~	50%~	50%~	30%~	25%~	34%~	31%~	37%~	32%~	35%~
ALWAYS	40	930	4	9	8	6	10	3	32		1			1	6	2	38	29	11	14	26
	47%	50%	50%~	45%~	47%~	43%~	56%~	50%~	50%~	~	50%~	~	~	50%~	60%~	50%~	50%~	56%~	37%~	56%~	46%~
#ALWAYS + USUALLY (NET)	69	1474	7	14	12	14	16	5	54		1		1	2	9	3	64	45	22	22	46
	80%	79%	88%~	70%~	71%~	100%~	89%~	83%~	84%~	~	50%~	~	50%~	100%~	90%~	75%~	84%~	87%~	73%~	88%~	81%~
TOP BOX SCORE	40	930	4	9	8	6	10	3	32		1			1	6	2	38	29	11	14	26
	47%	50%	50%~	45%~	47%~	43%~	56%~	50%~	50%~	~	50%~	~	~	50%~	60%~	50%~	50%~	56%~	37%~	56%~	46%~
NOT ANSWERED	5	57	1		1	1	2		4							1	3	2	3	1	3
VALID CASES	86	1865	8	20	17	14	18	6	64		2		2	2	10	4	76	52	30	25	57
NUMBER OF RESPONDENTS	91	1922	9	20	18	15	20	6	68		2		2	2	10	5	79	54	33	26	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q23 WORST PERSONAL DOCTOR POSSIBLE	1	44																			
	0.5%	1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01	3	31		2			1		2					1		1	2	2	1		3
	1%	0.8%	~	4%~	~	~	2%~	~	1%	~	~	~	~	8%~	~	3%~	1%~	1%	1%	~	2%
02		33																			
		0.8%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
03	2	49				1	1		2								2	2		1	1
	0.9%	1%	~	~	~	2%~	2%~	~	1%~	~	~	~	~	~	~	~	1%~	1%~	~	2%	0.7%
04	5	91		2		2	1		5								5	4	1	3	2
	2%	2%	~	4%~	~	5%~	2%~	~	3%*	~	~	~	~	~	~	~	3%~	3%	1%	5%	1%
05	6	232	1	1	1	2		1	5					1		1	5	1	5		6
	3%	6%*	3%~	2%~	3%~	5%~	~	8%~	3%	~	~	~	~	8%~	~	3%~	3%~	0.7%*	7%*	~	4%*
06	6	158	1	3	2				4						1	2	4	2	4	2	4
	3%	4%	3%~	6%~	5%~	~	~	~	2%	~	~	~	~	~	6%~	7%~	2%~	1%	6%	3%	3%
07	17	284	2	5	5	1	2	1	15					1		1	15	10	5	3	13
	8%	7%	7%~	10%~	13%~	2%~	5%~	8%~	9%	~	~	~	~	8%~	~	3%~	8%~	7%	7%	5%	9%
08	36	633	8	5	5	8	8		24		1		3	2	1	3	29	22	12	9	24
	16%	16%	27%~	10%~	13%~	20%~	19%~	~	15%	~	25%~		~100%~	17%~	6%~	10%~	16%~	16%	17%	15%	16%
09	46	737	3	6	10	15	7	2	35		1			1	4	4	37	30	13	13	30
	21%	19%	10%~	12%~	25%~	37%~	16%~	17%~	21%	~	25%~	~	~	8%~	22%~	13%~	21%~	21%	18%	21%	20%
BEST PERSONAL DOCTOR POSSIBLE	100	1651	15	25	17	12	23	8	71		2			6	12	18	78	68	30	31	68
	45%	42%	50%~	51%~	43%~	29%~	53%~	67%~	44%	~	50%~	~	~	50%~	67%~	60%~	44%~	48%	42%	50%	45%
#8-10 (NET)	182	3021	26	36	32	35	38	10	130		4		3	9	17	25	144	120	55	53	122
	82%	77%*	87%~	73%~	80%~	85%~	88%~	83%~	80%	~	100%~		~100%~	75%~	94%~	83%~	81%~	85%	77%	85%	81%

Continued

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
9-10 (NET)	146	2388	18	31	27	27	30	10	106		3			7	16	22	115	98	43	44	98
	66%	61%	60%~	63%~	68%~	66%~	70%~	83%~	65%	~	75%~	~	~	58%~	89%~	73%~	65%~	70%	61%	71%	65%
NOT ANSWERED	17	511	4	3	1	2	4		12	1					1	2	12	10	4	1	13
VALID CASES	222	3943	30	49	40	41	43	12	163		4		3	12	18	30	177	141	71	62	151
NUMBER OF RESPONDENTS	239	4454	34	52	41	43	47	12	175	1	4		3	12	19	32	189	151	75	63	164
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.63	8.35	8.87	8.41	8.80	8.46	8.81	9.17	8.58		9.25		8.00	8.17	9.44	8.83	8.63	8.77	8.48	8.82	8.62
p stat_(*=Sig @ p<=.05)		.029*	~	~	~	~	~	~	.550	~	~	~	~	~	~	~	~	.157	.414	.322	.869

[ASKED IF Q15 = YES]

Q24 SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS TO SEE A SPECIALIST?

			AGE						RACE							ETHNIC—ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE-MALE
Q24																					
YES	110	2057	12	20	22	21	23	9	82		3		1	4	11	11	93	61	44	33	73
	37%	40%	21%*	28%	43%	40%	47%~	75%~	37%	~	60%~	~	25%~	27%~	48%~	22%~	40%	31%*	49%*	35%	37%
NO	188	3041	45	51	29	31	26	3	138	2	2		3	11	12	38	142	138	46	60	125
	63%	60%	79%*	72%	57%	60%	53%~	25%~	63%	100%~	40%~	~	75%~	73%~	52%~	78%~	60%	69%*	51%*	65%	63%
NOT ANSWERED	20	457	1	1		1	1	1	4					1			5	4	1		5
VALID CASES	298	5097	57	71	51	52	49	12	220	2	5		4	15	23	49	235	199	90	93	198
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q25																					
NEVER	4	91	1		1	1			2					1		1	1	2	1	1	2
	4%	5%	9%~	~	5%~	5%~	~	~	3%~	~	~	~	~	25%~	~	9%~	1%~	3%~	2%~	3%~	3%~
SOMETIMES	20	329	3	5	5	5	2		13		1			2	2	2	17	10	8	5	14
	19%	17%	27%~	25%~	24%~	25%~	9%~	~	17%~	~	33%~	~	~	50%~	18%~	18%~	19%~	17%~	20%~	15%~	20%~
USUALLY	26	546	3	5	4	6	4	2	20						3	2	22	11	14	5	19
	25%	29%	27%~	25%~	19%~	30%~	18%~	22%~	26%~	~	~	~	~	~	27%~	18%~	25%~	18%~	34%~	15%~	28%~
ALWAYS	56	927	4	10	11	8	16	7	43		2		1	1	6	6	49	37	18	22	34
	53%	49%	36%~	50%~	52%~	40%~	73%~	78%~	55%~	~	67%~	~	100%~	25%~	55%~	55%~	55%~	62%~	44%~	67%~	49%~
#ALWAYS + USUALLY (NET)	82	1473	7	15	15	14	20	9	63		2		1	1	9	8	71	48	32	27	53
	77%	78%	64%~	75%~	71%~	70%~	91%~	100%~	81%~	~	67%~	~	100%~	25%~	82%~	73%~	80%~	80%~	78%~	82%~	77%~
TOP BOX SCORE	56	927	4	10	11	8	16	7	43		2		1	1	6	6	49	37	18	22	34
	53%	49%	36%~	50%~	52%~	40%~	73%~	78%~	55%~	~	67%~	~	100%~	25%~	55%~	55%~	55%~	62%~	44%~	67%~	49%~
NOT ANSWERED	4	107	1		1	1	1		4								4	1	3		4
VALID CASES	106	1893	11	20	21	20	22	9	78		3		1	4	11	11	89	60	41	33	69
NUMBER OF RESPONDENTS	110	2000	12	20	22	21	23	9	82		3		1	4	11	11	93	61	44	33	73
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q26																					
NONE	4	66		1	1	1	1		4								4	2	2	1	3
	4%	3%	~	5%~	5%~	5%~	5%~	~	5%~	~	~	~	~	~	~	~	5%~	3%~	5%~	3%~	4%~
1 SPECIALIST	71	967	8	16	17	8	15	5	51		3			2	8	8	58	47	20	22	46
	68%	51%*	80%~	80%~	81%~	40%~	68%~	56%~	66%~		~100%~	~	~	50%~	73%~	73%~	66%~	80%~	49%~	67%~	68%~
2	16	501	1	2	2	5	3	2	10				1	1	2	2	13	4	11	3	12
	15%	26%*	10%~	10%~	10%~	25%~	14%~	22%~	13%~	~	~	~	~100%~	25%~	18%~	18%~	15%~	7%~	27%~	9%~	18%~
3	4	222	1	1		1	1		3					1		1	3	3	1	2	2
	4%	12%*	10%~	5%~	~	5%~	5%~	~	4%~	~	~	~	~	25%~	~	9%~	3%~	5%~	2%~	6%~	3%~
4	4	72				2	1	1	4								4	2	2	1	3
	4%	4%	~	~	~	10%~	5%~	11%~	5%~	~	~	~	~	~	~	~	5%~	3%~	5%~	3%~	4%~
5 OR MORE SPECIALISTS	6	70			1	3	1	1	5						1		6	1	5	4	2
	6%	4%	~	~	5%~	15%~	5%~	11%~	6%~	~	~	~	~	~	9%~	~	7%~	2%~	12%~	12%~	3%~
NOT ANSWERED	5	103	2		1	1	1		5								5	2	3		5
VALID CASES	105	1897	10	20	21	20	22	9	77		3		1	4	11	11	88	59	41	33	68
NUMBER OF RESPONDENTS	110	2000	12	20	22	21	23	9	82		3		1	4	11	11	93	61	44	33	73
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q27 WORST SPECIALIST POSSIBLE	1	10		1					1								1		1		1
	1%	0.6%	~	5%~	~	~	~	~	1%~	~	~	~	~	~	~	~	1%~	~	3%~	~	2%~
01	3	12			1	2			2						1		2	1	2	1	2
	3%	0.7%	~	~	5%~	11%~	~	~	3%~	~	~	~	~	~	9%~	~	2%~	2%~	5%~	3%~	3%~
02	1	19		1					1								1				1
	1%	1%	~	5%~	~	~	~	~	1%~	~	~	~	~	~	~	~	1%~	~	~	~	2%~
03	1	29			1				1								1		1		1
	1%	2%	~	~	5%~	~	~	~	1%~	~	~	~	~	~	~	~	1%~	~	3%~	~	2%~
04	3	30	1	1		1			3								3	2	1		3
	3%	2%	10%~	5%~	~	5%~	~	~	4%~	~	~	~	~	~	~	~	4%~	4%~	3%~	~	5%~
05	4	55		1		1	2		3								3	1	3	1	2
	4%	3%	~	5%~	~	5%~	10%~	~	4%~	~	~	~	~	~	~	~	4%~	2%~	8%~	3%~	3%~
06	4	75	1		2				2					1	1	1	3	2	2	1	3
	4%	4%	10%~	~	10%~	~	~	~	3%~	~	~	~	~	25%~	9%~	9%~	4%~	4%~	5%~	3%~	5%~
07	6	144	1	1		1	2	1	6								6	3	2	1	5
	6%	8%	10%~	5%~	~	5%~	10%~	13%~	8%~	~	~	~	~	~	~	~	7%~	5%~	5%~	3%~	8%~
08	17	332	1	3	3	5	4	1	11		1		1		3	1	16	11	6	10	7
	17%	19%	10%~	16%~	15%~	26%~	19%~	13%~	15%~	~	33%~	~	100%~	~	27%~	9%~	19%~	20%~	15%~	31%~	11%~
09	18	332	1	2	5	5	4	1	14		1				2	1	16	10	8	6	12
	18%	19%	10%~	11%~	25%~	26%~	19%~	13%~	19%~	~	33%~	~	~	~	18%~	9%~	19%~	18%~	21%~	19%~	19%~
BEST SPECIALIST POSSIBLE	41	747	5	9	8	4	9	5	28		1			3	4	8	31	26	13	12	27
	41%	42%	50%~	47%~	40%~	21%~	43%~	62%~	39%~	~	33%~	~	~	75%~	36%~	73%~	37%~	46%~	33%~	38%~	42%~
#8-10 (NET)	76	1411	7	14	16	14	17	7	53		3		1	3	9	10	63	47	27	28	46
	77%	79%	70%~	74%~	80%~	74%~	81%~	87%~	74%~	~	100%~	~	100%~	75%~	82%~	91%~	76%~	84%~	69%~	88%~	72%~

Continued

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
9-10 (NET)	59	1080	6	11	13	9	13	6	42		2			3	6	9	47	36	21	18	39
	60%	60%	60%~	58%~	65%~	47%~	62%~	75%~	58%~	~	67%~	~	~	75%~	55%~	82%~	57%~	64%~	54%~	56%~	61%~
NOT ANSWERED	2	31						1	1								1	1			1
VALID CASES	99	1786	10	19	20	19	21	8	72		3		1	4	11	11	83	56	39	32	64
NUMBER OF RESPONDENTS	101	1817	10	19	20	19	21	9	73		3		1	4	11	11	84	57	39	32	65
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.22	8.46	8.40	7.89	8.25	7.53	8.67	9.25	8.08		9.00		8.00	9.00	8.09	9.36	8.14	8.66	7.69	8.53	8.06
p stat_(*=Sig @ p<=.05)		.319	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q28																					
YES	64	1016	9	12	9	17	12	3	47		1		2	4	5	8	52	38	23	22	40
	22%	20%	16%	17%	18%	33%	25%~	23%~	22%	~	20%~	~	50%~	25%~	22%~	16%~	22%	19%	26%	24%	20%
NO	232	4109	47	58	42	35	36	10	170	2	4		2	12	18	41	181	160	66	69	158
	78%	80%	84%	83%	82%	67%	75%~	77%~	78%	100%~	80%~	~	50%~	75%~	78%~	84%~	78%	81%	74%	76%	80%
NOT ANSWERED	22	429	2	2		1	2		7								7	5	2	2	5
VALID CASES	296	5125	56	70	51	52	48	13	217	2	5		4	16	23	49	233	198	89	91	198
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q29																					
NEVER	4	95				2	1		3								3	1	1	1	2
	7%	10%	~	~	~	13%~	8%~	~	7%~	~	~	~	~	~	~	~	6%~	3%~	4%~	5%~	5%~
SOMETIMES	22	336	2	3	5	7	5		16				2	1	2	4	17	12	10	8	14
	36%	35%	25%~	27%~	56%~	44%~	42%~	~	36%~	~	~	~	100%~	25%~	40%~	50%~	35%~	34%~	43%~	38%~	37%~
USUALLY	21	299	4	4	1	4	4	3	15		1			1	1	2	17	11	9	6	14
	34%	31%	50%~	36%~	11%~	25%~	33%~	100%~	34%~	~	100%~	~	~	25%~	20%~	25%~	35%~	31%~	39%~	29%~	37%~
ALWAYS	14	228	2	4	3	3	2		10					2	2	2	12	11	3	6	8
	23%	24%	25%~	36%~	33%~	19%~	17%~	~	23%~	~	~	~	~	50%~	40%~	25%~	24%~	31%~	13%~	29%~	21%~
#ALWAYS + USUALLY (NET)	35	526	6	8	4	7	6	3	25		1			3	3	4	29	22	12	12	22
	57%	55%	75%~	73%~	44%~	44%~	50%~	100%~	57%~	~	100%~	~	~	75%~	60%~	50%~	59%~	63%~	52%~	57%~	58%~
TOP BOX SCORE	14	228	2	4	3	3	2		10					2	2	2	12	11	3	6	8
	23%	24%	25%~	36%~	33%~	19%~	17%~	~	23%~	~	~	~	~	50%~	40%~	25%~	24%~	31%~	13%~	29%~	21%~
NOT ANSWERED	3	45	1	1		1			3								3	3		1	2
VALID CASES	61	957	8	11	9	16	12	3	44		1		2	4	5	8	49	35	23	21	38
NUMBER OF RESPONDENTS	64	1002	9	12	9	17	12	3	47		1		2	4	5	8	52	38	23	22	40
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q30																					
YES	90	1357	16	20	15	18	15	5	65				1	6	9	18	67	60	28	27	61
	31%	27%	29%	29%	29%	35%	32%~	38%~	30%	~	~	~	25%~	38%~	39%~	37%~	29%	30%	31%	29%	31%
NO	205	3728	40	50	36	34	32	8	152	2	5		3	10	14	30	166	137	61	66	134
	69%	73%	71%	71%	71%	65%	68%~	62%~	70%	100%~	100%~	~	75%~	63%~	61%~	63%~	71%	70%	69%	71%	69%
NOT ANSWERED	23	469	2	2		1	3		7							1	7	6	2		8
VALID CASES	295	5085	56	70	51	52	47	13	217	2	5		4	16	23	48	233	197	89	93	195
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q31																					
NEVER	7	46	2	1		3	1		7							1	5	6		2	5
	8%	4%	13%~	5%~	~	18%~	7%~	~	11%~	~	~	~	~	~	~	6%~	8%~	10%~	~	8%~	8%~
SOMETIMES	24	289	4	6	6	4	4		15				1	2	3	3	20	20	4	6	17
	28%	23%	27%~	30%~	40%~	24%~	29%~	~	25%~	~	~	~	100%~	33%~	33%~	18%~	31%~	34%~	16%~	24%~	29%~
USUALLY	23	401	4	6	3	2	4	3	16						2	6	16	9	13	6	16
	27%	32%	27%~	30%~	20%~	12%~	29%~	75%~	26%~	~	~	~	~	~	22%~	35%~	25%~	15%~	52%~	24%~	27%~
ALWAYS	32	508	5	7	6	8	5	1	23					4	4	7	23	24	8	11	21
	37%	41%	33%~	35%~	40%~	47%~	36%~	25%~	38%~	~	~	~	~	67%~	44%~	41%~	36%~	41%~	32%~	44%~	36%~
#ALWAYS + USUALLY (NET)	55	909	9	13	9	10	9	4	39					4	6	13	39	33	21	17	37
	64%	73%	60%~	65%~	60%~	59%~	64%~	100%~	64%~	~	~	~	~	67%~	67%~	76%~	61%~	56%~	84%~	68%~	63%~
TOP BOX SCORE	32	508	5	7	6	8	5	1	23					4	4	7	23	24	8	11	21
	37%	41%	33%~	35%~	40%~	47%~	36%~	25%~	38%~	~	~	~	~	67%~	44%~	41%~	36%~	41%~	32%~	44%~	36%~
NOT ANSWERED	4	75	1			1	1	1	4							1	3	1	3	2	2
VALID CASES	86	1245	15	20	15	17	14	4	61				1	6	9	17	64	59	25	25	59
NUMBER OF RESPONDENTS	90	1320	16	20	15	18	15	5	65				1	6	9	18	67	60	28	27	61
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q32																					
NEVER	4	18	1	1		2			4							1	2	3		1	3
	5%	1%	7%~	5%~	~	12%~	~	~	7%~	~	~	~	~	~	~	6%~	3%~	5%~	~	4%~	5%~
SOMETIMES	5	93	2	1		1	1		3					1		1	3	3	2	1	3
	6%	7%	13%~	5%~	~	6%~	7%~	~	5%~	~	~	~	~	17%~	~	6%~	5%~	5%~	8%~	4%~	5%~
USUALLY	15	288	5	4	4		2		9						3	4	11	8	7	4	11
	17%	23%	33%~	20%~	27%~	~	14%~	~	15%~	~	~	~	~	~	33%~	24%~	17%~	14%~	28%~	16%~	19%~
ALWAYS	62	849	7	14	11	14	11	4	45				1	5	6	11	48	45	16	19	42
	72%	68%	47%~	70%~	73%~	82%~	79%~	100%~	74%~	~	~	~	100%~	83%~	67%~	65%~	75%~	76%~	64%~	76%~	71%~
#ALWAYS + USUALLY (NET)	77	1137	12	18	15	14	13	4	54				1	5	9	15	59	53	23	23	53
	90%	91%	80%~	90%~	100%~	82%~	93%~	100%~	89%~	~	~	~	100%~	83%~	100%~	88%~	92%~	90%~	92%~	92%~	90%~
TOP BOX SCORE	62	849	7	14	11	14	11	4	45				1	5	6	11	48	45	16	19	42
	72%	68%	47%~	70%~	73%~	82%~	79%~	100%~	74%~	~	~	~	100%~	83%~	67%~	65%~	75%~	76%~	64%~	76%~	71%~
NOT ANSWERED	4	73	1			1	1	1	4							1	3	1	3	2	2
VALID CASES	86	1247	15	20	15	17	14	4	61				1	6	9	17	64	59	25	25	59
NUMBER OF RESPONDENTS	90	1320	16	20	15	18	15	5	65				1	6	9	18	67	60	28	27	61
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q33																					
YES	94	1535	19	20	16	17	16	5	68	1	3		2	4	8	12	77	61	31	29	63
	32%	30%	33%	29%	32%	33%	34%~	38%~	31%	50%~	60%~	~	50%~	25%~	38%~	25%~	33%	31%	35%	32%	32%
NO	199	3528	38	49	34	35	31	8	148	1	2		2	12	13	36	154	136	57	62	132
	68%	70%	67%	71%	68%	67%	66%~	62%~	69%	50%~	40%~	~	50%~	75%~	62%~	75%~	67%	69%	65%	68%	68%
NOT ANSWERED	25	491	1	3	1	1	3		8						2	1	9	6	3	2	8
VALID CASES	293	5063	57	69	50	52	47	13	216	2	5		4	16	21	48	231	197	88	91	195
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
PQ34																					
NEVER	3	53	1	1		1			2								2	1	2		2
	1%	1%	2%	1%	~	2%	~	~	0.9%	~	~	~	~	~	~	~	0.9%	0.5%	2%	~	1%
SOMETIMES	18	302	3	5	4	3	3		14		1			2	1	2	16	9	8	4	14
	6%	6%	5%	7%	8%	6%	6%~	~	7%	~	20%~	~	~	13%~	5%~	4%~	7%	5%	9%	4%	7%
USUALLY	35	589	7	5	6	9	6	2	26	1	1		1	1	3	4	30	25	10	10	25
	12%	12%	12%	7%	12%	17%	13%~	17%~	12%	50%~	20%~	~	25%~	6%~	14%~	9%~	13%	13%	11%	11%	13%
ALWAYS	235	4094	46	58	40	39	38	10	173	1	3		3	13	17	41	183	162	67	76	154
	81%	81%	81%	84%	80%	75%	81%~	83%~	80%	50%~	60%~	~	75%~	81%~	81%~	87%~	79%	82%	77%	84%	79%
#ALWAYS + USUALLY (NET)	270	4682	53	63	46	48	44	12	199	2	4		4	14	20	45	213	187	77	86	179
	93%	93%	93%	91%	92%	92%	94%~	100%~	93%	100%~	80%~	~	100%~	88%~	95%~	96%~	92%	95%	89%	96%	92%
TOP BOX SCORE	235	4094	46	58	40	39	38	10	173	1	3		3	13	17	41	183	162	67	76	154
	81%	81%	81%	84%	80%	75%	81%~	83%~	80%	50%~	60%~	~	75%~	81%~	81%~	87%~	79%	82%	77%	84%	79%
NOT ANSWERED	2	97						1	1							1			1	1	
VALID CASES	291	5037	57	69	50	52	47	12	215	2	5		4	16	21	47	231	197	87	90	195
NUMBER OF RESPONDENTS	293	5134	57	69	50	52	47	13	216	2	5		4	16	21	48	231	197	88	91	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							ETHNIC—ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE-MALE
Q35																					
WORST HEALTH PLAN	2	48		1					1								1	1			1
POSSIBLE	0.7%	1%	~	1%	~	~	~	~	0.5%	~	~	~	~	~	~	~	0.4%	0.5%	~	~	0.5%
01	1	36				1			1								1		1		1
	0.3%	0.7%	~	~	~	2%	~	~	0.5%	~	~	~	~	~	~	~	0.4%	~	1%	~	0.5%
02	3	58		2	1				2		1						3	2	1	2	1
	1%	1%	~	3%	2%	~	~	~	0.9%	~	20%	~	~	~	~	~	1%	1%	1%	2%	0.5%
03	4	85		1		3			3								3	1	3	1	2
	1%	2%	~	1%	~	6%	~	~	1%	~	~	~	~	~	~	~	1%	0.5%	3%	1%	1%
04	7	108	1	2	2	1	1		7							2	5	5	2	2	5
	2%	2%	2%	3%	4%	2%	2%	~	3%*	~	~	~	~	~	~	4%	2%	3%	2%	2%	3%
05	25	486	5	4	5	3	5	1	18				2	1	3	2	22	14	8	9	15
	9%	10%	9%	6%	10%	6%	11%	8%	9%	~	~	~	50%	7%	14%	4%	10%	7%	9%	10%	8%
06	26	314	3	3	7	6	7		24				2			1	24	17	8	5	21
	9%	6%	5%	4%	15%	12%	15%	~	11%*	~	~	~	50%	~	~	2%	11%*	9%	9%	5%	11%
07	57	595	9	17	11	11	5	3	45		2				6	5	50	43	13	15	41
	20%	12%*	16%	25%	23%	22%	11%	23%	21%	~	40%	~	~	~	27%	11%	22%*	23%	15%	16%	22%
08	60	978	19	12	12	8	5	3	40	2	1			6	3	15	44	40	19	26	33
	21%	20%	35%*	18%	25%	16%	11%	23%	19%	100%	20%	~	~	43%	14%	32%	19%	21%	21%	29%*	17%
09	40	825	8	6	5	8	12	1	27					4	3	12	26	21	19	10	30
	14%	17%	15%	9%	10%	16%	26%	8%	13%	~	~	~	~	29%	14%	26%	12%*	11%	21%*	11%	16%
BEST HEALTH PLAN	62	1331	10	19	5	10	12	5	43		1			3	7	10	47	45	15	21	39
POSSIBLE	22%	27%*	18%	28%	10%	20%	26%	38%	20%	~	20%	~	~	21%	32%	21%	21%	24%	17%	23%	21%
#8-10 (NET)	162	3134	37	37	22	26	29	9	110	2	2			13	13	37	117	106	53	57	102
	56%	64%*	67%	55%	46%	51%	62%	69%	52%*	100%	40%	~	~	93%	59%	79%	52%*	56%	60%	63%	54%

Continued

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
9-10 (NET)	102	2156	18	25	10	18	24	6	70		1			7	10	22	73	66	34	31	69
	36%	44%*	33%	37%	21%~	35%	51%~	46%~	33%	~	20%~	~	~	50%~	45%~	47%~	32%*	35%	38%	34%	37%
NOT ANSWERED	31	689	3	5	3	2	3		13					2	1	2	14	14	2	2	14
VALID CASES	287	4865	55	67	48	51	47	13	211	2	5		4	14	22	47	226	189	89	91	189
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	7.62	7.79	7.89	7.64	7.19	7.41	7.96	8.38	7.51	8.00	6.80		5.50	8.50	8.09	8.23	7.50	7.72	7.55	7.73	7.62
p stat_(*=Sig @ p<=.05)		.165	.183	.926		~.412		~	~.110	~	~	~	~	~	~		~.064	.243	.697	.544	.961

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35A																					
YES	32	908	1	5	5	9	7	2	21	2				1	5	4	26	12	17	11	19
	11%	18%*	2%*	7%	10%	17%	15%~	15%~	10%	100%~	~	~	~	6%~	22%~	8%~	11%	6%*	19%*	12%	10%
NO	265	4189	56	66	46	43	40	11	197		5		4	15	18	44	209	188	71	81	179
	89%	82%*	98%*	93%	90%	83%	85%~	85%~	90%		~100%~		~100%~	94%~	78%~	92%~	89%	94%*	81%*	88%	90%
NOT ANSWERED	21	458	1	1		1	3		6							1	5	3	3	1	5
VALID CASES	297	5096	57	71	51	52	47	13	218	2	5		4	16	23	48	235	200	88	92	198
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35B																					
NEVER	5	172			1	2	1		3					1	1	1	4	3	2	2	3
	16%	22%~	~	~	20%~	22%~	14%~	~	15%~	~	~	~	~	100%~	20%~	25%~	16%~	27%~	12%~	18%~	17%~
SOMETIMES	7	131		1	2	2	2		6						1		7	1	5	2	5
	23%	17%~	~	25%~	40%~	22%~	29%~	~	30%~	~	~	~	~	~	20%~	~	28%~	9%~	29%~	18%~	28%~
USUALLY	8	173		2	2		1	2	4	1					2	1	6	3	4	2	5
	26%	22%~	~	50%~	40%~	~	14%~	100%~	20%~	50%~	~	~	~	~	40%~	25%~	24%~	27%~	24%~	18%~	28%~
ALWAYS	11	296	1	1		5	3		7	1					1	2	8	4	6	5	5
	35%	38%~	100%~	25%~	~	56%~	43%~	~	35%~	50%~	~	~	~	~	20%~	50%~	32%~	36%~	35%~	45%~	28%~
#ALWAYS + USUALLY (NET)	19	470	1	3	2	5	4	2	11	2					3	3	14	7	10	7	10
	61%	61%~	100%~	75%~	40%~	56%~	57%~	100%~	55%~	100%~	~	~	~	~	60%~	75%~	56%~	64%~	59%~	64%~	56%~
TOP BOX SCORE	11	296	1	1		5	3		7	1					1	2	8	4	6	5	5
	35%	38%~	100%~	25%~	~	56%~	43%~	~	35%~	50%~	~	~	~	~	20%~	50%~	32%~	36%~	35%~	45%~	28%~
NOT ANSWERED	1	58		1					1								1	1			1
VALID CASES	31	773	1	4	5	9	7	2	20	2				1	5	4	25	11	17	11	18
NUMBER OF RESPONDENTS	32	831	1	5	5	9	7	2	21	2				1	5	4	26	12	17	11	19
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35A = YES]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35C																					
YES	35	876	2	5	5	10	7	5	27					2	5	4	30	18	16	8	27
	12%	17%*	3%*	7%	10%	19%	14%~	38%~	12%	~	~	~	~	13%~	22%~	8%~	13%	9%	18%	9%	13%
NO	264	4320	56	65	46	43	42	8	194	2	5		4	14	18	44	208	183	74	84	174
	88%	83%*	97%*	93%	90%	81%	86%~	62%~	88%	100%~	100%~		~100%~	88%~	78%~	92%~	87%	91%	82%	91%	87%
NOT ANSWERED	19	357		2			1		3							1	2	2	1	1	2
VALID CASES	299	5197	58	70	51	53	49	13	221	2	5		4	16	23	48	238	201	90	92	201
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35D																					
NEVER	16	245	1	3	3	5	3		13						3	1	15	8	8	6	10
	50%	32%~	50%~	75%~	60%~	56%~	50%~	~	54%~	~	~	~	~	~	60%~	25%~	56%~	47%~	57%~	75%~	42%~
SOMETIMES	5	126		1	2	1		1	5								5	2	3		5
	16%	16%~	~	25%~	40%~	11%~	~	20%~	21%~	~	~	~	~	~	~	~	19%~	12%~	21%~	~	21%~
USUALLY	5	150				1	2	2	2					1	1	1	4	3	1	2	3
	16%	20%~	~	~	~	11%~	33%~	40%~	8%~	~	~	~	~	50%~	20%~	25%~	15%~	18%~	7%~	25%~	13%~
ALWAYS	6	244	1			2	1	2	4					1	1	2	3	4	2		6
	19%	32%~	50%~	~	~	22%~	17%~	40%~	17%~	~	~	~	~	50%~	20%~	50%~	11%~	24%~	14%~	~	25%~
#ALWAYS + USUALLY (NET)	11	393	1			3	3	4	6					2	2	3	7	7	3	2	9
	34%	51%~	50%~	~	~	33%~	50%~	80%~	25%~	~	~	~	~	100%~	40%~	75%~	26%~	41%~	21%~	25%~	38%~
TOP BOX SCORE	6	244	1			2	1	2	4					1	1	2	3	4	2		6
	19%	32%~	50%~	~	~	22%~	17%~	40%~	17%~	~	~	~	~	50%~	20%~	50%~	11%~	24%~	14%~	~	25%~
NOT ANSWERED	3	42		1		1	1		3								3	1	2		3
VALID CASES	32	765	2	4	5	9	6	5	24					2	5	4	27	17	14	8	24
NUMBER OF RESPONDENTS	35	807	2	5	5	10	7	5	27					2	5	4	30	18	16	8	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35C = YES]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35E																					
ALWAYS	12	186	4		4	1	3		6	1	1				3	2	10	5	7	5	7
	4%	4%	7%	~	8%	2%	6%~	~	3%	50%~	20%~	~	~	~	13%~	4%~	4%	2%	8%	5%	3%
USUALLY	8	261	1	1	1	2		1	5						1		6	4	2	2	4
	3%	5%*	2%	1%	2%	4%	~	8%~	2%	~	~	~	~	~	4%~	~	3%	2%	2%	2%	2%
SOMETIMES	60	993	10	14	10	15	7	4	48		1		1	2	2	11	47	33	25	17	43
	20%	19%	17%	20%	20%	28%	15%~	31%~	22%	~	20%~	~	25%~	13%~	9%~	23%~	20%	16%*	28%*	19%	21%
NEVER	217	3697	43	56	35	35	38	8	161	1	3		3	14	17	35	174	159	55	67	147
	73%	72%	74%	79%	70%	66%	79%~	62%~	73%	50%~	60%~	~	75%~	88%~	74%~	73%~	73%	79%*	62%*	74%	73%
#NEVER + SOMETIMES	277	4690	53	70	45	50	45	12	209	1	4		4	16	19	46	221	192	80	84	190
(NET)	93%	91%	91%	99%*	90%	94%	94%~	92%~	95%	50%~	80%~	~	100%~	100%~	83%~	96%~	93%	96%	90%	92%	95%
TOP BOX SCORE	217	3697	43	56	35	35	38	8	161	1	3		3	14	17	35	174	159	55	67	147
	73%	72%	74%	79%	70%	66%	79%~	62%~	73%	50%~	60%~	~	75%~	88%~	74%~	73%~	73%	79%*	62%*	74%	73%
NOT ANSWERED	21	417		1	1		2		4							1	3	2	2	2	2
VALID CASES	297	5137	58	71	50	53	48	13	220	2	5		4	16	23	48	237	201	89	91	201
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35F																					
ALWAYS	2	87		1		1			2							1	1	2			2
	0.7%	2%*	~	1%	~	2%	~	~	0.9%	~	~	~	~	~	~	2%~	0.4%	1%	~	~	1%~
USUALLY	6	142	1	1	1	1	1		3		1				1		5	5		2	3
	2%	3%	2%	1%	2%	2%	2%~	~	1%	~	20%~	~	~	~	4%~	~	2%	2%	~	2%	1%
SOMETIMES	56	912	10	9	14	11	8	3	45		1			2	7	4	49	33	21	19	36
	19%	18%	17%	13%	27%	21%	17%~	23%~	20%	~	20%~	~	~	13%~	30%~	8%~	21%	16%	24%	21%	18%
NEVER	234	4005	47	61	36	40	39	10	172	2	3		4	14	15	43	184	163	68	71	161
	79%	78%	81%	85%	71%	75%	81%~	77%~	77%	100%~	60%~		~100%~	88%~	65%~	90%~	77%	80%	76%	77%	80%
#NEVER + SOMETIMES	290	4917	57	70	50	51	47	13	217	2	4		4	16	22	47	233	196	89	90	197
(NET)	97%	96%	98%	97%	98%	96%	98%~	100%~	98%	100%~	80%~		~100%~	100%~	96%~	98%~	97%	97%	100%~	98%	98%
TOP BOX SCORE	234	4005	47	61	36	40	39	10	172	2	3		4	14	15	43	184	163	68	71	161
	79%	78%	81%	85%	71%	75%	81%~	77%~	77%	100%~	60%~		~100%~	88%~	65%~	90%~	77%	80%	76%	77%	80%
NOT ANSWERED	20	408					2		2							1	1		2	1	1
VALID CASES	298	5146	58	72	51	53	48	13	222	2	5		4	16	23	48	239	203	89	92	202
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35G																					
ALWAYS	3	75		1		2			3							1	2	3		1	2
	1%	1%	~	1%	~	4%	~	~	1%	~	~	~	~	~	~	2%	~0.8%	1%	~	1%	1%
USUALLY	5	99	1		2	1			4								4	2	2	2	2
	2%	2%	2%	~	4%	2%	~	~	2%	~	~	~	~	~	~	~	2%	1%	2%	2%	1%
SOMETIMES	31	596	3	9	9	9	1		25					2	4	3	28	17	14	9	22
	10%	12%	5%	12%	18%	17%	2%	~	11%	~	~	~	~	13%	17%	6%	12%	8%	16%	10%	11%
NEVER	259	4397	54	62	40	41	48	12	190	2	5		4	14	19	45	205	181	73	81	175
	87%	85%	93%	86%	78%	77%	98%	100%	86%	100%	100%		~100%	88%	83%	92%	86%	89%	82%	87%	87%
#NEVER + SOMETIMES	290	4993	57	71	49	50	49	12	215	2	5		4	16	23	48	233	198	87	90	197
(NET)	97%	97%	98%	99%	96%	94%	100%	100%	97%	100%	100%		~100%	100%	100%	98%	97%	98%	98%	97%	98%
TOP BOX SCORE	259	4397	54	62	40	41	48	12	190	2	5		4	14	19	45	205	181	73	81	175
	87%	85%	93%	86%	78%	77%	98%	100%	86%	100%	100%		~100%	88%	83%	92%	86%	89%	82%	87%	87%
NOT ANSWERED	20	387					1	1	2								1		2		2
VALID CASES	298	5167	58	72	51	53	49	12	222	2	5		4	16	23	49	239	203	89	93	201
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35H																					
#YES DEFINITELY	137	2206	15	35	21	30	30	5	105	1	2		1	8	12	20	111	94	41	44	91
	47%	43%	27%*	50%	41%	59%	61%~	38%~	48%	50%~	40%~	~	25%~	50%~	52%~	43%~	47%	47%	46%	48%	46%
YES SOMEWHAT	97	1724	31	18	15	11	16	6	77		1		3	5	6	15	81	69	28	28	69
	33%	34%	55%*	26%	29%	22%*	33%~	46%~	35%	~	20%~	~	75%~	31%~	26%~	33%~	34%	35%	31%	30%	35%
NO	59	1181	10	17	15	10	3	2	38	1	2			3	5	11	44	35	20	20	37
	20%	23%	18%	24%	29%	20%	6%~	15%~	17%	50%~	40%~	~	~	19%~	22%~	24%~	19%	18%	22%	22%	19%
NOT ANSWERED	25	443	2	2		2	1		4							3	4	5	2	1	6
VALID CASES	293	5111	56	70	51	51	49	13	220	2	5		4	16	23	46	236	198	89	92	197
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35I																					
#YES DEFINITELY	207	3431	33	47	36	37	43	10	161	1	3		1	11	14	30	169	139	65	65	140
	70%	67%	57%*	68%	72%	70%	88%~	77%~	73%	50%~	60%~	~	25%~	69%~	67%~	64%~	71%	69%	74%	71%	70%
YES SOMEWHAT	69	1348	22	15	11	13	4	3	49	1			3	3	6	13	54	49	20	20	48
	23%	26%	38%*	22%	22%	25%	8%~	23%~	22%	50%~	~	~	75%~	19%~	29%~	28%~	23%	24%	23%	22%	24%
NO	19	341	3	7	3	3	2		12		2			2	1	4	14	13	3	7	11
	6%	7%	5%	10%	6%	6%	4%~	~	5%	~	40%~	~	~	13%~	5%~	9%~	6%	6%	3%	8%	6%
NOT ANSWERED	23	434		3	1		1		2						2	2	3	2	3	1	4
VALID CASES	295	5120	58	69	50	53	49	13	222	2	5		4	16	21	47	237	201	88	92	199
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35J																					
#YES DEFINITELY	244	3907	49	62	41	38	42	11	180	1	4		3	14	22	40	195	176	66	72	170
	83%	76%*	84%	86%	84%~	75%	86%~	85%~	82%	50%~	80%~	~	75%~	87%~	100%~	82%~	83%	87%*	76%*	79%	85%
YES SOMEWHAT	36	870	7	8	5	9	5	2	29	1			1	1		6	30	18	17	13	23
	12%	17%*	12%	11%	10%~	18%	10%~	15%~	13%	50%~	~	~	25%~	6%~	~	12%~	13%	9%*	20%*	14%	11%
NO	13	334	2	2	3	4	2		11		1			1		3	10	8	4	6	7
	4%	7%	3%	3%	6%~	8%	4%~	~	5%	~	20%~	~	~	6%~	~	6%~	4%	4%	5%	7%	3%
NOT ANSWERED	25	443			2	2	1		4						1		5	1	4	2	3
VALID CASES	293	5111	58	72	49	51	49	13	220	2	5		4	16	22	49	235	202	87	91	200
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35K																					
#YES DEFINITELY	202	3274	38	46	33	36	39	9	150	1	4		3	11	16	33	160	140	59	58	142
	69%	64%	66%	65%	67%~	69%	80%~	69%~	68%	50%~	80%~	~	75%~	69%~	73%~	67%~	68%	70%	66%	64%	71%
YES SOMEWHAT	71	1308	17	18	12	11	8	4	53	1			1	3	5	14	56	44	26	25	45
	24%	25%	29%	25%	24%~	21%	16%~	31%~	24%	50%~	~	~	25%~	19%~	23%~	29%~	24%	22%	29%	28%	22%
NO	21	554	3	7	4	5	2		17		1			2	1	2	19	16	4	7	14
	7%	11%*	5%	10%	8%~	10%	4%~	~	8%	~	20%~	~	~	13%~	5%~	4%~	8%	8%	4%	8%	7%
NOT ANSWERED	24	417		1	2	1	1		4						1		5	3	2	3	2
VALID CASES	294	5137	58	71	49	52	49	13	220	2	5		4	16	22	49	235	200	89	90	201
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35L																					
NEVER	13	281	2	4	2	2	2	1	8					4		3	10	9	4	5	8
	4%	6%	3%	6%	4%~	4%	4%~	8%~	4%	~	~	~	~	27%~	~	6%~	4%	5%	5%	6%	4%
SOMETIMES	39	704	4	9	10	11	5		33	1	2				2	4	35	22	15	10	29
	13%	14%	7%*	13%	21%~	22%	10%~	~	15%	50%~	40%~	~	~	~	10%~	9%~	15%	11%	17%	11%	15%
USUALLY	66	1231	21	15	8	8	8	5	45				1	6	7	15	49	45	21	22	43
	23%	24%	36%*	21%	17%~	16%	16%~	38%~	20%	~	~	~	25%~	40%~	33%~	32%~	21%	23%	24%	24%	22%
ALWAYS	173	2878	31	42	28	30	34	7	134	1	3		3	5	12	25	140	123	47	53	118
	59%	56%	53%	60%	58%~	59%	69%~	54%~	61%	50%~	60%~	~	75%~	33%~	57%~	53%~	60%	62%	54%	59%	60%
#ALWAYS + USUALLY (NET)	239	4109	52	57	36	38	42	12	179	1	3		4	11	19	40	189	168	68	75	161
	82%	81%	90%	81%	75%~	75%	86%~	92%~	81%	50%~	60%~	~	100%~	73%~	90%~	85%~	81%	84%	78%	83%	81%
TOP BOX SCORE	173	2878	31	42	28	30	34	7	134	1	3		3	5	12	25	140	123	47	53	118
	59%	56%	53%	60%	58%~	59%	69%~	54%~	61%	50%~	60%~	~	75%~	33%~	57%~	53%~	60%	62%	54%	59%	60%
NOT ANSWERED	27	461		2	3	2	1		4					1	2	2	6	4	4	3	5
VALID CASES	291	5093	58	70	48	51	49	13	220	2	5		4	15	21	47	234	199	87	90	198
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35M																					
ALWAYS	6	72		2		2	1	1	3						1	2	4	4	1	1	5
	2%	1%	~	3%	~	4%	2%~	8%~	1%	~	~	~	~	~	5%~	4%~	2%	2%	1%	1%	3%
USUALLY		48																			
		0.9%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	15	187	5	3	3	3	1		8					3	1	6	8	9	6	4	11
	5%	4%	9%	4%	6%~	6%	2%~	~	4%	~	~	~	~	19%~	5%~	12%~	3%	5%	7%	4%	6%
NEVER	272	4818	53	66	46	46	47	12	209	2	4		4	13	20	40	223	186	82	86	183
	93%	94%	91%	93%	94%~	90%	96%~	92%~	95%*	100%~	100%~		~100%~	81%~	91%~	83%~	95%*	93%	92%	95%	92%
#NEVER + SOMETIMES	287	5005	58	69	49	49	48	12	217	2	4		4	16	21	46	231	195	88	90	194
(NET)	98%	98%	100%~	97%	100%~	96%	98%~	92%~	99%	100%~	100%~		~100%~	100%~	95%~	96%~	98%	98%	99%	99%	97%
TOP BOX SCORE	272	4818	53	66	46	46	47	12	209	2	4		4	13	20	40	223	186	82	86	183
	93%	94%	91%	93%	94%~	90%	96%~	92%~	95%*	100%~	100%~		~100%~	81%~	91%~	83%~	95%*	93%	92%	95%	92%
NOT ANSWERED	25	430		1	2	2	1		4		1				1	1	5	4	2	2	4
VALID CASES	293	5124	58	71	49	51	49	13	220	2	4		4	16	22	48	235	199	89	91	199
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35N																					
ALWAYS	5	130	2	1	1			1	3							2	3	2	2	2	3
	2%	3%	4%	1%	2%~	~	~	8%~	1%	~	~	~	~	~	~	4%~	1%	1%	2%	2%	2%
USUALLY	12	191	1	4	2	2	3		10						2	1	11	8	3	3	9
	4%	4%	2%	6%	4%~	4%~	6%~	~	5%	~	~	~	~	~	9%~	2%~	5%	4%	4%	3%	5%
SOMETIMES	45	664	11	7	11	8	6	2	30				1	3	5	10	33	24	20	14	31
	16%	13%	19%	10%	23%~	17%~	13%~	15%~	14%	~	~	~	25%~	19%~	23%~	21%~	14%	12%*	24%*	16%	16%
NEVER	225	4121	43	60	34	38	38	10	171	2	4		3	13	15	35	182	164	59	68	154
	78%	81%	75%	83%	71%~	79%~	81%~	77%~	80%	100%~	100%~	~	75%~	81%~	68%~	73%~	79%	83%*	70%*	78%	78%
#NEVER + SOMETIMES	270	4786	54	67	45	46	44	12	201	2	4		4	16	20	45	215	188	79	82	185
(NET)	94%	94%	95%	93%	94%~	96%~	94%~	92%~	94%	100%~	100%~	~	100%~	100%~	91%~	94%~	94%	95%	94%	94%	94%
TOP BOX SCORE	225	4121	43	60	34	38	38	10	171	2	4		3	13	15	35	182	164	59	68	154
	78%	81%	75%	83%	71%~	79%~	81%~	77%~	80%	100%~	100%~	~	75%~	81%~	68%~	73%~	79%	83%*	70%*	78%	78%
NOT ANSWERED	31	448	1		3	5	3		10		1				1	1	11	5	7	6	6
VALID CASES	287	5106	57	72	48	48	47	13	214	2	4		4	16	22	48	229	198	84	87	197
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35O IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER GIVE YOU ALL THE INFORMATION YOU WANTED ABOUT YOUR HEALTH?

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35O																					
NEVER	14	298	2	2	4	2	4		10		1			2	1	2	12	9	4	9	5
	5%	6%	4%	3%	8%	4%	8%~	~	5%	~	20%~	~	~	13%~	4%~	4%~	5%	5%	5%	10%*	3%*
SOMETIMES	33	693	4	11	4	7	5	1	25		1		1	1	2	7	26	17	15	10	23
	11%	14%	7%	16%	8%	14%	10%~	8%~	11%	~	20%~	~	25%~	6%~	9%~	14%~	11%	9%*	17%	11%	12%
USUALLY	89	1328	17	23	16	16	12	5	67	1				7	6	20	68	58	31	29	60
	31%	26%	30%	33%	31%	31%	25%~	38%~	31%	50%~	~	~	~	44%~	26%~	41%~	29%	29%	35%	32%	30%
ALWAYS	155	2777	34	34	27	26	27	7	116	1	3		3	6	14	20	128	115	38	44	110
	53%	55%	60%	49%	53%	51%	56%~	54%~	53%	50%~	60%~	~	75%~	37%~	61%~	41%~	55%	58%*	43%*	48%	56%
#ALWAYS + USUALLY (NET)	244	4105	51	57	43	42	39	12	183	2	3		3	13	20	40	196	173	69	73	170
	84%	81%	89%	81%	84%	82%	81%~	92%~	84%	100%~	60%~	~	75%~	81%~	87%~	82%~	84%	87%	78%	79%	86%
TOP BOX SCORE	155	2777	34	34	27	26	27	7	116	1	3		3	6	14	20	128	115	38	44	110
	53%	55%	60%	49%	53%	51%	56%~	54%~	53%	50%~	60%~	~	75%~	37%~	61%~	41%~	55%	58%*	43%*	48%	56%
NOT ANSWERED	27	459	1	2		2	2		6								6	4	3	1	5
VALID CASES	291	5095	57	70	51	51	48	13	218	2	5		4	16	23	49	234	199	88	92	198
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35P																					
NEVER	22	592	4	3	2	7	5	1	18					1	3	2	20	12	9	9	13
	8%	12%*	7%	4%	4%	14%	10%~	8%~	8%	~	~	~	~	7%~	13%~	4%~	9%	6%	10%	10%	7%
SOMETIMES	45	825	7	13	10	8	4	2	33		2			2	4	10	34	24	20	14	31
	15%	16%	12%	19%	20%	16%	8%~	15%~	15%	~	40%~	~	~	13%~	17%~	21%~	15%	12%*	22%*	15%	16%
USUALLY	73	1308	16	19	11	8	13	6	51	1			2	4	5	16	54	50	23	21	52
	25%	26%	28%	27%	22%	16%	27%~	46%~	23%	50%~	~	~	50%~	27%~	22%~	33%~	23%	25%	26%	23%	26%
ALWAYS	151	2353	30	35	27	28	27	4	116	1	3		2	8	11	20	126	112	37	48	101
	52%	46%	53%	50%	54%	55%	55%~	31%~	53%	50%~	60%~	~	50%~	53%~	48%~	42%~	54%	57%*	42%*	52%	51%
#ALWAYS + USUALLY (NET)	224	3661	46	54	38	36	40	10	167	2	3		4	12	16	36	180	162	60	69	153
	77%	72%	81%	77%	76%	71%	82%~	77%~	77%	100%~	60%~	~	100%~	80%~	70%~	75%~	77%	82%*	67%*	75%	78%
TOP BOX SCORE	151	2353	30	35	27	28	27	4	116	1	3		2	8	11	20	126	112	37	48	101
	52%	46%	53%	50%	54%	55%	55%~	31%~	53%	50%~	60%~	~	50%~	53%~	48%~	42%~	54%	57%*	42%*	52%	51%
NOT ANSWERED	27	477	1	2	1	2	1		6					1		1	6	5	2	1	6
VALID CASES	291	5077	57	70	50	51	49	13	218	2	5		4	15	23	48	234	198	89	92	197
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35Q																					
ALWAYS	16	187	4	4	4	1	2	1	11		1			2		6	9	10	4	4	12
	6%	4%	7%	6%	8%~	2%	4%~	8%~	5%	~	20%~	~	~	13%~	~	12%~	4%	5%	5%	4%	6%
USUALLY	17	215	7	4	3	2		1	9	1			2	1	1	5	12	9	8	4	13
	6%	4%	12%	6%	6%~	4%	~	8%~	4%	50%~	~	~	50%~	7%~	4%~	10%~	5%	5%	9%	4%	7%
SOMETIMES	114	1973	27	25	20	18	19	5	86		2		1	5	11	20	93	75	38	38	75
	39%	39%	47%	36%	41%~	36%	39%~	38%~	40%	~	40%~	~	25%~	33%~	48%~	42%~	40%	38%	43%	41%	38%
NEVER	142	2695	19	37	22	29	28	6	110	1	2		1	7	11	17	118	103	38	46	95
	49%	53%	33%*	53%	45%~	58%	57%~	46%~	51%	50%~	40%~	~	25%~	47%~	48%~	35%~	51%	52%	43%	50%	49%
#NEVER + SOMETIMES	256	4668	46	62	42	47	47	11	196	1	4		2	12	22	37	211	178	76	84	170
(NET)	89%	92%	81%	89%	86%~	94%	96%~	85%~	91%	50%~	80%~	~	50%~	80%~	96%~	77%~	91%*	90%	86%	91%	87%
TOP BOX SCORE	142	2695	19	37	22	29	28	6	110	1	2		1	7	11	17	118	103	38	46	95
	49%	53%	33%*	53%	45%~	58%	57%~	46%~	51%	50%~	40%~	~	25%~	47%~	48%~	35%~	51%	52%	43%	50%	49%
NOT ANSWERED	29	484	1	2	2	3	1		8					1		1	8	6	3	1	8
VALID CASES	289	5070	57	70	49	50	49	13	216	2	5		4	15	23	48	232	197	88	92	195
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35R WHAT IS YOUR PREFERRED LANGUAGE?

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35R																					
ENGLISH	275	4755	53	68	49	49	45	10	216	2	4		4	13	22	30	237	192	80	88	186
	93%	93%	93%	94%	96%	92%	92%~	77%~	97%*	100%~	80%~		~100%~	87%~	96%~	63%~	99%*	95%	89%	95%	93%
SPANISH	18	169	4	3	2	3	3	3	5					2	1	17		8	10	5	12
	6%	3%*	7%	4%	4%	6%	6%~	23%~	2%*	~	~	~	~	13%~	4%~	35%~	~	4%	11%*	5%	6%
SOME OTHER LANGUAGE	3	191		1		1	1		2		1					1	2	2			3
	1%	4%*	~	1%	~	2%	2%~		~0.9%	~	20%~	~	~	~	~	2%~	0.8%	1%	~	~	1%~
NOT ANSWERED	22	438	1				1		1					1		1	1	1	1		2
VALID CASES	296	5116	57	72	51	53	49	13	223	2	5		4	15	23	48	239	202	90	93	201
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35S HOW WELL DO YOU SPEAK ENGLISH?

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35S																					
VERY WELL	2	11	1			1			1							2		2			2
	11%	4%~	25%~	~	~	25%~	~	~	20%~	~	~	~	~	~	~	12%~	~	20%~	~	~	14%~
WELL	4	41	2	1	1									1		4		1	3	1	3
	21%	17%~	50%~	25%~	50%~	~	~	~	~	~	~	~	~	50%~	~	24%~	~	10%~	33%~	25%~	21%~
NOT WELL	7	119	1	3	1	1		1	2		1				1	6	1	5	2	2	5
	37%	49%~	25%~	75%~	50%~	25%~	~	50%~	40%~	~	100%~	~	~	~	100%~	35%~	100%~	50%~	22%~	50%~	36%~
NOT AT ALL	6	71				2	3	1	2					1		5		2	4	1	4
	32%	30%~	~	~	~	50%~	100%~	50%~	40%~	~	~	~	~	50%~	~	29%~	~	20%~	44%~	25%~	29%~
NOT ANSWERED	2	8					1	1	2							1	1		1	1	1
VALID CASES	19	242	4	4	2	4	3	2	5		1			2	1	17	1	10	9	4	14
NUMBER OF RESPONDENTS	21	250	4	4	2	4	4	3	7		1			2	1	18	2	10	10	5	15
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

			AGE						RACE							ETHNIC—ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE-MALE
Q35T																					
NEVER	3	52			1		2		1							2	1		2		3
	15%	22%~	~	~	50%~	~	50%~	~	17%~	~	~	~	~	~	~	12%~	50%~	~	22%~	~	20%~
SOMETIMES	2	51	1	1							1					1	1	2			2
	10%	22%~	25%~	25%~	~	~	~	~	~	~	100%~	~	~	~	~	6%~	50%~	20%~	~	~	13%~
USUALLY	7	50	2	2		2	1		2					2	1	7		2	5	2	5
	35%	22%~	50%~	50%~	~	50%~	25%~	~	33%~	~	~	~	~	100%~	100%~	41%~	~	20%~	56%~	50%~	33%~
ALWAYS	8	77	1	1	1	2	1	2	3							7		6	2	2	5
	40%	34%~	25%~	25%~	50%~	50%~	25%~	100%~	50%~	~	~	~	~	~	~	41%~	~	60%~	22%~	50%~	33%~
#ALWAYS + USUALLY (NET)	15	128	3	3	1	4	2	2	5					2	1	14		8	7	4	10
	75%	55%~	75%~	75%~	50%~	100%~	50%~	100%~	83%~	~	~	~	~	100%~	100%~	82%~	~	80%~	78%~	100%~	67%~
TOP BOX SCORE	8	77	1	1	1	2	1	2	3							7		6	2	2	5
	40%	34%~	25%~	25%~	50%~	50%~	25%~	100%~	50%~	~	~	~	~	~	~	41%~	~	60%~	22%~	50%~	33%~
NOT ANSWERED	1	20						1	1							1			1	1	
VALID CASES	20	230	4	4	2	4	4	2	6		1			2	1	17	2	10	9	4	15
NUMBER OF RESPONDENTS	21	250	4	4	2	4	4	3	7		1			2	1	18	2	10	10	5	15
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35U																					
YES	7	134	1	2	1	1		2	3		1					6	1	4	3		7
	39%	58%~	25%~	50%~	50%~	25%~		~100%~	60%~		~100%~	~	~	~	~	35%~	100%~	40%~	38%~	~	50%~
NO	11	98	3	2	1	3	2		2					2	1	11		6	5	4	7
	61%	42%~	75%~	50%~	50%~	75%~	100%~	~	40%~	~	~	~	~	100%~	100%~	65%~	~	60%~	62%~	100%~	50%~
NOT ANSWERED	3	19					2	1	2							1	1		2	1	1
VALID CASES	18	231	4	4	2	4	2	2	5		1			2	1	17	1	10	8	4	14
NUMBER OF RESPONDENTS	21	250	4	4	2	4	4	3	7		1			2	1	18	2	10	10	5	15
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35V																					
NEVER		21																			
		21%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	3	13	1	1		1			2							3		2	1		3
	43%	13%	100%	50%		100%		~	~ 67%	~	~	~	~	~	~	50%	~	50%	33%	~	43%
USUALLY	3	16		1	1			1			1					2	1	1	2		3
	43%	16%	~	50%	100%	~	~	50%	~	~	100%	~	~	~	~	33%	100%	25%	67%	~	43%
ALWAYS	1	50						1	1							1		1			1
	14%	50%	~	~	~	~	~	50%	33%	~	~	~	~	~	~	17%	~	25%	~	~	14%
#ALWAYS + USUALLY (NET)	4	66		1	1			2	1		1					3	1	2	2		4
	57%	66%	~	50%	100%	~	~	100%	33%	~	100%	~	~	~	~	50%	100%	50%	67%	~	57%
TOP BOX SCORE	1	50						1	1							1		1			1
	14%	50%	~	~	~	~	~	50%	33%	~	~	~	~	~	~	17%	~	25%	~	~	14%
NOT ANSWERED		7																			
VALID CASES	7	100	1	2	1	1		2	3		1					6	1	4	3		7
NUMBER OF RESPONDENTS	7	107	1	2	1	1		2	3		1					6	1	4	3		7
	100%	100%	100%	100%	100%	100%		100%	100%		100%					100%	100%	100%	100%		100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35W																					
NEVER	1	16		1					1							1		1			1
	14%	16%~	~	50%~	~	~	~	~	33%~	~	~	~	~	~	~	17%~	~	25%~	~	~	14%~
SOMETIMES	3	27	1	1				1			1					2	1	1	2		3
	43%	27%~	100%~	50%~	~	~	~	50%~	~	~	100%~	~	~	~	~	33%~	100%~	25%~	67%~	~	43%~
USUALLY		21																			
		21%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS	3	37			1	1		1	2							3		2	1		3
	43%	36%~	~	~	100%~	100%~	~	50%~	67%~	~	~	~	~	~	~	50%~	~	50%~	33%~	~	43%~
NOT ANSWERED		6																			
VALID CASES	7	101	1	2	1	1		2	3		1					6	1	4	3		7
NUMBER OF RESPONDENTS	7	107	1	2	1	1		2	3		1					6	1	4	3		7
	100%	100%	100%	100%	100%	100%		100%	100%		100%					100%	100%	100%	100%		100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35X																					
A STAFF MEMBER FROM THE HEALTH PLAN		7 9%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN		16 21%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN	1 20%	22 28%~	1 100%~	~	~	~	~	~	~	~	~	~	~	~	~	1 25%~	~	~	1 33%~	~	1 20%~
SOMEONE ELSE PROVIDED BY THE HEALTH PLAN		7 9%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
DON'T KNOW OR UNSURE	4 80%	25 33%~	~	1 ~100%~	1 100%~	~	~	2 ~100%~	1 100%~	~	1 ~100%~	~	~	~	~	3 75%~	1 100%~	2 100%~	2 67%~	~	4 80%~
NOT ANSWERED	1	8				1			1							1		1			1
VALID CASES	5	77	1	1	1			2	1		1					4	1	2	3		5
NUMBER OF RESPONDENTS	6 100%	85 100%	1 100%	1 100%	1 100%	1		2 100%	2 100%		1 100%					5 100%	1 100%	3 100%	3 100%		6 100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35Y																					
NEVER		1																			
		0.9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES		6																			
		7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY	3	22		1	1			1			1					2	1	1	2		3
	50%	26%	~	100%	100%	~	~	50%	~	~	100%	~	~	~	~	40%	100%	33%	67%	~	50%
ALWAYS	3	56	1			1		1	2							3		2	1		3
	50%	66%	100%	~	~	100%	~	50%	100%	~	~	~	~	~	~	60%	~	67%	33%	~	50%
#ALWAYS + USUALLY (NET)	6	78	1	1	1	1		2	2		1					5	1	3	3		6
	100%	92%	100%	100%	100%	100%	~	100%	100%	~	100%	~	~	~	~	100%	100%	100%	100%	~	100%
TOP BOX SCORE	3	56	1			1		1	2							3		2	1		3
	50%	66%	100%	~	~	100%	~	50%	100%	~	~	~	~	~	~	60%	~	67%	33%	~	50%
VALID CASES	6	85	1	1	1	1		2	2		1					5	1	3	3		6
NUMBER OF RESPONDENTS	6	85	1	1	1	1		2	2		1					5	1	3	3		6
	100%	100%	100%	100%	100%	100%		100%	100%		100%					100%	100%	100%	100%		100%

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

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

			AGE						RACE							ETHNIC—ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE-MALE
Q35Z WORST INTERPRETER POSSIBLE		1																			
		0.3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
05		5																			
		6%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
06		1																			
		1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
07		7																			
		9%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
08	1	19		1							1						1	1			1
	17%	22%~		~100%~	~	~	~	~	~		~100%~	~	~	~	~		~100%~	33%~	~	~	17%~
09	1	15			1											1			1		1
	17%	18%~	~		~100%~	~	~	~	~	~	~	~	~	~	~	20%~	~	~	33%~	~	17%~
BEST INTERPRETER POSSIBLE	4	37	1			1		2	2							4		2	2		4
	67%	44%~	100%~		~	~100%~		~100%~	100%~	~	~	~	~	~	~	80%~	~	67%~	67%~	~	67%~
#8-10 (NET)	6	71	1	1	1	1		2	2		1					5	1	3	3		6
	100%	84%~	100%~	100%~	100%~	100%~		~100%~	100%~		~100%~	~	~	~		~100%~	100%~	~100%~	~100%~		~100%~
9-10 (NET)	5	52	1		1	1		2	2							5		2	3		5
	83%	62%~	100%~		~100%~	~100%~		~100%~	100%~	~	~	~	~	~	~	~100%~	~	~ 67%~	~100%~		~ 83%~
VALID CASES	6	85	1	1	1	1		2	2		1					5	1	3	3		6
NUMBER OF RESPONDENTS	6	85	1	1	1	1		2	2		1					5	1	3	3		6
	100%	100%	100%	100%	100%	100%		100%	100%		100%					100%	100%	100%	100%		100%
MEAN	9.50	8.74	10.0	8.00	9.00	10.0		10.0	10.0		8.00					9.80	8.00	9.33	9.67		9.50
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q35AA																					
NEVER	6	48	1	2	1	1		1	2		1					5	1	3	3		6
	86%	48%	100%	100%	100%	100%	~	50%	67%	~	100%	~	~	~	~	83%	100%	75%	100%	~	86%
SOMETIMES		22																			
		22%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY		7																			
		7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS	1	23						1	1							1		1			1
	14%	23%	~	~	~	~	~	50%	33%	~	~	~	~	~	~	17%	~	25%	~	~	14%
NOT ANSWERED		7																			
VALID CASES	7	100	1	2	1	1		2	3		1					6	1	4	3		7
NUMBER OF RESPONDENTS	7	107	1	2	1	1		2	3		1					6	1	4	3		7
	100%	100%	100%	100%	100%	100%		100%	100%		100%					100%	100%	100%	100%		100%

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

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

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

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q36																					
EXCELLENT	26	446	11	8	2	5			14		1		2	3	3	6	18	26		8	18
	9%	9%	19%*	11%	4%	9%	~	~	6%*	~	20%~	~	50%~	19%~	13%~	12%~	8%	13%*	~	9%	9%
VERY GOOD	65	1044	19	18	13	8	5	2	52		1			4	4	9	56	65		21	44
	22%	20%	33%*	25%	25%	15%	11%~	15%~	24%	~	20%~	~	~	25%~	17%~	18%~	24%	32%~	~	23%	22%
GOOD	112	1716	18	36	18	16	18	5	87	2	2		2	4	8	14	95	112		36	76
	38%	34%	31%	51%*	35%	30%	38%~	38%~	40%	100%~	40%~	~	50%~	25%~	35%~	29%~	40%	55%~	~	39%	38%
FAIR	72	1325	10	9	16	15	18	4	53		1			3	6	17	53		72	20	50
	24%	26%	17%	13%*	31%	28%	38%~	31%~	24%	~	20%~	~	~	19%~	26%~	35%~	22%	~	79%~	22%	25%
POOR	19	590			2	9	6	2	14					2	2	3	14		19	7	12
	6%	12%*	~	~	4%	17%*	13%~	15%~	6%	~	~	~	~	13%~	9%~	6%~	6%	~	21%~	8%	6%
#EXCELLENT + VERY GOOD	203	3206	48	62	33	29	23	7	153	2	4		4	11	15	29	169	203		65	138
+ GOOD (NET)	69%	63%*	83%*	87%*	65%	55%*	49%~	54%~	70%	100%~	80%~		~100%~	69%~	65%~	59%~	72%	100%~	~	71%	69%
NOT ANSWERED	24	432		1			3		4								4			1	3
VALID CASES	294	5122	58	71	51	53	47	13	220	2	5		4	16	23	49	236	203	91	92	200
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q37																					
EXCELLENT	42	724	14	11	5	7	3	1	29	1			2	4	3	8	32	39	2	17	25
	14%	14%	25%*	15%	10%	13%	6%~	8%~	13%	50%~	~	~	50%~	27%~	13%~	16%~	14%	20%*	2%*	19%	13%
VERY GOOD	65	1207	14	23	10	7	11		48					5	4	11	50	56	9	14	50
	22%	24%	25%	32%*	20%	13%*	23%~	~	22%	~	~	~	~	33%~	17%~	22%~	21%	28%*	10%*	15%*	25%
GOOD	107	1578	17	28	20	13	20	9	79		1		2	3	13	16	90	72	35	38	68
	37%	31%*	30%	39%	39%	25%*	43%~	75%~	36%	~	20%~	~	50%~	20%~	57%~	33%~	38%	36%	38%	42%	34%
FAIR	59	1184	10	9	11	18	9	2	45	1	3			3	3	12	45	29	30	19	40
	20%	23%	18%	13%*	22%	34%*	19%~	17%~	21%	50%~	60%~	~	~	20%~	13%~	24%~	19%	15%*	33%*	21%	20%
POOR	19	395	2		5	8	4		18		1					2	17	4	15	3	16
	7%	8%	4%	~	10%	15%*	9%~	~	8%*	~	20%~	~	~	~	~	4%~	7%	2%*	16%*	3%	8%
#EXCELLENT + VERY GOOD	214	3509	45	62	35	27	34	10	156	1	1		4	12	20	35	172	167	46	69	143
+ GOOD (NET)	73%	69%	79%	87%*	69%	51%*	72%~	83%~	71%	50%~	20%~	~	100%~	80%~	87%~	71%~	74%	83%*	51%*	76%	72%
NOT ANSWERED	26	466	1	1			3	1	5					1			6	3		2	4
VALID CASES	292	5088	57	71	51	53	47	12	219	2	5		4	15	23	49	234	200	91	91	199
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q38																					
#YES	107	2344	14	23	17	19	28	6	80	2			1	7	11	15	88	61	45	29	77
	37%	47%*	27%	33%	33%	36%	58%~	50%~	37%	100%~	~	~	25%~	54%~	50%~	33%~	38%	31%*	51%*	33%	39%
NO	179	2668	37	47	34	34	20	6	139		5		3	6	11	30	145	135	43	60	119
	63%	53%*	73%	67%	67%	64%	42%~	50%~	63%		~100%~	~	75%~	46%~	50%~	67%~	62%	69%*	49%*	67%	61%
DON'T KNOW	9	137	7	1			1		3					2	1	4	4	6	3	3	5
NOT ANSWERED	23	405		1			1	1	2					1			3	1		1	2
VALID CASES	286	5013	51	70	51	53	48	12	219	2	5		4	13	22	45	233	196	88	89	196
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q39																					
EVERY DAY	84	1219	10	26	17	18	12	1	69	1	1			3	9	6	78	53	30	34	50
	29%	24%	18%*	37%	34%	35%	24%~	8%~	32%	50%~	20%~	~	~	20%~	39%~	12%~	33%*	27%	33%	38%*	25%*
SOME DAYS	32	519	6	8	8	5	3	2	24					2	5	6	26	22	10	13	19
	11%	10%	11%	11%	16%	10%	6%~	17%~	11%	~	~	~	~	13%~	22%~	12%~	11%	11%	11%	14%	10%
NOT AT ALL	175	3357	40	37	25	29	34	9	125	1	4		4	10	9	37	129	124	50	43	130
	60%	66%*	71%*	52%	50%	56%	69%~	75%~	57%	50%~	80%~		~100%~	67%~	39%~	76%~	55%*	62%	56%	48%*	65%*
DON'T KNOW	1	16	1						1								1	1		1	
NOT ANSWERED	26	443	1	1	1	1	1	1	5					1			6	3	1	2	4
VALID CASES	291	5095	56	71	50	52	49	12	218	2	5		4	15	23	49	233	199	90	90	199
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q40																					
NEVER	22	387	4	5	5	7	1		16					1	5	2	20	16	6	9	13
	19%	21%	27%~	15%~	20%~	30%~	7%~	~	18%~	~	~	~	~	20%~	36%~	17%~	20%~	22%~	15%~	19%~	19%~
SOMETIMES	23	442	3	6	4	5	4	1	17	1	1			2		5	18	16	7	10	13
	20%	24%	20%~	18%~	16%~	22%~	29%~	33%~	19%~	100%~	100%~	~	~	40%~	~	42%~	18%~	22%~	18%~	21%~	19%~
USUALLY	19	333	1	7	4	4	2	1	15					1	3	2	17	13	6	10	9
	17%	18%	7%~	21%~	16%~	17%~	14%~	33%~	16%~	~	~	~	~	20%~	21%~	17%~	17%~	18%~	15%~	21%~	13%~
ALWAYS	50	687	7	16	12	7	7	1	43					1	6	3	47	29	20	18	32
	44%	37%	47%~	47%~	48%~	30%~	50%~	33%~	47%~	~	~	~	~	20%~	43%~	25%~	46%~	39%~	51%~	38%~	48%~
#ALWAYS + USUALLY (NET)	69	1020	8	23	16	11	9	2	58					2	9	5	64	42	26	28	41
	61%	55%	53%~	68%~	64%~	48%~	64%~	67%~	64%~	~	~	~	~	40%~	64%~	42%~	63%~	57%~	67%~	60%~	61%~
TOP BOX SCORE	50	687	7	16	12	7	7	1	43					1	6	3	47	29	20	18	32
	44%	37%	47%~	47%~	48%~	30%~	50%~	33%~	47%~	~	~	~	~	20%~	43%~	25%~	46%~	39%~	51%~	38%~	48%~
NOT ANSWERED	2	37	1				1		2								2	1	1		2
VALID CASES	114	1849	15	34	25	23	14	3	91	1	1			5	14	12	102	74	39	47	67
NUMBER OF RESPONDENTS	116	1886	16	34	25	23	15	3	93	1	1			5	14	12	104	75	40	47	69
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q41																					
NEVER	44	839	12	11	7	11	3		33					3	6	7	37	31	13	22	22
	39%	45%	80%~	32%~	28%~	50%~	21%~	~	37%~	~	~	~	~	60%~	43%~	58%~	37%~	42%~	34%~	47%~	33%~
SOMETIMES	26	418	3	10	6	2	4	1	22	1	1			1	1	2	24	20	6	7	19
	23%	23%	20%~	29%~	24%~	9%~	29%~	33%~	24%~	100%~	100%~	~	~	20%~	7%~	17%~	24%~	27%~	16%~	15%~	29%~
USUALLY	17	263		3	4	6	3	1	13						4	1	16	8	9	9	8
	15%	14%	~	9%~	16%~	27%~	21%~	33%~	14%~	~	~	~	~	~	29%~	8%~	16%~	11%~	24%~	19%~	12%~
ALWAYS	26	327		10	8	3	4	1	22					1	3	2	24	15	10	9	17
	23%	18%	~	29%~	32%~	14%~	29%~	33%~	24%~	~	~	~	~	20%~	21%~	17%~	24%~	20%~	26%~	19%~	26%~
#ALWAYS + USUALLY (NET)	43	589		13	12	9	7	2	35					1	7	3	40	23	19	18	25
	38%	32%	~	38%~	48%~	41%~	50%~	67%~	39%~	~	~	~	~	20%~	50%~	25%~	40%~	31%~	50%~	38%~	38%~
TOP BOX SCORE	26	327		10	8	3	4	1	22					1	3	2	24	15	10	9	17
	23%	18%	~	29%~	32%~	14%~	29%~	33%~	24%~	~	~	~	~	20%~	21%~	17%~	24%~	20%~	26%~	19%~	26%~
NOT ANSWERED	3	39	1			1	1		3								3	1	2		3
VALID CASES	113	1847	15	34	25	22	14	3	90	1	1			5	14	12	101	74	38	47	66
NUMBER OF RESPONDENTS	116	1886	16	34	25	23	15	3	93	1	1			5	14	12	104	75	40	47	69
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q42																					
NEVER	54	965	13	13	11	11	6		42					3	7	8	46	39	15	28	26
	48%	52%	87%~	38%~	44%~	50%~	43%~	~	47%~	~	~	~	~	60%~	50%~	67%~	46%~	53%~	39%~	60%~	39%~
SOMETIMES	27	401	2	10	5	6	2	2	21	1	1			1	3	2	25	14	13	10	17
	24%	22%	13%~	29%~	20%~	27%~	14%~	67%~	23%~	100%~	100%~	~	~	20%~	21%~	17%~	25%~	19%~	34%~	21%~	26%~
USUALLY	10	224		4	2	1	3		8						2		10	7	2	3	7
	9%	12%	~	12%~	8%~	5%~	21%~	~	9%~	~	~	~	~	~	14%~	~	10%~	9%~	5%~	6%~	11%~
ALWAYS	22	255		7	7	4	3	1	19					1	2	2	20	14	8	6	16
	19%	14%	~	21%~	28%~	18%~	21%~	33%~	21%~	~	~	~	~	20%~	14%~	17%~	20%~	19%~	21%~	13%~	24%~
#ALWAYS + USUALLY (NET)	32	479		11	9	5	6	1	27					1	4	2	30	21	10	9	23
	28%	26%	~	32%~	36%~	23%~	43%~	33%~	30%~	~	~	~	~	20%~	29%~	17%~	30%~	28%~	26%~	19%~	35%~
TOP BOX SCORE	22	255		7	7	4	3	1	19					1	2	2	20	14	8	6	16
	19%	14%	~	21%~	28%~	18%~	21%~	33%~	21%~	~	~	~	~	20%~	14%~	17%~	20%~	19%~	21%~	13%~	24%~
NOT ANSWERED	3	40	1			1	1		3								3	1	2		3
VALID CASES	113	1846	15	34	25	22	14	3	90	1	1			5	14	12	101	74	38	47	66
NUMBER OF RESPONDENTS	116	1886	16	34	25	23	15	3	93	1	1			5	14	12	104	75	40	47	69
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q43																					
YES	47	1277	3	5	7	10	16	6	37		1			2	2	9	36	20	26	15	31
	16%	25%*	5%*	7%*	14%	19%	33%~	50%~	17%	~	20%~	~	~	13%~	9%~	19%~	15%	10%*	30%*	17%	15%
NO	242	3806	53	65	43	42	32	6	181	2	4		4	13	21	38	198	179	62	73	169
	84%	75%*	95%*	93%*	86%	81%	67%~	50%~	83%	100%~	80%~		~100%~	87%~	91%~	81%~	85%	90%*	70%*	83%	85%
DON'T KNOW	5	62	2		1	1		1	3					1		2	3	3	2	3	2
NOT ANSWERED	24	409		2			2		3								3	1	1	2	1
VALID CASES	289	5083	56	70	50	52	48	12	218	2	5		4	15	23	47	234	199	88	88	200
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q44																					
YES	24	646	1	7	3	5	7	1	17				1	1	4	4	20	14	10	5	19
	9%	14%*	2%*	10%	7%~	11%~	18%~	9%~	9%	~	~	~	25%~	7%~	19%~	9%~	9%	8%	13%	6%	11%
NO	240	4029	52	62	43	40	32	10	182	2	4		3	13	17	39	194	169	70	84	155
	91%	86%*	98%*	90%	93%~	89%~	82%~	91%~	91%	100%~	100%~	~	75%~	93%~	81%~	91%~	91%	92%	88%	94%	89%
DON'T KNOW	32	454	5	2	5	8	10	2	23		1			2	2	6	24	20	11	3	28
NOT ANSWERED	22	424		1			1		2								2			1	1
VALID CASES	264	4675	53	69	46	45	39	11	199	2	4		4	14	21	43	214	183	80	89	174
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q45																					
YES	109	2037	11	19	17	23	29	9	84		2		2	4	11	15	90	65	42	37	71
	37%	40%	19%*	27%*	34%	44%	60%~	69%~	38%	~	40%~	~	50%~	25%~	48%~	32%~	38%	32%*	47%*	41%	35%
NO	182	3086	46	51	33	29	19	4	135	2	3		2	12	12	32	146	135	47	53	129
	63%	60%	81%*	73%*	66%	56%	40%~	31%~	62%	100%~	60%~	~	50%~	75%~	52%~	68%~	62%	68%*	53%*	59%	65%
NOT ANSWERED	27	431	1	2	1	1	2		5							2	4	3	2	3	3
VALID CASES	291	5123	57	70	50	52	48	13	219	2	5		4	16	23	47	236	200	89	90	200
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q46.1																					
YES	71	1388	1	9	9	18	27	7	56		2			2	7	9	60	39	31	22	48
	22%	25%	2%*	13%*	18%	34%*	54%*	54%~	25%	~	40%~	~	~	13%~	30%~	18%~	25%*	19%	34%*	24%	24%
NO	247	4166	57	63	42	35	23	6	168	2	3		4	14	16	40	180	164	60	71	155
	78%	75%	98%*	88%*	82%	66%*	46%*	46%~	75%	100%~	60%~		~100%~	88%~	70%~	82%~	75%*	81%	66%*	76%	76%
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q46.2																					
YES	89	1754	2	17	9	19	36	6	70		1		2	3	9	9	75	43	43	34	53
	28%	32%	3%*	24%	18%*	36%	72%*	46%~	31%*	~	20%~	~	50%~	19%~	39%~	18%~	31%*	21%*	47%*	37%*	26%
NO	229	3800	56	55	42	34	14	7	154	2	4		2	13	14	40	165	160	48	59	150
	72%	68%	97%*	76%	82%*	64%	28%*	54%~	69%*	100%~	80%~	~	50%~	81%~	61%~	82%~	69%*	79%*	53%*	63%*	74%
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q46.3 ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: PARENT OR SIBLING WITH HEART ATTACK BEFORE THE AGE OF 60

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q46.3																					
YES	51	899	5	11	7	15	10	3	37				1	1	10	4	44	26	24	13	37
	16%	16%	9%*	15%	14%	28%*	20%	23%~	17%	~	~	~	25%~	6%~	43%~	8%~	18%*	13%*	26%*	14%	18%
NO	267	4655	53	61	44	38	40	10	187	2	5		3	15	13	45	196	177	67	80	166
	84%	84%	91%*	85%	86%	72%*	80%	77%~	83%	100%~	100%~	~	75%~	94%~	57%~	92%~	82%*	87%*	74%*	86%	82%
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q47.1																					
YES	9	300		1	3	1	3	1	6						1	1	7	4	5	6	2
	3%	5%*	~	1%	6%	2%	6%	8%~	3%	~	~	~	~	~	4%~	2%~	3%	2%	5%	6%	1%*
NO	309	5254	58	71	48	52	47	12	218	2	5		4	16	22	48	233	199	86	87	201
	97%	95%*	100%~	99%	94%	98%	94%	92%~	97%	100%~	100%~		~100%~	100%~	96%~	98%~	97%	98%	95%	94%	99%*
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q47.2																					
YES	10	335				3	4	3	8						2		9	4	6	5	5
	3%	6%*	~	~	~	6%	8%	23%~	4%	~	~	~	~	~	9%~	~	4%	2%	7%	5%	2%
NO	308	5219	58	72	51	50	46	10	216	2	5		4	16	21	49	231	199	85	88	198
	97%	94%*	100%~	100%~	100%~	94%	92%	77%~	96%	100%~	100%~		~100%~	100%~	91%~	100%~	96%	98%	93%	95%	98%
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q47.3																					
YES	13	295		1	1	3	7	1	7						4	1	11	6	7	4	8
	4%	5%	~	1%	2%	6%	14%*	8%~	3%	~	~	~	~	~	17%~	2%~	5%	3%	8%	4%	4%
NO	305	5259	58	71	50	50	43	12	217	2	5		4	16	19	48	229	197	84	89	195
	96%	95%	100%~	99%	98%	94%	86%*	92%~	97%	100%~	100%~		~100%~	100%~	83%~	98%~	95%	97%	92%	96%	96%
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q47.4																					
YES	47	1125	2	11	7	12	12	3	33		1			4	5	9	35	21	26	7	39
	15%	20%*	3%*	15%	14%	23%	24%	23%~	15%	~	20%~	~	~	25%~	22%~	18%~	15%	10%*	29%*	8%*	19%*
NO	271	4429	56	61	44	41	38	10	191	2	4		4	12	18	40	205	182	65	86	164
	85%	80%*	97%*	85%	86%	77%	76%	77%~	85%	100%~	80%~		~100%~	75%~	78%~	82%~	85%	90%*	71%*	92%*	81%*
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q48																					
YES	89	1783	8	18	17	23	17	6	71					3	9	10	76	49	39	18	70
	30%	35%	14%*	25%	33%	44%*	34%	50%~	32%	~	~	~	~	20%~	39%~	20%~	32%	24%*	43%*	19%*	35%*
NO	207	3302	50	54	34	29	33	6	152	2	5		4	12	14	39	162	152	52	75	131
	70%	65%	86%*	75%	67%	56%*	66%	50%~	68%	100%~	100%~		~100%~	80%~	61%~	80%~	68%	76%*	57%*	81%*	65%*
NOT ANSWERED	22	469				1		1	1					1			2	2			2
VALID CASES	296	5085	58	72	51	52	50	12	223	2	5		4	15	23	49	238	201	91	93	201
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q49																					
YES	74	1476	6	15	14	22	14	3	58					3	8	7	65	43	30	17	56
	86%	87%	75%~	88%~	88%~	96%~	88%~	50%~	85%~	~	~	~		~100%~	89%~	70%~	89%~	88%~	83%~	94%~	84%~
NO	12	228	2	2	2	1	2	3	10						1	3	8	6	6	1	11
	14%	13%	25%~	12%~	13%~	4%~	13%~	50%~	15%~	~	~	~	~	~	11%~	30%~	11%~	12%~	17%~	6%~	16%~
NOT ANSWERED	3	88		1	1		1		3								3		3		3
VALID CASES	86	1703	8	17	16	23	16	6	68					3	9	10	73	49	36	18	67
NUMBER OF RESPONDENTS	89	1791	8	18	17	23	17	6	71					3	9	10	76	49	39	18	70
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q48 = YES]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q50																					
YES	189	3492	19	36	34	45	43	11	146	2	2		1	10	18	26	156	114	72	55	133
	64%	68%	33%*	50%*	67%	85%*	88%~	85%~	65%	100%~	40%~		~ 25%~	63%~	78%~	53%~	65%	56%*	80%*	59%	66%
NO	107	1617	38	36	17	8	6	2	77		3		3	6	5	23	83	88	18	38	69
	36%	32%	67%*	50%*	33%	15%*	12%~	15%~	35%	~	60%~		~ 75%~	38%~	22%~	47%~	35%	44%*	20%*	41%	34%
NOT ANSWERED	22	446	1				1		1								1	1	1		1
VALID CASES	296	5108	57	72	51	53	49	13	223	2	5		4	16	23	49	239	202	90	93	202
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q51																					
YES	172	3137	16	32	30	42	41	10	136	2	2		1	8	16	19	146	100	69	51	120
	94%	94%	89%~	91%~	88%~	100%~	98%~	91%~	95%~	100%~	100%~		~100%~	80%~	94%~	83%~	95%~	91%*	99%*	94%	94%
NO	11	193	2	3	4		1	1	7					2	1	4	7	10	1	3	8
	6%	6%	11%~	9%~	12%~	~	2%~	9%~	5%~	~	~	~	~	20%~	6%~	17%~	5%~	9%*	1%*	6%	6%
NOT ANSWERED	6	173	1	1		3	1		3						1	3	3	4	2	1	5
VALID CASES	183	3330	18	35	34	42	42	11	143	2	2		1	10	17	23	153	110	70	54	128
NUMBER OF RESPONDENTS	189	3503	19	36	34	45	43	11	146	2	2		1	10	18	26	156	114	72	55	133
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NQ52																					
18 TO 24	66	872	58						31	1			2	7	4	21	35	48	10	20	38
	21%	16%*	100%~	~	~	~	~	~	14%*	50%~	~	~	50%~	44%~	17%~	43%~	15%*	24%	11%*	22%	19%
25 TO 34	78	867		72					56	1	1			2	7	8	63	62	9	16	55
	25%	16%*	~	100%~	~	~	~	~	25%	50%~	20%~	~	~	13%~	30%~	16%~	26%	31%*	10%*	17%*	27%
35 TO 44	56	843			51				40		3			2	6	5	47	34	18	18	34
	18%	15%	~	~	100%~	~	~	~	18%	~	60%~	~	~	13%~	26%~	10%~	20%	17%	20%	19%	17%
45 TO 54	54	1055				53			47		1			2	2	7	43	29	24	18	35
	17%	19%	~	~	~	100%~	~	~	21%*	~	20%~	~	~	13%~	9%~	14%~	18%	14%	26%*	19%	17%
55 TO 64	51	1061					50		41				2	2	2	5	43	23	24	19	30
	16%	19%	~	~	~	~	100%~	~	18%	~	~	~	50%~	13%~	9%~	10%~	18%	11%*	26%*	20%	15%
65 TO 74	9	478						9	6					1	1	2	6	5	4		9
	3%	9%*	~	~	~	~	~	69%~	3%	~	~	~	~	6%~	4%~	4%~	2%	2%	4%	~	4%~
75 OR OLDER	4	377						4	3						1	1	3	2	2	2	2
	1%	7%*	~	~	~	~	~	31%~	1%	~	~	~	~	~	4%~	2%~	1%	1%	2%	2%	1%
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

NQ53 ARE YOU MALE OR FEMALE?

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NQ53																					
MALE	98	2022	20	16	18	18	19	2	69		2		2	5	9	14	78	65	27	93	
	31%	36%*	34%	22%	35%	34%	38%	15%~	31%	~	40%~	~	50%~	31%~	39%~	29%~	32%	32%	30%	100%~	~
FEMALE	220	3532	38	56	33	35	31	11	155	2	3		2	11	14	35	162	138	64		203
	69%	64%*	66%	78%	65%	66%	62%	85%~	69%	100%~	60%~	~	50%~	69%~	61%~	71%~	68%	68%	70%	~	100%~
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q54																					
8TH GRADE OR LESS	20	280	1	2	3	6	5	3	10					2	1	13	6	7	13	8	11
	7%	5%	2%*	3%*	6%	12%	10%~	23%~	4%*	~	~	~	~	13%~	5%~	28%~	3%*	4%*	14%*	9%	6%
SOME HIGH SCHOOL BUT	47	804	11	14	8	7	6	1	41		1		1	1	1	4	42	26	20	18	29
DID NOT GRADUATE	16%	16%	20%	19%	16%	13%	12%~	8%~	18%*	~	20%~	~	25%~	7%~	5%~	9%~	18%	13%	22%	20%	15%
HIGH SCHOOL GRADUATE	112	1985	22	33	16	16	20	5	85	1	2			9	10	18	92	83	28	40	72
OR GED	38%	39%	39%	46%	31%	31%	41%~	38%~	38%	50%~	40%~	~	~	60%~	45%~	38%~	38%	41%	31%	43%	36%
SOME COLLEGE OR 2-YEAR	98	1653	22	16	21	18	16	4	71	1	2		3	2	10	12	82	69	27	25	72
DEGREE	33%	32%	39%	22%*	41%	35%	33%~	31%~	32%	50%~	40%~	~	75%~	13%~	45%~	26%~	34%	35%	30%	27%	36%
4-YEAR COLLEGE GRADUATE	13	237		5	3	3	2		12					1			13	12	1	1	12
	4%	5%	~	7%	6%	6%	4%~	~	5%	~	~	~	~	7%~	~	~	5%~	6%*	1%*	1%*	6%*
MORE THAN 4-YEAR	4	145		2		2			4								4	3	1		4
COLLEGE DEGREE	1%	3%*	~	3%	~	4%	~	~	2%~	~	~	~	~	~	~	~	2%~	2%	1%	~	2%~
NOT ANSWERED	24	450	2			1	1		1					1	1	2	1	3	1	1	3
VALID CASES	294	5104	56	72	51	52	49	13	223	2	5		4	15	22	47	239	200	90	92	200
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q55																					
YES HISPANIC OR LATINO	49	549	21	8	4	7	5	3	11	1				12	4	49		29	20	14	35
	17%	11%*	37%*	11%	8%*	14%	10%~	25%~	5%*	50%~	~	~	~	80%~	17%~	100%~	~	15%	23%	15%	18%
NO NOT HISPANIC OR LATINO	240	4520	35	63	47	43	43	9	208	1	5		4	3	19		240	169	67	78	162
	83%	89%*	63%*	89%	92%*	86%	90%~	75%~	95%*	50%~	100%~		~100%~	20%~	83%~		~100%~	85%	77%	85%	82%
NOT ANSWERED	29	485	2	1		3	2	1	5					1				5	4	1	6
VALID CASES	289	5069	56	71	51	50	48	12	219	2	5		4	15	23	49	240	198	87	92	197
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q56.1																					
YES	246	4288	34	63	45	49	43	11	224						22	15	226	167	75	77	169
	77%	77%	59%*	88%*	88%*	92%*	86%	85%~	100%~	~	~	~	~	~	96%~	31%~	94%*	82%*	82%	83%	83%*
NO	72	1266	24	9	6	4	7	2		2	5		4	16	1	34	14	36	16	16	34
	23%	23%	41%*	13%*	12%*	8%*	14%	15%~	~	100%~	100%~	~	100%~	100%~	4%~	69%~	6%*	18%*	18%	17%	17%*
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q56.2																					
YES	4	207	2	1	1					2					2	1	3	4		1	3
	1%	4%*	3%	1%	2%	~	~	~		~100%~	~	~	~	~	9%~	2%~	1%	2%~	~	1%	1%
NO	314	5347	56	71	50	53	50	13	224		5		4	16	21	48	237	199	91	92	200
	99%	96%*	97%	99%	98%	100%~	100%~	100%~	100%~		~100%~		~100%~	100%~	91%~	98%~	99%	98%*	100%~	99%	99%
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q56.3																					
YES	7	238		3	3	1					5				2		7	6	1	2	5
	2%	4%*	~	4%	6%	2%	~	~	~	~	~100%~	~	~	~	9%~	~	3%*	3%	1%	2%	2%
NO	311	5316	58	69	48	52	50	13	224	2			4	16	21	49	233	197	90	91	198
	98%	96%*	100%~	96%	94%	98%	100%~	100%~	100%~	100%~	~	~	~100%~	100%~	91%~	100%~	97%*	97%	99%	98%	98%
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q56.4																					
YES		38																			
		0.7%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	318	5516	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	99%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~		~100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q56.5																					
YES	17	410	3	4	3	1	3	2					4		13	2	15	10	7	8	9
	5%	7%	5%	6%	6%	2%	6%	15%~	~	~	~	~	100%~	~	57%~	4%~	6%	5%	8%	9%	4%
NO	301	5144	55	68	48	52	47	11	224	2	5			16	10	47	225	193	84	85	194
	95%	93%	95%	94%	94%	98%	94%	85%~	100%~	100%~	100%~	~	~	100%~	43%~	96%~	94%	95%	92%	91%	96%
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q56.6																					
YES	24	323	10	4	3	3	3	1						16	8	15	8	18	6	8	16
	8%	6%	17%*	6%	6%	6%	6%	8%~	~	~	~	~	~	100%~	35%~	31%~	3%*	9%	7%	9%	8%
NO	294	5231	48	68	48	50	47	12	224	2	5		4		15	34	232	185	85	85	187
	92%	94%	83%*	94%	94%	94%	94%	92%~	100%~	100%~	100%~		~100%~		~	65%~	69%~	97%*	91%	93%	91%	92%
VALID CASES	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
NUMBER OF RESPONDENTS	318	5554	58	72	51	53	50	13	224	2	5		4	16	23	49	240	203	91	93	203
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

			AGE						RACE						ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q57																					
YES	26	778	7	4	3	1	8	3	20		1			1	1	6	20	17	9	15	11
	13%	19%*	17%~	8%	10%~	3%~	21%~	30%~	12%~	~	20%~	~	~	8%~	11%~	22%~	12%~	12%	16%	23%*	8%*
NO	180	3221	33	46	26	38	30	7	142	1	4		4	12	8	21	151	129	48	49	129
	87%	81%*	83%~	92%	90%~	97%~	79%~	70%~	88%~	100%~	80%~		~100%~	92%~	89%~	78%~	88%~	88%	84%	77%*	92%*
NOT ANSWERED	2	98	1	1										1		2		1	1	1	1
VALID CASES	206	3999	40	50	29	39	38	10	162	1	5		4	13	9	27	171	146	57	64	140
NUMBER OF RESPONDENTS	208	4097	41	51	29	39	38	10	162	1	5		4	14	9	29	171	147	58	65	141
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q58.1																					
YES	16	312	2	2	3	1	6	2	12		1				1	3	13	9	7	10	6
	62%	49%~	29%~	50%~	100%~	100%~	75%~	67%~	60%~		~100%~	~	~		~100%~	50%~	65%~	53%~	78%~	67%~	55%~
NO	10	325	5	2			2	1	8					1		3	7	8	2	5	5
	38%	51%~	71%~	50%~	~	~	25%~	33%~	40%~	~	~	~		~100%~	~	50%~	35%~	47%~	22%~	33%~	45%~
VALID CASES	26	637	7	4	3	1	8	3	20		1			1	1	6	20	17	9	15	11
NUMBER OF RESPONDENTS	26	637	7	4	3	1	8	3	20		1			1	1	6	20	17	9	15	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q58.2																					
YES	17	277	2	3	2	1	8	1	12		1			1		5	12	9	8	9	8
	65%	43%~	29%~	75%~	67%~	100%~	100%~	33%~	60%~		~100%~		~	~100%~	~	83%~	60%~	53%~	89%~	60%~	73%~
NO	9	360	5	1	1			2	8						1	1	8	8	1	6	3
	35%	57%~	71%~	25%~	33%~	~	~	67%~	40%~	~	~	~	~		~100%~	17%~	40%~	47%~	11%~	40%~	27%~
VALID CASES	26	637	7	4	3	1	8	3	20		1			1	1	6	20	17	9	15	11
NUMBER OF RESPONDENTS	26	637	7	4	3	1	8	3	20		1			1	1	6	20	17	9	15	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q58.3																					
YES	8	225	3		1		2	2	7		1					1	7	5	3	5	3
	31%	35%~	43%~	~	33%~	~	25%~	67%~	35%~	~	100%~	~	~	~	~	17%~	35%~	29%~	33%~	33%~	27%~
NO	18	412	4	4	2	1	6	1	13					1	1	5	13	12	6	10	8
	69%	65%~	57%~	100%~	67%~	100%~	75%~	33%~	65%~	~	~	~	~	100%~	100%~	83%~	65%~	71%~	67%~	67%~	73%~
VALID CASES	26	637	7	4	3	1	8	3	20		1			1	1	6	20	17	9	15	11
NUMBER OF RESPONDENTS	26	637	7	4	3	1	8	3	20		1			1	1	6	20	17	9	15	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q58.4																					
YES	4	83	1			1	2		3							2	2	1	3	1	3
	15%	13%~	14%~	~		~100%~	25%~	~	15%~	~	~	~	~	~	~	33%~	10%~	6%~	33%~	7%~	27%~
NO	22	554	6	4	3		6	3	17		1			1	1	4	18	16	6	14	8
	85%	87%~	86%~	100%~	100%~	~	75%~	100%~	85%~		~100%~	~		~100%~	100%~	67%~	90%~	94%~	67%~	93%~	73%~
VALID CASES	26	637	7	4	3	1	8	3	20		1			1	1	6	20	17	9	15	11
NUMBER OF RESPONDENTS	26	637	7	4	3	1	8	3	20		1			1	1	6	20	17	9	15	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q58.5																					
YES	2	59	2						2								2	2		2	
	8%	9%~	29%~	~	~	~	~	~	10%~	~	~	~	~	~	~	~	10%~	12%~	~	13%~	~
NO	24	578	5	4	3	1	8	3	18		1			1	1	6	18	15	9	13	11
	92%	91%~	71%~	100%~	100%~	100%~	100%~	100%~	90%~		~100%~	~		~100%~	~100%~	~100%~	90%~	88%~	~100%~	87%~	~100%~
VALID CASES	26	637	7	4	3	1	8	3	20		1			1	1	6	20	17	9	15	11
NUMBER OF RESPONDENTS	26	637	7	4	3	1	8	3	20		1			1	1	6	20	17	9	15	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%	100%	100%	100%	100%	100%

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

NQ13 RATING OF ALL HEALTH CARE

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NQ13																					
0-6	45	821	6	10	12	5	7	3	37		1		1	2	2	4	39	19	24	10	33
	21%	21%	19%~	21%~	31%~	13%~	17%~	30%~	23%	~	20%~	~	50%~	17%~	12%~	17%~	22%~	15%*	33%*	18%	22%
7-8	71	1319	12	16	10	17	11		50	1	1		1	4	5	7	58	46	19	20	46
	33%	34%	38%~	34%~	26%~	45%~	27%~	~	31%	100%~	20%~	~	50%~	33%~	29%~	29%~	33%~	35%	26%	36%	31%
9-10	98	1746	14	21	17	16	22	7	72		3			6	10	13	77	65	30	26	70
	46%	45%	44%~	45%~	44%~	42%~	55%~	70%~	45%	~	60%~	~	~	50%~	59%~	54%~	44%~	50%	41%	46%	47%
VALID CASES	214	3886	32	47	39	38	40	10	159	1	5		2	12	17	24	174	130	73	56	149
NUMBER OF RESPONDENTS	214	3886	32	47	39	38	40	10	159	1	5		2	12	17	24	174	130	73	56	149
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.25	2.24	2.25	2.23	2.13	2.29	2.37	2.40	2.22	2.00	2.40		1.50	2.33	2.47	2.37	2.22	2.35	2.08	2.29	2.25
p stat_(*=Sig @ p<=.05)		.857	~	~	~	~	~	~	.366	~	~	~	~	~	~	~	~	.017*	.035*	.667	.985

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NQ23																					
0-6	23	644	2	8	3	5	3	1	18					2	1	4	18	11	11	6	16
	10%	16%*	7%~	16%~	7%~	12%~	7%~	8%~	11%	~	~	~	~	17%~	6%~	13%~	10%~	8%	15%	10%	11%
7-8	53	927	10	10	10	9	10	1	39		1		3	3	1	4	44	32	17	12	37
	24%	23%	33%~	20%~	25%~	22%~	23%~	8%~	24%	~	25%~		~100%~	25%~	6%~	13%~	25%~	23%	24%	19%	25%
9-10	146	2413	18	31	27	27	30	10	106		3			7	16	22	115	98	43	44	98
	66%	61%	60%~	63%~	68%~	66%~	70%~	83%~	65%	~	75%~	~	~	58%~	89%~	73%~	65%~	70%	61%	71%	65%
VALID CASES	222	3984	30	49	40	41	43	12	163		4		3	12	18	30	177	141	71	62	151
NUMBER OF RESPONDENTS	222	3984	30	49	40	41	43	12	163		4		3	12	18	30	177	141	71	62	151
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.55	2.44	2.53	2.47	2.60	2.54	2.63	2.75	2.54		2.75		2.00	2.42	2.83	2.60	2.55	2.62	2.45	2.61	2.54
p stat_(*=Sig @ p<=.05)		.018*	~	~	~	~	~	~	.600	~	~	~	~	~	~	~	~	.083	.144	.416	.726

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NQ27																					
0-6	17	230	2	4	4	4	2		13					1	2	1	14	6	10	3	13
	17%	13%	20%~	21%~	20%~	21%~	10%~	~	18%~	~	~	~	~	25%~	18%~	9%~	17%~	11%~	26%~	9%~	20%~
7-8	23	475	2	4	3	6	6	2	17		1		1		3	1	22	14	8	11	12
	23%	27%	20%~	21%~	15%~	32%~	29%~	25%~	24%~	~	33%~	~	100%~	~	27%~	9%~	27%~	25%~	21%~	34%~	19%~
9-10	59	1078	6	11	13	9	13	6	42		2			3	6	9	47	36	21	18	39
	60%	60%	60%~	58%~	65%~	47%~	62%~	75%~	58%~	~	67%~	~	~	75%~	55%~	82%~	57%~	64%~	54%~	56%~	61%~
VALID CASES	99	1782	10	19	20	19	21	8	72		3		1	4	11	11	83	56	39	32	64
NUMBER OF RESPONDENTS	99	1782	10	19	20	19	21	8	72		3		1	4	11	11	83	56	39	32	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.42	2.48	2.40	2.37	2.45	2.26	2.52	2.75	2.40		2.67		2.00	2.50	2.36	2.73	2.40	2.54	2.28	2.47	2.41
p stat_(*=Sig @ p<=.05)		.510	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

NQ35 RATING OF HEALTH PLAN

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NQ35																					
0-6	68	1152	9	13	15	14	13	1	56		1		4	1	3	5	59	40	23	19	46
	24%	23%	16%	19%	31%~	27%	28%~	8%~	27%*	~	20%~		~100%~	7%~	14%~	11%~	26%*	21%	26%	21%	24%
7-8	117	1595	28	29	23	19	10	6	85	2	3			6	9	20	94	83	32	41	74
	41%	32%*	51%	43%	48%~	37%	21%~	46%~	40%	100%~	60%~	~	~	43%~	41%~	43%~	42%	44%	36%	45%	39%
9-10	102	2187	18	25	10	18	24	6	70		1			7	10	22	73	66	34	31	69
	36%	44%*	33%	37%	21%~	35%	51%~	46%~	33%	~	20%~	~	~	50%~	45%~	47%~	32%*	35%	38%	34%	37%
VALID CASES	287	4933	55	67	48	51	47	13	211	2	5		4	14	22	47	226	189	89	91	189
NUMBER OF RESPONDENTS	287	4933	55	67	48	51	47	13	211	2	5		4	14	22	47	226	189	89	91	189
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.12	2.21	2.16	2.18	1.90	2.08	2.23	2.38	2.07	2.00	2.00		1.00	2.43	2.32	2.36	2.06	2.14	2.12	2.13	2.12
p stat_(*=Sig @ p<=.05)		.054	.627	.460		~.681		~	~.049*	~	~	~	~	~	~		~.016*	.558	.941	.840	.920

NQ35Z RATING OF INTERPRETER

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NQ35Z																					
0-6		6																			
		8%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
7-8	1	26		1							1						1	1			1
	17%	31%~	~	~100%~	~	~	~	~	~	~	~100%~	~	~	~	~	~	~100%~	33%~	~	~	17%~
9-10	5	52	1		1	1		2	2							5		2	3		5
	83%	62%~	~100%~	~	~100%~	~100%~	~	~100%~	~100%~	~	~	~	~	~	~	~100%~	~	67%~	~100%~	~	83%~
VALID CASES	6	85	1	1	1	1		2	2		1					5	1	3	3		6
NUMBER OF RESPONDENTS	6	85	1	1	1	1		2	2		1					5	1	3	3		6
	100%	100%	100%	100%	100%	100%		100%	100%		100%					100%	100%	100%	100%		100%
MEAN	2.83	2.54	3.00	2.00	3.00	3.00		3.00	3.00		2.00					3.00	2.00	2.67	3.00		2.83
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

GETTING NEEDED CARE

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NPRBSEE4 NQ25	2.30	2.27	2.00	2.25	2.24	2.10	2.64	2.78	2.36		2.33		3.00	1.50	2.36	2.27	2.35	2.42	2.22	2.48	2.26
p stat_(*=Sig @ p<=.05)		.670	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCARNES4 NQ14	2.24	2.31	2.22	2.23	1.98	2.23	2.54	2.67	2.24	2.00	2.25		2.00	2.25	2.44	2.08	2.26	2.35	2.08	2.38	2.21
p stat_(*=Sig @ p<=.05)		.158	~	~	~	~	~	~	.982	~	~	~	~	~	~	~	~	.010*	.044*	.112	.360
COMPOSITE	2.27	2.29	2.11	2.24	2.11	2.17	2.59	2.72	2.30	2.00	2.29	x	2.50	1.88	2.40	2.18	2.31	2.39	2.15	2.43	2.23
p stat_(*=Sig @ p<=.05)		.891	~	~	~	~	~	~	.750	~	~	~	~	~	~	~	~	.333	.582	.522	.725

GETTING CARE QUICKLY

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NCARSN4 NQ4	2.35	2.38	2.06	2.44	2.14	2.14	2.76	2.57	2.33	1.00	1.50		2.33	2.00	2.53	2.12	2.37	2.33	2.35	2.62	2.21
p stat_(*=Sig @ p<=.05)		.644	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.826	~	~	~
NAPGET4 NQ6	2.23	2.29	2.04	2.35	2.13	2.14	2.25	2.63	2.28	1.50	1.00		1.50	2.14	2.24	2.21	2.24	2.28	2.13	2.27	2.21
p stat_(*=Sig @ p<=.05)		.329	~	~	~	~	~	~	.177	~	~	~	~	~	~	~	~	.412	.213	~	.618
COMPOSITE	2.29	2.33	2.05	2.39	2.13	2.14	2.51	2.60	2.31	1.25	1.25	x	1.92	2.07	2.38	2.16	2.30	2.30	2.24	2.44	2.21
p stat_(*=Sig @ p<=.05)		.788	~	.747	~	~	~	~	.880	~	~	~	~	~	~	~	~	.913	.850	.621	.527

HOW WELL DOCTORS COMMUNICATE

			AGE						RACE						ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NDREXPL4 NQ17	2.66	2.60	2.52	2.66	2.70	2.63	2.74	2.78	2.69		2.50		3.00	2.44	2.69	2.44	2.68	2.76	2.47	2.64	2.68
p stat_(*=Sig @ p<=.05)		.188	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~.006*	.010*	~.503	
NDRLSTN4 NQ18	2.63	2.57	2.57	2.56	2.61	2.71	2.79	2.78	2.64		2.50		3.00	2.44	2.87	2.65	2.65	2.70	2.56	2.70	2.64
p stat_(*=Sig @ p<=.05)		.237	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~.092	.353	~.766	
NDRESPU4 NQ19	2.63	2.65	2.57	2.63	2.52	2.74	2.65	2.78	2.61		2.50		3.00	2.78	2.87	2.53	2.62	2.72	2.44	2.55	2.66
p stat_(*=Sig @ p<=.05)		.653	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~.027*	.020*	~.458	
NDRTMEN4 NQ20	2.52	2.46	2.50	2.45	2.48	2.60	2.67	2.67	2.55		2.50		3.00	2.44	2.75	2.29	2.58	2.63	2.36	2.62	2.53
p stat_(*=Sig @ p<=.05)		.272	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~.008*	.042*	~.677	
COMPOSITE	2.61	2.57	2.54	2.58	2.58	2.67	2.71	2.75	2.62	x	2.50	x	3.00	2.53	2.80	2.48	2.63	2.70	2.46	2.63	2.63
p stat_(*=Sig @ p<=.05)		.869	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~.632	.679	~.914	

CUSTOMER SERVICE

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NPBCLCS4 NQ31	2.01	2.14	1.93	2.00	2.00	2.06	2.00	2.25	2.02				1.00	2.33	2.11	2.18	1.97	1.97	2.16	2.12	1.98
p stat_(*=Sig @ p<=.05)		.179	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ32	2.62	2.59	2.27	2.60	2.73	2.65	2.71	3.00	2.62				3.00	2.67	2.67	2.53	2.67	2.66	2.56	2.68	2.61
p stat_(*=Sig @ p<=.05)		.744	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.31	2.37	2.10	2.30	2.37	2.35	2.36	2.63	2.32	x	x	x	2.00	2.50	2.39	2.35	2.32	2.31	2.36	2.40	2.30
p stat_(*=Sig @ p<=.05)		.847	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

			AGE						RACE						ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NRXWHY NQ10	2.33	2.23	2.40	2.24	2.57	2.33	2.37	2.22	2.35		2.00		2.50	2.00	2.50	2.27	2.34	2.40	2.30	2.38	2.34
p stat_(*=Sig @ p<=.05)		.163	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.322	~	~	~
NRXWYNT NQ11	1.98	1.87	1.93	1.76	2.19	2.17	1.90	1.89	1.94		1.50		2.50	2.00	2.25	1.82	1.99	1.89	2.14	1.92	2.00
p stat_(*=Sig @ p<=.05)		.145	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.169	~	~	~
NRXBST NQ12	2.65	2.44	2.47	2.70	2.80	2.50	2.80	2.78	2.61		2.00		3.00	3.00	3.00	2.82	2.66	2.78	2.53	2.58	2.69
p stat_(*=Sig @ p<=.05)		.006*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.057	~	~	~
COMPOSITE	2.32	2.18	2.27	2.23	2.52	2.33	2.36	2.30	2.30	x	1.83	x	2.67	2.33	2.58	2.30	2.33	2.36	2.32	2.30	2.34
p stat_(*=Sig @ p<=.05)		.605	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.892	~	~	~

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
PRBSEE4 Q25	77%	78%	64%	75%	71%	70%	91%	100%	81%		67%		100%	25%	82%	73%	80%	80%	78%	82%	77%
CARNES4 Q14	77%	82%	81%	75%	59%	85%	88%	89%	77%	100%	75%		50%	75%	83%	71%	78%	83%	69%	83%	75%
AVERAGE	77.2	79.8	72.4	75.0	65.0	77.3	89.4	94.4	79.0	x	75.0	x	x	50.0	82.6	71.8	78.9	81.4	73.5	82.3	76.2

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
CARSN4 Q4	80%	82%	78%	85%	66%	71%	95%	86%	78%	0%	50%		100%	67%	87%	76%	80%	79%	81%	90%	75%
APGET4 Q6	76%	79%	70%	84%	65%	75%	78%	100%	81%	50%	0%		50%	57%	76%	68%	78%	78%	74%	73%	78%
AVERAGE	78.2	80.1	74.1	84.5	65.0	73.2	86.5	92.9	79.4	x	x	x	x	61.9	81.6	72.4	79.3	78.6	77.7	81.6	76.5

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
DREXPL4 Q17	93%	92%	83%	95%	100%	90%	91%	100%	93%		100%		100%	78%	100%	81%	94%	95%	89%	94%	93%
DRLSTN4 Q18	90%	89%	87%	88%	94%	90%	94%	89%	89%		100%		100%	78%	100%	88%	90%	91%	89%	91%	90%
DRESPU4 Q19	88%	91%	83%	88%	85%	94%	88%	89%	87%		75%		100%	89%	100%	82%	88%	90%	82%	83%	89%
DRTMEN4 Q20	87%	86%	86%	83%	91%	90%	91%	100%	89%		75%		100%	78%	100%	76%	90%	91%	84%	87%	90%
AVERAGE	89.4	89.3	84.6	88.3	92.4	91.0	91.2	94.4	89.7	x	87.5	x	x	80.6	100	82.1	90.5	91.7	86.3	88.8	90.5

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
PBCLCS4 Q31	64%	73%	60%	65%	60%	59%	64%	100%	64%				0%	67%	67%	76%	61%	56%	84%	68%	63%
CSRESP Q32	90%	91%	80%	90%	100%	82%	93%	100%	89%				100%	83%	100%	88%	92%	90%	92%	92%	90%
AVERAGE	76.7	82.1	70.0	77.5	80.0	70.6	78.6	100	76.2	x	x	x	x	75.0	83.3	82.4	76.6	72.9	88.0	80.0	76.3

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

			AGE						RACE							ETHNIC— ITY		HEALTH STATUS		GENDER	
	YCCO TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
RXWHY Q10	81%	80%	87%	81%	95%	75%	84%	78%	83%		100%		100%	50%	83%	73%	83%	81%	84%	85%	82%
RXWYNT Q11	68%	61%	60%	52%	76%	79%	70%	78%	67%		50%		100%	75%	75%	55%	69%	61%	80%	69%	68%
FRXBST Q12	82%	72%	73%	85%	90%	75%	90%	89%	81%		50%		100%	100%	100%	91%	83%	89%	77%	79%	85%
AVERAGE	77.1	70.8	73.3	72.8	87.1	76.4	81.4	81.5	76.8	x	x	x	x	75.0	86.1	72.7	78.5	76.9	80.1	77.7	78.1

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q1																				
YES	356	5863	3	63	111	102	77	201	4	1	1	1	20	41	162	176	324	17	277	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	4	155		1		1	2								4		4		4	
VALID CASES	356	5863	3	63	111	102	77	201	4	1	1	1	20	41	162	176	324	17	277	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q3																				
YES	105	1775	1	26	33	23	22	65	1				7	8	42	58	93	8	71	34
	30%	30%	33%~	41%	31%	24%	29%	33%	25%~	~	~	~	35%~	21%~	26%	33%	29%~	47%~	26%*	43%*
NO	242	4117	2	38	75	73	54	134	3	1	1	1	13	31	118	116	227	9	197	45
	70%	70%	67%~	59%	69%	76%	71%	67%	75%~	100%~	100%~	100%~	65%~	79%~	74%	67%	71%~	53%~	74%*	57%*
NOT ANSWERED	13	126			3	7	3	2						2	6	2	8		13	
VALID CASES	347	5892	3	64	108	96	76	199	4	1	1	1	20	39	160	174	320	17	268	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q4																				
NEVER	1	28			1			1								1	1		1	
	1%	2%	~	~	3%~	~	~	2%~	~	~	~	~	~	~	~	2%~	1%~	~	2%~	~
SOMETIMES	11	167	1	3	3	3	1	5					3		7	4	9	2	8	3
	12%	10%	100%~	14%~	9%~	15%~	6%~	9%~	~	~	~	~	50%~	~	18%~	8%~	11%~	29%~	13%~	9%~
USUALLY	11	270			9	2		4					1	1	8	3	10	1	9	2
	12%	16%	~	~	28%~	10%~	~	7%~	~	~	~	~	17%~	13%~	21%~	6%~	12%~	14%~	15%~	6%~
ALWAYS	70	1252		19	19	15	17	46					2	7	24	42	63	4	43	27
	75%	73%	~	86%~	59%~	75%~	94%~	82%~	~	~	~	~	33%~	88%~	62%~	84%~	76%~	57%~	70%~	84%~
#ALWAYS + USUALLY (NET)	81	1522		19	28	17	17	50					3	8	32	45	73	5	52	29
	87%	89%	~	86%~	88%~	85%~	94%~	89%~	~	~	~	~	50%~	100%~	82%~	90%~	88%~	71%~	85%~	91%~
TOP BOX SCORE	70	1252		19	19	15	17	46					2	7	24	42	63	4	43	27
	75%	73%	~	86%~	59%~	75%~	94%~	82%~	~	~	~	~	33%~	88%~	62%~	84%~	76%~	57%~	70%~	84%~
NOT ANSWERED	12	136		4	1	3	4	9	1				1		3	8	10	1	10	2
VALID CASES	93	1718	1	22	32	20	18	56					6	8	39	50	83	7	61	32
NUMBER OF RESPONDENTS	105	1854	1	26	33	23	22	65	1				7	8	42	58	93	8	71	34
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q5																				
YES	214	3764	2	50	71	58	33	127	3		1		12	28	91	117	199	11	152	62
	61%	65%	67%~	82%*	65%	59%	44%*	64%	75%~		~100%~	~	60%~	68%~	56%*	67%*	62%~	65%~	56%*	81%*
NO	134	2063	1	11	39	41	42	71	1	1		1	8	13	72	57	123	6	119	15
	39%	35%	33%~	18%*	35%	41%	56%*	36%	25%~	100%~		~100%~	40%~	32%~	44%*	33%*	38%~	35%~	44%*	19%*
NOT ANSWERED	12	192		3	1	4	4	3							3	2	6		10	2
VALID CASES	348	5826	3	61	110	99	75	198	4	1	1	1	20	41	163	174	322	17	271	77
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q6																				
NEVER	1	57			1			1								1	1		1	
	0.5%	2%*	~	~	1%~	~	~	0.8%~	~	~	~	~	~	~	~	0.9%~	0.5%~	~	0.7%~	~
SOMETIMES	32	442		7	13	9	3	15					4	5	17	13	28	4	26	6
	16%	13%	~	16%~	18%	18%	10%~	13%	~	~	~	~	40%~	19%~	20%	12%	15%~	44%~	19%	11%
USUALLY	41	870	1	8	13	14	5	18	2				2	9	24	16	39		29	12
	21%	25%	50%~	18%~	18%	28%	17%~	15%*	100%~	~	~	~	20%~	33%~	29%*	15%*	21%~	~	21%	21%
ALWAYS	123	2092	1	29	44	27	22	85			1		4	13	43	78	117	5	84	39
	62%	60%	50%~	66%~	62%	54%	73%~	71%*	~	~	100%~	~	40%~	48%~	51%*	72%*	63%~	56%~	60%	68%
#ALWAYS + USUALLY (NET)	164	2961	2	37	57	41	27	103	2		1		6	22	67	94	156	5	113	51
	83%	86%	100%~	84%~	80%	82%	90%~	87%	100%~	~	100%~	~	60%~	81%~	80%	87%	84%~	56%~	81%	89%
TOP BOX SCORE	123	2092	1	29	44	27	22	85			1		4	13	43	78	117	5	84	39
	62%	60%	50%~	66%~	62%	54%	73%~	71%*	~	~	100%~	~	40%~	48%~	51%*	72%*	63%~	56%~	60%	68%
NOT ANSWERED	17	259		6		8	3	8	1				2	1	7	9	14	2	12	5
VALID CASES	197	3460	2	44	71	50	30	119	2		1		10	27	84	108	185	9	140	57
NUMBER OF RESPONDENTS	214	3719	2	50	71	58	33	127	3		1		12	28	91	117	199	11	152	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q7																				
NONE	114	1770	1	12	30	40	31	57	1				6	13	70	42	107	5	102	12
	33%	31%	33%~	19%*	28%	42%*	42%	29%*	25%~	~	~	~	32%~	32%~	44%*	24%*	33%~	31%~	38%*	16%*
1 TIME	100	1587	1	12	39	30	18	61		1			5	13	40	56	97	2	83	17
	29%	28%	33%~	19%*	36%	31%	24%	31%		~100%~	~	~	26%~	32%~	25%	32%	30%~	13%~	31%	22%
2	71	1212		18	21	22	10	43	1			1	5	8	31	38	66	2	51	20
	21%	21%	~	29%	19%	23%	14%	22%	25%~	~	~	100%~	26%~	20%~	19%	22%	21%~	13%~	19%	26%
3	33	601		11	11	3	8	20	1		1		2	4	12	19	27	5	19	14
	10%	10%	~	18%	10%	3%*	11%	10%	25%~	~	100%~	~	11%~	10%~	8%	11%	8%~	31%~	7%*	18%*
4	9	266		4	1		4	8							1	8	9		4	5
	3%	5%*	~	6%	0.9%	~	5%	4%*	~	~	~	~	~	~	0.6%*	5%*	3%~	~	1%	7%
5 TO 9	12	243	1	4	4	1	2	6	1				1	2	5	7	11	1	8	4
	3%	4%	33%~	6%	4%	1%*	3%	3%	25%~	~	~	~	5%~	5%~	3%	4%	3%~	6%~	3%	5%
10 OR MORE TIMES	4	84		1	2		1	3						1		4	3	1		4
	1%	1%	~	2%	2%	~	1%	2%	~	~	~	~	~	2%~	~	2%*	0.9%~	6%~	~	5%*
NOT ANSWERED	17	255		2	3	7	5	3					1		7	2	8	1	14	3
VALID CASES	343	5763	3	62	108	96	74	198	4	1	1	1	19	41	159	174	320	16	267	76
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q8																				
#YES	151	2722	2	38	51	34	26	97	1	1			9	15	57	90	140	8	99	52
	67%	69%	100%~	76%	66%	62%	63%~	69%	33%~	100%~	~	~	75%~	56%~	65%	69%	66%~	80%~	61%*	81%*
NO	74	1206		12	26	21	15	43	2		1	1	3	12	31	40	71	2	62	12
	33%	31%	~	24%	34%	38%	37%~	31%	67%~		~100%~	100%~	25%~	44%~	35%	31%	34%~	20%~	39%*	19%*
NOT ANSWERED	4	97			1	1	2	1					1	1	1	2	2	1	4	
VALID CASES	225	3927	2	50	77	55	41	140	3	1	1	1	12	27	88	130	211	10	161	64
NUMBER OF RESPONDENTS	229	4024	2	50	78	56	43	141	3	1	1	1	13	28	89	132	213	11	165	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q9 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER?

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q9																				
NEVER	2	99			1		1	2								2	2		2	
	0.9%	3%*	~	~	1%	~	2%~	1%~	~	~	~	~	~	~	~	2%	1%~	~	1%	~
SOMETIMES	21	362	1	5	8	3	4	8				1	3	3	12	9	17	4	19	2
	9%	9%	50%~	10%	11%	5%	10%~	6%*	~	~	~	100%~	25%~	11%~	14%	7%	8%~	40%~	12%*	3%*
USUALLY	53	854		10	21	14	8	26	3				4	7	25	25	47	4	40	13
	24%	22%	~	20%	28%	25%	19%~	19%*	100%~	~	~	~	33%~	25%~	29%	19%	22%~	40%~	25%	21%
ALWAYS	149	2627	1	35	46	38	29	102		1	1		5	18	50	94	144	2	101	48
	66%	67%	50%~	70%	61%	69%	69%~	74%*	~	100%~	100%~	~	42%~	64%~	57%*	72%*	69%~	20%~	62%*	76%*
#ALWAYS + USUALLY (NET)	202	3480	1	45	67	52	37	128	3	1	1		9	25	75	119	191	6	141	61
	90%	88%	50%~	90%	88%	95%	88%~	93%	100%~	100%~	100%~	~	75%~	89%~	86%	92%	91%~	60%~	87%*	97%*
TOP BOX SCORE	149	2627	1	35	46	38	29	102		1	1		5	18	50	94	144	2	101	48
	66%	67%	50%~	70%	61%	69%	69%~	74%*	~	100%~	100%~	~	42%~	64%~	57%*	72%*	69%~	20%~	62%*	76%*
NOT ANSWERED	4	83			2	1	1	3					1		2	2	3	1	3	1
VALID CASES	225	3941	2	50	76	55	42	138	3	1	1	1	12	28	87	130	210	10	162	63
NUMBER OF RESPONDENTS	229	4024	2	50	78	56	43	141	3	1	1	1	13	28	89	132	213	11	165	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q10																				
YES	56	1194		7	16	16	17	35					4	6	19	34	51	4	27	29
	25%	30%	~	15%~	21%	30%	40%~	25%	~	~	~	~	31%~	21%~	22%	26%	24%~	40%~	17%*	45%*
NO	169	2727	2	41	62	38	26	104	3	1	1	1	9	22	68	97	160	6	134	35
	75%	70%	100%~	85%~	79%	70%	60%~	75%	100%~	100%~	100%~	100%~	69%~	79%~	78%	74%	76%~	60%~	83%*	55%*
NOT ANSWERED	4	102		2		2		2							2	1	2	1	4	
VALID CASES	225	3922	2	48	78	54	43	139	3	1	1	1	13	28	87	131	211	10	161	64
NUMBER OF RESPONDENTS	229	4024	2	50	78	56	43	141	3	1	1	1	13	28	89	132	213	11	165	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

Q11 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT YOUR CHILD TO TAKE A MEDICINE?

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q11																				
NOT AT ALL	2	40		1		1								1	1	1	2		1	1
	4%	4%	~	14%~	~	6%~	~	~	~	~	~	~	~	17%~	5%~	3%~	4%~	~	4%~	4%~
A LITTLE	10	110		1	3	3	3	3					1	2	8		8	1	10	
	19%	10%	~	14%~	19%~	19%~	20%~	9%~	~	~	~	~	25%~	33%~	42%~	~	16%~	25%~	38%~	~
SOME	12	287		2	2	4	4	8					1	1	4	7	10	2	5	7
	22%	26%	~	29%~	13%~	25%~	27%~	24%~	~	~	~	~	25%~	17%~	21%~	22%~	20%~	50%~	19%~	25%~
#A LOT	30	660		3	11	8	8	22					2	2	6	24	29	1	10	20
	56%	60%	~	43%~	69%~	50%~	53%~	67%~	~	~	~	~	50%~	33%~	32%~	75%~	59%~	25%~	38%~	71%~
NOT ANSWERED	2	40					2	2								2	2		1	1
VALID CASES	54	1098		7	16	16	15	33					4	6	19	32	49	4	26	28
NUMBER OF RESPONDENTS	56	1138		7	16	16	17	35					4	6	19	34	51	4	27	29
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q12																				
NOT AT ALL	5	204			2	2	1	4							3	2	5		3	2
	9%	19%*	~	~	13%~	13%~	7%~	12%~	~	~	~	~	~	~	16%~	6%~	10%~	~	12%~	7%~
A LITTLE	15	171		4	5	2	4	6					2	2	7	5	11	3	12	3
	28%	16%*	~	57%~	31%~	13%~	27%~	18%~	~	~	~	~	50%~	33%~	37%~	16%~	22%~	75%~	46%~	11%~
SOME	17	343		1	4	8	4	13					1	2	4	13	16	1	5	12
	31%	31%	~	14%~	25%~	50%~	27%~	39%~	~	~	~	~	25%~	33%~	21%~	41%~	33%~	25%~	19%~	43%~
#A LOT	17	374		2	5	4	6	10					1	2	5	12	17		6	11
	31%	34%	~	29%~	31%~	25%~	40%~	30%~	~	~	~	~	25%~	33%~	26%~	38%~	35%~	~	23%~	39%~
NOT ANSWERED	2	47					2	2								2	2		1	1
VALID CASES	54	1091		7	16	16	15	33					4	6	19	32	49	4	26	28
NUMBER OF RESPONDENTS	56	1138		7	16	16	17	35					4	6	19	34	51	4	27	29
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q13																				
#YES	45	872		6	11	15	13	26					3	6	17	27	44	1	21	24
	83%	80%	~	86%~	69%~	94%~	87%~	79%~	~	~	~	~	75%~	100%~	89%~	84%~	90%~	25%~	81%~	86%~
NO	9	225		1	5	1	2	7					1		2	5	5	3	5	4
	17%	20%	~	14%~	31%~	6%~	13%~	21%~	~	~	~	~	25%~	~	11%~	16%~	10%~	75%~	19%~	14%~
NOT ANSWERED	2	42					2	2								2	2		1	1
VALID CASES	54	1096		7	16	16	15	33					4	6	19	32	49	4	26	28
NUMBER OF RESPONDENTS	56	1138		7	16	16	17	35					4	6	19	34	51	4	27	29
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q14 WORST HEALTH CARE POSSIBLE		4																		
		0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01		5																		
		0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02		15																		
		0.4%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
03		33																		
		0.8%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
04		53																		
		1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
05	10	141		1	5	2	2	7						1	3	7	10		7	3
	4%	4%	~	2%~	7%	4%	5%~	5%	~	~	~	~	~	4%~	3%	5%	5%~	~	4%	5%
06	11	124	1	2	3	1	4	5					1	3	3	7	8	2	7	4
	5%	3%	50%~	4%~	4%	2%	10%~	4%	~	~	~	~	8%~	11%~	3%	5%	4%~	22%~	4%	6%
07	23	316	1	4	9	9		11	2	1			3	2	8	14	20	2	20	3
	10%	8%	50%~	8%~	12%	16%	~	8%	67%~	100%~	~	~	23%~	7%~	9%	11%	9%~	22%~	12%*	5%*
08	38	886		9	11	9	9	21					1	6	18	20	36	1	28	10
	17%	23%*	~	18%~	14%	16%	21%~	15%	~	~	~	~	8%~	21%~	21%	15%	17%~	11%~	17%	16%
09	38	849		5	16	9	8	26	1				3	3	12	25	35	2	27	11
	17%	22%	~	10%~	21%	16%	19%~	19%	33%~	~	~	~	23%~	11%~	14%	19%	17%~	22%~	17%	18%
BEST HEALTH CARE POSSIBLE	104	1476		28	32	25	19	69			1	1	5	13	43	58	102	2	73	31
	46%	38%*	~	57%~	42%	45%	45%~	50%	~	~	100%~	100%~	38%~	46%~	49%	44%	48%~	22%~	45%	50%
#8-10 (NET)	180	3211		42	59	43	36	116	1		1	1	9	22	73	103	173	5	128	52
	80%	82%	~	86%~	78%	78%	86%~	83%	33%~	~	100%~	100%~	69%~	79%~	84%	79%	82%~	56%~	79%	84%

Continued

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
9-10 (NET)	142	2325		33	48	34	27	95	1		1	1	8	16	55	83	137	4	100	42
	63%	60%	~	67%~	63%	62%	64%~	68%	33%~		~100%~	100%~	62%~	57%~	63%	63%	65%~	44%~	62%	68%
NOT ANSWERED	5	122		1	2	1	1	2							2	1	2	2	3	2
VALID CASES	224	3902	2	49	76	55	42	139	3	1	1	1	13	28	87	131	211	9	162	62
NUMBER OF RESPONDENTS	229	4024	2	50	78	56	43	141	3	1	1	1	13	28	89	132	213	11	165	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.76	8.59	6.50	9.02	8.66	8.76	8.76	8.88	7.67	7.00	10.0	10.0	8.62	8.64	8.86	8.70	8.82	8.00	8.73	8.85
p stat_(*=Sig @ p<=.05)		.099	~	~	.453	1.00	~	.142	~	~	~	~	~	~	.416	.457	~	~	.566	.566

[ASKED IF Q7 >= 1]

Q15 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS, OR TREATMENT YOUR CHILD NEEDED?

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q15																				
NEVER	2	70		1		1		1					1		1	1	1	1	1	1
	0.9%	2%	~	2%~	~	2%	~	0.7%	~	~	~	~	8%~	~	1%	0.8%	0.5%~	10%~	0.6%	2%
SOMETIMES	29	378	1	3	13	8	4	13	1				2	5	15	13	25	2	23	6
	13%	10%	50%~	6%~	17%	15%	10%~	9%	33%~	~	~	~	17%~	18%~	17%	10%	12%~	20%~	14%	9%
USUALLY	51	1179		9	22	11	9	27	2				4	5	21	26	46	3	34	17
	23%	30%*	~	19%~	29%	20%	21%~	19%	67%~	~	~	~	33%~	18%~	24%	20%	22%~	30%~	21%	27%
ALWAYS	142	2256	1	35	42	35	29	98		1	1	1	5	18	49	91	138	4	102	40
	63%	58%	50%~	73%~	55%	64%	69%~	71%*	~	100%~	100%~	100%~	42%~	64%~	57%	69%*	66%~	40%~	64%	63%
#ALWAYS + USUALLY (NET)	193	3435	1	44	64	46	38	125	2	1	1	1	9	23	70	117	184	7	136	57
	86%	88%	50%~	92%~	83%	84%	90%~	90%*	67%~	100%~	100%~	100%~	75%~	82%~	81%	89%	88%~	70%~	85%	89%
TOP BOX SCORE	142	2256	1	35	42	35	29	98		1	1	1	5	18	49	91	138	4	102	40
	63%	58%	50%~	73%~	55%	64%	69%~	71%*	~	100%~	100%~	100%~	42%~	64%~	57%	69%*	66%~	40%~	64%	63%
NOT ANSWERED	5	141		2	1	1	1	2					1		3	1	3	1	5	
VALID CASES	224	3883	2	48	77	55	42	139	3	1	1	1	12	28	86	131	210	10	160	64
NUMBER OF RESPONDENTS	229	4024	2	50	78	56	43	141	3	1	1	1	13	28	89	132	213	11	165	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q16																				
YES	243	4005	1	14	89	81	58	137	4		1	1	16	34	107	129	229	10	179	64
	70%	69%	33%~	23%*	82%*	83%*	76%	68%	100%~		~100%~	~100%~	80%~	83%~	66%	73%	71%~	59%~	67%*	81%*
NO	105	1827	2	48	20	17	18	64		1			4	7	55	47	95	7	90	15
	30%	31%	67%~	77%*	18%*	17%*	24%	32%		~100%~	~	~	20%~	17%~	34%	27%	29%~	41%~	33%*	19%*
NOT ANSWERED	12	187		2	2	5	3								4		4		12	
VALID CASES	348	5831	3	62	109	98	76	201	4	1	1	1	20	41	162	176	324	17	269	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q17																				
YES	17	460		1	10	3	3	10						3	5	11	17		10	7
	7%	12%*	~	7%~	11%	4%	6%~	8%	~	~	~	~	~	9%~	5%	9%	8%~	~	6%	11%
NO	210	3425	1	13	77	73	46	122	3		1	1	14	29	92	112	199	7	156	54
	93%	88%*	100%~	93%~	89%	96%	94%~	92%	100%~		~100%~	100%~	100%~	91%~	95%	91%	92%~	100%~	94%	89%
NOT ANSWERED	16	235			2	5	9	5	1				2	2	10	6	13	3	13	3
VALID CASES	227	3885	1	14	87	76	49	132	3		1	1	14	32	97	123	216	7	166	61
NUMBER OF RESPONDENTS	243	4120	1	14	89	81	58	137	4		1	1	16	34	107	129	229	10	179	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q18																				
#YES	17	368		1	10	3	3	10						3	5	11	17		10	7
	100%	88%~	~	100%~	100%~	100%~	100%~	100%~	~	~	~	~	~	100%~	100%~	100%~	100%~	~	100%~	100%~
NO		51																		
		12%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		1																		
VALID CASES	17	419		1	10	3	3	10						3	5	11	17		10	7
NUMBER OF RESPONDENTS	17	420		1	10	3	3	10						3	5	11	17		10	7
	100%	100%		100%	100%	100%	100%	100%						100%	100%	100%	100%		100%	100%

[ASKED IF Q16 = YES AND Q17 = YES]

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q19																				
YES	10	202		3	4	3		5			1				5	5	7	3	4	6
	3%	3%	~	5%	4%	3%	~	3%	~		~100%~	~	~	~	3%	3%	2%~	18%~	1%*	8%*
NO	336	5625	3	58	106	94	75	195	4	1		1	20	41	157	170	316	14	263	73
	97%	97%	100%~	95%	96%	97%	100%~	98%	100%~	100%~		~100%~	100%~	100%~	97%	97%	98%~	82%~	99%*	92%*
NOT ANSWERED	14	191		3	1	6	4	1							4	1	5		14	
VALID CASES	346	5827	3	61	110	97	75	200	4	1	1	1	20	41	162	175	323	17	267	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q20																				
NEVER	2	22			1	1		2								2	2		1	1
	20%	11%~	~	~	25%~	33%~	~	40%~	~	~	~	~	~	~	~	40%~	29%~	~	25%~	17%~
SOMETIMES		27																		
		13%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY	4	51		1	2	1		2							2	2	2	2		4
	40%	24%~	~	33%~	50%~	33%~	~	40%~	~	~	~	~	~	~	40%~	40%~	29%~	67%~	~	67%~
ALWAYS	4	109		2	1	1		1			1				3	1	3	1	3	1
	40%	52%~	~	67%~	25%~	33%~	~	20%~	~	~	100%~	~	~	~	60%~	20%~	43%~	33%~	75%~	17%~
#ALWAYS + USUALLY (NET)	8	160		3	3	2		3			1				5	3	5	3	3	5
	80%	76%~	~	100%~	75%~	67%~	~	60%~	~	~	100%~	~	~	~	100%~	60%~	71%~	100%~	75%~	83%~
TOP BOX SCORE	4	109		2	1	1		1			1				3	1	3	1	3	1
	40%	52%~	~	67%~	25%~	33%~	~	20%~	~	~	100%~	~	~	~	60%~	20%~	43%~	33%~	75%~	17%~
NOT ANSWERED		12																		
VALID CASES	10	210		3	4	3		5			1				5	5	7	3	4	6
NUMBER OF RESPONDENTS	10	222		3	4	3		5			1				5	5	7	3	4	6
	100%	100%		100%	100%	100%		100%			100%				100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q21																				
#YES	8	178		3	2	3		3			1				5	3	6	2	3	5
	80%	86%~		~100%~	50%~	100%~	~	60%~	~		~100%~	~	~		~100%~	60%~	86%~	67%~	75%~	83%~
NO	2	30			2			2								2	1	1	1	1
	20%	14%~	~	~	50%~	~	~	40%~	~	~	~	~	~	~	~	40%~	14%~	33%~	25%~	17%~
NOT ANSWERED		14																		
VALID CASES	10	208		3	4	3		5			1				5	5	7	3	4	6
NUMBER OF RESPONDENTS	10	222		3	4	3		5			1				5	5	7	3	4	6
	100%	100%		100%	100%	100%		100%			100%				100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q22																				
YES	21	474		3	11	2	5	16	1					1	4	17	17	4	3	18
	6%	8%	~	5%	10%	2%*	7%	8%	25%~	~	~	~	~	2%~	2%*	10%*	5%~	25%~	1%*	23%*
NO	324	5319	3	57	99	95	70	182	3	1	1	1	20	40	158	157	306	12	263	61
	94%	92%	100%~	95%	90%	98%*	93%	92%	75%~	100%~	100%~	100%~	100%~	98%~	98%*	90%*	95%~	75%~	99%*	77%*
NOT ANSWERED	15	225		4	1	6	4	3							4	2	5	1	15	
VALID CASES	345	5793	3	60	110	97	75	198	4	1	1	1	20	41	162	174	323	16	266	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q23																				
NEVER	2	60			1		1	1	1							2	2			2
	10%	14%~	~	~	9%~	~	20%~	7%~	100%~	~	~	~	~	~	~	13%~	12%~	~	~	11%~
SOMETIMES	7	71		1	3	1	2	5						1	1	6	5	2		7
	35%	17%~	~	33%~	27%~	100%~	40%~	33%~	~	~	~	~	~	100%~	25%~	38%~	29%~	67%~	~	39%~
USUALLY	2	110		1	1			1							1	1	2			2
	10%	26%~	~	33%~	9%~	~	~	7%~	~	~	~	~	~	~	25%~	6%~	12%~	~	~	11%~
ALWAYS	9	179		1	6		2	8							2	7	8	1	2	7
	45%	43%~	~	33%~	55%~	~	40%~	53%~	~	~	~	~	~	~	50%~	44%~	47%~	33%~	100%~	39%~
#ALWAYS + USUALLY (NET)	11	289		2	7		2	9							3	8	10	1	2	9
	55%	69%~	~	67%~	64%~	~	40%~	60%~	~	~	~	~	~	~	75%~	50%~	59%~	33%~	100%~	50%~
TOP BOX SCORE	9	179		1	6		2	8							2	7	8	1	2	7
	45%	43%~	~	33%~	55%~	~	40%~	53%~	~	~	~	~	~	~	50%~	44%~	47%~	33%~	100%~	39%~
NOT ANSWERED	1	24				1		1								1		1	1	
VALID CASES	20	420		3	11	1	5	15	1					1	4	16	17	3	2	18
NUMBER OF RESPONDENTS	21	444		3	11	2	5	16	1					1	4	17	17	4	3	18
	100%	100%		100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q24																				
#YES	16	291		3	8	1	4	11	1					1	3	13	14	2	1	15
	80%	69%~		~100%~	73%~	100%~	80%~	73%~	100%~	~	~	~		~100%~	75%~	81%~	82%~	67%~	50%~	83%~
NO	4	132			3		1	4							1	3	3	1	1	3
	20%	31%~	~	~	27%~	~	20%~	27%~	~	~	~	~	~	~	25%~	19%~	18%~	33%~	50%~	17%~
NOT ANSWERED	1	21				1		1								1		1	1	
VALID CASES	20	423		3	11	1	5	15	1					1	4	16	17	3	2	18
NUMBER OF RESPONDENTS	21	444		3	11	2	5	16	1					1	4	17	17	4	3	18
	100%	100%		100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q25																				
YES	44	682		1	16	13	14	26	1				3	7	13	31	40	4	11	33
	13%	12%	~	2%*	15%	13%	19%	13%	25%~	~	~	~	15%~	17%~	8%*	18%*	12%~	24%~	4%*	42%*
NO	302	5109	3	60	94	84	61	173	3	1	1	1	17	34	150	143	283	13	256	46
	87%	88%	100%~	98%*	85%	87%	81%	87%	75%~	100%~	100%~	100%~	85%~	83%~	92%*	82%*	88%~	76%~	96%*	58%*
NOT ANSWERED	14	227		3	1	6	4	2							3	2	5		14	
VALID CASES	346	5791	3	61	110	97	75	199	4	1	1	1	20	41	163	174	323	17	267	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q26 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD?

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q26																				
NEVER	5	90			4		1	3	1					1		5	5		2	3
	12%	14%~	~	~	27%~	~	7%~	13%~	100%~	~	~	~	~	17%~	~	18%~	13%~	~	20%~	10%~
SOMETIMES	9	121			2	5	2	6					1		4	5	8	1	1	8
	22%	19%~	~	~	13%~	45%~	14%~	25%~	~	~	~	~	33%~	~	31%~	18%~	21%~	33%~	10%~	26%~
USUALLY	8	156			4	1	3	4					1	2	2	6	6	2	4	4
	20%	24%~	~	~	27%~	9%~	21%~	17%~	~	~	~	~	33%~	33%~	15%~	21%~	16%~	67%~	40%~	13%~
ALWAYS	19	284		1	5	5	8	11					1	3	7	12	19		3	16
	46%	44%~	~	100%~	33%~	45%~	57%~	46%~	~	~	~	~	33%~	50%~	54%~	43%~	50%~	~	30%~	52%~
#ALWAYS + USUALLY (NET)	27	440		1	9	6	11	15					2	5	9	18	25	2	7	20
	66%	68%~	~	100%~	60%~	55%~	79%~	63%~	~	~	~	~	67%~	83%~	69%~	64%~	66%~	67%~	70%~	65%~
TOP BOX SCORE	19	284		1	5	5	8	11					1	3	7	12	19		3	16
	46%	44%~	~	100%~	33%~	45%~	57%~	46%~	~	~	~	~	33%~	50%~	54%~	43%~	50%~	~	30%~	52%~
NOT ANSWERED	3	25			1	2		2						1		3	2	1	1	2
VALID CASES	41	651		1	15	11	14	24	1				3	6	13	28	38	3	10	31
NUMBER OF RESPONDENTS	44	676		1	16	13	14	26	1				3	7	13	31	40	4	11	33
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q27																				
#YES	24	347		1	8	6	9	18					2	1	5	19	22	2	3	21
	56%	53%~		~100%~	50%~	50%~	64%~	72%~	~	~	~	~	67%~	14%~	38%~	63%~	55%~	67%~	30%~	64%~
NO	19	304			8	6	5	7	1				1	6	8	11	18	1	7	12
	44%	47%~	~	~	50%~	50%~	36%~	28%~	100%~	~	~	~	33%~	86%~	62%~	37%~	45%~	33%~	70%~	36%~
NOT ANSWERED	1	25				1		1								1		1	1	
VALID CASES	43	651		1	16	12	14	25	1				3	7	13	30	40	3	10	33
NUMBER OF RESPONDENTS	44	676		1	16	13	14	26	1				3	7	13	31	40	4	11	33
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q28																				
YES	54	1072		9	18	11	16	40	1			1	1	3	12	39	47	5	25	29
	16%	19%	~	15%	16%	11%	21%	20%*	25%~	~	~	100%~	5%~	7%~	7%*	22%*	15%~	29%~	9%*	37%*
NO	291	4688	3	51	92	86	59	159	3	1	1		19	38	150	135	275	12	242	49
	84%	81%	100%~	85%	84%	89%	79%	80%*	75%~	100%~	100%~	~	95%~	93%~	93%*	78%*	85%~	71%~	91%*	63%*
NOT ANSWERED	15	257		4	1	6	4	2							4	2	6		14	1
VALID CASES	345	5761	3	60	110	97	75	199	4	1	1	1	20	41	162	174	322	17	267	78
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q29																				
#YES	27	609		6	10	3	8	20	1					2	6	20	23	4	10	17
	55%	56%~	~	75%~	59%~	30%~	57%~	54%~	100%~	~	~	~	~	100%~	55%~	57%~	53%~	100%~	48%~	61%~
NO	22	471		2	7	7	6	17				1	1		5	15	20		11	11
	45%	44%~	~	25%~	41%~	70%~	43%~	46%~	~	~	~	100%~	100%~	~	45%~	43%~	47%~	~	52%~	39%~
NOT ANSWERED	5	35		1	1	1	2	3						1	1	4	4	1	4	1
VALID CASES	49	1080		8	17	10	14	37	1			1	1	2	11	35	43	4	21	28
NUMBER OF RESPONDENTS	54	1115		9	18	11	16	40	1			1	1	3	12	39	47	5	25	29
	100%	100%		100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q30																				
YES	303	4998	3	56	102	87	55	178	4	1	1	1	13	37	133	162	283	14	233	70
	88%	86%	100%~	92%	93%*	90%	73%*	89%	100%~	100%~	100%~	100%~	65%~	90%~	82%*	92%*	88%~	82%~	87%	90%
NO	43	790		5	8	10	20	22					7	4	29	14	40	3	35	8
	12%	14%	~	8%	7%*	10%	27%*	11%	~	~	~	~	35%~	10%~	18%*	8%*	12%~	18%~	13%	10%
NOT ANSWERED	14	230		3	1	6	4	1							4		5		13	1
VALID CASES	346	5788	3	61	110	97	75	200	4	1	1	1	20	41	162	176	323	17	268	78
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q31																				
NONE	78	1324	1	8	21	32	16	45	1				2	9	41	35	74	2	70	8
	27%	27%	33%~	14%*	21%	40%*	32%	26%	25%~	~	~	~	17%~	26%~	33%*	22%	27%~	15%~	32%*	12%*
1 TIME	97	1651	1	17	43	24	12	54	1	1		1	5	15	44	52	93	3	81	16
	34%	34%	33%~	30%	43%*	30%	24%	31%	25%~	100%~		~100%~	42%~	43%~	35%	33%	34%~	23%~	37%*	23%*
2	69	1029		14	24	19	12	45	1		1		3	6	26	40	63	5	45	24
	24%	21%	~	25%	24%	24%	24%	26%	25%~		~100%~	~	25%~	17%~	21%	26%	23%~	38%~	21%*	35%*
3	21	462		9	5	2	5	14					1	2	6	13	20		13	8
	7%	9%	~	16%*	5%	3%*	10%	8%	~	~	~	~	8%~	6%~	5%	8%	7%~	~	6%	12%
4	16	201	1	6	5	1	3	12	1				1		5	11	13	3	6	10
	6%	4%	33%~	11%	5%	1%*	6%	7%	25%~	~	~	~	8%~	~	4%	7%	5%~	23%~	3%*	14%*
5 TO 9	6	173		2	1	2	1	2						3	2	4	6		4	2
	2%	4%	~	4%	1%	3%	2%	1%	~	~	~	~	~	9%~	2%	3%	2%~	~	2%	3%
10 OR MORE TIMES	1	32					1	1								1	1			1
	0.3%	0.6%	~	~	~	~	2%	0.6%	~	~	~	~	~	~	~	0.6%~	0.4%~	~	~	1%
NOT ANSWERED	15	181			3	7	5	5					1	2	9	6	13	1	14	1
VALID CASES	288	4872	3	56	99	80	50	173	4	1	1	1	12	35	124	156	270	13	219	69
NUMBER OF RESPONDENTS	303	5053	3	56	102	87	55	178	4	1	1	1	13	37	133	162	283	14	233	70
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q31A																				
ALWAYS	5	68		3	1	1		3							4	1	4	1	5	
	2%	2%	~	6%~	1%	2%~	~	2%	~	~	~	~	~	~	5%	0.8%	2%~	9%~	3%*	~
USUALLY	4	51			2	1	1	2							4		3	1	3	1
	2%	1%	~	~	3%	2%~	3%~	2%	~	~	~	~	~	~	5%*	~	2%~	9%~	2%	2%
SOMETIMES	18	288	1	2	8	5	2	4	1				3	1	16	1	16	2	17	1
	9%	8%	50%~	4%~	10%	11%~	6%~	3%*	33%~	~	~	~	33%~	4%~	20%*	0.8%*	8%~	18%~	12%*	2%*
NEVER	180	3102	1	43	67	40	29	119	2	1	1	1	6	25	56	119	170	7	121	59
	87%	88%	50%~	90%~	86%	85%~	91%~	93%*	67%~	100%~	100%~	100%~	67%~	96%~	70%*	98%*	88%~	64%~	83%*	97%*
#NEVER + SOMETIMES	198	3390	2	45	75	45	31	123	3	1	1	1	9	26	72	120	186	9	138	60
(NET)	96%	97%	100%~	94%~	96%	96%~	97%~	96%	100%~	100%~	100%~	100%~	100%~	100%~	90%*	99%*	96%~	82%~	95%	98%
TOP BOX SCORE	180	3102	1	43	67	40	29	119	2	1	1	1	6	25	56	119	170	7	121	59
	87%	88%	50%~	90%~	86%	85%~	91%~	93%*	67%~	100%~	100%~	100%~	67%~	96%~	70%*	98%*	88%~	64%~	83%*	97%*
NOT ANSWERED	3	31				1	2						1		3		3		3	
VALID CASES	207	3509	2	48	78	47	32	128	3	1	1	1	9	26	80	121	193	11	146	61
NUMBER OF RESPONDENTS	210	3540	2	48	78	48	34	128	3	1	1	1	10	26	83	121	196	11	149	61
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q32																				
NEVER	4	74			2		2	2					1		2	2	4		2	2
	2%	2%	~	~	3%	~	6%~	2%	~	~	~	~	10%~	~	2%	2%	2%~	~	1%	3%
SOMETIMES	8	183	1	2	2	3		2	1				2	1	7	1	5	3	7	1
	4%	5%	50%~	4%~	3%	6%~	~	2%	33%~	~	~	~	20%~	4%~	8%*	0.8%*	3%~	27%~	5%	2%
USUALLY	33	573		2	18	6	7	18	1				2	1	19	14	31	2	23	10
	16%	16%	~	4%~	23%*	13%~	21%~	14%	33%~	~	~	~	20%~	4%~	23%*	12%	16%~	18%~	16%	16%
ALWAYS	164	2676	1	44	56	38	25	106	1	1	1	1	5	24	55	104	156	6	116	48
	78%	76%	50%~	92%~	72%	81%~	74%~	83%	33%~	100%~	100%~	100%~	50%~	92%~	66%*	86%*	80%~	55%~	78%	79%
#ALWAYS + USUALLY (NET)	197	3249	1	46	74	44	32	124	2	1	1	1	7	25	74	118	187	8	139	58
	94%	93%	50%~	96%~	95%	94%~	94%~	97%	67%~	100%~	100%~	100%~	70%~	96%~	89%*	98%*	95%~	73%~	94%	95%
TOP BOX SCORE	164	2676	1	44	56	38	25	106	1	1	1	1	5	24	55	104	156	6	116	48
	78%	76%	50%~	92%~	72%	81%~	74%~	83%	33%~	100%~	100%~	100%~	50%~	92%~	66%*	86%*	80%~	55%~	78%	79%
NOT ANSWERED	1	33				1													1	
VALID CASES	209	3507	2	48	78	47	34	128	3	1	1	1	10	26	83	121	196	11	148	61
NUMBER OF RESPONDENTS	210	3540	2	48	78	48	34	128	3	1	1	1	10	26	83	121	196	11	149	61
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q33																				
NEVER	2	29			1		1						1		2		2		2	
	1%	0.8%	~	~	1%	~	3%~	~	~	~	~	~	10%~	~	2%	~	1%~	~	1%~	~
SOMETIMES	8	199	1	1	3	3		3	1				2		5	3	6	2	7	1
	4%	6%	50%~	2%~	4%	6%~	~	2%	33%~	~	~	~	20%~	~	6%	2%	3%~	18%~	5%	2%
USUALLY	28	611		3	15	4	6	16	1				1	3	11	15	26	1	18	10
	13%	17%	~	6%~	19%	8%~	18%~	12%	33%~	~	~	~	10%~	12%~	13%	12%	13%~	9%~	12%	16%
ALWAYS	172	2666	1	44	59	41	27	109	1	1	1	1	6	23	65	103	162	8	122	50
	82%	76%*	50%~	92%~	76%	85%~	79%~	85%	33%~	100%~	100%~	100%~	60%~	88%~	78%	85%	83%~	73%~	82%	82%
#ALWAYS + USUALLY (NET)	200	3277	1	47	74	45	33	125	2	1	1	1	7	26	76	118	188	9	140	60
	95%	93%	50%~	98%~	95%	94%~	97%~	98%	67%~	100%~	100%~	100%~	70%~	100%~	92%	98%	96%~	82%~	94%	98%
TOP BOX SCORE	172	2666	1	44	59	41	27	109	1	1	1	1	6	23	65	103	162	8	122	50
	82%	76%*	50%~	92%~	76%	85%~	79%~	85%	33%~	100%~	100%~	100%~	60%~	88%~	78%	85%	83%~	73%~	82%	82%
NOT ANSWERED		34																		
VALID CASES	210	3506	2	48	78	48	34	128	3	1	1	1	10	26	83	121	196	11	149	61
NUMBER OF RESPONDENTS	210	3540	2	48	78	48	34	128	3	1	1	1	10	26	83	121	196	11	149	61
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Q34 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY?

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q34																				
NEVER	1	22					1						1		1		1		1	
	0.5%	0.6%	~	~	~	~	3%~	~	~	~	~	~	10%~	~	1%		~0.5%~		~0.7%~	~
SOMETIMES	8	152		2	2	4		4					1	1	3	4	6	1	7	1
	4%	4%	~	4%~	3%	8%~	~	3%	~	~	~	~	10%~	4%~	4%	3%	3%~	9%~	5%	2%
USUALLY	27	469	1	2	14	4	6	15	1				1	2	13	13	23	4	21	6
	13%	13%	50%~	4%~	18%	8%~	18%~	12%	33%~	~	~	~	10%~	8%~	16%	11%	12%~	36%~	14%	10%
ALWAYS	174	2859	1	44	62	40	27	109	2	1	1	1	7	23	66	104	166	6	120	54
	83%	82%	50%~	92%~	79%	83%~	79%~	85%	67%~	100%~	100%~	100%~	70%~	88%~	80%	86%	85%~	55%~	81%	89%
#ALWAYS + USUALLY (NET)	201	3328	2	46	76	44	33	124	3	1	1	1	8	25	79	117	189	10	141	60
	96%	95%	100%~	96%~	97%	92%~	97%~	97%	100%~	100%~	100%~	100%~	80%~	96%~	95%	97%	96%~	91%~	95%	98%
TOP BOX SCORE	174	2859	1	44	62	40	27	109	2	1	1	1	7	23	66	104	166	6	120	54
	83%	82%	50%~	92%~	79%	83%~	79%~	85%	67%~	100%~	100%~	100%~	70%~	88%~	80%	86%	85%~	55%~	81%	89%
NOT ANSWERED		38																		
VALID CASES	210	3502	2	48	78	48	34	128	3	1	1	1	10	26	83	121	196	11	149	61
NUMBER OF RESPONDENTS	210	3540	2	48	78	48	34	128	3	1	1	1	10	26	83	121	196	11	149	61
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q35																				
YES	135	2353		7	51	43	34	84	2		1		4	19	52	80	128	6	93	42
	65%	68%	~	15%~	67%	90%~	100%~	66%	67%~		~100%~		~ 40%~	73%~	63%	67%	66%~	55%~	63%	70%
NO	73	1128	2	41	25	5		44	1	1			6	7	30	40	66	5	55	18
	35%	32%	100%~	85%~	33%	10%~	~	34%	33%~	100%~	~		~ 60%~	27%~	37%	33%	34%~	45%~	37%	30%
NOT ANSWERED	2	60			2							1			1	1	2		1	1
VALID CASES	208	3480	2	48	76	48	34	128	3	1	1		10	26	82	120	194	11	148	60
NUMBER OF RESPONDENTS	210	3540	2	48	78	48	34	128	3	1	1	1	10	26	83	121	196	11	149	61
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q35A																				
ALWAYS		43																		
		2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY		47																		
		2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	10	152		1	4	3	2	7						1	8	2	9	1	8	2
	8%	7%	~	14%~	8%	7%~	6%~	8%~	~	~	~	~	~	5%~	16%*	3%*	7%~	20%~	9%~	5%~
NEVER	122	2045		6	47	40	29	76	2		1		4	18	42	77	117	4	83	39
	92%	89%	~	86%~	92%	93%~	94%~	92%~	100%~		~100%~		~100%~	95%~	84%*	97%*	93%~	80%~	91%~	95%~
#NEVER + SOMETIMES	132	2197		7	51	43	31	83	2		1		4	19	50	79	126	5	91	41
(NET)	100%	96%~	~	100%~	100%~	100%~	100%~	100%~	100%~		~100%~		~100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~
TOP BOX SCORE	122	2045		6	47	40	29	76	2		1		4	18	42	77	117	4	83	39
	92%	89%	~	86%~	92%	93%~	94%~	92%~	100%~		~100%~		~100%~	95%~	84%*	97%*	93%~	80%~	91%~	95%~
NOT ANSWERED	3	49					3	1							2	1	2	1	2	1
VALID CASES	132	2287		7	51	43	31	83	2		1		4	19	50	79	126	5	91	41
NUMBER OF RESPONDENTS	135	2336		7	51	43	34	84	2		1		4	19	52	80	128	6	93	42
	100%	100%		100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q36																				
NEVER	5	72		1	2	1	1	2					1	1	3	2	5		4	1
	4%	3%	~	14%~	4%	2%~	3%~	2%~	~	~	~	~	25%~	5%~	6%	3%	4%~	~	4%~	2%~
SOMETIMES	4	148			2	2		3						1	2	2	4		4	
	3%	6%*	~	~	4%	5%~	~	4%~	~	~	~	~	~	5%~	4%	3%	3%~	~	4%~	~
USUALLY	27	454			16	6	5	15	2					2	9	16	24	2	17	10
	20%	20%	~	~	31%*	14%~	16%~	18%~	100%~	~	~	~	~	11%~	18%	20%	19%~	40%~	19%~	24%~
ALWAYS	96	1606		6	31	34	25	63			1		3	15	36	59	93	3	66	30
	73%	70%	~	86%~	61%*	79%~	81%~	76%~	~	~	100%~	~	75%~	79%~	72%	75%	74%~	60%~	73%~	73%~
#ALWAYS + USUALLY (NET)	123	2060		6	47	40	30	78	2		1		3	17	45	75	117	5	83	40
	93%	90%	~	86%~	92%	93%~	97%~	94%~	100%~	~	100%~	~	75%~	89%~	90%	95%	93%~	100%~	91%~	98%~
TOP BOX SCORE	96	1606		6	31	34	25	63			1		3	15	36	59	93	3	66	30
	73%	70%	~	86%~	61%*	79%~	81%~	76%~	~	~	100%~	~	75%~	79%~	72%	75%	74%~	60%~	73%~	73%~
NOT ANSWERED	3	56					3	1							2	1	2	1	2	1
VALID CASES	132	2280		7	51	43	31	83	2		1		4	19	50	79	126	5	91	41
NUMBER OF RESPONDENTS	135	2336		7	51	43	34	84	2		1		4	19	52	80	128	6	93	42
	100%	100%		100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q37																				
NEVER	6	98	1		2	2	1	1		1			2	1	4	2	6		6	
	3%	3%	50%~	~	3%	4%~	3%~	0.8%	~	100%~	~	~	20%~	4%~	5%	2%	3%~	~	4%~	~
SOMETIMES	17	385	1	3	9	3	1	6	1				2	1	12	4	13	3	13	4
	8%	11%	50%~	6%~	12%	6%~	3%~	5%*	33%~	~	~	~	20%~	4%~	15%*	3%*	7%~	27%~	9%	7%
USUALLY	51	856		7	22	15	7	26	2				2	4	27	23	47	3	40	11
	24%	25%	~	15%~	28%	31%~	21%~	20%	67%~	~	~	~	20%~	16%~	33%*	19%*	24%~	27%~	27%	18%
ALWAYS	135	2135		38	45	28	24	95			1	1	4	19	39	92	129	5	89	46
	65%	61%	~	79%~	58%	58%~	73%~	74%*	~	~	100%~	100%~	40%~	76%~	48%*	76%*	66%~	45%~	60%*	75%*
#ALWAYS + USUALLY (NET)	186	2991		45	67	43	31	121	2		1	1	6	23	66	115	176	8	129	57
	89%	86%	~	94%~	86%	90%~	94%~	95%*	67%~	~	100%~	100%~	60%~	92%~	80%*	95%*	90%~	73%~	87%	93%
TOP BOX SCORE	135	2135		38	45	28	24	95			1	1	4	19	39	92	129	5	89	46
	65%	61%	~	79%~	58%	58%~	73%~	74%*	~	~	100%~	100%~	40%~	76%~	48%*	76%*	66%~	45%~	60%*	75%*
NOT ANSWERED	1	67					1							1	1		1		1	
VALID CASES	209	3473	2	48	78	48	33	128	3	1	1	1	10	25	82	121	195	11	148	61
NUMBER OF RESPONDENTS	210	3540	2	48	78	48	34	128	3	1	1	1	10	26	83	121	196	11	149	61
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q38																				
#YES	181	2956	2	43	67	42	27	112	3	1	1	1	8	21	71	104	170	8	127	54
	87%	85%	100%~	90%~	87%	88%~	79%~	88%	100%~	100%~	100%~	100%~	80%~	81%~	87%	86%	87%~	73%~	85%	90%
NO	28	518		5	10	6	7	16					2	5	11	17	25	3	22	6
	13%	15%	~	10%~	13%	13%~	21%~	12%	~	~	~	~	20%~	19%~	13%	14%	13%~	27%~	15%	10%
NOT ANSWERED	1	66			1										1		1			1
VALID CASES	209	3474	2	48	77	48	34	128	3	1	1	1	10	26	82	121	195	11	149	60
NUMBER OF RESPONDENTS	210	3540	2	48	78	48	34	128	3	1	1	1	10	26	83	121	196	11	149	61
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q39																				
YES	65	1340	1	15	23	13	13	38	1			1	4	6	30	33	60	4	37	28
	31%	39%*	50%~	31%~	30%	28%~	38%~	30%	33%~	~		~100%~	40%~	23%~	37%	27%	31%~	36%~	25%*	47%*
NO	143	2127	1	33	54	34	21	90	2	1	1		6	20	51	88	134	7	111	32
	69%	61%*	50%~	69%~	70%	72%~	62%~	70%	67%~	100%~	100%~	~	60%~	77%~	63%	73%	69%~	64%~	75%*	53%*
NOT ANSWERED	2	73			1	1									2		2		1	1
VALID CASES	208	3467	2	48	77	47	34	128	3	1	1	1	10	26	81	121	194	11	148	60
NUMBER OF RESPONDENTS	210	3540	2	48	78	48	34	128	3	1	1	1	10	26	83	121	196	11	149	61
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q40																				
NEVER	4	102		1	2		1	3						1	2	2	4		1	3
	6%	8%	~	7%~	9%~	~	8%~	8%~	~	~	~	~	~	17%~	7%~	6%~	7%~	~	3%~	12%~
SOMETIMES	14	189	1		6	4	3	5					2	1	9	4	11	2	9	5
	23%	15%	100%~	~	27%~	31%~	25%~	14%~	~	~	~	~	50%~	17%~	31%~	13%~	19%~	50%~	25%~	19%~
USUALLY	15	353		5	4	5	1	12						1	5	9	14	1	9	6
	24%	28%	~	36%~	18%~	38%~	8%~	33%~	~	~	~	~	~	17%~	17%~	29%~	25%~	25%~	25%~	23%~
ALWAYS	29	630		8	10	4	7	16	1			1	2	3	13	16	28	1	17	12
	47%	49%	~	57%~	45%~	31%~	58%~	44%~	100%~	~	~	100%~	50%~	50%~	45%~	52%~	49%~	25%~	47%~	46%~
#ALWAYS + USUALLY (NET)	44	983		13	14	9	8	28	1			1	2	4	18	25	42	2	26	18
	71%	77%	~	93%~	64%~	69%~	67%~	78%~	100%~	~	~	100%~	50%~	67%~	62%~	81%~	74%~	50%~	72%~	69%~
TOP BOX SCORE	29	630		8	10	4	7	16	1			1	2	3	13	16	28	1	17	12
	47%	49%	~	57%~	45%~	31%~	58%~	44%~	100%~	~	~	100%~	50%~	50%~	45%~	52%~	49%~	25%~	47%~	46%~
NOT ANSWERED	3	48		1	1		1	2							1	2	3		1	2
VALID CASES	62	1274	1	14	22	13	12	36	1			1	4	6	29	31	57	4	36	26
NUMBER OF RESPONDENTS	65	1322	1	15	23	13	13	38	1			1	4	6	30	33	60	4	37	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q41																				
WORST PERSONAL DOCTOR	1	7					1								1		1			1
POSSIBLE	0.3%	0.1%	~	~	~	~	2%~	~	~	~	~	~	~	~	0.8%	~	0.4%~	~	~	1%
01		17																		
		0.4%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02		17																		
		0.3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
03		21																		
		0.4%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
04	1	41				1		1								1	1		1	
	0.3%	0.9%	~	~	~	1%	~	0.6%	~	~	~	~	~	~	~	0.6%	0.4%~	~	0.5%	~
05	7	139	1	1	2	3		5		1					1	6	7		6	1
	2%	3%	33%~	2%	2%	4%	~	3%	~	100%~	~	~	~	~	0.8%	4%	3%~	~	3%	1%
06	11	111	1	2	2	2	4	7					1	1	3	7	9	1	9	2
	4%	2%	33%~	4%	2%	3%	8%	4%	~	~	~	~	8%~	3%~	2%	4%	3%~	8%~	4%	3%
07	18	320		5	7	4	2	10					1	3	8	9	17		15	3
	6%	7%	~	9%	7%	5%	4%	6%	~	~	~	~	8%~	9%~	7%	6%	6%~	~	7%	4%
08	37	785	1	8	6	15	7	16	2				2	4	18	19	35	2	27	10
	13%	16%	33%~	14%	6%*	19%	13%	9%*	50%~	~	~	~	17%~	11%~	15%	12%	13%~	17%~	12%	15%
09	42	988		5	19	13	5	27					2	6	19	23	39	3	36	6
	15%	21%*	~	9%	19%	16%	10%	15%	~	~	~	~	17%~	17%~	15%	15%	14%~	25%~	16%	9%
BEST PERSONAL DOCTOR	172	2358		35	62	42	33	109	2		1	1	6	21	73	93	163	6	128	44
POSSIBLE	60%	49%*	~	62%	63%	53%	63%	62%	50%~	~	100%~	100%~	50%~	60%~	59%	59%	60%~	50%~	58%	66%
#8-10 (NET)	251	4130	1	48	87	70	45	152	4		1	1	10	31	110	135	237	11	191	60
	87%	86%	33%~	86%	89%	87%	87%	87%	100%~	~	100%~	100%~	83%~	89%~	89%	85%	87%~	92%~	86%	90%

Continued

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
9-10 (NET)	214	3346		40	81	55	38	136	2		1	1	8	27	92	116	202	9	164	50
	74%	70%	~	71%	83%*	69%	73%	78%	50%~		~100%~	100%~	67%~	77%~	75%	73%	74%~	75%~	74%	75%
NOT ANSWERED	14	249			4	7	3	3					1	2	10	4	11	2	11	3
VALID CASES	289	4804	3	56	98	80	52	175	4	1	1	1	12	35	123	158	272	12	222	67
NUMBER OF RESPONDENTS	303	5053	3	56	102	87	55	178	4	1	1	1	13	37	133	162	283	14	233	70
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	9.08	8.87	6.33	9.12	9.29	8.95	9.02	9.15	9.00	5.00	10.0	10.0	8.92	9.23	9.14	9.04	9.09	9.08	9.07	9.13
p stat_(*=Sig @ p<=.05)		.015*	~	.797	.063	.333	.725	.299	~	~	~	~	~	~	.577	.560	~	~	.766	.764

[ASKED IF Q30 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q42																				
YES	70	1181		8	20	21	21	57	1		1		1	5	7	61	65	4	18	52
	24%	24%	~	14%*	21%	26%	40%*	33%*	25%~		~100%~	~	8%~	14%~	6%*	38%*	24%~	33%~	8%*	78%*
NO	218	3655	3	48	77	59	31	118	3	1		1	11	31	114	98	206	8	203	15
	76%	76%	100%~	86%*	79%	74%	60%*	67%*	75%~	100%~		~100%~	92%~	86%~	94%*	62%*	76%~	67%~	92%*	22%*
NOT ANSWERED	15	217			5	7	3	3					1	1	12	3	12	2	12	3
VALID CASES	288	4836	3	56	97	80	52	175	4	1	1	1	12	36	121	159	271	12	221	67
NUMBER OF RESPONDENTS	303	5053	3	56	102	87	55	178	4	1	1	1	13	37	133	162	283	14	233	70
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

Q43 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW THESE MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR CHILD'S DAY-TO-DAY LIFE?

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q43																				
#YES	67	1018		8	18	21	20	55			1		1	5	7	58	62	4	17	50
	100%	86%~	~	100%~	100%~	100%~	100%~	100%~	~		~100%~		~100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~
NO		160																		
		14%~	~	~	~	~	~	~	~		~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	3	36			2		1	2	1							3	3		1	2
VALID CASES	67	1178		8	18	21	20	55			1		1	5	7	58	62	4	17	50
NUMBER OF RESPONDENTS	70	1214		8	20	21	21	57	1		1		1	5	7	61	65	4	18	52
	100%	100%		100%	100%	100%	100%	100%			100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

Q44 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW YOUR CHILD'S MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR FAMILY'S DAY-TO-DAY LIFE?

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q44																				
#YES	66	992		7	19	21	19	54	1		1		1	4	7	57	62	3	16	50
	97%	85%*	~	88%~	100%~	100%~	95%~	98%~	100%~		~100%~		~100%~	80%~	100%~	97%~	98%~	75%~	94%~	98%~
NO	2	179		1			1	1						1		2	1	1	1	1
	3%	15%*	~	13%~	~	~	5%~	2%~	~		~	~	~	20%~	~	3%~	2%~	25%~	6%~	2%~
NOT ANSWERED	2	43			1		1	2								2	2		1	1
VALID CASES	68	1171		8	19	21	20	55	1		1		1	5	7	59	63	4	17	51
NUMBER OF RESPONDENTS	70	1214		8	20	21	21	57	1		1		1	5	7	61	65	4	18	52
	100%	100%		100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q45																				
YES	42	817		7	17	7	11	30	1				3	5	13	28	39	2	21	21
	12%	14%	~	11%	16%	7%	15%	15%	25%~	~	~	~	15%~	12%~	8%*	16%*	12%~	13%~	8%*	27%*
NO	299	4882	3	55	90	87	64	169	3	1	1	1	17	36	147	147	284	14	243	56
	88%	86%	100%~	89%	84%	93%	85%	85%	75%~	100%~	100%~	100%~	85%~	88%~	92%*	84%*	88%~	88%~	92%*	73%*
NOT ANSWERED	19	319		2	4	9	4	2							6	1	5	1	17	2
VALID CASES	341	5699	3	62	107	94	75	199	4	1	1	1	20	41	160	175	323	16	264	77
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q46																				
NEVER		42																		
		5%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	6	149		2	3	1		4					1		2	4	5	1	2	4
	16%	19%~	~	29%~	19%~	20%~	~	14%~	~	~	~	~	33%~	~	18%~	15%~	14%~	100%~	12%~	19%~
USUALLY	9	195			4		5	6						2	1	7	8		4	5
	24%	25%~	~	~	25%~	~	50%~	21%~	~	~	~	~	~	50%~	9%~	27%~	22%~	~	24%~	24%~
ALWAYS	23	401		5	9	4	5	18	1				2	2	8	15	23		11	12
	61%	51%~	~	71%~	56%~	80%~	50%~	64%~	100%~	~	~	~	67%~	50%~	73%~	58%~	64%~	~	65%~	57%~
#ALWAYS + USUALLY (NET)	32	596		5	13	4	10	24	1				2	4	9	22	31		15	17
	84%	76%~	~	71%~	81%~	80%~	100%~	86%~	100%~	~	~	~	67%~	100%~	82%~	85%~	86%~	~	88%~	81%~
TOP BOX SCORE	23	401		5	9	4	5	18	1				2	2	8	15	23		11	12
	61%	51%~	~	71%~	56%~	80%~	50%~	64%~	100%~	~	~	~	67%~	50%~	73%~	58%~	64%~	~	65%~	57%~
NOT ANSWERED	4	26			1	2	1	2						1	2	2	3	1	4	
VALID CASES	38	787		7	16	5	10	28	1				3	4	11	26	36	1	17	21
NUMBER OF RESPONDENTS	42	813		7	17	7	11	30	1				3	5	13	28	39	2	21	21
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q47																				
NONE	2	60		1			1	2							1	1	2		1	1
	5%	8%~	~	14%~	~	~	9%~	7%~	~	~	~	~	~	~	9%~	4%~	5%~	~	6%~	5%~
1 SPECIALIST	22	510		4	9	4	5	17					2	2	7	15	22		11	11
	58%	64%~	~	57%~	60%~	80%~	45%~	59%~	~	~	~	~	67%~	50%~	64%~	56%~	59%~	~	65%~	52%~
2	8	153		2	3		3	6	1				1		2	6	7	1	3	5
	21%	19%~	~	29%~	20%~	~	27%~	21%~	100%~	~	~	~	33%~	~	18%~	22%~	19%~	100%~	18%~	24%~
3	5	36			2	1	2	3						2	1	4	5		2	3
	13%	5%~	~	~	13%~	20%~	18%~	10%~	~	~	~	~	~	50%~	9%~	15%~	14%~	~	12%~	14%~
4		16																		
		2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
5 OR MORE SPECIALISTS	1	17			1			1								1	1			1
	3%	2%~	~	~	7%~	~	~	3%~	~	~	~	~	~	~	~	4%~	3%~	~	~	5%~
NOT ANSWERED	4	21			2	2		1						1	2	1	2	1	4	
VALID CASES	38	792		7	15	5	11	29	1				3	4	11	27	37	1	17	21
NUMBER OF RESPONDENTS	42	813		7	17	7	11	30	1				3	5	13	28	39	2	21	21
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q48 WORST SPECIALIST POSSIBLE		3																		
		0.4%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01		2																		
		0.3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02		1																		
		0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
03		2																		
		0.3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
04		5																		
		0.6%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
05		22																		
		3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
06	2	34		1	1			1					1		1	1	2		1	1
	6%	5%~	~	17%~	7%~	~	~	4%~	~	~	~	~	33%~	~	10%~	4%~	6%~	~	7%~	5%~
07	4	53		1	2		1	3							1	3	4		3	1
	11%	8%~	~	17%~	13%~	~	11%~	12%~	~	~	~	~	~	~	10%~	12%~	12%~	~	20%~	5%~
08	6	121			3	1	2	4	1					1		6	6		2	4
	17%	17%~	~	~	20%~	20%~	22%~	15%~	100%~	~	~	~	~	25%~	~	24%~	18%~	~	13%~	20%~
09	7	144		1	3	1	2	6						1	2	5	6	1	2	5
	20%	20%~	~	17%~	20%~	20%~	22%~	23%~	~	~	~	~	~	25%~	20%~	20%~	18%~	100%~	13%~	25%~
BEST SPECIALIST POSSIBLE	16	324		3	6	3	4	12					2	2	6	10	16		7	9
	46%	45%~	~	50%~	40%~	60%~	44%~	46%~	~	~	~	~	67%~	50%~	60%~	40%~	47%~	~	47%~	45%~

Continued

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
#8-10 (NET)	29	589		4	12	5	8	22	1				2	4	8	21	28	1	11	18
	83%	83%~	~	67%~	80%~	100%~	89%~	85%~	100%~	~	~	~	67%~	100%~	80%~	84%~	82%~	100%~	73%~	90%~
9-10 (NET)	23	468		4	9	4	6	18					2	3	8	15	22	1	9	14
	66%	66%~	~	67%~	60%~	80%~	67%~	69%~	~	~	~	~	67%~	75%~	80%~	60%~	65%~	100%~	60%~	70%~
NOT ANSWERED	1	9					1	1								1	1		1	
VALID CASES	35	712		6	15	5	9	26	1				3	4	10	25	34	1	15	20
NUMBER OF RESPONDENTS	36	721		6	15	5	10	27	1				3	4	10	26	35	1	16	20
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.89	8.75		8.67	8.73	9.40	9.00	8.96	8.00				8.67	9.25	9.10	8.80	8.88	9.00	8.73	9.00
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q49																				
YES	84	1474	1	18	31	20	14	48	2				8	8	44	39	80	4	66	18
	25%	26%	33%~	30%	29%	21%	19%	24%	50%~	~	~	~	40%~	20%~	27%	22%	25%~	25%~	25%	23%
NO	255	4149	2	43	75	75	60	150	2	1	1	1	12	33	116	135	242	12	196	59
	75%	74%	67%~	70%	71%	79%	81%	76%	50%~	100%~	100%~	100%~	60%~	80%~	73%	78%	75%~	75%~	75%	77%
NOT ANSWERED	21	395		3	5	8	5	3							6	2	6	1	19	2
VALID CASES	339	5623	3	61	106	95	74	198	4	1	1	1	20	41	160	174	322	16	262	77
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q50 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN GIVE YOU THE INFORMATION OR HELP YOU NEEDED?

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q50																				
NEVER	3	37			2		1	2						1	1	2	3		3	
	4%	3%	~	~	7%~	~	7%~	4%~	~	~	~	~	~	14%~	2%~	5%~	4%~	~	5%~	~
SOMETIMES	15	224		1	5	6	3	5					2	2	9	6	14	1	9	6
	18%	17%	~	6%~	17%~	30%~	21%~	11%~	~	~	~	~	25%~	29%~	21%~	15%~	18%~	25%~	14%~	33%~
USUALLY	20	391	1	2	8	4	5	12	2				3	1	8	11	18	2	14	6
	24%	30%	100%~	12%~	27%~	20%~	36%~	26%~	100%~	~	~	~	38%~	14%~	19%~	28%~	23%~	50%~	22%~	33%~
ALWAYS	44	645		14	15	10	5	28					3	3	24	20	43	1	38	6
	54%	50%	~	82%~	50%~	50%~	36%~	60%~	~	~	~	~	38%~	43%~	57%~	51%~	55%~	25%~	59%~	33%~
#ALWAYS + USUALLY (NET)	64	1037	1	16	23	14	10	40	2				6	4	32	31	61	3	52	12
	78%	80%	100%~	94%~	77%~	70%~	71%~	85%~	100%~	~	~	~	75%~	57%~	76%~	79%~	78%~	75%~	81%~	67%~
TOP BOX SCORE	44	645		14	15	10	5	28					3	3	24	20	43	1	38	6
	54%	50%	~	82%~	50%~	50%~	36%~	60%~	~	~	~	~	38%~	43%~	57%~	51%~	55%~	25%~	59%~	33%~
NOT ANSWERED	2	44		1	1			1						1	2		2		2	
VALID CASES	82	1297	1	17	30	20	14	47	2				8	7	42	39	78	4	64	18
NUMBER OF RESPONDENTS	84	1341	1	18	31	20	14	48	2				8	8	44	39	80	4	66	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q51																				
NEVER	3	31			3			2						1	1	2	2	1	2	1
	4%	2%	~	~	10%~	~	~	4%~	~	~	~	~	~	13%~	2%~	5%~	2%~	25%~	3%~	6%~
SOMETIMES	4	120			2	1	1						1		3		4		4	
	5%	9%	~	~	6%~	5%~	7%~	~	~	~	~	~	13%~	~	7%~	~	5%~	~	6%~	~
USUALLY	15	278	1	1	5	3	5	6	1				3	2	8	7	14	1	11	4
	18%	21%	100%~	6%~	16%~	15%~	36%~	13%~	50%~	~	~	~	38%~	25%~	18%~	18%~	17%~	25%~	17%~	22%~
ALWAYS	62	871		17	21	16	8	40	1				4	5	32	30	60	2	49	13
	74%	67%	~	94%~	68%~	80%~	57%~	83%~	50%~	~	~	~	50%~	63%~	73%~	77%~	75%~	50%~	74%~	72%~
#ALWAYS + USUALLY (NET)	77	1149	1	18	26	19	13	46	2				7	7	40	37	74	3	60	17
	92%	88%	100%~	100%~	84%~	95%~	93%~	96%~	100%~	~	~	~	88%~	88%~	91%~	95%~	93%~	75%~	91%~	94%~
TOP BOX SCORE	62	871		17	21	16	8	40	1				4	5	32	30	60	2	49	13
	74%	67%	~	94%~	68%~	80%~	57%~	83%~	50%~	~	~	~	50%~	63%~	73%~	77%~	75%~	50%~	74%~	72%~
NOT ANSWERED		41																		
VALID CASES	84	1300	1	18	31	20	14	48	2				8	8	44	39	80	4	66	18
NUMBER OF RESPONDENTS	84	1341	1	18	31	20	14	48	2				8	8	44	39	80	4	66	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q52																				
YES	90	1596	1	16	37	20	16	46	1				8	12	49	40	84	6	74	16
	27%	29%	33%~	27%	36%*	22%	22%	23%	33%~	~	~	~	40%~	29%~	32%	23%	27%~	38%~	29%	21%
NO	240	3983	2	44	66	71	57	150	2	1	1	1	12	29	105	131	229	10	181	59
	73%	71%	67%~	73%	64%*	78%	78%	77%	67%~	100%~	100%~	100%~	60%~	71%~	68%	77%	73%~	63%~	71%	79%
NOT ANSWERED	30	439		4	8	12	6	5	1						12	5	15	1	26	4
VALID CASES	330	5579	3	60	103	91	73	196	3	1	1	1	20	41	154	171	313	16	255	75
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

PQ53 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT?

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PQ53																				
NEVER	4	65		2	1		1	1						2	1	3	4		3	1
	1%	1%	~	3%	1%	~	1%	0.5%	~	~	~	~	~	5%~	0.7%	2%	1%~	~	1%	1%
SOMETIMES	19	282		3	10	3	3	5					3	2	13	5	18	1	18	1
	6%	5%	~	5%	10%	3%	4%	3%*	~	~	~	~	16%~	5%~	9%	3%*	6%~	6%~	7%*	1%*
USUALLY	28	520		1	13	8	6	18	1				1	2	13	15	26	2	22	6
	9%	9%	~	2%*	13%	9%	8%	9%	33%~	~	~	~	5%~	5%~	9%	9%	8%~	13%~	9%	8%
ALWAYS	275	4656	3	54	77	80	61	171	2	1	1	1	15	34	125	146	261	13	209	66
	84%	84%	100%~	90%	76%*	88%	86%	88%	67%~	100%~	100%~	100%~	79%~	85%~	82%	86%	84%~	81%~	83%	89%
#ALWAYS + USUALLY (NET)	303	5175	3	55	90	88	67	189	3	1	1	1	16	36	138	161	287	15	231	72
	93%	94%	100%~	92%	89%	97%*	94%	97%*	100%~	100%~	100%~	100%~	84%~	90%~	91%	95%	93%~	94%~	92%*	97%*
TOP BOX SCORE	275	4656	3	54	77	80	61	171	2	1	1	1	15	34	125	146	261	13	209	66
	84%	84%	100%~	90%	76%*	88%	86%	88%	67%~	100%~	100%~	100%~	79%~	85%~	82%	86%	84%~	81%~	83%	89%
NOT ANSWERED	4	67			2		2	1					1	1	2	2	4		3	1
VALID CASES	326	5523	3	60	101	91	71	195	3	1	1	1	19	40	152	169	309	16	252	74
NUMBER OF RESPONDENTS	330	5590	3	60	103	91	73	196	3	1	1	1	20	41	154	171	313	16	255	75
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q54 WORST HEALTH PLAN POSSIBLE		18																		
		0.3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01	1	11		1				1								1	1		1	
	0.3%	0.2%	~	2%~	~	~	~	0.5%~	~	~	~	~	~	~	~	0.6%~	0.3%~	~	0.4%~	~
02	1	27		1				1								1	1			1
	0.3%	0.5%	~	2%~	~	~	~	0.5%~	~	~	~	~	~	~	~	0.6%~	0.3%~	~	~	1%~
03	2	40		1			1	2								2	1	1		2
	0.6%	0.7%	~	2%	~	~	1%	1%~	~	~	~	~	~	~	~	1%~	0.3%~	6%~	~	3%~
04	7	53			3	2	2	4						2		6	6	1	4	3
	2%	0.9%	~	~	3%	2%	3%	2%	~	~	~	~	~	5%~	~	4%	2%~	6%~	2%	4%
05	12	288			6	6		9						1	3	9	11	1	6	6
	4%	5%	~	~	6%	6%	~	5%	~	~	~	~	~	3%~	2%	5%	4%~	6%~	2%	8%
06	15	265		4	5	6		12						3	5	10	15		13	2
	5%	5%	~	7%	5%	6%	~	6%	~	~	~	~	~	8%~	3%	6%	5%~	~	5%	3%
07	28	565		4	9	9	6	15	1					7	12	16	28		24	4
	9%	10%	~	7%	9%	10%	9%	8%	25%~	~	~	~	~	18%~	7%	10%	9%~	~	9%	5%
08	58	980	1	10	16	14	17	38					7	6	18	40	56	2	36	22
	18%	18%	33%~	17%	15%	15%	25%	20%	~	~	~	~	35%~	15%~	11%*	24%*	18%~	13%~	14%*	30%*
09	61	1008		14	16	18	13	34	2				4	5	32	29	58	3	52	9
	19%	18%	~	23%	15%	19%	19%	18%	50%~	~	~	~	20%~	13%~	20%	18%	19%~	19%~	20%	12%
BEST HEALTH PLAN POSSIBLE	144	2334	2	25	49	38	30	73	1	1	1		9	16	90	50	135	8	119	25
	44%	42%	67%~	42%	47%	41%	43%	39%*	25%~	100%~	100%~	~	45%~	40%~	56%*	30%*	43%~	50%~	47%*	34%*
#8-10 (NET)	263	4322	3	49	81	70	60	145	3	1	1		20	27	140	119	249	13	207	56
	80%	77%	100%~	82%	78%	75%	87%	77%	75%~	100%~	100%~	~	100%~	67%~	88%*	73%*	80%~	81%~	81%	76%

Continued

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
9-10 (NET)	205	3342	2	39	65	56	43	107	3	1	1		13	21	122	79	193	11	171	34
	62%	60%	67%~	65%	63%	60%	62%	57%*	75%~	100%~	100%~	~	65%~	52%~	76%*	48%*	62%~	69%~	67%*	46%*
NOT ANSWERED	31	430		4	7	10	10	12				1		1	6	12	16	1	26	5
VALID CASES	329	5588	3	60	104	93	69	189	4	1	1		20	40	160	164	312	16	255	74
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.62	8.52	9.33	8.57	8.62	8.51	8.78	8.40	8.75	10.0	10.0		9.10	8.33	9.13	8.12	8.63	8.44	8.78	8.07
p stat_(*=Sig @ p<=.05)		.324	~	.789	.972	.445	.375	.004*	~	~	~	~	~	~	.000*	0.000*	~		~.002*	.001*

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q55																				
YES	125	2224		23	38	34	30	79			1	1	7	15	46	76	114	10	69	56
	37%	39%	~	37%	36%	36%	40%	40%	~		~100%~	100%~	35%~	37%~	29%*	43%*	35%~	63%~	26%*	73%*
NO	215	3434	3	39	68	60	45	120	4	1			13	26	114	99	209	6	194	21
	63%	61%	100%~	63%	64%	64%	60%	60%	100%~	100%~	~	~	65%~	63%~	71%*	57%*	65%~	38%~	74%*	27%*
NOT ANSWERED	20	359		2	5	9	4	2							6	1	5	1	18	2
VALID CASES	340	5659	3	62	106	94	75	199	4	1	1	1	20	41	160	175	323	16	263	77
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q56																				
NEVER	2	36			1		1								2		1	1	2	
	2%	2%	~	~	3%~	~	3%~	~	~	~	~	~	~	~	5%~	~	0.9%~	11%~	3%	~
SOMETIMES	14	208		1	8	5		8					1	2	6	8	12	2	8	6
	12%	9%	~	5%~	22%~	16%~	~	10%~	~	~	~	~	17%~	13%~	14%~	11%~	11%~	22%~	13%	11%
USUALLY	28	522		6	9	6	7	17				1	2	5	13	15	27	1	18	10
	23%	24%	~	27%~	24%~	19%~	24%~	22%~	~	~	~	100%~	33%~	33%~	30%~	20%~	24%~	11%~	28%	18%
ALWAYS	76	1443		15	19	21	21	52			1		3	8	23	51	71	5	36	40
	63%	65%	~	68%~	51%~	66%~	72%~	68%~	~	~	100%~	~	50%~	53%~	52%~	69%~	64%~	56%~	56%	71%
#ALWAYS + USUALLY (NET)	104	1964		21	28	27	28	69			1	1	5	13	36	66	98	6	54	50
	87%	89%	~	95%~	76%~	84%~	97%~	90%~	~	~	100%~	100%~	83%~	87%~	82%~	89%~	88%~	67%~	84%	89%
TOP BOX SCORE	76	1443		15	19	21	21	52			1		3	8	23	51	71	5	36	40
	63%	65%	~	68%~	51%~	66%~	72%~	68%~	~	~	100%~	~	50%~	53%~	52%~	69%~	64%~	56%~	56%	71%
NOT ANSWERED	5	47		1	1	2	1	2					1		2	2	3	1	5	
VALID CASES	120	2208		22	37	32	29	77			1	1	6	15	44	74	111	9	64	56
NUMBER OF RESPONDENTS	125	2255		23	38	34	30	79			1	1	7	15	46	76	114	10	69	56
	100%	100%		100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q57																				
#YES	72	1308		13	20	19	20	47			1	1	4	6	27	43	68	4	37	35
	61%	61%	~	59%~	56%~	61%~	69%~	61%~		~	~100%~	100%~	67%~	46%~	61%~	60%~	62%~	44%~	60%	63%
NO	46	853		9	16	12	9	30					2	7	17	29	41	5	25	21
	39%	39%	~	41%~	44%~	39%~	31%~	39%~		~	~	~	~ 33%~	54%~	39%~	40%~	38%~	56%~	40%	38%
NOT ANSWERED	7	94		1	2	3	1	2					1	2	2	4	5	1	7	
VALID CASES	118	2161		22	36	31	29	77			1	1	6	13	44	72	109	9	62	56
NUMBER OF RESPONDENTS	125	2255		23	38	34	30	79			1	1	7	15	46	76	114	10	69	56
	100%	100%		100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q58																				
EXCELLENT	129	2291	1	28	34	41	25	81	2	1		1	2	22	49	78	129		112	17
	37%	40%	33%~	46%	31%	42%	33%	41%	50%~	100%~		~100%~	10%~	54%~	30%*	44%*	39%~	~	42%*	22%*
VERY GOOD	140	2006		27	48	33	32	86	1				9	13	67	72	140		102	38
	41%	35%	~	44%	44%	34%	42%	43%	25%~	~	~	~	45%~	32%~	41%	41%	43%~	~	38%	48%
GOOD	59	1106	1	3	20	19	16	26	1				7	6	39	19	59		41	18
	17%	20%	33%~	5%*	19%	20%	21%	13%*	25%~	~	~	~	35%~	15%~	24%*	11%*	18%~	~	15%	23%
FAIR	16	239	1	2	6	4	3	6			1		2		10	6		16	11	5
	5%	4%	33%~	3%	6%	4%	4%	3%	~	~	100%~	~	10%~	~	6%	3%	~	94%~	4%	6%
POOR	1	17		1				1								1		1		1
	0.3%	0.3%	~	2%~	~	~	~	0.5%~	~	~	~	~	~	~	~	0.6%	~	6%~	~	1%~
#EXCELLENT + VERY GOOD	328	5403	2	58	102	93	73	193	4	1		1	18	41	155	169	328		255	73
+ GOOD (NET)	95%	95%	67%~	95%	94%	96%	96%	97%	100%~	100%~		~100%~	90%~	100%~	94%	96%	100%~	~	96%	92%
NOT ANSWERED	15	359		3	3	6	3	1							1				15	
VALID CASES	345	5659	3	61	108	97	76	200	4	1	1	1	20	41	165	176	328	17	266	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q59																				
EXCELLENT	162	2506		40	46	47	29	97	1		1	1	3	22	79	82	156	6	147	15
	47%	44%	~	66%*	43%	49%	39%	49%	25%~		~100%~	100%~	15%~	54%~	48%	47%	48%~	38%~	55%*	19%*
VERY GOOD	87	1630	1	13	33	24	16	47	1	1			6	11	46	41	85	2	71	16
	25%	29%	33%~	21%	31%	25%	21%	24%	25%~	100%~	~	~	30%~	27%~	28%	23%	26%~	13%~	27%	21%
GOOD	68	1044	1	7	24	18	18	38	1				9	7	32	34	65	3	38	30
	20%	18%	33%~	11%*	22%	19%	24%	19%	25%~	~	~	~	45%~	17%~	20%	19%	20%~	19%~	14%*	38%*
FAIR	21	420	1		4	6	10	12	1				2	1	7	13	18	3	8	13
	6%	7%	33%~	~	4%	6%	13%*	6%	25%~	~	~	~	10%~	2%~	4%	7%	6%~	19%~	3%*	17%*
POOR	5	74		1	1	1	2	5								5	3	2	1	4
	1%	1%	~	2%	0.9%	1%	3%	3%*	~	~	~	~	~	~	~	3%~	0.9%~	13%~	0.4%	5%
#EXCELLENT + VERY GOOD	317	5181	2	60	103	89	63	182	3	1	1	1	18	40	157	157	306	11	256	61
+ GOOD (NET)	92%	91%	67%~	98%*	95%	93%	84%*	91%	75%~	100%~	100%~	100%~	90%~	98%~	96%*	90%	94%~	69%~	97%*	78%*
NOT ANSWERED	17	344		3	3	7	4	2							2	1	1	1	16	1
VALID CASES	343	5674	3	61	108	96	75	199	4	1	1	1	20	41	164	175	327	16	265	78
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q60																				
YES	79	1197	1	10	25	20	23	51			1	1	4	11	19	57	68	11	23	56
	23%	21%	33%~	16%	23%	21%	30%	25%	~		~100%~	100%~	20%~	27%~	12%*	32%*	21%~	65%~	9%*	71%*
NO	264	4478	2	51	83	75	53	149	4	1			16	30	144	119	258	6	241	23
	77%	79%	67%~	84%	77%	79%	70%	75%	100%~	100%~	~	~	80%~	73%~	88%*	68%*	79%~	35%~	91%*	29%*
NOT ANSWERED	17	343		3	3	8	3	1							3		2		17	
VALID CASES	343	5675	3	61	108	95	76	200	4	1	1	1	20	41	163	176	326	17	264	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q61																				
YES	62	945	1	9	17	16	19	42			1		4	8	13	47	54	8	9	53
	83%	79%	100%~	90%~	71%~	89%~	86%~	88%~		~	~100%~		~100%~	73%~	72%~	87%~	83%~	80%~	47%~	95%~
NO	13	248		1	7	2	3	6				1		3	5	7	11	2	10	3
	17%	21%	~	10%~	29%~	11%~	14%~	13%~		~	~	~100%~	~	27%~	28%~	13%~	17%~	20%~	53%~	5%~
NOT ANSWERED	4	41			1	2	1	3							1	3	3	1	4	
VALID CASES	75	1192	1	10	24	18	22	48			1	1	4	11	18	54	65	10	19	56
NUMBER OF RESPONDENTS	79	1233	1	10	25	20	23	51			1	1	4	11	19	57	68	11	23	56
	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q62																				
YES	51	867		6	12	15	18	39			1		2	6	7	43	48	3		51
	84%	92%	~	67%~	75%~	94%~	95%~	93%~	~	~	100%~	~	50%~	75%~	58%~	91%~	91%~	38%~	~	96%~
NO	10	75	1	3	4	1	1	3					2	2	5	4	5	5	8	2
	16%	8%	100%~	33%~	25%~	6%~	5%~	7%~	~	~	~	~	50%~	25%~	42%~	9%~	9%~	63%~	100%~	4%~
NOT ANSWERED	1	13			1										1		1		1	
VALID CASES	61	942	1	9	16	16	19	42			1		4	8	12	47	53	8	8	53
NUMBER OF RESPONDENTS	62	955	1	9	17	16	19	42			1		4	8	13	47	54	8	9	53
	100%	100%	100%	100%	100%	100%	100%	100%			100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES AND Q61 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q63																				
YES	46	872		6	14	14	12	34	1				2	3	7	38	40	6	6	40
	13%	15%	~	10%	13%	15%	16%	17%*	25%~	~	~	~	10%~	7%~	4%*	22%*	12%~	35%~	2%*	51%*
NO	297	4772	3	55	94	81	64	166	3	1	1	1	18	38	156	138	286	11	258	39
	87%	85%	100%~	90%	87%	85%	84%	83%*	75%~	100%~	100%~	100%~	90%~	93%~	96%*	78%*	88%~	65%~	98%*	49%*
NOT ANSWERED	17	374		3	3	8	3	1							3		2		17	
VALID CASES	343	5644	3	61	108	95	76	200	4	1	1	1	20	41	163	176	326	17	264	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q64																				
YES	36	716		3	10	12	11	27					1	3	7	29	32	4	1	35
	86%	83%~	~	50%~	83%~	92%~	100%~	87%~	~	~	~	~	50%~	100%~	100%~	83%~	86%~	80%~	50%~	87%~
NO	6	150		3	2	1		4	1				1			6	5	1	1	5
	14%	17%~	~	50%~	17%~	8%~	~	13%~	100%~	~	~	~	50%~	~	~	17%~	14%~	20%~	50%~	13%~
NOT ANSWERED	4	15			2	1	1	3								3	3	1	4	
VALID CASES	42	866		6	12	13	11	31	1				2	3	7	35	37	5	2	40
NUMBER OF RESPONDENTS	46	881		6	14	14	12	34	1				2	3	7	38	40	6	6	40
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q65																				
YES	35	679		3	10	11	11	27					1	3	6	29	32	3		35
	97%	96%~		~100%~	100%~	92%~	100%~	100%~	~	~	~		~100%~	100%~	86%~	100%~	100%~	75%~		~100%~
NO	1	29				1									1			1	1	
	3%	4%~	~	~	~	8%~	~	~	~	~	~	~	~	~	14%~	~	~	25%~	100%~	~
NOT ANSWERED		17																		
VALID CASES	36	708		3	10	12	11	27					1	3	7	29	32	4	1	35
NUMBER OF RESPONDENTS	36	725		3	10	12	11	27					1	3	7	29	32	4	1	35
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES AND Q64 = YES]

Q66 IS YOUR CHILD LIMITED OR PREVENTED IN ANY WAY IN HIS OR HER ABILITY TO DO THE THINGS MOST CHILDREN OF THE SAME AGE CAN DO?

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q66																				
YES	39	674		6	9	15	9	27			1		2	3	10	28	33	6	8	31
	11%	12%	~	10%	8%	16%	12%	14%	~		~100%~	~	10%~	7%~	6%*	16%*	10%~	35%~	3%*	39%*
NO	301	4980	3	55	98	80	65	172	4	1		1	18	38	152	147	290	11	253	48
	89%	88%	100%~	90%	92%	84%	88%	86%	100%~	100%~		~100%~	90%~	93%~	94%*	84%*	90%~	65%~	97%*	61%*
NOT ANSWERED	20	364		3	4	8	5	2							4	1	5		20	
VALID CASES	340	5654	3	61	107	95	74	199	4	1	1	1	20	41	162	175	323	17	261	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q67																				
YES	31	505		4	8	11	8	22			1		1	2	6	24	27	4	2	29
	84%	79%~	~	67%~	89%~	79%~	100%~	88%~	~		~100%~		~ 50%~	67%~	60%~	92%~	84%~	80%~	33%~	94%~
NO	6	133		2	1	3		3					1	1	4	2	5	1	4	2
	16%	21%~	~	33%~	11%~	21%~	~	12%~	~	~	~		~ 50%~	33%~	40%~	8%~	16%~	20%~	67%~	6%~
NOT ANSWERED	2	30				1	1	2								2	1	1	2	
VALID CASES	37	638		6	9	14	8	25			1		2	3	10	26	32	5	6	31
NUMBER OF RESPONDENTS	39	668		6	9	15	9	27			1		2	3	10	28	33	6	8	31
	100%	100%		100%	100%	100%	100%	100%			100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q68																				
YES	28	510		2	8	10	8	19			1		1	2	6	21	24	4		28
	97%	96%~	~	67%~	100%~	100%~	100%~	95%~	~		~100%~		~100%~	~100%~	~100%~	95%~	96%~	~100%~		~100%~
NO	1	19		1				1								1	1		1	
	3%	4%~	~	33%~	~	~	~	5%~	~	~	~	~	~	~	~	5%~	4%~		~100%~	~
NOT ANSWERED	2	5		1		1		2								2	2		1	1
VALID CASES	29	529		3	8	10	8	20			1		1	2	6	22	25	4	1	28
NUMBER OF RESPONDENTS	31	534		4	8	11	8	22			1		1	2	6	24	27	4	2	29
	100%	100%		100%	100%	100%	100%	100%			100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES AND Q67 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q69																				
YES	28	583		4	12	6	6	22	1				1	2	4	23	25	3	5	23
	8%	10%	~	7%	11%	6%	8%	11%*	25%~	~	~	~	5%~	5%~	2%*	13%*	8%~	18%~	2%*	29%*
NO	315	5081	3	57	95	90	70	179	3	1	1	1	19	39	160	153	300	14	259	56
	92%	90%	100%~	93%	89%	94%	92%	89%*	75%~	100%~	100%~	100%~	95%~	95%~	98%*	87%*	92%~	82%~	98%*	71%*
NOT ANSWERED	17	354		3	4	7	3								2		3		17	
VALID CASES	343	5664	3	61	107	96	76	201	4	1	1	1	20	41	164	176	325	17	264	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q70																				
YES	18	317		1	7	4	6	15	1					1	1	16	17	1		18
	67%	61%~	~	25%~	64%~	67%~	100%~	71%~	100%~	~	~	~	~	50%~	25%~	73%~	71%~	33%~	~	78%~
NO	9	205		3	4	2		6					1	1	3	6	7	2	4	5
	33%	39%~	~	75%~	36%~	33%~	~	29%~	~	~	~	~	100%~	50%~	75%~	27%~	29%~	67%~	100%~	22%~
NOT ANSWERED	1	42			1			1								1	1		1	
VALID CASES	27	522		4	11	6	6	21	1				1	2	4	22	24	3	4	23
NUMBER OF RESPONDENTS	28	564		4	12	6	6	22	1				1	2	4	23	25	3	5	23
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES]

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q71																				
YES	17	315		1	7	4	5	14	1					1	1	15	16	1		17
	94%	96%~		~100%~	100%~	100%~	83%~	93%~	100%~	~	~	~		~100%~	100%~	94%~	94%~	100%~	~	94%~
NO	1	14					1	1								1	1			1
	6%	4%~	~	~	~	~	17%~	7%~	~	~	~	~	~	~	~	6%~	6%~	~	~	6%~
NOT ANSWERED		6																		
VALID CASES	18	330		1	7	4	6	15	1					1	1	16	17	1		18
NUMBER OF RESPONDENTS	18	336		1	7	4	6	15	1					1	1	16	17	1		18
	100%	100%		100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%		100%

[ASKED IF Q69 = YES AND Q70 = YES]

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

			AGE					RACE							ETHNIC—ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q72																				
YES	53	799		3	14	18	18	37	1				4	5	13	40	47	6	9	44
	15%	14%	~	5%*	13%	19%	24%*	18%	25%~	~	~	~	20%~	12%~	8%*	23%*	15%~	35%~	3%*	56%*
NO	289	4843	3	58	93	78	57	164	3	1	1	1	16	36	150	136	277	11	254	35
	85%	86%	100%~	95%*	87%	81%	76%*	82%	75%~	100%~	100%~	100%~	80%~	88%~	92%*	77%*	85%~	65%~	97%*	44%*
NOT ANSWERED	18	376		3	4	7	4								3		4		18	
VALID CASES	342	5642	3	61	107	96	75	201	4	1	1	1	20	41	163	176	324	17	263	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q73																				
YES	42	744		3	10	14	15	30	1				3	4	9	33	40	2		42
	89%	94%~		~100%~	83%~	88%~	94%~	91%~	100%~		~	~	~ 75%~	100%~	82%~	92%~	93%~	50%~	~	98%~
NO	5	48			2	2	1	3					1		2	3	3	2	4	1
	11%	6%~	~	~	17%~	13%~	6%~	9%~	~	~	~	~	~ 25%~	~	18%~	8%~	7%~	50%~	100%~	2%~
NOT ANSWERED	6	31			2	2	2	4						1	2	4	4	2	5	1
VALID CASES	47	793		3	12	16	16	33	1				4	4	11	36	43	4	4	43
NUMBER OF RESPONDENTS	53	824		3	14	18	18	37	1				4	5	13	40	47	6	9	44
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NQ74																				
LESS THAN 1 YEAR OLD	3	27	3							1			1		2	1	2	1	3	
	0.8%	0.4%	100%~	~	~	~	~	~	~	~100%~	~	~	5%~	~	1%	0.6%	0.6%~	6%~	1%	~
1 TO 3 YEARS OLD	64	1125		64				40	1				3	7	23	36	58	3	53	11
	18%	19%		~100%~	~	~	~	20%	25%~	~	~	~	15%~	17%~	14%	20%	18%~	18%~	19%	14%
4 TO 7 YEARS OLD	111	1651			111			66	3			1	5	13	56	51	102	6	91	20
	31%	27%	~		~100%~	~	~	33%	75%~	~		~100%~	25%~	32%~	34%	29%	31%~	35%~	32%	25%
8 TO 12 YEARS OLD	103	1813				103		50			1		4	13	51	47	93	4	81	22
	29%	30%	~	~		~100%~	~	25%	~		~100%~	~	20%~	32%~	31%	27%	28%~	24%~	29%	28%
13 OR OLDER	79	1402					79	45					7	8	34	41	73	3	53	26
	22%	23%	~	~	~		~100%~	22%	~	~	~	~	35%~	20%~	20%	23%	22%~	18%~	19%*	33%*
VALID CASES	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NQ75																				
MALE	189	3120	1	28	59	58	43	106	2		1		8	24	81	97	169	10	144	45
	52%	52%	33%~	44%	53%	56%	54%	53%	50%~		~100%~	~	40%~	59%~	49%	55%	52%~	59%~	51%	57%
FEMALE	171	2898	2	36	52	45	36	95	2	1		1	12	17	85	79	159	7	137	34
	48%	48%	67%~	56%	47%	44%	46%	47%	50%~	100%~		~100%~	60%~	41%~	51%	45%	48%~	41%~	49%	43%
VALID CASES	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q76																				
HISPANIC OR LATINO	166	2443	2	23	56	51	34	54	2				18	17	166		155	10	150	16
	49%	43%	67%~	39%	52%	52%	45%	27%*	50%~	~	~	~	95%~	43%~	100%~	~	48%~	59%~	57%*	21%*
NOT HISPANIC OR LATINO	176	3183	1	36	51	47	41	146	2	1	1	1	1	23		176	169	7	115	61
	51%	57%	33%~	61%	48%	48%	55%	73%*	50%~	100%~	100%~	100%~	5%~	58%~		~100%~	52%~	41%~	43%*	79%*
NOT ANSWERED	18	391		5	4	5	4	1					1	1			4		16	2
VALID CASES	342	5627	3	59	107	98	75	200	4	1	1	1	19	40	166	176	324	17	265	77
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q77.1																				
YES	238	3921		46	79	62	51	201						37	67	169	230	7	174	64
	66%	65%	~	72%	71%	60%	65%	100%~	~	~	~	~	~	90%~	40%*	96%*	70%~	41%~	62%*	81%*
NO	122	2097	3	18	32	41	28		4	1	1	1	20	4	99	7	98	10	107	15
	34%	35%	100%~	28%	29%	40%	35%	~	100%~	100%~	100%~	100%~	100%~	10%~	60%*	4%*	30%~	59%~	38%*	19%*
VALID CASES	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q77.2																				
YES	14	320		3	5	3	3		4					10	6	8	14		8	6
	4%	5%	~	5%	5%	3%	4%		~100%~	~	~	~	~	24%~	4%	5%	4%~	~	3%	8%
NO	346	5698	3	61	106	100	76	201		1	1	1	20	31	160	168	314	17	273	73
	96%	95%	100%~	95%	95%	97%	96%	100%~		~100%~	100%~	100%~	100%~	76%~	96%	95%	96%~	100%~	97%	92%
VALID CASES	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q77.3																				
YES	5	238	1		2	1	1			1				4		5	5		4	1
	1%	4%*	33%~	~	2%	1%	1%	~	~	100%~	~	~	~	10%~	~	3%*	2%~	~	1%	1%
NO	355	5780	2	64	109	102	78	201	4		1	1	20	37	166	171	323	17	277	78
	99%	96%*	67%~	100%~	98%	99%	99%	100%~	100%~		~100%~	100%~	100%~	90%~	100%~	97%~	98%~	100%~	99%	99%
VALID CASES	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q77.4																				
YES	7	104		1	2	3	1				1			6	1	6	6	1	4	3
	2%	2%	~	2%	2%	3%	1%	~	~		~100%~	~	~	15%~	0.6%	3%	2%~	6%~	1%	4%
NO	353	5914	3	63	109	100	78	201	4	1		1	20	35	165	170	322	16	277	76
	98%	98%	100%~	98%	98%	97%	99%	100%~	100%~	100%~		~100%~	100%~	85%~	99%	97%	98%~	94%~	99%	96%
VALID CASES	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q77.5																				
YES	15	339		4	5	4	2					1		14	3	11	15		12	3
	4%	6%	~	6%	5%	4%	3%	~	~	~	~	100%~	~	34%~	2%*	6%	5%~	~	4%	4%
NO	345	5679	3	60	106	99	77	201	4	1	1		20	27	163	165	313	17	269	76
	96%	94%	100%~	94%	95%	96%	97%	100%~	100%~	100%~	100%~		~100%~	66%~	98%*	94%	95%~	100%~	96%	96%
VALID CASES	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q77.6																				
YES	39	629	1	6	11	11	10						20	19	33	5	37	2	33	6
	11%	10%	33%~	9%	10%	11%	13%	~	~	~	~	~	100%~	46%~	20%*	3%*	11%~	12%~	12%	8%
NO	321	5389	2	58	100	92	69	201	4	1	1	1		22	133	171	291	15	248	73
	89%	90%	67%~	91%	90%	89%	87%	100%~	100%~	100%~	100%~	100%~	~	54%~	80%*	97%*	89%~	88%~	88%	92%
VALID CASES	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q78 WHAT IS YOUR AGE?

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q78																				
UNDER 18	6	209		2		3	1	5							2	4	5	1	4	2
	2%	4%*	~	3%	~	3%	1%	3%	~	~	~	~	~	~	1%	2%	2%~	6%~	2%	3%
18 TO 24	10	307		6	4			7					1	1	2	7	8	2	8	2
	3%	5%*	~	10%*	4%	~	~	4%	~	~	~	~	5%~	2%~	1%	4%	2%~	12%~	3%	3%
25 TO 34	143	2087	3	37	62	36	5	86	2	1		1	3	20	69	74	135	8	118	25
	42%	37%	100%~	61%*	58%*	37%	7%*	43%	50%~	100%~		~100%~	15%~	49%~	42%	42%	42%~	47%~	45%*	32%*
35 TO 44	126	2042		12	35	42	37	62	1		1		11	15	72	54	120	5	96	30
	37%	36%	~	20%*	33%	43%	50%*	31%*	25%~		~100%~	~	55%~	37%~	44%*	31%*	37%~	29%~	37%	38%
45 TO 54	34	708		2	2	11	19	24					4	1	14	19	33	1	26	8
	10%	13%	~	3%*	2%*	11%	26%*	12%	~	~	~	~	20%~	2%~	9%	11%	10%~	6%~	10%	10%
55 TO 64	17	233			3	5	9	10	1				1	4	4	13	17		9	8
	5%	4%	~	~	3%	5%	12%*	5%	25%~	~	~	~	5%~	10%~	2%*	7%*	5%~	~	3%	10%
65 TO 74	4	39		1			3	4								3	4		1	3
	1%	0.7%	~	2%	~	~	4%	2%*	~	~	~	~	~	~	~	2%	1%~	~	0.4%	4%
75 OR OLDER	1	12		1				1								1	1			1
	0.3%	0.2%	~	2%	~	~	~	0.5%	~	~	~	~	~	~	~	0.6%	0.3%~	~	~	1%~
NOT ANSWERED	19	382		3	5	6	5	2							3	1	5		19	
VALID CASES	341	5636	3	61	106	97	74	199	4	1	1	1	20	41	163	175	323	17	262	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q79 ARE YOU MALE OR FEMALE?

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q79																				
MALE	43	691		5	15	9	14	20	1				3	8	22	20	43		34	9
	12%	12%	~	8%	14%	9%	18%	10%	25%~	~	~	~	15%~	20%~	13%	11%	13%~	~	13%	11%
FEMALE	302	4976	3	56	92	89	62	181	3	1	1	1	17	33	144	156	284	17	232	70
	88%	88%	100%~	92%	86%	91%	82%	90%	75%~	100%~	100%~	100%~	85%~	80%~	87%	89%	87%~	100%~	87%	89%
NOT ANSWERED	15	352		3	4	5	3										1		15	
VALID CASES	345	5666	3	61	107	98	76	201	4	1	1	1	20	41	166	176	327	17	266	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q80																				
8TH GRADE OR LESS	47	729	1	3	13	15	15	16					7	1	46	1	41	6	41	6
	14%	13%	33%~	5%*	12%	16%	21%	8%*	~	~	~	~	37%~	2%~	29%*	0.6%*	13%~	38%~	16%*	8%*
SOME HIGH SCHOOL BUT	46	659	1	8	12	18	7	15	1				4	7	35	11	44	1	44	2
DID NOT GRADUATE	14%	12%	33%~	13%	11%	19%	10%	8%*	25%~	~	~	~	21%~	17%~	22%*	6%*	14%~	6%~	17%*	3%*
HIGH SCHOOL GRADUATE	99	1741		16	38	25	20	59	1			1	6	12	49	50	96	3	76	23
OR GED	30%	31%	~	27%	36%	27%	27%	30%	25%~	~	~	100%~	32%~	29%~	31%	29%	30%~	19%~	30%	29%
SOME COLLEGE OR 2-YEAR	107	1785	1	21	37	29	19	80	2	1	1		1	16	24	80	102	5	73	34
DEGREE	32%	32%	33%~	35%	35%	31%	26%	40%*	50%~	100%~	100%~	~	5%~	39%~	15%*	46%*	32%~	31%~	29%*	43%*
4-YEAR COLLEGE GRADUATE	22	395		8	4	4	6	19					1	1	2	20	21	1	13	9
	7%	7%	~	13%	4%	4%	8%	10%*	~	~	~	~	5%~	2%~	1%*	11%*	7%~	6%~	5%	11%
MORE THAN 4-YEAR	14	239		4	1	3	6	10						4	1	13	14		9	5
COLLEGE DEGREE	4%	4%	~	7%	1%*	3%	8%	5%	~	~	~	~	~	10%~	0.6%*	7%*	4%~	~	4%	6%
NOT ANSWERED	25	471		4	6	9	6	2					1		9	1	10	1	25	
VALID CASES	335	5547	3	60	105	94	73	199	4	1	1	1	19	41	157	175	318	16	256	79
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q81																				
MOTHER OR FATHER	317	5300	3	55	100	94	65	180	3	1	1	1	19	39	162	154	301	15	252	65
	94%	95%	100%~	95%	94%	97%	87%*	91%*	75%~	100%~	100%~	100%~	100%~	95%~	99%*	89%*	93%~	94%~	97%*	83%*
GRANDPARENT	9	137		2	2	2	3	7	1					1		9	9		2	7
	3%	2%	~	3%	2%	2%	4%	4%	25%~	~	~	~	~	2%~	~	5%*	3%~	~	0.8%*	9%*
AUNT OR UNCLE	3	36					3	2						1		2	3		2	1
	0.9%	0.6%	~	~	~	~	4%	1%	~	~	~	~	~	2%~	~	1%	0.9%~	~	0.8%	1%
OLDER BROTHER OR SISTER		4																		
		0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
OTHER RELATIVE		6																		
		0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
LEGAL GUARDIAN	6	77		1	1	1	3	5							1	5	6		3	3
	2%	1%	~	2%	0.9%	1%	4%	3%	~	~	~	~	~	~	0.6%	3%	2%~	~	1%	4%
SOMEONE ELSE	4	44			3		1	4								4	3	1	2	2
	1%	0.8%	~	~	3%	~	1%	2%*	~	~	~	~	~	~	~	2%~	0.9%~	6%~	0.8%	3%
NOT ANSWERED	21	415		6	5	6	4	3					1		3	2	6	1	20	1
VALID CASES	339	5603	3	58	106	97	75	198	4	1	1	1	19	41	163	174	322	16	261	78
NUMBER OF RESPONDENTS	360	6018	3	64	111	103	79	201	4	1	1	1	20	41	166	176	328	17	281	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q82																				
YES	11	157			2	6	3	5					2	1	9	2	11		9	2
	5%	5%	~	~	3%	9%	6%	4%	~	~	~	~	14%~	7%~	9%*	2%*	5%~	~	5%	4%
NO	209	3319	1	40	56	61	51	131	1		1		12	14	93	115	196	12	158	51
	95%	95%	100%~	100%~	97%	91%	94%	96%	100%~		~100%~		~ 86%~	93%~	91%*	98%*	95%~	100%~	95%	96%
NOT ANSWERED	3	40				2	1								3		3		3	
VALID CASES	220	3476	1	40	58	67	54	136	1		1		14	15	102	117	207	12	167	53
NUMBER OF RESPONDENTS	223	3516	1	40	58	69	55	136	1		1		14	15	105	117	210	12	170	53
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF SURVEY COMPLETED BY MAIL]

Q83.1 HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME.

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.1																				
YES	8	68			1	5	2	3					2	1	8		8		7	1
	73%	57%~	~	~	50%~	83%~	67%~	60%~	~	~	~	~	~100%~	100%~	89%~	~	73%~	~	78%~	50%~
NO	3	51			1	1	1	2							1	2	3		2	1
	27%	43%~	~	~	50%~	17%~	33%~	40%~	~	~	~	~	~	~	11%~	100%~	27%~	~	22%~	50%~
VALID CASES	11	119			2	6	3	5					2	1	9	2	11		9	2
NUMBER OF RESPONDENTS	11	119			2	6	3	5					2	1	9	2	11		9	2
	100%	100%			100%	100%	100%	100%					100%	100%	100%	100%	100%		100%	100%

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

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.2																				
YES	5	52			1	1	3	2					1		4	1	5		4	1
	45%	44%~	~	~	50%~	17%~	100%~	40%~	~	~	~	~	50%~	~	44%~	50%~	45%~	~	44%~	50%~
NO	6	67			1	5		3					1	1	5	1	6		5	1
	55%	56%~	~	~	50%~	83%~	~	60%~	~	~	~	~	50%~	100%~	56%~	50%~	55%~	~	56%~	50%~
VALID CASES	11	119			2	6	3	5					2	1	9	2	11		9	2
NUMBER OF RESPONDENTS	11	119			2	6	3	5					2	1	9	2	11		9	2
	100%	100%			100%	100%	100%	100%					100%	100%	100%	100%	100%		100%	100%

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

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.3																				
YES	1	9				1		1								1	1			1
	9%	7%~	~	~	~	17%~	~	20%~	~	~	~	~	~	~	~	50%~	9%~	~	~	50%~
NO	10	110			2	5	3	4					2	1	9	1	10		9	1
	91%	93%~	~	~	~100%~	83%~	100%~	80%~	~	~	~	~	~100%~	100%~	100%~	50%~	91%~	~	~100%~	50%~
VALID CASES	11	119			2	6	3	5					2	1	9	2	11		9	2
NUMBER OF RESPONDENTS	11	119			2	6	3	5					2	1	9	2	11		9	2
	100%	100%			100%	100%	100%	100%					100%	100%	100%	100%	100%		100%	100%

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

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.4																				
YES	1	31					1						1		1		1			1
	9%	26%~	~	~	~	~	33%~	~	~	~	~	~	50%~	~	11%~	~	9%~	~	~	50%~
NO	10	88			2	6	2	5					1	1	8	2	10		9	1
	91%	74%~	~	~	~100%~	100%~	67%~	100%~	~	~	~	~	50%~	100%~	89%~	100%~	91%~	~	100%~	50%~
VALID CASES	11	119			2	6	3	5					2	1	9	2	11		9	2
NUMBER OF RESPONDENTS	11	119			2	6	3	5					2	1	9	2	11		9	2
	100%	100%			100%	100%	100%	100%					100%	100%	100%	100%	100%		100%	100%

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

Q83.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY.

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.5																				
YES		11																		
		9%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	11	108			2	6	3	5					2	1	9	2	11		9	2
	100%	91%~	~		~100%~	100%~	100%~	100%~	~	~	~		~100%~	100%~	100%~	100%~	100%~		~100%~	100%~
VALID CASES	11	119			2	6	3	5					2	1	9	2	11		9	2
NUMBER OF RESPONDENTS	11	119			2	6	3	5					2	1	9	2	11		9	2
	100%	100%			100%	100%	100%	100%					100%	100%	100%	100%	100%		100%	100%

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NQ14																				
0-6	21	375	1	3	8	3	6	12					1	4	6	14	18	2	14	7
	9%	10%	50%~	6%~	11%	5%	14%~	9%	~	~	~	~	8%~	14%~	7%	11%	9%~	22%~	9%	11%
7-8	61	1202	1	13	20	18	9	32	2	1			4	8	26	34	56	3	48	13
	27%	31%	50%~	27%~	26%	33%	21%~	23%	67%~	100%~	~	~	31%~	29%~	30%	26%	27%~	33%~	30%	21%
9-10	142	2325		33	48	34	27	95	1		1	1	8	16	55	83	137	4	100	42
	63%	60%	~	67%~	63%	62%	64%~	68%	33%~		~100%~	100%~	62%~	57%~	63%	63%	65%~	44%~	62%	68%
VALID CASES	224	3902	2	49	76	55	42	139	3	1	1	1	13	28	87	131	211	9	162	62
NUMBER OF RESPONDENTS	224	3902	2	49	76	55	42	139	3	1	1	1	13	28	87	131	211	9	162	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.54	2.50	1.50	2.61	2.53	2.56	2.50	2.60	2.33	2.00	3.00	3.00	2.54	2.43	2.56	2.53	2.56	2.22	2.53	2.56
p stat_(*=Sig @ p<=.05)		.366	~	~	.826	.748	~	.106	~	~	~	~	~	~	.673	.716	~	~	.735	.735

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NQ41																				
0-6	20	353	2	3	4	6	5	13		1			1	1	5	14	18	1	16	4
	7%	7%	67%~	5%	4%	7%	10%	7%		~100%~	~	~	8%~	3%~	4%	9%	7%~	8%~	7%	6%
7-8	55	1106	1	13	13	19	9	26	2				3	7	26	28	52	2	42	13
	19%	23%	33%~	23%	13%	24%	17%	15%*	50%~	~	~	~	25%~	20%~	21%	18%	19%~	17%~	19%	19%
9-10	214	3349		40	81	55	38	136	2		1	1	8	27	92	116	202	9	164	50
	74%	70%	~	71%	83%*	69%	73%	78%	50%~		~100%~	100%~	67%~	77%~	75%	73%	74%~	75%~	74%	75%
VALID CASES	289	4809	3	56	98	80	52	175	4	1	1	1	12	35	123	158	272	12	222	67
NUMBER OF RESPONDENTS	289	4809	3	56	98	80	52	175	4	1	1	1	12	35	123	158	272	12	222	67
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.67	2.62	1.33	2.66	2.79	2.61	2.63	2.70	2.50	1.00	3.00	3.00	2.58	2.74	2.71	2.65	2.68	2.67	2.67	2.69
p stat_(*=Sig @ p<=.05)		.185	~	.881	.012*	.305	.628	.270	~	~	~	~	~	~	.382	.426	~	~	.813	.813

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NQ48																				
0-6	2	69		1	1			1					1		1	1	2		1	1
	6%	10%~	~	17%~	7%~	~	~	4%~	~	~	~	~	33%~	~	10%~	4%~	6%~	~	7%~	5%~
7-8	10	173		1	5	1	3	7	1					1	1	9	10		5	5
	29%	25%~	~	17%~	33%~	20%~	33%~	27%~	100%~	~	~	~	~	25%~	10%~	36%~	29%~	~	33%~	25%~
9-10	23	464		4	9	4	6	18					2	3	8	15	22	1	9	14
	66%	66%~	~	67%~	60%~	80%~	67%~	69%~	~	~	~	~	67%~	75%~	80%~	60%~	65%~	100%~	60%~	70%~
VALID CASES	35	706		6	15	5	9	26	1				3	4	10	25	34	1	15	20
NUMBER OF RESPONDENTS	35	706		6	15	5	9	26	1				3	4	10	25	34	1	15	20
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.60	2.56		2.50	2.53	2.80	2.67	2.65	2.00				2.33	2.75	2.70	2.56	2.59	3.00	2.53	2.65
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

NQ54 RATING OF CHILD'S HEALTH PLAN

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NQ54																				
0-6	38	702		7	14	14	3	29						6	8	29	35	3	24	14
	12%	13%	~	12%	13%	15%	4%*	15%*	~	~	~	~	~	15%~	5%*	18%*	11%~	19%~	9%	19%
7-8	86	1548	1	14	25	23	23	53	1				7	13	30	56	84	2	60	26
	26%	28%	33%~	23%	24%	25%	33%	28%	25%~	~	~	~	35%~	33%~	19%*	34%*	27%~	13%~	24%	35%
9-10	205	3348	2	39	65	56	43	107	3	1	1		13	21	122	79	193	11	171	34
	62%	60%	67%~	65%	63%	60%	62%	57%*	75%~	100%~	100%~	~	65%~	53%~	76%*	48%*	62%~	69%~	67%*	46%*
VALID CASES	329	5598	3	60	104	93	69	189	4	1	1		20	40	160	164	312	16	255	74
NUMBER OF RESPONDENTS	329	5598	3	60	104	93	69	189	4	1	1		20	40	160	164	312	16	255	74
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.51	2.47	2.67	2.53	2.49	2.45	2.58	2.41	2.75	3.00	3.00		2.65	2.37	2.71	2.30	2.51	2.50	2.58	2.27
p stat_(*=Sig @ p<=.05)		.370	~	.752	.761	.381	.273	.003*	~	~	~	~	~	~	.000*	0.000*	~		~.001*	.001*

GETTING NEEDED CARE

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NPRBSEE4 NQ46	2.45	2.27		2.43	2.38	2.60	2.50	2.50	3.00				2.33	2.50	2.55	2.42	2.50	1.00	2.53	2.38
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCARNES4 NQ15	2.50	2.47	2.00	2.65	2.38	2.47	2.60	2.60	1.67	3.00	3.00	3.00	2.17	2.46	2.38	2.59	2.53	2.10	2.49	2.52
p stat_(*=Sig @ p<=.05)		.520	~	~	.085	.790	~	.006*	~	~	~	~	~	~	.079	.028*	~	~	.789	.788
COMPOSITE	2.47	2.37	2.00	2.54	2.38	2.54	2.55	2.55	2.33	3.00	3.00	3.00	2.25	2.48	2.46	2.51	2.52	1.55	2.51	2.45
p stat_(*=Sig @ p<=.05)		.190	~	~	.392	.638	~	.185	~	~	~	~	~	~	.946	.617	~	~	.508	.868

GETTING CARE QUICKLY

			AGE					RACE						ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NCARSN4 NQ4	2.62	2.61	1.00	2.73	2.47	2.60	2.89	2.71					1.83	2.88	2.44	2.74	2.64	2.29	2.56	2.75
p stat_(*=Sig @ p<=.05)		.904	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NAPGET4 NQ6	2.46	2.46	2.50	2.50	2.42	2.36	2.63	2.58	2.00		3.00		2.00	2.30	2.31	2.59	2.48	2.11	2.41	2.58
p stat_(*=Sig @ p<=.05)		.948	~	~	.646	.303		~.005*	~	~	~	~	~	~	~.020*	.007*	~	~	.155	.155
COMPOSITE	2.54	2.54	1.75	2.61	2.45	2.48	2.76	2.65	2.00		x 3.00		x 1.92	2.59	2.37	2.67	2.56	2.20	2.48	2.66
p stat_(*=Sig @ p<=.05)		.979	~	.711	.494	.746		~.206	~	~	~	~	~	~	~.180	.192	~	~	.386	.469

HOW WELL DOCTORS COMMUNICATE

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NDREXPL4 NQ32	2.73	2.69	2.00	2.87	2.67	2.74	2.68	2.80	2.00	3.00	3.00	3.00	2.20	2.88	2.55	2.83	2.75	2.27	2.72	2.74
p stat_(*=Sig @ p<=.05)		.365	~	~	.230	~	~	.037*	~	~	~	~	~	~	.001*	.002*	~	~	.864	.864
NDRLSTN4 NQ33	2.77	2.70	2.00	2.90	2.71	2.79	2.76	2.83	2.00	3.00	3.00	3.00	2.30	2.88	2.70	2.83	2.79	2.55	2.76	2.80
p stat_(*=Sig @ p<=.05)		.037*	~	~	.172	~	~	.071	~	~	~	~	~	~	.129	.092	~	~	.538	.537
NDRESPU4 NQ34	2.79	2.77	2.50	2.87	2.77	2.75	2.76	2.82	2.67	3.00	3.00	3.00	2.50	2.85	2.75	2.83	2.81	2.45	2.75	2.87
p stat_(*=Sig @ p<=.05)		.597	~	~	.712	~	~	.240	~	~	~	~	~	~	.382	.189	~	~	.082	.081
NDRTMEN4 NQ37	2.54	2.48	1.00	2.73	2.44	2.48	2.67	2.69	1.67	1.00	3.00	3.00	2.00	2.68	2.28	2.71	2.56	2.18	2.47	2.69
p stat_(*=Sig @ p<=.05)		.233	~	~	.105	~	~	.000*	~	~	~	~	~	~	.000*	.000*	~	~	.039*	.039*
COMPOSITE	2.71	2.66	1.88	2.84	2.64	2.69	2.72	2.78	2.08	2.50	3.00	3.00	2.25	2.82	2.57	2.80	2.73	2.36	2.68	2.77
p stat_(*=Sig @ p<=.05)		.750	~	~	.761	~	~	.524	~	~	~	~	~	~	.472	.470	~	~	.771	.773

CUSTOMER SERVICE

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NPBCLCS4 NQ50	2.32	2.30	2.00	2.76	2.27	2.20	2.07	2.45	2.00				2.12	2.00	2.33	2.31	2.33	2.00	2.41	2.00
p stat_(*=Sig @ p<=.05)		.822	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ51	2.65	2.55	2.00	2.94	2.52	2.75	2.50	2.79	2.50				2.38	2.50	2.64	2.72	2.67	2.25	2.65	2.67
p stat_(*=Sig @ p<=.05)		.181	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.49	2.43	2.00	2.85	2.39	2.48	2.29	2.62	2.25	x	x	x	2.25	2.25	2.48	2.51	2.50	2.13	2.53	2.33
p stat_(*=Sig @ p<=.05)		.756	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NRXWHY NQ11	2.33	2.46		2.14	2.50	2.25	2.33	2.58					2.25	1.83	1.84	2.72	2.39	2.00	1.96	2.68
p stat_(*=Sig @ p<=.05)		.245	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXWYNT NQ12	1.94	2.00		1.71	1.88	2.00	2.07	2.00					1.75	2.00	1.74	2.16	2.02	1.25	1.65	2.21
p stat_(*=Sig @ p<=.05)		.629	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXBST NQ13	2.67	2.59		2.71	2.38	2.88	2.73	2.58					2.50	3.00	2.79	2.69	2.80	1.50	2.62	2.71
p stat_(*=Sig @ p<=.05)		.487	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.31	2.35	x	2.19	2.25	2.38	2.38	2.38	x	x	x	x	2.17	2.28	2.12	2.52	2.40	1.58	2.08	2.54
p stat_(*=Sig @ p<=.05)		.908	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

ACCESS TO SPECIALIZED SERVICES

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NEZMDEQ NQ20	2.20	2.28		2.67	2.00	2.00		1.80			3.00				2.60	1.80	2.14	2.33	2.50	2.00
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTHP NQ23	2.00	2.11		2.00	2.18	1.00	1.80	2.13	1.00					1.00	2.25	1.94	2.06	1.67	3.00	1.89
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTC NQ26	2.12	2.11		3.00	1.93	2.00	2.36	2.08	1.00				2.00	2.33	2.23	2.07	2.16	1.67	2.00	2.16
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.11	2.17	x	2.56	2.04	1.67	2.08	2.01	1.00	x	3.00	x	2.00	1.67	2.36	1.94	2.12	1.89	2.50	2.02
p stat_(*=Sig @ p<=.05)		.612	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PRBSEE4 Q46	84%	76%		71%	81%	80%	100%	86%	100%				67%	100%	82%	85%	86%	0%	88%	81%
CARNES4 Q15	86%	88%	50%	92%	83%	84%	90%	90%	67%	100%	100%	100%	75%	82%	81%	89%	88%	70%	85%	89%
AVERAGE	85.2	82.1	x	81.5	82.2	81.8	95.2	87.8	66.7	x	x	x	70.8	91.1	81.6	87.0	86.9	70.0	86.6	85.0

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
CARSN4 Q4	87%	89%	0%	86%	88%	85%	94%	89%					50%	100%	82%	90%	88%	71%	85%	91%
APGET4 Q6	83%	86%	100%	84%	80%	82%	90%	87%	100%		100%		60%	81%	80%	87%	84%	56%	81%	89%
AVERAGE	85.2	87.1	x	85.2	83.9	83.5	92.2	87.9	x	x	x	x	55.0	90.7	80.9	88.5	86.1	63.5	83.0	90.0

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
DREXPL4 Q32	94%	93%	50%	96%	95%	94%	94%	97%	67%	100%	100%	100%	70%	96%	89%	98%	95%	73%	94%	95%
DRLSTN4 Q33	95%	93%	50%	98%	95%	94%	97%	98%	67%	100%	100%	100%	70%	100%	92%	98%	96%	82%	94%	98%
DRESPU4 Q34	96%	95%	100%	96%	97%	92%	97%	97%	100%	100%	100%	100%	80%	96%	95%	97%	96%	91%	95%	98%
DRTMEN4 Q37	89%	86%	0%	94%	86%	90%	94%	95%	67%	0%	100%	100%	60%	92%	80%	95%	90%	73%	87%	93%
AVERAGE	93.6	91.8	x	95.8	93.3	92.2	95.5	96.5	75.0	x	x	x	70.0	96.1	89.1	96.7	94.5	79.5	92.4	96.3

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PBCLCS4 Q50	78%	80%	100%	94%	77%	70%	71%	85%	100%				75%	57%	76%	79%	78%	75%	81%	67%
CSRESP Q51	92%	88%	100%	100%	84%	95%	93%	96%	100%				88%	88%	91%	95%	93%	75%	91%	94%
AVERAGE	84.9	84.1	x	97.1	80.3	82.5	82.1	90.5	x	x	x	x	81.3	72.3	83.5	87.2	85.4	75.0	86.1	80.6

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
RXWHY Q11	78%	86%		71%	81%	75%	80%	91%					75%	50%	53%	97%	80%	75%	58%	96%
RXWYNT Q12	63%	66%		43%	56%	75%	67%	70%					50%	67%	47%	78%	67%	25%	42%	82%
FRXBST Q13	83%	80%		86%	69%	94%	87%	79%					75%	100%	89%	84%	90%	25%	81%	86%
AVERAGE	74.7	77.2	x	66.7	68.8	81.3	77.8	79.8	x	x	x	x	66.7	72.2	63.2	86.5	78.9	41.7	60.3	88.1

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
EZMDEQ Q20	80%	76%		100%	75%	67%		60%			100%				100%	60%	71%	100%	75%	83%
EZTHP Q23	55%	69%		67%	64%	0%	40%	60%	0%					0%	75%	50%	59%	33%	100%	50%
EZTC Q26	66%	68%		100%	60%	55%	79%	63%	0%				67%	83%	69%	64%	66%	67%	70%	65%
AVERAGE	67.0	70.9	x	83.3	66.2	60.6	59.3	60.8	x	x	x	x	66.7	83.3	81.4	58.1	65.3	66.7	72.5	65.9

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

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
DRTLKU Q38	87%	85%	100%	90%	87%	88%	79%	88%	100%	100%	100%	100%	80%	81%	87%	86%	87%	73%	85%	90%
DRUNCON Q43	100%	86%		100%	100%	100%	100%	100%			100%		100%	100%	100%	100%	100%	100%	100%	100%
DRUNFAM Q44	97%	85%		88%	100%	100%	95%	98%	100%		100%		100%	80%	100%	97%	98%	75%	94%	98%
AVERAGE	94.6	85.4	x	92.4	95.7	95.8	91.5	95.2	100	x	x	x	80.0	86.9	95.5	94.2	95.2	82.6	93.1	96.0

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE							ETHNIC— ITY		HEALTH STATUS		CCC SCREENER	
	YCCO TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
HELPCONT Q18	100%	88%		100%	100%	100%	100%	100%						100%	100%	100%	100%		100%	100%
HLPCOORD Q29	55%	56%		75%	59%	30%	57%	54%	100%			0%	0%	100%	55%	57%	53%	100%	48%	61%
AVERAGE	77.6	72.1	x	75.0	79.4	65.0	78.6	77.0	x	x	x	x	x	100	77.3	78.6	76.7	100	73.8	80.4

INDEX OF ADULT TABLES

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

PAGE	QUESTION	TITLE
3. YOUR PERSONAL DOCTOR		
14	Q15	A PERSONAL DOCTOR IS THE ONE YOU WOULD SEE IF YOU NEED A CHECK-UP, WANT ADVICE ABOUT A HEALTH PROBLEM, OR GET SICK OR HURT. DO YOU HAVE A PERSONAL DOCTOR?
15	Q16	IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOU VISIT YOUR PERSONAL DOCTOR TO GET CARE FOR YOURSELF? [ASKED IF Q15 = YES]
16	Q17	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY TO UNDERSTAND? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
17	Q18	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR LISTEN CAREFULLY TO YOU? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
18	Q19	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
19	Q20	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOU? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
20	Q21	IN THE LAST 6 MONTHS, DID YOU GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES YOUR PERSONAL DOCTOR? [ASKED IF Q15 = YES AND Q16 >= 1 TIME]
21	Q22	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOU GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS? [ASKED IF Q15 = YES AND Q16 >= 1 TIME AND Q21 = YES]
22	Q23	USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR PERSONAL DOCTOR? [ASKED IF Q15 = YES]
4. GETTING HEALTH CARE FROM SPECIALISTS		
23	Q24	SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS TO SEE A SPECIALIST?
24	Q25	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT TO SEE A SPECIALIST AS SOON AS YOU NEEDED? [ASKED IF Q24 = YES]
25	Q26	HOW MANY SPECIALISTS HAVE YOU SEEN IN THE LAST 6 MONTHS? [ASKED IF Q24 = YES]
26	Q27	WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOU SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST? [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]

PAGE	QUESTION	TITLE
5. YOUR HEALTH PLAN		
27	Q28	IN THE LAST 6 MONTHS, DID YOU LOOK FOR ANY INFORMATION IN WRITTEN MATERIALS OR ON THE INTERNET ABOUT HOW YOUR HEALTH PLAN WORKS?
28	Q29	IN THE LAST 6 MONTHS, HOW OFTEN DID THE WRITTEN MATERIALS OR THE INTERNET PROVIDE THE INFORMATION YOU NEEDED ABOUT HOW YOUR HEALTH PLAN WORKS? [ASKED IF Q28 = YES]
29	Q30	IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM YOUR HEALTH PLAN'S CUSTOMER SERVICE?
30	Q31	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE GIVE YOU THE INFORMATION OR HELP YOU NEEDED? [ASKED IF Q30 = YES]
31	Q32	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR HEALTH PLAN'S CUSTOMER SERVICE STAFF TREAT YOU WITH COURTESY AND RESPECT? [ASKED IF Q30 = YES]
32	Q33	IN THE LAST 6 MONTHS, DID YOUR HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?
33	PQ34	IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR HEALTH PLAN EASY TO FILL OUT? [ASKED IF Q33 = YES. RESPONSE OF ‘ALWAYS' PADDED WITH Q33 = NO]
34	Q35	USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR HEALTH PLAN?
35	Q35A	IN THE LAST 6 MONTHS, DID YOU HAVE A HEALTH PROBLEM FOR WHICH YOU NEEDED SPECIAL MEDICAL EQUIPMENT, SUCH AS A CANE, A WHEELCHAIR, OR OXYGEN EQUIPMENT?
36	Q35B	IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE MEDICAL EQUIPMENT YOU NEEDED THROUGH YOUR HEALTH PLAN? [ASKED IF Q35A = YES]
37	Q35C	IN THE LAST 6 MONTHS, DID YOU HAVE ANY HEALTH PROBLEMS THAT NEEDED SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?
38	Q35D	IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE SPECIAL THERAPY YOU NEEDED THROUGH YOUR HEALTH PLAN? [ASKED IF Q35C = YES]
39	Q35E	A HEALTH PROVIDER COULD BE A GENERAL DOCTOR, A SPECIALIST DOCTOR, A NURSE PRACTITIONER, A PHYSICIAN ASSISTANT, A NURSE OR ANYONE ELSE YOU WOULD SEE FOR HEALTH CARE. IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?
40	Q35F	IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?
41	Q35G	IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER USE A CONDESCENDING, SARCASTIC OR RUDE TONE OR MANNER WITH YOU?

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

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

6. ABOUT YOU

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

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

PAGE	QUESTION	TITLE
8.	RATINGS	
100	NQ13	RATING OF ALL HEALTH CARE [ASKED IF Q7 >= 1 TIME]
101	NQ23	RATING OF PERSONAL DOCTOR [ASKED IF Q15 = YES]
102	NQ27	RATING OF SPECIALIST SEEN MOST OFTEN [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]
103	NQ35	RATING OF HEALTH PLAN
104	NQ35Z	RATING OF INTERPRETER [ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE AND Q35U = YES AND 35W = SOMETIMES OR USUALLY OR ALWAYS]
9.	COMPOSITES	
105		GETTING NEEDED CARE
106		GETTING CARE QUICKLY
107		HOW WELL DOCTORS COMMUNICATE
108		CUSTOMER SERVICE
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10.	GLOBAL PROPORTION COMPOSITES	
110		GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
111		GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
112		HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
113		CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
114		SHARED DECISION MAKING (A LOT/YES + SOME) -- GLOBAL PROPORTION COMPOSITE

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

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

3. SPECIALIZED SERVICES

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

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

PAGE	QUESTION	TITLE
5. GETTING HEALTH CARE FROM SPECIALISTS		
46	Q45	SPECIALISTS ARE DOCTORS LIKE SURGEONS, HEART DOCTORS, ALLERGY DOCTORS, SKIN DOCTORS, AND OTHER DOCTORS WHO SPECIALIZE IN ONE AREA OF HEALTH CARE. IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR YOUR CHILD TO SEE A SPECIALIST?
47	Q46	IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR YOUR CHILD TO SEE A SPECIALIST AS SOON AS YOU NEEDED? [ASKED IF Q45 = YES]
48	Q47	HOW MANY SPECIALISTS HAS YOUR CHILD SEEN IN THE LAST 6 MONTHS? [ASKED IF Q45 = YES]
49	Q48	WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST? [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]
6. YOUR CHILD'S HEALTH PLAN		
50	Q49	IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN?
51	Q50	IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN GIVE YOU THE INFORMATION OR HELP YOU NEEDED? [ASKED IF Q49 = YES]
52	Q51	IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE STAFF AT YOUR CHILD'S HEALTH PLAN TREAT YOU WITH COURTESY AND RESPECT? [ASKED IF Q49 = YES]
53	Q52	IN THE LAST 6 MONTHS, DID YOUR CHILD'S HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?
54	PQ53	IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT? [ASKED IF Q52 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q52 = NO]
55	Q54	USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH PLAN POSSIBLE AND 10 IS THE BEST HEALTH PLAN POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S HEALTH PLAN?

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

8. ABOUT YOUR CHILD AND YOU

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

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

PAGE	QUESTION	TITLE
9. RATINGS		
94	NQ14	RATING OF ALL CHILD'S HEALTH CARE [ASKED IF Q7 >= 1 TIME]
95	NQ41	RATING OF CHILD'S PERSONAL DOCTOR [ASKED IF Q30 = YES]
96	NQ48	RATING OF SPECIALIST CHILD SAW MOST OFTEN [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]
97	NQ54	RATING OF CHILD'S HEALTH PLAN
10. COMPOSITES		
98		GETTING NEEDED CARE
99		GETTING CARE QUICKLY
100		HOW WELL DOCTORS COMMUNICATE
101		CUSTOMER SERVICE
102		SHARED DECISION MAKING
103		ACCESS TO SPECIALIZED SERVICES
11. GLOBAL PROPORTION COMPOSITES		
104		GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
105		GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
106		HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
107		CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE

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

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

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

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

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

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

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

SURVEY INSTRUCTIONS

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

Correct Mark ● **Incorrect Marks**

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

● **Yes** ➔ ***Go to Question 1***
○ **No**

↓ START HERE ↓

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

○ Yes ➔ ***Go to Question 3***
○ No

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

_____

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

- ○ Yes
- ○ No ➔ ***Go to Question 5***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ ***Go to Question 7***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

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

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No ➔ ***Go to Question 13***

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

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

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

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

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

- ○ Yes
- ○ No

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10
Worst Health Care Possible										Best Health Care Possible

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

YOUR PERSONAL DOCTOR

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

- ○ Yes
- ○ No ➔ ***Go to Question 24***

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

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

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ ***Go to Question 23***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

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

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- ○ Yes
- ○ No ➔ ***Go to Question 28***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

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

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

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

YOUR HEALTH PLAN

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

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

- ○ Yes
- ○ No ➔ ***Go to Question 30***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ ***Go to Question 33***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ ***Go to Question 35***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10
Worst Health Plan Possible										Best Health Plan Possible

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

- ○ Yes
- ○ No ➔ ***Go to Question 35c***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ ***Go to Question 35e***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

CULTURAL COMPETENCY

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

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

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes, definitely
- ○ Yes, somewhat
- ○ No

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

- ○ Yes, definitely
- ○ Yes, somewhat
- ○ No

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

- ○ Yes, definitely
- ○ Yes, somewhat
- ○ No

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

- ○ Yes, definitely
- ○ Yes, somewhat
- ○ No

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

HEALTH LITERACY

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

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

INTERPRETER SERVICES

35r. What is your preferred language?

- ○ English ➔ ***Go to Question 36***
- ○ Spanish
- ○ Some other language

35s. How well do you speak English?

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

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

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

- ○ Yes
- ○ No ➔ ***Go to Question 36***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never ➔ ***Go to Question 35aa***
- ○ Sometimes
- ○ Usually
- ○ Always

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

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

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10
Worst Interpreter Possible										Best Interpreter Possible

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

- ○ Never ➔ ***Go to Question 36***
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

ABOUT YOU

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

- ○ Excellent
- ○ Very Good
- ○ Good
- ○ Fair
- ○ Poor

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

- ○ Excellent
- ○ Very Good
- ○ Good
- ○ Fair
- ○ Poor

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

- ○ Yes
- ○ No
- ○ Don't know

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

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

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No
- ○ Don't know

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

- ○ Yes
- ○ No
- ○ Don't know

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

- ○ Yes
- ○ No

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

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

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

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

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

- ○ Yes
- ○ No ➔ ***Go to Question 50***

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No ➔ ***Go to Question 52***

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

- ○ Yes
- ○ No

52. What is your age?

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

53. Are you male or female?

- ○ Male
- ○ Female

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

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

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

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

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

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

_____

57. Did someone help you complete this survey?

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

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

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

_____

THANK YOU

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

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

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

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 <u>completely</u>. Use only <u>black or blue ink</u> or <u>dark pencil</u> to complete the survey.**

Correct Mark ● **Incorrect Marks**

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

● **Yes** ➔ ***Go to Question 1***
○ **No**

⬇ START HERE ⬇

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

1. **Our records show that your child is now in the Oregon Health Plan. Is that right?**
   ○ Yes ➔ ***Go to Question 3***
   ○ No

2. **What is the name of your child's health plan? (Please print)**

   _____

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

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

- ○ Yes
- ○ No ➔ ***Go to Question 5***

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ ***Go to Question 7***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ None ➔ ***Go to Question 16***
- ○ 1 time
- ○ 2
- ○ 3
- ○ 4
- ○ 5 to 9
- ○ 10 or more times

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

- ○ Yes
- ○ No

9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health provider?

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

- ○ Yes
- ○ No ➔ ***Go to Question 14***

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

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

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

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

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

- ○ Yes
- ○ No

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10
Worst Health Care Possible										Best Health Care Possible

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

16. Is your child now enrolled in any kind of school or daycare?

- ○ Yes
- ○ No ➔ ***Go to Question 19***

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

- ○ Yes
- ○ No ➔ ***Go to Question 19***

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

- ○ Yes
- ○ No

SPECIALIZED SERVICES

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

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

- ○ Yes
- ○ No ➔ ***Go to Question 22***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No ➔ ***Go to Question 25***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No ➔ ***Go to Question 28***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No ➔ ***Go to Question 30***

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

- ○ Yes
- ○ No

YOUR CHILD'S PERSONAL DOCTOR

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

- ○ Yes
- ○ No ➔ ***Go to Question 45***

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

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

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No ➔ ***Go to Question 37***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No ➔ ***Go to Question 41***

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

- ○ Never
- ○ Sometimes
- ○ Usually
- ○ Always

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

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

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

○ Yes
○ No ➔ ***Go to Question 45***

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

○ Yes
○ No

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

○ Yes
○ No

GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

○ Yes
○ No ➔ ***Go to Question 49***

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ None ➔ ***Go to Question 49***
○ 1 specialist
○ 2
○ 3
○ 4
○ 5 or more specialists

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Specialist Possible — Best Specialist Possible

YOUR CHILD'S HEALTH PLAN

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

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

○ Yes
○ No ➔ ***Go to Question 52***

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○ Yes
○ No ➔ ***Go to Question 54***

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

○ Never
○ Sometimes
○ Usually
○ Always

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10

Worst Health Plan Possible — Best Health Plan Possible

PRESCRIPTION MEDICINES

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

○ Yes
○ No ➔ ***Go to Question 58***

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

○ Never
○ Sometimes
○ Usually
○ Always

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

- ○ Yes
- ○ No

ABOUT YOUR CHILD AND YOU

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

- ○ Excellent
- ○ Very good
- ○ Good
- ○ Fair
- ○ Poor

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

- ○ Excellent
- ○ Very good
- ○ Good
- ○ Fair
- ○ Poor

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

- ○ Yes
- ○ No ➔ ***Go to Question 63***

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

- ○ Yes
- ○ No ➔ ***Go to Question 63***

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No ➔ ***Go to Question 66***

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

- ○ Yes
- ○ No ➔ ***Go to Question 66***

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No ➔ ***Go to Question 69***

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

- ○ Yes
- ○ No ➔ ***Go to Question 69***

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No ➔ ***Go to Question 72***

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

- ○ Yes
- ○ No ➔ ***Go to Question 72***

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No ➔ ***Go to Question 74***

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

- ○ Yes
- ○ No

74. What is <u>your child's</u> age?

- ○ Less than 1 year old

☐☐ YEARS OLD (write in)

75. Is your child male or female?

- ○ Male
- ○ Female

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

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

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

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

_____

78. What is <u>your</u> age?

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

79. Are you male or female?

- ○ Male
- ○ Female

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

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

81. How are you related to the child?

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

82. Did someone help you complete this survey?

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

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

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

_____

THANK YOU

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

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

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

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

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

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

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca Correcta ● **Marca Incorrecta**

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

● **Sí** ➔ ***Pase a la Pregunta 1***
○ **No**

⬇ COMIENCE AQUI ⬇

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

   ○ Sí ➔ ***Pase a la pregunta 3***
   ○ No

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

   _____

LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

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

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

   ○ Sí
   ○ No ➔ ***Pase a la pregunta 5***

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

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

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

   ○ Sí
   ○ No ➔ ***Pase a la pregunta 7***

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

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

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

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

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

   ○ Sí
   ○ No

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

   ○ Sí
   ○ No ➔ ***Pase a la pregunta 13***

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

    ○ Para nada
    ○ Un poco
    ○ Algo
    ○ Mucho

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

- ○ Para nada
- ○ Un poco
- ○ Algo
- ○ Mucho

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

- ○ Sí
- ○ No

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10
La peor atención médica posible										La mejor atención médica posible

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

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

SU DOCTOR PERSONAL

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 24***

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

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

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

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

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

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

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

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

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

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

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 23***

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

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

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

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

LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

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

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 28***

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

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

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

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

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

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

SU PLAN DE SALUD

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

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

○ Sí
○ No ➔ ***Pase a la pregunta 30***

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

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

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

○ Sí
○ No ➔ ***Pase a la pregunta 33***

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

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

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

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

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

○ Sí
○ No ➔ ***Pase a la pregunta 35***

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

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

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

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

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 35c***

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

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

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 35e***

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

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

CAPACIDAD CULTURAL

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

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

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

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

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

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

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

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

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

- ○ Sí, definitivamente
- ○ Sí, algo
- ○ No

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

- ○ Sí, definitivamente
- ○ Sí, algo
- ○ No

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

- ○ Sí, definitivamente
- ○ Sí, algo
- ○ No

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

- ○ Sí, definitivamente
- ○ Sí, algo
- ○ No

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

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

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

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

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

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

COMPRENSIÓN DE INFORMACIÓN DE SALUD

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

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

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

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

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

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

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

SERVICIOS DE INTÉRPRETE

35r. ¿Qué idioma prefiere hablar usted?

- ○ Inglés ➔ ***Pase a la Pregunta 36***
- ○ Español
- ○ Otro idioma

35s. ¿Qué tan bien habla inglés?

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

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

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

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

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

- ○ Sí
- ○ No ➔ ***Pase a la Pregunta 36***

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

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

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

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

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

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

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

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

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

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

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

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

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

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

ACERCA DE USTED

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

- ○ Excelente
- ○ Muy buena
- ○ Buena
- ○ Regular
- ○ Mala

37. En general, ¿cómo calificaría toda su salud <u>mental o emocional</u>?

- ○ Excelente
- ○ Muy buena
- ○ Buena
- ○ Regular
- ○ Mala

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

- ○ Sí
- ○ No
- ○ No sé

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

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

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

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

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

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

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

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

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

- ○ Sí
- ○ No
- ○ No sé

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

- ○ Sí
- ○ No
- ○ No sé

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

- ○ Sí
- ○ No

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

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

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

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

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 50***

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

- ○ Sí
- ○ No

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 52***

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

- ○ Sí
- ○ No

52. ¿Qué edad tiene?

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

53. ¿Es usted hombre o mujer?

- ○ Hombre
- ○ Mujer

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

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

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

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

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

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

_____

57. ¿Le ayudó alguien a completar esta encuesta?

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

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

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

_____

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

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

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

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

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

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

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca Correcta ● **Marca Incorrecta**

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

  ● **Sí** ➔ ***Pase a la Pregunta 1***
  ○ **No**

⬇ COMIENCE AQUI ⬇

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

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

   ○ Sí ➔ ***Pase a la pregunta 3***
   ○ No

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

   _____

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

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

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

   ○ Sí
   ○ No ➔ ***Pase a la pregunta 5***

4. **En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como él o ella lo necesitaba?**

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

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

   ○ Sí
   ○ No ➔ ***Pase a la pregunta 7***

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

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

7. **En los últimos 6 meses, sin contar las veces en que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?**

   ○ Ninguna vez ➔ ***Pase a la pregunta 16***
   ○ 1 vez
   ○ 2
   ○ 3
   ○ 4
   ○ 5 a 9
   ○ 10 veces o más

8. **En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?**

   ○ Sí
   ○ No

9. **En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?**

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

10. **En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre comenzar o suspender una medicina recetada?**

    ○ Sí
    ○ No ➔ ***Pase a la pregunta 14***

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

- ○ Para nada
- ○ Un poco
- ○ Algo
- ○ Mucho

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

- ○ Para nada
- ○ Un poco
- ○ Algo
- ○ Mucho

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

- ○ Sí
- ○ No

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

○	○	○	○	○	○	○	○	○	○	○
0	1	2	3	4	5	6	7	8	9	10
La peor atención médica posible										La mejor atención médica posible

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

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

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 19***

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 19***

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

- ○ Sí
- ○ No

SERVICIOS ESPECIALIZADOS

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

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 22***

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

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

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

- ○ Sí
- ○ No

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 25***

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

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

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

- ○ Sí
- ○ No

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 28***

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

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

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

- ○ Sí
- ○ No

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 30***

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

- ○ Sí
- ○ No

EL DOCTOR PERSONAL DE SU NIÑO

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 45***

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

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

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

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

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

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

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

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

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

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

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 37***

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

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

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

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

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

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

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

○ Sí
○ No

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

○ Sí
○ No ➔ ***Pase a la pregunta 41***

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

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

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

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

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

○ Sí
○ No ➔ ***Pase a la pregunta 45***

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

○ Sí
○ No

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

○ Sí
○ No

LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

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

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

○ Sí
○ No ➔ ***Pase a la pregunta 49***

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

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

47. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?

- ○ Ninguno ➔ ***Pase a la pregunta 49***
- ○ 1 especialista
- ○ 2
- ○ 3
- ○ 4
- ○ 5 especialistas o más

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

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

EL PLAN DE SALUD DE SU NIÑO

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

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 52***

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

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

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

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

52. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para llenar?

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 54***

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

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

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

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

MEDICINAS RECETADAS

55. En los últimos 6 meses, ¿consiguió alguna medicina recetada o renovó una receta para una medicina recetada para su niño?

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 58***

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

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

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

- ○ Sí
- ○ No

ACERCA DE USTED Y DE SU NIÑO

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

- ○ Excelente
- ○ Muy buena
- ○ Buena
- ○ Regular
- ○ Mala

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

- ○ Excelente
- ○ Muy buena
- ○ Buena
- ○ Regular
- ○ Mala

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 63***

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 63***

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

- ○ Sí
- ○ No

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 66***

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 66***

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

- ○ Sí
- ○ No

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 69***

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 69***

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

- ○ Sí
- ○ No

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 72***

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 72***

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

- ○ Sí
- ○ No

72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 74***

73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

- ○ Sí
- ○ No

74. ¿Qué edad tiene <u>su niño</u>?

- ○ Menos de un año

☐☐ AÑOS (escriba la respuesta)

75. ¿Es su niño de sexo masculino o femenino?

- ○ Masculino
- ○ Femenino

76. ¿Es su niño de origen o ascendencia hispana o latina?

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

77. ¿A qué raza pertenece su niño? Marque una o más.

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

_____

78. ¿Qué edad tiene <u>usted</u>?

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

79. ¿Es usted hombre o mujer?

- ○ Hombre
- ○ Mujer

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

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

81. ¿Qué relación tiene con el niño?

- ○ Madre o padre
- ○ Abuelo o abuela
- ○ Tía o tío
- ○ Hermano o hermana mayor
- ○ Otro familiar
- ○ Tutor legal del niño
- ○ Otra persona

82. ¿Le ayudó alguien a completar esta encuesta?

- ○ Sí ➔ ***Pase a la pregunta 83***
- ○ No ➔ ***Gracias. Por favor, devuelva esta encuesta en el sobre con el porte o franqueo pagado.***

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

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

_____

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

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

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

DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE [NAMED RESPONDENT

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS NOT A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with [MEMBER FIRST NAME] [MEMBER LAST NAME]?

(IF NEEDED: "We are conducting an important study to find out how satisfied people are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.")

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your health care or benefits in any way.")

(IF NEEDED: "This is purely a research study -- we are polling people about their health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO
IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN
IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people about their health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO
RETURN TO COVERSHEET

RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied people are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will not affect your health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people about their health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX
SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

1. MALE
2. FEMALE

SPAN.VAR
(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

1. Spanish
2. English

MEMBER
1. / MEMBER

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

("DK" NOT ALLOWED)

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF Oregon Health Plan, ENTER "2".)

1. YES --> CK.PLMSTCR
2. NO

NPLNAME
2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

(IF R SAYS SOMETHING CLOSE TO Oregon Health Plan, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

1. EXACT MATCH ----------> CK.PLMSTCR
2. POSSIBLE MATCH ----------> PLNAME
3. NOT A MATCH ----------> PLNAME
4. [RESPONDENT] NO LONGER INSURED ----------> NO.INSUR
5. [RESPONDENT] INSURED BY MEDICAID BUT DOESN'T ---> CK.PLMSTCR KNOW PLAN NAME
6. [RESPONDENT] INSURED BUT NOT BY MEDICAID -------> NO.INSUR

PLNAME
2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

_____

CK.PLMSTCR:

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE
INTRO.INCARE

Now I'm going to ask you some questions about your own health care. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

INCARE
3. / INCARE

In the last 6 months, did you have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

1. YES
2. NO ----------> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4
4. / CARSN4

In the last 6 months, when you NEEDED CARE RIGHT AWAY, how often did you get care as soon as you needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4
5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic?

1. YES
2. NO ----------> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4
6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic, how often did you get an appointment as soon as you needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4
7. / OFCTIM4

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

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care you received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5
8. / PRVENT5

A health provider is the person you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RXSTP
9. / RXSTP

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

1. YES
2. NO ----------> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY
10. / RXWHY

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

(READ LIST)

1. NOT AT ALL,
2. A LITTLE,
3. SOME, OR
4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT
11. / RXWYNT

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

(READ LIST)

1. NOT AT ALL,
2. A LITTLE,
3. SOME, OR
4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST
12. / RXBST

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR
13. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care you may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST HEALTH CARE POSSIBLE										BEST HEALTH CARE POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4
14. / CARNES4

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

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PRSNLD4
15. / PRSNLD4

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

Do you have a personal doctor?

1. YES
2. NO ----------> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS
16. / DRTMS

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

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE, ----------> RATEDR4
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DREXPL4
17. / DREXPL4

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

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4
18. / DRLSTN4

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

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4
19. / DRESPU4

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

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4
20. / DRTMEN4

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

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR
21. / DIFFDR

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

1. YES
2. NO ----------> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO
22. / DRINFO

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

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4
23. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST PERSONAL DOCTOR POSSIBLE										BEST PERSONAL DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR
INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

NDSPDR4
24. / NDSPDR4

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

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

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does my (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

1. YES
2. NO ----------> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4
25. / PRBSEE4

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

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS
26. / SPDRS

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

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say you've seen...")

(READ LIST IF NEEDED: "Would you say...")

0. NONE, ----------> INTRO.PLAN
1. 1 SPECIALIST,
2. 2,
3. 3,
4. 4, OR
5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4
27. / RTSPDR4

We want to know your rating of the specialist you saw most often in the last 6 months.

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

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

00	01	02	03	04	05	06	07	08	09	10
WORST SPECIALIST POSSIBLE										BEST SPECIALIST POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN
INTRO.PLAN

Now I'm going to ask you some questions about your experience with your health plan.

LOOMAT4
28. / LOOMAT4

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

1. YES
2. NO ----------> CLCSRV4

DK/REFUSAL/NOT ASCERTAINED --> CLCSRV4

UNDINF4
29. / UNDINF4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSRV4
30. / CLCSRV4

In the last 6 months, did you get information or help from [your health plan's customer service/customer service at 's health plan] ?

1. YES
2. NO ----------> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4
31. / PBCLCS4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP
32. / CSRESP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4
33. / PLPRWK4

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

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

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4
34. / PBPLPW4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP
35. / RTPLEXP

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

00	01	02	03	04	05	06	07	08	09	10
WORST HEALTH PLAN POSSIBLE										BEST HEALTH PLAN POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HPMDEQ
35a. / HPMDEQ

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

(READ LIST)

1. YES
2. NO ----------> POSTHP

DK/REFUSAL/NOT ASCERTAINED

EZMDHP
35b. / EZMDHP

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

(READ LIST)

1. NEVER
2. SOMETIMES
3. USUALLY
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

POSTHP
35c. / POSTHP

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

(READ LIST)

1. YES
2. NO ----------> INTRO.DTLKTF

DK/REFUSAL/NOT ASCERTAINED

EZPOST
35d. / EZPOST

In the last 6 months, how often was it easy to get the special therapy you needed through your health plan? Would you say…

1. NEVER
2. SOMETIMES
3. USUALLY
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

INTRO.DTLKTF
INTRO.DTLKTF

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

DTLKTF
35e. / DTLKTF

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

In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you? Would you say…

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY,
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DINTER
35f. / DINTER

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DRRUDE
35g. / DRRUDE

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DRTELL
35h. / DRTELL

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

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DTRUST
35i. / DTRUST

In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care? Would you say…

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DTRUTH
35j. / DTRUTH

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

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DCAREH
35k. / DCAREH

In the last 6 months, did you feel this provider cared as much as you do about your health? Would you say…

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DCAREP
35l. / DCAREP

In the last 6 months, did you feel this provider cared about you as a person? Would you say…

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

UNFETH
35m. / UNFETH

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

UNFINS
35n. / UNFINS

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

INTRO.ALLINF
INTRO.ALLINF

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

ALLINF
35o. / ALLINF

In the last 6 months, how often did a doctor or other health provider give you all the information you wanted about your health? Would you say…

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

TLKQS
35p. / TLKQS

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DMEDW
35q. / DMEDW

In the last 6 months, how often did a doctor or other health provider use medical words you did not understand? Would you say…

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

PRFLANG
35r. / PRFLANG

What is your preferred language? Would you say…

(READ LIST)

1. ENGLISH, ----------> HLTSTA4
2. SPANISH, or
3. SOME OTHER LANGUAGE

DK/REFUSAL/NOT ASCERTAINED

SPKENG
35s. / SPKENG

How well do you speak English? Would you say…

(READ LIST)

1. VERY WELL,
2. WELL,
3. NOT WELL, or
4. NOT AT ALL

DK/REFUSAL/NOT ASCERTAINED

DSPKPRF
35t. / DSPKPRF

In the last 6 months, when you called or spoke to someone from your health plan, how often did they speak your preferred language? Would you say…

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

NDINTRP
35u. / NDINTRP

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

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

1. YES
2. NO ----------> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED

FRTRAN
35v. / FRTRAN

In the last 6 months, did anyone from the health plan let you know that an interpreter was available free of charge? Would you say…

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

INTROFC
35w. / INTROFC

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

MOTRAN
35x. / MOTRAN

In the last 6 months, when you used an interpreter provided by your health plan, who was it? Was it…

(READ LIST)

1. A STAFF MEMBER FROM THE HEALTH PLAN
2. AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN
3. A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN
4. SOMEONE ELSE PROVIDED BY THE HEALTH PLAN
5. DON'T KNOW OR UNSURE

REFUSAL/NOT ASCERTAINED

CRTRAN
35y. / CRTRAN

In the last 6 months, how often did this interpreter treat you with courtesy and respect? Would you say…

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

RATEINT
35z. / RATEINT

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

00	01	02	03	04	05	06	07	08	09	10
WORST INTERPRETER POSSIBLE										BEST INTERPRETER POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

INTRFRD
35aa. / INTRFRD

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

(READ LIST)

1. NEVER, ----------> HLTSTA4
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

FRDPREF
35ab. / FRDPREF

In the last 6 months, did you use friends or family members as interpreters because that was what you preferred? Would you say…

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4
36. / HLTSTA4

In general, how would you rate your overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT
37. / MNTLSTAT

In general, how would you rate your overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

FLUSHOTQ
38. / FLUSHOTQ

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

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

NOWSMOK
39. / NOWSMOK

Do you now smoke cigarettes or use tobacco...

(READ LIST)

1. EVERY DAY,
2. SOME DAYS, OR
3. NOT AT ALL? ----------> ASPDAY
4. DON'T KNOW (DO NOT READ) ----------> ASPDAY
9. REFUSAL/NOT ASCERTAINED (DO NOT READ) --> ASPDAY

ADVQUIT9
40. / ADVQUIT9

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

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PATCH9
41. / PATCH9

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

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

WILLPWR9
42. / WILLPWR9

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

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPDAY
43. / ASPDAY

Do you take aspirin daily or every other day?

(IF NEEDED: "Would you say YES or NO?")

(IWER: If the R asks about whether a particular medication or Brand name is considered aspirin, you may provide the following clarification:
Aspirin: Bayer and Bufferin
Not Aspirin: Tylenol, Motrin, Aleve, Advil, ibuprofen and acetaminophen)

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPUSF
44. / ASPUSF

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

(IF NEEDED: "Would you say YES or NO?")

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPPRV
45. / ASPPRV

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.AWCOND
INTRO.AWCOND

When I read the following list, please tell me if you are aware that you have any of these conditions.

PHAWCD.(1-3)
46.(1-3) / PHAWCD.(1-3)

[First,/(Next/How About...)]

1. "High cholesterol"

2. "High blood pressure"

3. "Parent or sibling who had a heart attack before the age of 60"?

(IWER IF NECESSARY: "Are you aware that you have this condition?")

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.DRCOND
INTRO.DRCOND

When I read the following list, please tell me if a doctor has ever told you that you have any of these conditions.

PHDRCD.(1-4)
47.(1-4) / PHDRCD.(1-4)

[First,/(Next/How About...)]

1. "A heart attack"

2. "Angina or coronary heart disease"

3. "A stroke"

4. "Any kind of diabetes or high blood sugar"?

(IWER IF NECESSARY: "Has a doctor ever told you that you have this condition?")

[FOR PHDRCD.2: (IWER IF NEEDED, CLARIFY: Angina pectoris (an-JYE-nuh or AN-jin-uh PECK-ter-iss) is severe pain in the chest associated with insufficient blood supply to the heart.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SMPROB
48. / SMPROB

[I have just a few more questions.]

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

1. YES
2. NO ----------> TKMED

DK/REFUSAL/NOT ASCERTAINED

PRBLST
49. / PRBLST

Is this a condition or problem that has lasted for at least 3 months? [Please do NOT include pregnancy or menopause.]

[IWER IF NEEDED, CLARIFY: Menopause (men-ne-paws) is the time in a woman's life when she stops having menstrual periods. It is sometimes called 'the change of life' or 'the change'.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

TKMED
50. / TKMED

Do you now need or take medicine prescribed by a doctor? [Please do NOT include birth control.]

1. YES
2. NO ----------> QAGE4

DK/REFUSAL\NOT ASCERTAINED

TRTCOND
51. / TRTCOND

Is this medicine to treat a condition that has lasted for at least three months? Please do NOT include pregnancy or menopause.

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

52. / QAGE4

What is your age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ LIST IF NEEDED, "Are you...")

1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

QGENDER

53. / QGENDER

(IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

(ASK IF NECESSARY, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT
54. / EDUCAT

What is the highest grade or level of school that you have COMPLETED? Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

LATINO
55. / LATINO

Are you of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE
INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)
56.(1-6) / PQRACE3.(1-6)

[(Are you)]

1. "White"

2. "Black or African-American"

3. "Asian"

4. "Native Hawaiian or other Pacific Islander"

5. "American Indian or Alaska Native"

6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY RACE?" SAY
"We ask about your race for demographic purposes only.
We want to be sure that the people we survey accurately represent the racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC" or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH
(What is your race?)

_____

ALL.DONE
THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG
(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH
EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

1) QUESTION NUMBER(S)
2) WHAT WAS ENTERED
3) WHAT NEEDS TO BE CHANGED

_____

CK.END.EDIT
LANG.DID
LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

(RC = [RC%])

RETURN TO COVERSHEET

TRANS.SCRN
INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT ENTER "1"

2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG
INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

_____

DK

GOOD.BYE
INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS A LANGUAGE PROBLEM]

[(RC = 80)/(RC = 63)]

DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE PARENT OR GUARDIAN WHO KNOWS MOST ABOUT [MEMBER NAME]'S HEALTH CARE]

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS A PROXY INTERVIEW.])

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with the person who knows the most about [NAME OF CHILD]'s health care]?

(IF NEEDED: "We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.")

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your child’s health care or benefits in any way.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child’s health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO
IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN
IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people about their child’s health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO
RETURN TO COVERSHEET

RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will not affect your child’s health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child’s health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX
SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

1. MALE
2. FEMALE

SPAN.VAR
(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

1. Spanish
2. English

MEMBER
1. / MEMBER

[I will be asking you about [NAME OF CHILD]'s health care. Please answer these questions based on the experiences you have had in getting health care for [NAME OF CHILD], and NOT on any experiences you may have had getting care for yourself or other members of your family.]

Our records show that your child is now in Oregon Health Plan. Is that right?

("DK" NOT ALLOWED)

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF OREGON HEALTH PLAN, ENTER "2".)

1. YES --> CK.PLMSTCR
2. NO

NPLNAME
2. / NPLNAME

What is the name of your child’s health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS OREGON HEALTH PLAN]

(IF R SAYS SOMETHING CLOSE TO OREGON HEALTH PLAN, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

1. EXACT MATCH ----------> CK.PLMSTCR
2. POSSIBLE MATCH ----------> PLNAME
3. NOT A MATCH ----------> PLNAME
4. CHILD NO LONGER INSURED ----------> NO.INSUR
5. CHILD INSURED BY MEDICAID BUT DOESN'T ---> CK.PLMSTCR
   KNOW PLAN NAME
6. CHILD INSURED BUT NOT BY MEDICAID -------> NO.INSUR

PLNAME
2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

_____

CK.PLMSTCR:

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE
INTRO.INCARE
Now I'm going to ask you some questions about your child's health care. When you answer these questions, please do NOT include dental visits or care your child got when [he/she] stayed overnight in a hospital.

INCARE
3. / INCARE

In the last 6 months, did your child have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

1. YES
2. NO ----------> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4
4. / CARSN4

In the last 6 months, when your child NEEDED CARE RIGHT AWAY, how often did your child get care as soon as [he/she] needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4
5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic?

1. YES
2. NO ----------> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4
6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4
7. / OFCTIM4

In the last 6 months, NOT counting the times your child went to an emergency room, how many times did [he/she] go to a doctor's office or clinic to get health care?

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care your child received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5
8. / PRVENT5

In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

OFTQUES
9. / OFTQUES

In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXSTP
10. / RXSTP

In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

1. YES
2. NO ----------> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY
11. / RXWHY

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

(READ LIST)

1. NOT AT ALL,
2. A LITTLE,
3. SOME, OR
4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT
12. / RXWYNT

When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might NOT want your child to take a medicine? Would you say...

(READ LIST)

1. NOT AT ALL,
2. A LITTLE,
3. SOME, OR
4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST
13. / RXBST

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR
14. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child’s health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care your child may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST HEALTH CARE POSSIBLE										BEST HEALTH CARE POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4
15. / CARNES4

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

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHSCHL
16. / CHSCHL

Is your child now enrolled in any kind of school or daycare?

1. YES
2. NO ----------> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

CONTSCHL
17. / CONTSCHL

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

1. YES
2. NO ----------> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

HELPCONT
18. / HELPCONT

In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

MEDEQUIP
19. / MEDEQUIP

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

1. YES
2. NO ----------> SPCTHY

DK/REFUSAL/NOT ASCERTAINED --> SPCTHY

EZMDEQ
20. / EZMDEQ

In the last 6 months, how often was it easy to get special medical equipment or devices for your child? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPMDEQ
21. / HELPMDEQ

Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SPCTHY
22. / SPCTHY

In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

1. YES
2. NO ----------> TCPBLM

DK/REFUSAL/NOT ASCERTAINED --> TCPBLM

EZTHP
23. / EZTHP

In the last 6 months, how often was it easy to get this therapy for your child? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTHP
24. / HELPTHP

Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

TCPBLM
25. / TCPBLM

In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

1. YES
2. NO ----------> PLUSCARE

DK/REFUSAL/NOT ASCERTAINED --> PLUSCARE

EZTC
26. / EZTC

In the last 6 months, how often was it easy to get this treatment or counseling for your child? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTC
27. / HELPTC

Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLUSCARE
28. / PLUSCARE

In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

1. YES
2. NO ----------> PRSNLD4

DK/REFUSAL/NOT ASCERTAINED --> PRSNLD4

HLPCOORD
29. / HLPCOORD

In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

PRSNLD4
30. / PRSNLD4

A personal doctor is the one your child would see if [he/she] needs a check-up, has a health problem, or gets sick or hurt.

Does your child have a personal doctor?

1. YES
2. NO ----------> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS
31. / DRTMS

In the last 6 months, how many times did your child visit [his/her] personal doctor for care ?

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE, ----------> RATEDR4
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

PBDRLNG
31a. /PBDRLANG

In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages? Would you say…

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY,
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DREXPL4
32. / DREXPL4

In the last 6 months, how often did your child’s personal doctor explain things about your child’s health in a way that was easy to understand?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DRLSTN4
33. / DRLSTN4

In the last 6 months, how often did your child’s personal doctor listen carefully to you?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DRESPU4
34. / DRESPU4

In the last 6 months, how often did your child’s personal doctor show respect for what you had to say?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

CABLTLK
35. / CABLTLK

Is your child able to talk with doctors about [his/her] health care?

1. YES
2. NO ----------> DRTMEN4

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

CPBDRLN
35a. / CPBDRLN

In the last 6 months, how often did your child have a hard time speaking with or understanding his or her personal doctor because they spoke different languages? Would you say…

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

CDREXPL
36. / CDREXPL

In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for YOUR CHILD to understand? Would you say...

(READ LIST)

1. NEVER
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4
37. / DRTMEN4

In the last 6 months, how often did your child’s personal doctor spend enough time with your child ? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTLKU
38. / DRTLKU

In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR
39. / DIFFDR

In the last 6 months, did your child get care from a doctor or other health provider besides [his/her] personal doctor?

1. YES
2. NO ----------> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO
40. / DRINFO

In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4
41. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST PERSONAL DOCTOR POSSIBLE										BEST PERSONAL DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

COND3MO
42. / COND3MO

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 MONTHS?

(IWER: "We are looking for a condition that the child CURRENTLY HAS that has lasted for more than 3 months.")

1. YES
2. NO ----------> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRUNCON
43. / DRUNCON

Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DRUNFAM
44. / DRUNFAM

Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your FAMILY'S day-to-day life?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR
INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care your child got when (he/she) stayed overnight in a hospital.

NDSPDR4
45. / NDSPDR4

SPECIALISTS are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does a (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

1. YES
2. NO ----------> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4
46. / PRBSEE4

In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS
47. / SPDRS

How many specialists has your child seen in the last 6 months?

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say your child has seen...")

(READ LIST IF NEEDED: "Would you say...")

0. NONE, ----------> INTRO.PLAN
1. 1 SPECIALIST,
2. 2,
3. 3,
4. 4, OR
5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4
48. / RTSPDR4

We want to know your rating of the specialist your child saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

00	01	02	03	04	05	06	07	08	09	10
WORST SPECIALIST POSSIBLE										BEST SPECIALIST POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN
INTRO.PLAN

Now I'm going to ask you some questions about your experience with your child’s health plan.

CLCSRV4
49. / CLCSRV4

In the last 6 months, did you get information or help from customer service at your child's health plan?

1. YES
2. NO ----------> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4
50. / PBCLCS4

In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP
51. / CSRESP

In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4
52. / PLPRWK4

In the last 6 months, did your child’s health plan give you any forms to fill out?

1. YES
2. NO ----------> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4
53. / PBPLPW4

In the last 6 months, how often were the forms from your child's health plan easy to fill out? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP
54. / RTPLEXP

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child’s health plan?

00	01	02	03	04	05	06	07	08	09	10
WORST HEALTH PLAN POSSIBLE										BEST HEALTH PLAN POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHPRES
55. / CHPRES

In the last 6 months, did you get or refill any prescription medicines for your child?

1. YES
2. NO ----------> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED --> HLTSTA4

EZPRES
56. / EZPRES

In the last 6 months, how often was it easy to get prescription medicines for your child through [his/her] health plan? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPPRES
57. / HELPPRES

Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4
58. / HLTSTA4

In general, how would you rate your child’s overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT
59. / MNTLSTAT

In general, how would you rate your child’s overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CUSEMED
60. / CUSEMED

Other than vitamins, does your child currently need or use medicine prescribed by a doctor?

1. YES
2. NO ----------> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDA
61. / WHYMEDA

Is this because of any medical, behavioral, or other health condition?

1. YES
2. NO ----------> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDB
62. / WHYMEDB

Is this a condition that has lasted or is expected to last for at least 12 months?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

MOREMED
63. / MOREMED

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

1. YES
2. NO ----------> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREA
64. / WHYMOREA

Is this because of any medical, behavioral, or other health condition?

1. YES
2. NO ----------> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREB
65. / WHYMOREB

Is this a condition that has lasted or is expected to last for at least 12 months?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

LIMITED
66. / LIMITED

Is your child limited or prevented in any way in [his/her] ability to do the things most children of the same age can do?

1. YES
2. NO ----------> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMA
67. / WHYLIMA

Is this because of any medical, behavioral, or other health condition?

1. YES
2. NO ----------> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMB
68. / WHYLIMB

Is this a condition that has lasted or is expected to last for at least 12 months?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SPECTHP
69. / SPECTHP

Does your child need or get special therapy such as physical, occupational, or speech therapy?

1. YES
2. NO ----------> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTA
70. / WHYSTA

Is this because of any medical, behavioral, or other health condition?

1. YES
2. NO ----------> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTB
71. / WHYSTB

Is this a condition that has lasted or is expected to last for at least 12 months?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

CHCOUNS
72. / CHCOUNS

Does your child have any kind of emotional, developmental, or behavioral problem for which [he/she] needs or gets treatment or counseling?

1. YES
2. NO ----------> CAGE

DK/REFUSAL/NOT ASCERTAINED --> CAGE

TIMCOUNA
73. / TIMCOUNA

Has this problem lasted or is it expected to last for at least 12 months?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

CAGE
74. / CAGE

I have just a few more questions.

What is YOUR CHILD'S age?

(IWER: ENTER 00 IF LESS THAN 1 YEAR OLD)

(IWER: IF NEEDED CLARIFY, "Please answer based on your child's age as of their last birthday.")

__ ENTER CHILD'S AGE

DK/REFUSAL/NOT ASCERTAINED

IF CAGE<19 THEN GO TO CGENDER

CAGE.CK
74a. / CAGE.CK

I have entered that [NAME OF CHILD] is [CAGE]. Is that correct?

("DK" NOT ALLOWED)

1. YES-AGE ENTERED CORRECTLY
2. NO-CORRECT AGE ----------> CAGE

CGENDER
75. / CGENDER

(IF NEEDED: "Is your child male or female?")

1. MALE
2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO
76. / LATINO

Is your child of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE
INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your child’s race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)
77.(1-6) / PQRACE3.(1-6)

[Is your child)]

1. "White"

2. "Black or African-American"

3. "Asian"

4. "Native Hawaiian or other Pacific Islander"

5. "American Indian or Alaska Native"

6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY CHILD'S RACE?" SAY "We ask about your child's race for demographic purposes only. We want to be sure that the people we survey accurately represent the racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC" or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH
(What is your child's race?)

_____

PAGE
78. / PAGE

Now I have a few questions about you. What is YOUR age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ IF NEEDED, "Are you...")

0. UNDER 18,
1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PGENDER
79. / PGENDER

(IWER: ENTER RESPONDENT'S SEX. "DK" NOT ALLOWED.)

(IWER: IF NECESSARY ASK, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT
80. / EDUCAT

What is the highest grade or level of school that you have COMPLETED? Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHRELT
81. / CHRELT

How are you related to the child?

(READ IF NEEDED: "Are you the ...")

1. MOTHER OR FATHER,
2. GRANDPARENT,
3. AUNT OR UNCLE,
4. OLDER BROTHER OR SISTER,
5. OTHER RELATIVE,
6. LEGAL GUARDIAN, OR
7. SOMEONE ELSE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ALL.DONE
THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

```
EDIT.FLG
        (IWER: DO YOU NEED TO TYPE AN EDIT?)

          1.  YES
          2.  NO

 IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

  EDIT.OTH
        EDIT.OTH.  (IWER:  PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

          1) QUESTION NUMBER(S)
          2) WHAT WAS ENTERED
          3) WHAT NEEDS TO BE CHANGED

          ___________________

CK.END.EDIT
    LANG.DID
        LANG.DID. IWER:  DID YOU DO THIS INTERVIEW IN...

          1.  ENGLISH,
          2.  SPANISH OR
          3.  BOTH?

     END.SCREEN

          COVERSHEET NOT NEEDED

          I may need to contact you again later, but today we are only
          interviewing members of Oregon Health Plan, so those are all the
          questions I have.  Thank you very much for your help.

          ( RC = [RC%] )

    RETURN TO COVERSHEET

    TRANS.SCRN
      INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR
                   A HOUSEHOLD WITH A LANGUAGE PROBLEM.

          1.  IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT
              ENTER "1"

          2.  IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

    WHAT.LANG
       INTERVIEWER:  WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?


          ____________________________________
          DK

    GOOD.BYE
       INTERVIEWER:  [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS
            NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT.  THIS ID WILL BE CODED AS
            A LANGUAGE PROBLEM]

          [( RC = 80 )/( RC = 63 )]
```