Yamhill CCO
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2015

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METHODOLOGY

Introduction

This banner book report summarizes the results of the 2015 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 19, 2015
1st mailing of survey packets:	February 26, 2015
1st mailing of reminder postcards:	March 5, 2015
2nd mailing of survey packets:	March 24, 2015
2nd mailing of reminder postcards:	April 2, 2015
Phone follow-up start:	April 9, 2015
Mail and phone field terminated:	May 4, 2015

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, 2014. To be eligible, members had to have been enrolled in Oregon Health Plan for at least six months as of December 31, 2014. 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
- Q14/15. Got care, tests or treatment you thought you needed
- Q25/46. 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
- Q17/32. Personal doctor explained things in a way that was easy to understand
- Q18/33. Personal doctor listened carefully to you
- Q29/34. Personal doctor showed respect for what you had to say
- Q20/37. Personal doctor spent enough time with you

Composite: Customer Service
- Q31/50. Health plan's customer service gave needed information or help
- Q32/51. Treated with courtesy and respect by health plan's customer service staff

Composite: Shared Decision Making
- Q10/11. Doctor talked about reasons you might want to take a medicine
- Q11/12. Doctor talked about reasons you might not want to take a medicine
- Q12/13. Doctor talked about what you thought was best for you when discussing a medication

Rating Questions
- Q13/14. Rating of all health care
- Q23/41. Rating of personal doctor
- Q27/47. Rating of specialist doctor
- Q35/54. 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**	209	3240	132	2377
Second mailing - sent	707	12007	779	12648
***Second mailing - usable survey returned**	58	979	59	987
***Phone - usable surveys**	68	1234	131	1999
Total - usable surveys	335	5453	322	5363
†Ineligible: According to population criteria‡	15	261	6	158
†Ineligible: Deceased	0	39	0	1
†Ineligible: Mentally or physically unable to complete survey	7	207	0	0
†Ineligible: Language barrier	1	52	1	40
Incorrect address AND incorrect phone number	67	1173	58	1296
Refusal/Returned survey blank	34	667	46	729
Nonresponse - Unavailable by mail or phone	441	7448	467	7713
Adjusted Response Rate	**38.2%**	**37.0%**	**36.1%**	**35.5%**

*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© 2015 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	191 40.2%	137 40.9%	0.68%
Female	284 59.8%	198 59.1%	-0.68%
18-24	123 25.9%	44 13.1%	-12.76%
25-34	133 28.0%	62 18.5%	-9.49%
35-44	101 21.3%	54 16.1%	-5.14%
45-54	74 15.6%	78 23.3%	7.70%
55-64	34 7.2%	84 25.1%	17.92%
65-74	5 1.1%	10 3.0%	1.93%
75 or Older	5 1.1%	3 0.9%	-0.16%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	259 50.5%	166 51.6%	1.07%
Female	254 49.5%	156 48.4%	-1.07%
<3	91 17.7%	59 18.3%	0.58%
4-7	132 25.7%	91 28.3%	2.53%
8-12	163 31.8%	94 29.2%	-2.58%
13 or older	127 24.8%	78 24.2%	-0.53%

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Q1 OUR RECORDS SHOW THAT YOU ARE NOW IN <YAMHILL CCO>. 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	329	5345	43	54	48	70	85	12	245	3	2		3	19	21	51	256	213	95	125	188
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	6	108	1		1		3	1	5							2	4	3	3	2	4
VALID CASES	329	5345	43	54	48	70	85	12	245	3	2		3	19	21	51	256	213	95	125	188
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	146	2233	14	24	27	39	34	3	115	1				9	11	20	121	87	53	50	91
	45%	43%	32%~	44%	55%~	59%*	40%	25%~	47%	33%~	~	~	~	50%~	52%~	40%	47%	40%*	57%*	40%	49%
NO	175	2997	30	30	22	27	52	9	129	2	2		3	9	10	30	134	128	40	75	95
	55%	57%	68%~	56%	45%~	41%*	60%	75%~	53%	67%~	100%~		~100%~	50%~	48%~	60%	53%	60%*	43%*	60%	51%
NOT ANSWERED	14	223				4	2	1	6					1		3	5	1	5	2	6
VALID CASES	321	5230	44	54	49	66	86	12	244	3	2		3	18	21	50	255	215	93	125	186
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	3	63	1				1		2					1		1	1	2	1	1	
	2%	3%	10%~	~	~	~	3%~	~	2%~	~	~	~	~	11%~	~	5%~	0.9%~	3%	2%~	2%~	~
SOMETIMES	19	285	2	6	2	6	3		14					2	1	3	16	9	10	5	14
	15%	14%	20%~	26%~	8%~	16%~	10%~	~	14%~	~	~	~	~	22%~	9%~	15%~	15%~	12%	20%~	12%~	17%~
USUALLY	38	563	2	5	8	16	6		29					4	3	7	30	19	17	13	24
	29%	28%	20%~	22%~	33%~	43%~	20%~	~	28%~	~	~	~	~	44%~	27%~	35%~	28%~	25%	35%~	30%~	29%~
ALWAYS	70	1115	5	12	14	15	20	2	57	1				2	7	9	59	46	21	24	45
	54%	55%	50%~	52%~	58%~	41%~	67%~	100%~	56%~	100%~	~	~	~	22%~	64%~	45%~	56%~	61%	43%~	56%~	54%~
#ALWAYS + USUALLY (NET)	108	1678	7	17	22	31	26	2	86	1				6	10	16	89	65	38	37	69
	83%	83%	70%~	74%~	92%~	84%~	87%~	100%~	84%~	100%~	~	~	~	67%~	91%~	80%~	84%~	86%	78%~	86%~	83%~
TOP BOX SCORE	70	1115	5	12	14	15	20	2	57	1				2	7	9	59	46	21	24	45
	54%	55%	50%~	52%~	58%~	41%~	67%~	100%~	56%~	100%~	~	~	~	22%~	64%~	45%~	56%~	61%	43%~	56%~	54%~
NOT ANSWERED	16	220	4	1	3	2	4	1	13								15	11	4	7	8
VALID CASES	130	2026	10	23	24	37	30	2	102	1				9	11	20	106	76	49	43	83
NUMBER OF RESPONDENTS	146	2246	14	24	27	39	34	3	115	1				9	11	20	121	87	53	50	91
	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	221	3616	23	32	39	49	63	10	169	2	1		3	11	16	33	178	133	80	76	139
	69%	70%	52%~	62%	80%~	75%	73%	77%~	70%	67%~	50%~		~100%~	61%~	76%~	67%~	70%	63%*	84%*	63%	74%*
NO	98	1586	21	20	10	16	23	3	73	1	1			7	5	16	76	78	15	45	49
	31%	30%	48%~	38%	20%~	25%	27%	23%~	30%	33%~	50%~	~	~	39%~	24%~	33%~	30%	37%*	16%*	37%	26%*
NOT ANSWERED	16	251		2		5	2		8					1		4	6	5	3	6	4
VALID CASES	319	5202	44	52	49	65	86	13	242	3	2		3	18	21	49	254	211	95	121	188
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	6	100	1	1	3				4								4	4	1	2	3
	3%	3%	5%~	3%~	8%~	~	~	~	3%~	~	~	~	~	~	~	~	2%~	3%	1%	3%	2%
SOMETIMES	49	562	10	10	7	13	7		28	2	1		2	5	3	11	34	33	15	17	30
	24%	17%*	45%~	32%~	19%~	28%~	14%*	~	18%~	100%~	100%~	~	67%~	45%~	20%~	37%~	21%~	27%	21%	24%	24%
USUALLY	62	870	7	4	12	15	19	5	49					1	7	10	50	34	27	21	40
	31%	27%	32%~	13%~	33%~	33%~	37%	50%~	32%~	~	~	~	~	9%~	47%~	33%~	31%~	28%	37%	30%	32%
ALWAYS	83	1715	4	16	14	18	25	5	72				1	5	5	9	74	52	29	30	52
	42%	53%*	18%~	52%~	39%~	39%~	49%	50%~	47%~	~	~	~	33%~	45%~	33%~	30%~	46%~	42%	40%	43%	42%
#ALWAYS + USUALLY (NET)	145	2585	11	20	26	33	44	10	121				1	6	12	19	124	86	56	51	92
	73%	80%*	50%~	65%~	72%~	72%~	86%*	100%~	79%~	~	~	~	33%~	55%~	80%~	63%~	77%~	70%	78%	73%	74%
TOP BOX SCORE	83	1715	4	16	14	18	25	5	72				1	5	5	9	74	52	29	30	52
	42%	53%*	18%~	52%~	39%~	39%~	49%	50%~	47%~	~	~	~	33%~	45%~	33%~	30%~	46%~	42%	40%	43%	42%
NOT ANSWERED	21	326	1	1	3	3	12		16						1	3	16	10	8	6	14
VALID CASES	200	3247	22	31	36	46	51	10	153	2	1		3	11	15	30	162	123	72	70	125
NUMBER OF RESPONDENTS	221	3573	23	32	39	49	63	10	169	2	1		3	11	16	33	178	133	80	76	139
	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	76	1271	19	18	7	9	17	2	54	3	1			6	2	15	56	67	6	40	33
	24%	25%	43%~	33%	14%~	13%*	20%	15%~	22%	100%~	50%~	~	~	33%~	10%~	30%	22%	31%*	6%*	32%*	17%*
1 TIME	62	975	10	8	11	15	14	2	45				1	5	1	12	46	49	12	24	36
	19%	19%	23%~	15%	22%~	22%	17%	15%~	18%	~	~	~	33%~	28%~	5%~	24%	18%	23%*	13%*	19%	19%
2	60	973	4	8	13	16	16	2	46		1		1	1	8	9	49	41	15	22	37
	19%	19%	9%~	15%	27%~	24%	19%	15%~	19%	~	50%~	~	33%~	6%~	38%~	18%	19%	19%	16%	18%	20%
3	32	600	4	4	3	4	14	2	25				1	3	1	7	24	16	16	7	25
	10%	12%	9%~	7%	6%~	6%	17%*	15%~	10%	~	~	~	33%~	17%~	5%~	14%	9%	7%	17%*	6%*	13%*
4	31	448	1	8	7	7	7	1	26					2	3	3	27	17	11	4	26
	10%	9%	2%~	15%	14%~	10%	8%	8%~	11%	~	~	~	~	11%~	14%~	6%	11%	8%	12%	3%*	14%*
5 TO 9	41	631	4	7	6	9	11	3	34					1	5	4	36	18	22	16	24
	13%	12%	9%~	13%	12%~	13%	13%	23%~	14%	~	~	~	~	6%~	24%~	8%	14%	8%*	23%*	13%	13%
10 OR MORE TIMES	19	265	2	1	2	8	5	1	17						1		19	6	13	11	8
	6%	5%	5%~	2%*	4%~	12%	6%	8%~	7%	~	~	~	~	~	5%~	~	7%~	3%*	14%*	9%	4%
NOT ANSWERED	14	290				2	4		3					1		3	3	2	3	3	3
VALID CASES	321	5163	44	54	49	68	84	13	247	3	2		3	18	21	50	257	214	95	124	189
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q8 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS?

			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	178	2683	14	26	29	45	54	8	143		1		1	8	18	20	153	106	64	64	111
	74%	71%	56%~	72%~	69%~	78%	83%*	80%~	75%		~100%~		~ 33%~	67%~	95%~	57%~	77%~	73%	74%	78%	72%
NO	63	1081	11	10	13	13	11	2	47				2	4	1	15	45	39	23	18	43
	26%	29%	44%~	28%~	31%~	22%	17%*	20%~	25%		~	~	~ 67%~	33%~	5%~	43%~	23%~	27%	26%	22%	28%
NOT ANSWERED	4	79				1	2	1	3								3	2	2	2	2
VALID CASES	241	3764	25	36	42	58	65	10	190		1		3	12	19	35	198	145	87	82	154
NUMBER OF RESPONDENTS	245	3843	25	36	42	59	67	11	193		1		3	12	19	35	201	147	89	84	156
	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	125	2125	7	19	22	29	38	8	101					3	16	11	109	63	59	44	78
	52%	57%	28%~	53%~	52%~	49%	58%	73%~	53%	~	~	~	~	25%~	84%~	32%~	55%~	43%*	68%*	54%	50%
NO	117	1611	18	17	20	30	27	3	89		1		3	9	3	23	90	83	28	38	77
	48%	43%	72%~	47%~	48%~	51%	42%	27%~	47%		~100%~		~100%~	75%~	16%~	68%~	45%~	57%*	32%*	46%	50%
NOT ANSWERED	3	107					2		3							1	2	1	2	2	1
VALID CASES	242	3736	25	36	42	59	65	11	190		1		3	12	19	34	199	146	87	82	155
NUMBER OF RESPONDENTS	245	3843	25	36	42	59	67	11	193		1		3	12	19	35	201	147	89	84	156
	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 DID YOU AND 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																					
#YES	115	1887	7	17	21	28	33	7	91					3	16	10	100	59	54	43	69
	93%	92%	100%~	89%~	95%~	100%~	89%~	88%~	92%~	~	~	~	~	100%~	100%~	100%~	93%~	95%	93%	98%~	91%~
NO	8	166		2	1		4	1	8								8	3	4	1	7
	7%	8%	~	11%~	5%~	~	11%~	12%~	8%~	~	~	~	~	~	~	~	7%~	5%	7%	2%~	9%~
NOT ANSWERED	19	436				3	7		8					1		5	6	4	6	5	6
VALID CASES	123	2053	7	19	22	28	37	8	99					3	16	10	108	62	58	44	76
NUMBER OF RESPONDENTS	142	2489	7	19	22	31	44	8	107					4	16	15	114	66	64	49	82
	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 DID YOU AND 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																					
#YES	95	1488	5	15	18	25	26	5	78					2	11	8	83	45	47	36	57
	77%	73%	71%~	79%~	82%~	89%~	70%~	63%~	78%~	~	~	~		~100%~	69%~	89%~	76%~	71%	82%	82%~	75%~
NO	28	562	2	4	4	3	11	3	22						5	1	26	18	10	8	19
	23%	27%	29%~	21%~	18%~	11%~	30%~	38%~	22%~	~	~	~	~	~	31%~	11%~	24%~	29%	18%	18%~	25%~
NOT ANSWERED	2	44				1	1		1					1		2			2		2
VALID CASES	123	2050	7	19	22	28	37	8	100					2	16	9	109	63	57	44	76
NUMBER OF RESPONDENTS	125	2094	7	19	22	29	38	8	101					3	16	11	109	63	59	44	78
	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	98	1534	6	16	16	26	27	6	79					3	13	8	87	49	46	36	60
	79%	75%	86%~	84%~	73%~	90%~	71%~	75%~	78%~	~	~	~		~100%~	81%~	73%~	80%~	79%	78%	82%~	77%~
NO	26	511	1	3	6	3	11	2	22						3	3	22	13	13	8	18
	21%	25%	14%~	16%~	27%~	10%~	29%~	25%~	22%~	~	~	~	~	~	19%~	27%~	20%~	21%	22%	18%~	23%~
NOT ANSWERED	1	49																1			
VALID CASES	124	2045	7	19	22	29	38	8	101					3	16	11	109	62	59	44	78
NUMBER OF RESPONDENTS	125	2094	7	19	22	29	38	8	101					3	16	11	109	63	59	44	78
	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 POSSIBLE	2	29		1	1				2								2	1	1	1	1
	0.8%	0.8%	~	3%~	2%~	~	~	~	1%	~	~	~	~	~	~	~	1%~	0.7%	1%	1%	0.6%
01		27																			
		0.7%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02	3	39			1	1	1		2					1			3	1	2	1	2
	1%	1%	~	~	2%~	2%	2%	~	1%	~	~	~	~	8%~	~	~	2%~	0.7%	2%	1%	1%
03	6	70		3		1	1		4					1			5	4	1	2	3
	3%	2%	~	8%~	~	2%	2%	~	2%	~	~	~	~	8%~	~	~	3%~	3%	1%	2%	2%
04	8	85	1	2	1	1	2	1	5					1	1	1	7	3	5	3	5
	3%	2%	4%~	6%~	2%~	2%	3%	9%~	3%	~	~	~	~	8%~	5%~	3%~	4%~	2%	6%	4%	3%
05	22	285	3	5	3	4	6	1	19				1	1	1		22	14	8	5	17
	9%	8%	12%~	14%~	7%~	7%	9%	9%~	10%	~	~	~	33%~	8%~	5%~	~	11%~	10%	9%	6%	11%
06	16	223	6	2	4	3	1		13					1		3	13	12	3	6	9
	7%	6%	24%~	6%~	10%~	5%	2%*	~	7%	~	~	~	~	8%~	~	9%~	7%~	8%	3%	7%	6%
07	41	493	5	7	8	12	7	1	32		1		1		6	7	34	23	16	13	28
	17%	13%	20%~	19%~	20%~	21%	11%	9%~	17%	~	100%~	~	33%~	~	32%~	21%~	17%~	16%	18%	16%	18%
08	42	772	5	5	13	7	12		30					2	6	7	33	29	12	14	28
	17%	21%	20%~	14%~	32%~	12%	18%	~	16%	~	~	~	~	17%~	32%~	21%~	17%~	20%	14%	17%	18%
09	38	616		4	4	12	17	1	32					2	2	6	31	21	17	17	21
	16%	16%	~	11%~	10%~	21%	26%*	9%~	17%	~	~	~	~	17%~	11%~	18%~	16%~	14%	20%	21%	14%
BEST HEALTH CARE POSSIBLE	62	1096	5	7	6	16	19	7	51				1	3	3	10	48	37	22	20	40
	26%	29%	20%~	19%~	15%~	28%	29%	64%~	27%	~	~	~	33%~	25%~	16%~	29%~	24%~	26%	25%	24%	26%
#8-10 (NET)	142	2485	10	16	23	35	48	8	113				1	7	11	23	112	87	51	51	89
	59%	66%*	40%~	44%~	56%~	61%	73%*	73%~	59%	~	~	~	33%~	58%~	58%~	68%~	57%~	60%	59%	62%	58%

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)	100	1712	5	11	10	28	36	8	83				1	5	5	16	79	58	39	37	61
	42%	46%	20%~	31%~	24%~	49%	55%*	73%~	44%	~	~	~	33%~	42%~	26%~	47%~	40%~	40%	45%	45%	40%
NOT ANSWERED	5	106			1	2	1		3							1	3	2	2	2	2
VALID CASES	240	3737	25	36	41	57	66	11	190		1		3	12	19	34	198	145	87	82	154
NUMBER OF RESPONDENTS	245	3843	25	36	42	59	67	11	193		1		3	12	19	35	201	147	89	84	156
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	7.70	7.91	7.20	6.92	7.34	7.98	8.14	8.64	7.74		7.00		7.33	7.00	7.74	8.26	7.57	7.72	7.66	7.77	7.67
p stat_(*=Sig @ p<=.05)		.121	~	~	~	.221	.040*	~	.515	~	~	~	~	~	~	~	~	.806	.829	.707	.798

[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	6	104	1	2	2				3					2		2	3	3	2	2	3
	2%	3%	4%~	6%~	5%~	~	~	~	2%	~	~	~	~	18%~	~	6%~	2%~	2%	2%	2%	2%
SOMETIMES	54	575	8	12	6	14	11	1	38		1		2	2	6	4	48	31	22	18	34
	22%	15%*	32%~	33%~	14%~	25%	17%	9%~	20%		~100%~		~ 67%~	18%~	32%~	12%~	24%~	21%	25%	22%	22%
USUALLY	89	1243	8	12	21	25	22	1	70					4	7	18	70	48	37	26	63
	37%	33%	32%~	33%~	50%~	44%	34%	9%~	37%	~	~	~	~	36%~	37%~	53%~	35%~	33%	43%	32%	41%
ALWAYS	92	1797	8	10	13	18	32	9	79				1	3	6	10	77	63	26	35	55
	38%	48%*	32%~	28%~	31%~	32%	49%*	82%~	42%*	~	~	~	33%~	27%~	32%~	29%~	39%~	43%*	30%*	43%	35%
#ALWAYS + USUALLY (NET)	181	3040	16	22	34	43	54	10	149				1	7	13	28	147	111	63	61	118
	75%	82%*	64%~	61%~	81%~	75%	83%	91%~	78%*	~	~	~	33%~	64%~	68%~	82%~	74%~	77%	72%	75%	76%
TOP BOX SCORE	92	1797	8	10	13	18	32	9	79				1	3	6	10	77	63	26	35	55
	38%	48%*	32%~	28%~	31%~	32%	49%*	82%~	42%*	~	~	~	33%~	27%~	32%~	29%~	39%~	43%*	30%*	43%	35%
NOT ANSWERED	4	124				2	2		3					1		1	3	2	2	3	1
VALID CASES	241	3719	25	36	42	57	65	11	190		1		3	11	19	34	198	145	87	81	155
NUMBER OF RESPONDENTS	245	3843	25	36	42	59	67	11	193		1		3	12	19	35	201	147	89	84	156
	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	250	4201	29	37	39	56	75	12	195	1			2	14	21	37	206	158	85	89	158
	78%	81%	66%~	69%	81%~	82%	86%*	100%~	79%	33%~	~	~	67%~	78%~	100%~	73%	80%	74%*	89%*	71%*	84%*
NO	71	995	15	17	9	12	12		52	2	2		1	4		14	51	56	11	37	30
	22%	19%	34%~	31%	19%~	18%	14%*	~	21%	67%~	100%~	~	33%~	22%~	~	27%	20%	26%*	11%*	29%*	16%*
NOT ANSWERED	14	257			1	2	1	1	3					1		2	3	2	2	1	4
VALID CASES	321	5196	44	54	48	68	87	12	247	3	2		3	18	21	51	257	214	96	126	188
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	50	713	10	9	5	10	13	2	38	1				4	2	8	40	38	10	21	28
	21%	18%	34%~	26%~	13%~	18%	19%	18%~	20%	100%~	~	~	~	29%~	10%~	22%~	20%~	25%*	12%*	25%	18%
1 TIME	45	973	6	8	6	11	13	1	33				1	3	1	8	35	35	9	17	28
	19%	24%*	21%~	23%~	16%~	20%	19%	9%~	18%	~	~	~	50%~	21%~	5%~	22%~	18%~	23%*	11%*	20%	18%
2	54	1005	5	5	10	14	19	1	38				1	2	10	7	46	33	20	17	36
	22%	25%	17%~	14%~	26%~	25%	27%	9%~	20%	~	~	~	50%~	14%~	50%~	19%~	23%~	22%	25%	20%	24%
3	27	534	3	4	3	4	9	3	21					3	3	5	21	13	14	6	20
	11%	13%	10%~	11%~	8%~	7%	13%	27%~	11%	~	~	~	~	21%~	15%~	14%~	11%~	9%	17%	7%	13%
4	27	322	2	5	6	8	5	1	25					1	1	3	24	14	10	6	21
	11%	8%	7%~	14%~	16%~	15%	7%	9%~	13%*	~	~	~	~	7%~	5%~	8%~	12%~	9%	12%	7%	14%
5 TO 9	27	403	1	4	6	6	7	3	23					1	3	4	23	16	11	12	15
	11%	10%	3%~	11%~	16%~	11%	10%	27%~	12%	~	~	~	~	7%~	15%~	11%~	12%~	11%	14%	14%	10%
10 OR MORE TIMES	10	75	2		2	2	4		8							1	8	3	7	6	4
	4%	2%	7%~	~	5%~	4%	6%	~	4%	~	~	~	~	~	~	3%~	4%~	2%	9%*	7%	3%
NOT ANSWERED	10	238		2	1	1	5	1	9						1	1	9	6	4	4	6
VALID CASES	240	4026	29	35	38	55	70	11	186	1			2	14	20	36	197	152	81	85	152
NUMBER OF RESPONDENTS	250	4264	29	37	39	56	75	12	195	1			2	14	21	37	206	158	85	89	158
	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	3	47	1		2				3								3	1	2	1	2
	2%	1%	5%~	~	6%~	~	~	~	2%~	~	~	~	~	~	~	~	2%~	0.9%	3%	2%	2%
SOMETIMES	21	196	5	2	2	5	6	1	14					3	1	4	16	11	10	9	12
	11%	6%*	26%~	8%~	6%~	11%~	11%	11%~	9%~	~	~	~	~	30%~	6%~	15%~	10%~	10%	14%	14%	10%
USUALLY	39	719	3	9	7	6	13	1	29				1	2	3	10	28	25	14	12	27
	21%	22%	16%~	35%~	21%~	13%~	23%	11%~	20%~	~	~	~	50%~	20%~	17%~	37%~	18%~	22%	20%	19%	22%
ALWAYS	126	2245	10	15	22	34	37	7	102				1	5	14	13	110	77	44	41	83
	67%	70%	53%~	58%~	67%~	76%~	66%	78%~	69%~	~	~	~	50%~	50%~	78%~	48%~	70%~	68%	63%	65%	67%
#ALWAYS + USUALLY (NET)	165	2963	13	24	29	40	50	8	131				2	7	17	23	138	102	58	53	110
	87%	92%*	68%~	92%~	88%~	89%~	89%	89%~	89%~	~	~	~	100%~	70%~	94%~	85%~	88%~	89%	83%	84%	89%
TOP BOX SCORE	126	2245	10	15	22	34	37	7	102				1	5	14	13	110	77	44	41	83
	67%	70%	53%~	58%~	67%~	76%~	66%	78%~	69%~	~	~	~	50%~	50%~	78%~	48%~	70%~	68%	63%	65%	67%
NOT ANSWERED	1	22					1									1			1	1	
VALID CASES	189	3206	19	26	33	45	56	9	148				2	10	18	27	157	114	70	63	124
NUMBER OF RESPONDENTS	190	3228	19	26	33	45	57	9	148				2	10	18	28	157	114	71	64	124
	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	7	67	1	1	4	1			6				1				7	4	3	1	6
	4%	2%	5%~	4%~	12%~	2%~	~	~	4%~	~	~	~	50%~	~	~	~	4%~	4%	4%	2%	5%
SOMETIMES	17	251	4	1	1	3	7	1	12					2	1	1	16	8	9	9	8
	9%	8%	21%~	4%~	3%~	7%~	12%	11%~	8%~	~	~	~	~	22%~	6%~	4%~	10%~	7%	13%	14%	7%
USUALLY	46	665	7	9	7	8	14	1	36					2	6	9	36	28	18	11	35
	24%	21%	37%~	35%~	21%~	19%~	25%	11%~	24%~	~	~	~	~	22%~	33%~	33%~	23%~	25%	26%	17%	28%
ALWAYS	118	2214	7	15	21	31	36	7	93				1	5	11	17	97	74	40	42	74
	63%	69%	37%~	58%~	64%~	72%~	63%	78%~	63%~	~	~	~	50%~	56%~	61%~	63%~	62%~	65%	57%	67%	60%
#ALWAYS + USUALLY (NET)	164	2879	14	24	28	39	50	8	129				1	7	17	26	133	102	58	53	109
	87%	90%	74%~	92%~	85%~	91%~	88%	89%~	88%~	~	~	~	50%~	78%~	94%~	96%~	85%~	89%	83%	84%	89%
TOP BOX SCORE	118	2214	7	15	21	31	36	7	93				1	5	11	17	97	74	40	42	74
	63%	69%	37%~	58%~	64%~	72%~	63%	78%~	63%~	~	~	~	50%~	56%~	61%~	63%~	62%~	65%	57%	67%	60%
NOT ANSWERED	2	31				2			1					1		1	1		1	1	1
VALID CASES	188	3197	19	26	33	43	57	9	147				2	9	18	27	156	114	70	63	123
NUMBER OF RESPONDENTS	190	3228	19	26	33	45	57	9	148				2	10	18	28	157	114	71	64	124
	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	7	85	1	1	2	1	2		5				1	1			7	4	3	1	6
	4%	3%	5%~	4%~	6%~	2%~	4%	~	3%~	~	~	~	50%~	11%~	~	~	4%~	4%	4%	2%	5%
SOMETIMES	11	193	3	1	3	1	3		9							1	10	7	4	5	6
	6%	6%	16%~	4%~	9%~	2%~	5%	~	6%~	~	~	~	~	~	~	4%~	6%~	6%	6%	8%	5%
USUALLY	37	575	3	8	4	9	12	1	29					1	6	2	35	19	18	11	26
	20%	18%	16%~	31%~	12%~	20%~	21%	11%~	20%~	~	~	~	~	11%~	33%~	8%~	22%~	17%	26%	18%	21%
ALWAYS	133	2339	12	16	24	33	39	8	105				1	7	12	23	105	84	44	45	86
	71%	73%	63%~	62%~	73%~	75%~	70%	89%~	71%~	~	~	~	50%~	78%~	67%~	88%~	67%~	74%	64%	73%	69%
#ALWAYS + USUALLY (NET)	170	2915	15	24	28	42	51	9	134				1	8	18	25	140	103	62	56	112
	90%	91%	79%~	92%~	85%~	95%~	91%	100%~	91%~	~	~	~	50%~	89%~	100%~	96%~	89%~	90%	90%	90%	90%
TOP BOX SCORE	133	2339	12	16	24	33	39	8	105				1	7	12	23	105	84	44	45	86
	71%	73%	63%~	62%~	73%~	75%~	70%	89%~	71%~	~	~	~	50%~	78%~	67%~	88%~	67%~	74%	64%	73%	69%
NOT ANSWERED	2	35				1	1							1		2			2	2	
VALID CASES	188	3193	19	26	33	44	56	9	148				2	9	18	26	157	114	69	62	124
NUMBER OF RESPONDENTS	190	3228	19	26	33	45	57	9	148				2	10	18	28	157	114	71	64	124
	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	8	95	1	1	3	2	1		6				1	1			8	4	4	1	7
	4%	3%	5%~	4%~	9%~	4%~	2%	~	4%~	~	~	~	50%~	10%~	~	~	5%~	4%	6%	2%	6%
SOMETIMES	26	295	5	1	5	5	10		17					3	3	5	20	15	11	12	14
	14%	9%	26%~	4%~	15%~	11%~	18%	~	11%~	~	~	~	~	30%~	17%~	18%~	13%~	13%	15%	19%	11%
USUALLY	46	856	6	12	8	7	11	2	35					1	5	10	34	26	20	12	34
	24%	27%	32%~	46%~	24%~	16%~	19%	22%~	24%~	~	~	~	~	10%~	28%~	36%~	22%~	23%	28%	19%	27%
ALWAYS	110	1950	7	12	17	31	35	7	90				1	5	10	13	95	69	36	39	69
	58%	61%	37%~	46%~	52%~	69%~	61%	78%~	61%~	~	~	~	50%~	50%~	56%~	46%~	61%~	61%	51%	61%	56%
#ALWAYS + USUALLY (NET)	156	2806	13	24	25	38	46	9	125				1	6	15	23	129	95	56	51	103
	82%	88%*	68%~	92%~	76%~	84%~	81%	100%~	84%~	~	~	~	50%~	60%~	83%~	82%~	82%~	83%	79%	80%	83%
TOP BOX SCORE	110	1950	7	12	17	31	35	7	90				1	5	10	13	95	69	36	39	69
	58%	61%	37%~	46%~	52%~	69%~	61%	78%~	61%~	~	~	~	50%~	50%~	56%~	46%~	61%~	61%	51%	61%	56%
NOT ANSWERED		31																			
VALID CASES	190	3197	19	26	33	45	57	9	148				2	10	18	28	157	114	71	64	124
NUMBER OF RESPONDENTS	190	3228	19	26	33	45	57	9	148				2	10	18	28	157	114	71	64	124
	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	112	1943	12	14	20	28	34	4	90					3	13	15	95	60	50	35	76
	59%	61%	63%~	54%~	61%~	62%~	60%	50%~	61%~	~	~	~	~	30%~	72%~	54%~	61%~	53%*	71%*	55%	62%
NO	77	1222	7	12	13	17	23	4	57				2	7	5	13	61	54	20	29	47
	41%	39%	37%~	46%~	39%~	38%~	40%	50%~	39%~	~	~	~	100%~	70%~	28%~	46%~	39%~	47%*	29%*	45%	38%
NOT ANSWERED	1	62						1	1								1		1		1
VALID CASES	189	3166	19	26	33	45	57	8	147				2	10	18	28	156	114	70	64	123
NUMBER OF RESPONDENTS	190	3228	19	26	33	45	57	9	148				2	10	18	28	157	114	71	64	124
	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	8	119	2	2	3	1			8							1	7	5	2	4	4
	7%	6%	17%~	15%~	16%~	4%~	~	~	9%~	~	~	~	~	~	~	7%~	8%~	8%~	4%~	12%~	5%~
SOMETIMES	16	265	4	3	3	2	4		10						3	4	12	8	8	6	9
	15%	14%	33%~	23%~	16%~	7%~	12%~	~	11%~	~	~	~	~	~	23%~	27%~	13%~	13%~	17%~	18%~	12%~
USUALLY	44	545	4	4	5	14	17		33					1	8	5	37	24	20	14	30
	40%	29%*	33%~	31%~	26%~	52%~	50%~	~	38%~	~	~	~	~	33%~	62%~	33%~	40%~	40%~	43%~	41%~	41%~
ALWAYS	41	927	2	4	8	10	13	4	36					2	2	5	36	23	17	10	31
	38%	50%*	17%~	31%~	42%~	37%~	38%~	100%~	41%~	~	~	~	~	67%~	15%~	33%~	39%~	38%~	36%~	29%~	42%~
#ALWAYS + USUALLY (NET)	85	1472	6	8	13	24	30	4	69					3	10	10	73	47	37	24	61
	78%	79%	50%~	62%~	68%~	89%~	88%~	100%~	79%~	~	~	~	~	100%~	77%~	67%~	79%~	78%~	79%~	71%~	82%~
TOP BOX SCORE	41	927	2	4	8	10	13	4	36					2	2	5	36	23	17	10	31
	38%	50%*	17%~	31%~	42%~	37%~	38%~	100%~	41%~	~	~	~	~	67%~	15%~	33%~	39%~	38%~	36%~	29%~	42%~
NOT ANSWERED	3	61		1	1	1			3								3		3	1	2
VALID CASES	109	1856	12	13	19	27	34	4	87					3	13	15	92	60	47	34	74
NUMBER OF RESPONDENTS	112	1917	12	14	20	28	34	4	90					3	13	15	95	60	50	35	76
	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	4	60		1	1	1	1		4								4	2	2	1	3
POSSIBLE	2%	2%	~	3%~	3%~	2%	1%	~	2%~	~	~	~	~	~	~	~	2%~	1%	3%	1%	2%
01		30																			
		0.7%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02	7	27	1		3	3			6				1				7	5	2	1	6
	3%	0.7%*	4%~	~	8%~	6%	~	~	3%	~	~	~	50%~	~	~	~	4%~	3%	3%	1%	4%
03	1	71	1						1								1	1		1	
	0.4%	2%*	4%~	~	~	~	~	~	0.6%~	~	~	~	~	~	~	~	0.5%~	0.7%~	~	1%	~
04	2	80			1		1		2								2		2	1	1
	0.9%	2%	~	~	3%~	~	1%	~	1%~	~	~	~	~	~	~	~	1%~	~	3%	1%	0.7%
05	17	203	1	3	2	4	6	1	13					1	2	2	15	8	8	6	11
	7%	5%	4%~	9%~	6%~	8%	9%	10%~	7%	~	~	~	~	7%~	10%~	6%~	8%~	5%	10%	7%	7%
06	8	153	3	1	1	1	2		6						1	1	7	6	2	2	6
	3%	4%	11%~	3%~	3%~	2%	3%	~	3%	~	~	~	~	~	5%~	3%~	4%~	4%	3%	2%	4%
07	32	289	7	8	4	5	8		23					5	3	8	24	20	12	16	16
	14%	7%*	25%~	23%~	11%~	9%	11%	~	13%	~	~	~	~	36%~	14%~	23%~	12%~	14%	15%	20%	11%
08	37	720	6	5	4	9	10	3	26	1			1		6	5	32	26	11	13	24
	16%	18%	21%~	14%~	11%~	17%	14%	30%~	14%	100%~	~	~	50%~	~	29%~	14%~	17%~	18%	14%	16%	16%
09	38	743	2	6	7	11	12		31					2	2	5	32	26	11	12	25
	16%	19%	7%~	17%~	19%~	21%	17%	~	17%	~	~	~	~	14%~	10%~	14%~	17%~	18%	14%	15%	17%
BEST PERSONAL DOCTOR	87	1623	7	11	13	19	30	6	69					6	7	14	69	54	29	28	58
POSSIBLE	37%	41%	25%~	31%~	36%~	36%	43%	60%~	38%	~	~	~	~	43%~	33%~	40%~	36%~	36%	37%	35%	39%
#8-10 (NET)	162	3087	15	22	24	39	52	9	126	1			1	8	15	24	133	106	51	53	107
	70%	77%*	54%~	63%~	67%~	74%	74%	90%~	70%	100%~	~	~	50%~	57%~	71%~	69%~	69%~	72%	65%	65%	71%

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)	125	2366	9	17	20	30	42	6	100					8	9	19	101	80	40	40	83
	54%	59%	32%~	49%~	56%~	57%	60%	60%~	55%	~	~	~	~	57%~	43%~	54%~	52%~	54%	51%	49%	55%
NOT ANSWERED	17	265	1	2	3	3	5	2	14							2	13	10	6	8	8
VALID CASES	233	3999	28	35	36	53	70	10	181	1			2	14	21	35	193	148	79	81	150
NUMBER OF RESPONDENTS	250	4264	29	37	39	56	75	12	195	1			2	14	21	37	206	158	85	89	158
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.11	8.32	7.61	8.03	7.75	8.08	8.43	8.90	8.08	8.00			5.00	8.43	8.24	8.49	8.00	8.18	7.91	8.09	8.11
p stat_(*=Sig @ p<=.05)		.160	~	~	~	.895	.133	~	.624	~	~	~	~	~	~	~	~	.542	.349	.902	.964

[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	135	2074	9	19	20	36	43	6	109				1	7	14	15	115	64	67	45	88
	42%	40%	20%~	35%	42%~	52%	49%	50%~	44%	~	~	~	33%~	37%~	70%~	29%*	45%*	30%*	70%*	36%	47%*
NO	187	3119	35	35	28	33	44	6	137	3	2		2	12	6	37	141	149	29	80	101
	58%	60%	80%~	65%	58%~	48%	51%	50%~	56%	100%~	100%~	~	67%~	63%~	30%~	71%*	55%*	70%*	30%*	64%	53%*
NOT ANSWERED	13	260			1	1	1	1	4						1	1	4	3	2	2	3
VALID CASES	322	5193	44	54	48	69	87	12	246	3	2		3	19	20	52	256	213	96	125	189
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	7	135		1	3	1	1		6					1		1	5	4	3	2	4
	5%	7%	~	5%~	15%~	3%~	2%~	~	6%~	~	~	~	~	14%~	~	7%~	4%~	6%	5%	4%~	5%~
SOMETIMES	25	292	3	7	2	7	6		18					1	5	2	23	8	16	8	17
	19%	15%	33%~	37%~	10%~	20%~	14%~	~	17%~	~	~	~	~	14%~	36%~	13%~	20%~	13%	24%	18%~	20%~
USUALLY	44	614	5	4	9	12	13	1	34					4	4	9	33	27	17	14	30
	33%	31%	56%~	21%~	45%~	34%~	30%~	20%~	32%~	~	~	~	~	57%~	29%~	60%~	29%~	43%*	26%	31%~	35%~
ALWAYS	56	926	1	7	6	15	23	4	49				1	1	5	3	52	24	30	21	35
	42%	47%	11%~	37%~	30%~	43%~	53%~	80%~	46%~	~	~	~	100%~	14%~	36%~	20%~	46%~	38%	45%	47%~	41%~
#ALWAYS + USUALLY (NET)	100	1540	6	11	15	27	36	5	83				1	5	9	12	85	51	47	35	65
	76%	78%	67%~	58%~	75%~	77%~	84%~	100%~	78%~	~	~	~	100%~	71%~	64%~	80%~	75%~	81%	71%	78%~	76%~
TOP BOX SCORE	56	926	1	7	6	15	23	4	49				1	1	5	3	52	24	30	21	35
	42%	47%	11%~	37%~	30%~	43%~	53%~	80%~	46%~	~	~	~	100%~	14%~	36%~	20%~	46%~	38%	45%	47%~	41%~
NOT ANSWERED	3	78				1		1	2								2	1	1		2
VALID CASES	132	1967	9	19	20	35	43	5	107				1	7	14	15	113	63	66	45	86
NUMBER OF RESPONDENTS	135	2045	9	19	20	36	43	6	109				1	7	14	15	115	64	67	45	88
	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	8	93		2	3	1	1		5					1	1	2	5	5	3	3	4
	6%	5%	~	11%~	15%~	3%~	2%~	~	5%~	~	~	~	~	14%~	7%~	13%~	4%~	8%	5%	7%~	5%~
1 SPECIALIST	62	1033	6	12	6	13	21	4	49				1	4	6	6	54	37	24	22	40
	47%	52%	67%~	63%~	30%~	37%~	50%~	67%~	46%~	~	~	~	100%~	57%~	43%~	40%~	48%~	59%*	36%*	49%~	47%~
2	42	522	2	4	8	12	14	1	33					2	6	5	35	15	24	13	28
	32%	26%	22%~	21%~	40%~	34%~	33%~	17%~	31%~	~	~	~	~	29%~	43%~	33%~	31%~	24%	36%	29%~	33%~
3	11	217	1	1	2	5	2		10						1	1	10	4	7	5	6
	8%	11%	11%~	5%~	10%~	14%~	5%~	~	9%~	~	~	~	~	~	7%~	7%~	9%~	6%	11%	11%~	7%~
4	5	74				3	2		5							1	4		5	1	4
	4%	4%	~	~	~	9%~	5%~	~	5%~	~	~	~	~	~	~	7%~	4%~	~	8%~	2%~	5%~
5 OR MORE SPECIALISTS	5	41			1	1	2	1	5								5	2	3	1	4
	4%	2%	~	~	5%~	3%~	5%~	17%~	5%~	~	~	~	~	~	~	~	4%~	3%	5%	2%~	5%~
NOT ANSWERED	2	66				1	1		2								2	1	1		2
VALID CASES	133	1979	9	19	20	35	42	6	107				1	7	14	15	113	63	66	45	86
NUMBER OF RESPONDENTS	135	2045	9	19	20	36	43	6	109				1	7	14	15	115	64	67	45	88
	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		21																			
		1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01		7																			
		0.4%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02		19																			
		1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
03	2	28		1	1				2								2		2	1	1
	2%	2%	~	6%~	6%~	~	~	~	2%~	~	~	~	~	~	~	~	2%~	~	3%~	2%~	1%~
04	2	18			1	1			2								2		2	1	1
	2%	1%	~	~	6%~	3%~	~	~	2%~	~	~	~	~	~	~	~	2%~	~	3%~	2%~	1%~
05	9	88	1	1	1	2	4		6					1	2	1	8	2	7	3	6
	7%	5%	11%~	6%~	6%~	6%~	10%~	~	6%~	~	~	~	~	17%~	15%~	8%~	7%~	3%	11%	7%~	7%~
06	6	76	1		3	1	1		5								6	2	4	2	4
	5%	4%	11%~	~	18%~	3%~	2%~	~	5%~	~	~	~	~	~	~	~	6%~	3%	6%	5%~	5%~
07	12	154	2		2	2	6		11					1		1	11	8	4	3	9
	10%	8%	22%~	~	12%~	6%~	15%~	~	11%~	~	~	~	~	17%~	~	8%~	10%~	14%	6%	7%~	11%~
08	24	272	3	5	1	9	6		19					1	4	3	21	16	7	8	16
	19%	15%	33%~	29%~	6%~	27%~	15%~	~	19%~	~	~	~	~	17%~	31%~	23%~	20%~	28%*	11%*	19%~	20%~
09	24	345	1	4	4	6	7	1	18				1		3	2	20	11	12	10	13
	19%	19%	11%~	24%~	24%~	18%~	17%~	17%~	18%~	~	~		~100%~	~	23%~	15%~	19%~	19%	19%	24%~	16%~
BEST SPECIALIST POSSIBLE	45	812	1	6	4	12	17	5	38					3	4	6	37	19	25	14	31
	36%	44%	11%~	35%~	24%~	36%~	41%~	83%~	38%~	~	~	~	~	50%~	31%~	46%~	35%~	33%	40%	33%~	38%~
#8-10 (NET)	93	1429	5	15	9	27	30	6	75				1	4	11	11	78	46	44	32	60
	75%	78%	56%~	88%~	53%~	82%~	73%~	100%~	74%~	~	~		~100%~	67%~	85%~	85%~	73%~	79%	70%	76%~	74%~

Continued

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

			AGE						RACE							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)	69	1157	2	10	8	18	24	6	56				1	3	7	8	57	30	37	24	44
	56%	63%	22%~	59%~	47%~	55%~	59%~	100%~	55%~	~	~		~100%~	50%~	54%~	62%~	53%~	52%	59%	57%~	54%~
NOT ANSWERED	1	34				1			1								1				1
VALID CASES	124	1838	9	17	17	33	41	6	101				1	6	13	13	107	58	63	42	81
NUMBER OF RESPONDENTS	125	1872	9	17	17	34	41	6	102				1	6	13	13	108	58	63	42	82
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.36	8.47	7.56	8.47	7.53	8.48	8.51	9.83	8.37				9.00	8.33	8.38	8.77	8.27	8.53	8.17	8.31	8.38
p stat_(*=Sig @ p<=.05)		.517	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.310	.232	~	~

[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	74	1182	6	10	14	18	21	2	55				1	3	5	12	58	46	25	24	45
	23%	23%	14%~	19%	29%~	26%	24%	17%~	22%	~	~	~	33%~	16%~	24%~	24%	23%	21%	27%	19%	24%
NO	248	3968	37	44	35	52	65	10	191	3	2		2	16	16	39	199	169	69	100	145
	77%	77%	86%~	81%	71%~	74%	76%	83%~	78%	100%~	100%~	~	67%~	84%~	76%~	76%	77%	79%	73%	81%	76%
NOT ANSWERED	13	303	1				2	1	4							2	3	1	4	3	2
VALID CASES	322	5150	43	54	49	70	86	12	246	3	2		3	19	21	51	257	215	94	124	190
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	12	119	1	2	3	5	1		11				1				12	9	2	3	8
	17%	12%	17%~	20%~	23%~	29%~	5%~	~	21%~	~	~		~100%~	~	~	~	22%~	20%~	9%~	13%~	19%~
SOMETIMES	20	339	1	2	3	5	8		14					2	1	4	15	10	9	6	13
	29%	34%	17%~	20%~	23%~	29%~	42%~	~	26%~	~	~	~	~	67%~	25%~	36%~	27%~	22%~	41%~	26%~	31%~
USUALLY	24	332	2	3	7	4	6	2	19					1	1	6	17	16	8	8	16
	34%	33%	33%~	30%~	54%~	24%~	32%~	100%~	36%~	~	~	~	~	33%~	25%~	55%~	31%~	36%~	36%~	35%~	38%~
ALWAYS	14	213	2	3		3	4		9						2	1	11	10	3	6	5
	20%	21%	33%~	30%~	~	18%~	21%~	~	17%~	~	~	~	~	~	50%~	9%~	20%~	22%~	14%~	26%~	12%~
#ALWAYS + USUALLY (NET)	38	545	4	6	7	7	10	2	28					1	3	7	28	26	11	14	21
	54%	54%	67%~	60%~	54%~	41%~	53%~	100%~	53%~	~	~	~	~	33%~	75%~	64%~	51%~	58%~	50%~	61%~	50%~
TOP BOX SCORE	14	213	2	3		3	4		9						2	1	11	10	3	6	5
	20%	21%	33%~	30%~	~	18%~	21%~	~	17%~	~	~	~	~	~	50%~	9%~	20%~	22%~	14%~	26%~	12%~
NOT ANSWERED	4	19			1	1	2		2						1	1	3	1	3	1	3
VALID CASES	70	1003	6	10	13	17	19	2	53				1	3	4	11	55	45	22	23	42
NUMBER OF RESPONDENTS	74	1022	6	10	14	18	21	2	55				1	3	5	12	58	46	25	24	45
	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	1525	5	17	15	20	28	4	70	2				5	4	17	70	61	28	33	55
	28%	30%	12%~	31%	31%~	29%	33%	33%~	29%	67%~	~	~	~	26%~	19%~	34%	27%	29%	29%	26%	29%
NO	231	3584	38	37	34	49	58	8	175	1	2		3	14	17	33	187	151	68	92	133
	72%	70%	88%~	69%	69%~	71%	67%	67%~	71%	33%~	100%~		~100%~	74%~	81%~	66%	73%	71%	71%	74%	71%
NOT ANSWERED	14	344	1			1	2	1	5							3	3	4	2	2	4
VALID CASES	321	5109	43	54	49	69	86	12	245	3	2		3	19	21	50	257	212	96	125	188
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	4	51		1		3			3					1		1	3	1	3	1	3
	5%	4%	~	6%~	~	15%~	~	~	4%~	~	~	~	~	20%~	~	6%~	4%~	2%~	12%~	3%~	6%~
SOMETIMES	20	295	1	6	4	4	5		14	1				1	1	5	15	14	6	11	9
	23%	21%	20%~	35%~	29%~	20%~	19%~	~	21%~	50%~	~	~	~	20%~	25%~	31%~	22%~	23%~	23%~	34%~	17%~
USUALLY	24	400	2	5	2	4	9	1	16					2	3	4	17	17	6	5	17
	28%	28%	40%~	29%~	14%~	20%~	33%~	33%~	24%~	~	~	~	~	40%~	75%~	25%~	25%~	28%~	23%~	16%~	32%~
ALWAYS	39	670	2	5	8	9	13	2	35	1				1		6	33	28	11	15	24
	45%	47%	40%~	29%~	57%~	45%~	48%~	67%~	51%~	50%~	~	~	~	20%~	~	38%~	49%~	47%~	42%~	47%~	45%~
#ALWAYS + USUALLY (NET)	63	1070	4	10	10	13	22	3	51	1				3	3	10	50	45	17	20	41
	72%	76%	80%~	59%~	71%~	65%~	81%~	100%~	75%~	50%~	~	~	~	60%~	75%~	63%~	74%~	75%~	65%~	63%~	77%~
TOP BOX SCORE	39	670	2	5	8	9	13	2	35	1				1		6	33	28	11	15	24
	45%	47%	40%~	29%~	57%~	45%~	48%~	67%~	51%~	50%~	~	~	~	20%~	~	38%~	49%~	47%~	42%~	47%~	45%~
NOT ANSWERED	3	26			1		1	1	2							1	2	1	2	1	2
VALID CASES	87	1415	5	17	14	20	27	3	68	2				5	4	16	68	60	26	32	53
NUMBER OF RESPONDENTS	90	1441	5	17	15	20	28	4	70	2				5	4	17	70	61	28	33	55
	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	1	24		1					1								1		1		1
	1%	2%	~	6%~	~	~	~	~	1%~	~	~	~	~	~	~	~	1%~	~	4%~	~	2%~
SOMETIMES	4	83		1	1	1	1		2					1	1	2	2	1	3	3	1
	5%	6%	~	6%~	7%~	5%~	4%~	~	3%~	~	~	~	~	20%~	25%~	13%~	3%~	2%~	12%~	9%~	2%~
USUALLY	13	312		6	2	2	3		10						1	2	10	10	2	3	10
	15%	22%	~	35%~	14%~	10%~	11%~	~	15%~	~	~	~	~	~	25%~	13%~	15%~	17%~	8%~	9%~	19%~
ALWAYS	69	995	5	9	11	17	23	3	55	2				4	2	12	55	49	20	26	41
	79%	70%*	100%~	53%~	79%~	85%~	85%~	100%~	81%~	100%~	~	~	~	80%~	50%~	75%~	81%~	82%~	77%~	81%~	77%~
#ALWAYS + USUALLY (NET)	82	1307	5	15	13	19	26	3	65	2				4	3	14	65	59	22	29	51
	94%	92%	100%~	88%~	93%~	95%~	96%~	100%~	96%~	100%~	~	~	~	80%~	75%~	88%~	96%~	98%~	85%~	91%~	96%~
TOP BOX SCORE	69	995	5	9	11	17	23	3	55	2				4	2	12	55	49	20	26	41
	79%	70%*	100%~	53%~	79%~	85%~	85%~	100%~	81%~	100%~	~	~	~	80%~	50%~	75%~	81%~	82%~	77%~	81%~	77%~
NOT ANSWERED	3	27			1		1	1	2							1	2	1	2	1	2
VALID CASES	87	1414	5	17	14	20	27	3	68	2				5	4	16	68	60	26	32	53
NUMBER OF RESPONDENTS	90	1441	5	17	15	20	28	4	70	2				5	4	17	70	61	28	33	55
	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	110	1804	7	23	15	26	33	2	79					7	9	25	80	62	41	48	56
	34%	36%	16%~	43%	31%~	37%	38%	15%~	32%	~	~	~	~	37%~	43%~	48%*	31%*	29%*	42%*	38%	29%*
NO	213	3261	37	30	34	44	54	11	168	3	2		3	12	12	27	178	151	56	78	134
	66%	64%	84%~	57%	69%~	63%	62%	85%~	68%	100%~	100%~		~100%~	63%~	57%~	52%*	69%*	71%*	58%*	62%	71%*
NOT ANSWERED	12	388		1			1		3							1	2	3	1	1	2
VALID CASES	323	5065	44	53	49	70	87	13	247	3	2		3	19	21	52	258	213	97	126	190
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	8	97		1		2	3	1	5						2	1	6	2	5	5	2
	3%	2%	~	2%	~	3%	4%	8%~	2%	~	~	~	~	~	10%~	2%	2%	0.9%*	5%	4%	1%
SOMETIMES	19	322	2	3	3	5	6		12					3	1	6	13	11	8	8	11
	6%	6%	5%~	6%	6%~	7%	7%	~	5%	~	~	~	~	16%~	5%~	12%	5%	5%	8%	6%	6%
USUALLY	38	697	2	11	5	13	7		28					3	2	10	27	23	13	17	20
	12%	14%	5%~	21%	10%~	19%	8%	~	11%	~	~	~	~	16%~	10%~	20%	11%	11%	14%	14%	11%
ALWAYS	253	3891	40	38	41	49	68	12	200	3	2		3	13	15	33	210	176	69	95	154
	80%	78%	91%~	72%	84%~	71%	81%	92%~	82%	100%~	100%~		~100%~	68%~	75%~	66%*	82%*	83%*	73%	76%	82%
#ALWAYS + USUALLY (NET)	291	4589	42	49	46	62	75	12	228	3	2		3	16	17	43	237	199	82	112	174
	92%	92%	95%~	92%	94%~	90%	89%	92%~	93%	100%~	100%~		~100%~	84%~	85%~	86%	93%	94%	86%	90%	93%
TOP BOX SCORE	253	3891	40	38	41	49	68	12	200	3	2		3	13	15	33	210	176	69	95	154
	80%	78%	91%~	72%	84%~	71%	81%	92%~	82%	100%~	100%~		~100%~	68%~	75%~	66%*	82%*	83%*	73%	76%	82%
NOT ANSWERED	5	87				1	3		2						1	2	2	1	2	1	3
VALID CASES	318	5008	44	53	49	69	84	13	245	3	2		3	19	20	50	256	212	95	125	187
NUMBER OF RESPONDENTS	323	5095	44	53	49	70	87	13	247	3	2		3	19	21	52	258	213	97	126	190
	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	3	59		1		1	1		3								3	1	2		3
POSSIBLE	1%	1%	~	2%	~	2%	1%	~	1%~	~	~	~	~	~	~	~	1%	0.5%	2%	~	2%~
01	1	31					1		1								1	1		1	
	0.3%	0.6%	~	~	~	~	1%	~	0.4%	~	~	~	~	~	~	~	0.4%~	0.5%~	~	0.8%	~
02	6	40	1	1		2	2		5						1		6	2	4	4	2
	2%	0.8%	3%~	2%	~	3%	2%	~	2%	~	~	~	~	~	5%~	~	3%*	1%	4%	3%	1%
03	5	85	1	1	1	1	1		3				1	1		1	4	4	1	3	2
	2%	2%	3%~	2%	2%~	2%	1%	~	1%	~	~	~	50%~	5%~	~	2%	2%	2%	1%	3%	1%
04	11	121		3	4	1	3		9					1			11	6	4	3	8
	4%	2%	~	6%	9%~	2%	4%	~	4%	~	~	~	~	5%~	~	~	5%*	3%	4%	3%	5%
05	36	451	5	8	4	9	8		29		1			3	2	3	31	26	10	16	19
	12%	9%	13%~	16%	9%~	14%	10%	~	13%	~	50%~	~	~	16%~	10%~	6%	13%	13%	11%	14%	11%
06	24	332	5	4	7	4	3	1	21	1					1	1	23	18	6	6	17
	8%	7%	13%~	8%	16%~	6%	4%*	8%~	9%	50%~	~	~	~	~	5%~	2%*	10%*	9%	6%	5%	10%
07	46	632	11	5	7	10	10	2	35		1			2	6	4	38	34	11	17	28
	15%	13%	28%~	10%	16%~	15%	12%	17%~	15%	~	50%~	~	~	11%~	29%~	8%*	16%	17%	12%	14%	16%
08	44	921	6	8	4	11	12	1	34						3	5	35	24	17	11	31
	15%	19%*	15%~	16%	9%~	17%	14%	8%~	15%	~	~	~	~	~	14%~	10%	15%	12%	18%	9%*	18%
09	43	768	8	4	6	10	15		32				1	4	2	13	29	31	12	28	15
	14%	16%	20%~	8%	14%~	15%	18%	~	14%	~	~	~	50%~	21%~	10%~	25%*	12%	16%	13%	24%*	8%*
BEST HEALTH PLAN	83	1430	3	15	11	17	27	8	58	1				8	6	24	57	49	28	29	52
POSSIBLE	27%	29%	8%~	30%	25%~	26%	33%	67%~	25%	50%~	~	~	~	42%~	29%~	47%*	24%*	25%	29%	25%	29%
#8-10 (NET)	170	3119	17	27	21	38	54	9	124	1			1	12	11	42	121	104	57	68	98
	56%	64%*	43%~	54%	48%~	58%	65%	75%~	54%	50%~	~	~	50%~	63%~	52%~	82%*	51%*	53%	60%	58%	55%

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)	126	2198	11	19	17	27	42	8	90	1			1	12	8	37	86	80	40	57	67
	42%	45%	28%~	38%	39%~	41%	51%	67%~	39%	50%~	~	~	50%~	63%~	38%~	73%*	36%*	41%	42%	48%	38%
NOT ANSWERED	33	583	4	4	5	4	5	1	20	1			1			2	22	20	3	9	15
VALID CASES	302	4870	40	50	44	66	83	12	230	2	2		2	19	21	51	238	196	95	118	177
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	7.57	7.82	7.18	7.32	7.41	7.55	7.82	9.00	7.44	8.00	6.00		6.00	8.00	7.71	8.80	7.31	7.54	7.52	7.58	7.56
p stat_(*=Sig @ p<=.05)		.049*	~.391		~.913	.265		~.069		~	~	~	~	~	~	~.000*	.000*	.751	.780	.942	.903

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	37	736	4	3	4	7	14	5	28					3	6	5	32	12	24	17	19
	11%	14%	9%~	6%	8%~	10%	16%	42%~	11%	~	~	~	~	16%~	29%~	10%	12%	6%*	25%*	14%	10%
NO	285	4378	40	51	45	62	73	7	218	3	2		3	16	15	47	225	203	71	108	171
	89%	86%	91%~	94%	92%~	90%	84%	58%~	89%	100%~	100%~		~100%~	84%~	71%~	90%	88%	94%*	75%*	86%	90%
NOT ANSWERED	13	339				1	1	1	4							1	3	1	3	2	2
VALID CASES	322	5114	44	54	49	69	87	12	246	3	2		3	19	21	52	257	215	95	125	190
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	10	123	2	1	1	2	3	1	8						2	2	8	2	8	5	4
	27%	19%~	50%~	33%~	25%~	29%~	21%~	20%~	29%~	~	~	~	~	~	33%~	40%~	25%~	17%~	33%~	29%~	21%~
SOMETIMES	2	72		1			1		2								2	1	1		2
	5%	11%~	~	33%~	~	~	7%~	~	7%~	~	~	~	~	~	~	~	6%~	8%~	4%~	~	11%~
USUALLY	6	177	1			2	3		4					1	1	1	5	1	4	2	4
	16%	27%~	25%~	~	~	29%~	21%~	~	14%~	~	~	~	~	33%~	17%~	20%~	16%~	8%~	17%~	12%~	21%~
ALWAYS	19	279	1	1	3	3	7	4	14					2	3	2	17	8	11	10	9
	51%	43%~	25%~	33%~	75%~	43%~	50%~	80%~	50%~	~	~	~	~	67%~	50%~	40%~	53%~	67%~	46%~	59%~	47%~
#ALWAYS + USUALLY (NET)	25	456	2	1	3	5	10	4	18					3	4	3	22	9	15	12	13
	68%	70%~	50%~	33%~	75%~	71%~	71%~	80%~	64%~	~	~	~	~	100%~	67%~	60%~	69%~	75%~	63%~	71%~	68%~
TOP BOX SCORE	19	279	1	1	3	3	7	4	14					2	3	2	17	8	11	10	9
	51%	43%~	25%~	33%~	75%~	43%~	50%~	80%~	50%~	~	~	~	~	67%~	50%~	40%~	53%~	67%~	46%~	59%~	47%~
NOT ANSWERED		24																			
VALID CASES	37	651	4	3	4	7	14	5	28					3	6	5	32	12	24	17	19
NUMBER OF RESPONDENTS	37	675	4	3	4	7	14	5	28					3	6	5	32	12	24	17	19
	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	42	760	1	4	9	15	10	3	38					2	2	3	38	20	22	12	30
	13%	15%	2%~	8%	19%~	22%*	12%	25%~	16%*	~	~	~	~	11%~	10%~	6%~	15%*	10%*	24%*	10%	16%
NO	272	4319	43	48	39	52	74	9	203	3	2		3	16	18	46	214	189	71	109	156
	87%	85%	98%~	92%	81%~	78%*	88%	75%~	84%*	100%~	100%~		~100%~	89%~	90%~	94%~	85%*	90%*	76%*	90%	84%
NOT ANSWERED	21	373		2	1	3	4	1	9					1	1	4	8	7	5	6	6
VALID CASES	314	5080	44	52	48	67	84	12	241	3	2		3	18	20	49	252	209	93	121	186
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	11	165	1	1	3	4	2		10					1		1	10	5	6	2	9
	28%	23%~	100%~	25%~	38%~	27%~	25%~	~	28%~	~	~	~	~	50%~	~	33%~	29%~	26%~	30%~	18%~	32%~
SOMETIMES	10	141			2	5	3		10								10	4	6	2	8
	26%	19%~	~	~	25%~	33%~	38%~	~	28%~	~	~	~	~	~	~	~	29%~	21%~	30%~	18%~	29%~
USUALLY	6	179			1	3	1	1	5					1		1	5	2	4	2	4
	15%	25%~	~	~	13%~	20%~	13%~	33%~	14%~	~	~	~	~	50%~	~	33%~	14%~	11%~	20%~	18%~	14%~
ALWAYS	12	239		3	2	3	2	2	11						1	1	10	8	4	5	7
	31%	33%~	~	75%~	25%~	20%~	25%~	67%~	31%~	~	~	~	~	~	~100%~	33%~	29%~	42%~	20%~	45%~	25%~
#ALWAYS + USUALLY (NET)	18	418		3	3	6	3	3	16					1	1	2	15	10	8	7	11
	46%	58%~	~	75%~	38%~	40%~	38%~	100%~	44%~	~	~	~	~	50%~	100%~	67%~	43%~	53%~	40%~	64%~	39%~
TOP BOX SCORE	12	239		3	2	3	2	2	11						1	1	10	8	4	5	7
	31%	33%~	~	75%~	25%~	20%~	25%~	67%~	31%~	~	~	~	~	~	~100%~	33%~	29%~	42%~	20%~	45%~	25%~
NOT ANSWERED	3	20			1		2		2						1		3	1	2	1	2
VALID CASES	39	725	1	4	8	15	8	3	36					2	1	3	35	19	20	11	28
NUMBER OF RESPONDENTS	42	745	1	4	9	15	10	3	38					2	2	3	38	20	22	12	30
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35C = YES]

Q35E IN THE LAST 6 MONTHS, DID YOU VISIT A PROVIDER FOR A SPECIFIC HEALTH ISSUE?

			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																					
YES	183	2872	11	29	31	46	54	7	149				1	9	17	19	157	99	74	57	121
	57%	56%	25%~	55%	63%~	67%	64%	58%~	61%*	~	~	~	33%~	50%~	81%~	38%*	61%*	46%*	78%*	46%*	64%*
NO	136	2261	33	24	18	23	31	5	96	3	2		2	9	4	31	99	114	21	66	68
	43%	44%	75%~	45%	37%~	33%	36%	42%~	39%*	100%~	100%~		~ 67%~	50%~	19%~	62%*	39%*	54%*	22%*	54%*	36%*
NOT ANSWERED	16	320		1		1	3	1	5					1		3	4	3	3	4	3
VALID CASES	319	5133	44	53	49	69	85	12	245	3	2		3	18	21	50	256	213	95	123	189
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35F HOW MUCH EFFORT WAS MADE TO HELP YOU UNDERSTAND YOUR HEALTH ISSUE?

			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																					
NO EFFORT AT ALL	7	94		1	3	2	1		6					1		1	6	4	3	3	4
	4%	3%	~	3%~	10%~	4%~	2%	~	4%~	~	~	~	~	11%~	~	5%~	4%~	4%	4%	5%	3%
A LITTLE EFFORT WAS MADE	15	213	2	2	3	5	3		10				1	2	2	3	12	6	9	5	9
	8%	8%	18%~	7%~	10%~	11%~	6%	~	7%~	~	~	~	100%~	22%~	12%~	16%~	8%~	6%	13%	9%	8%
SOME EFFORT WAS MADE	50	662	5	11	10	11	11	2	40					3	5	7	43	32	18	13	37
	28%	24%	45%~	38%~	33%~	24%~	21%	29%~	27%~	~	~	~	~	33%~	31%~	37%~	28%~	32%	25%	23%	31%
A LOT OF EFFORT WAS MADE	107	1793	4	15	14	27	38	5	91					3	9	8	93	57	41	36	68
	60%	65%	36%~	52%~	47%~	60%~	72%*	71%~	62%~	~	~	~	~	33%~	56%~	42%~	60%~	58%	58%	63%	58%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE(NET)	157	2455	9	26	24	38	49	7	131					6	14	15	136	89	59	49	105
	88%	89%	82%~	90%~	80%~	84%~	92%	100%~	89%~	~	~	~	~	67%~	88%~	79%~	88%~	90%	83%	86%	89%
TOP BOX SCORE	107	1793	4	15	14	27	38	5	91					3	9	8	93	57	41	36	68
	60%	65%	36%~	52%~	47%~	60%~	72%*	71%~	62%~	~	~	~	~	33%~	56%~	42%~	60%~	58%	58%	63%	58%
NOT ANSWERED	4	95			1	1	1		2						1		3		3		3
VALID CASES	179	2763	11	29	30	45	53	7	147				1	9	16	19	154	99	71	57	118
NUMBER OF RESPONDENTS	183	2858	11	29	31	46	54	7	149				1	9	17	19	157	99	74	57	121
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35E = YES]

Q35G HOW MUCH EFFORT WAS MADE TO LISTEN TO THE THINGS THAT MATTER MOST TO YOU ABOUT YOUR HEALTH ISSUE?

			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																					
NO EFFORT AT ALL	13	135	2	1	4	2	4		11					2		2	11	7	6	3	9
	7%	5%	18%~	3%~	13%~	4%~	8%	~	7%~	~	~	~	~	22%~	~	11%~	7%~	7%	8%	5%	8%
A LITTLE EFFORT WAS MADE	10	226	1	3	1	4	1		7				1	1	1	1	9	4	6	1	9
	6%	8%	9%~	10%~	3%~	9%~	2%	~	5%~	~	~	~	100%~	11%~	6%~	5%~	6%~	4%	8%	2%	8%*
SOME EFFORT WAS MADE	50	652	4	9	10	13	12	2	39					3	6	8	42	32	18	19	31
	28%	24%	36%~	31%~	32%~	29%~	23%	29%~	26%~	~	~	~	~	33%~	38%~	42%~	27%~	32%	25%	33%	26%
A LOT OF EFFORT WAS MADE	106	1759	4	16	16	26	36	5	91					3	9	8	93	56	42	34	70
	59%	63%	36%~	55%~	52%~	58%~	68%	71%~	61%~	~	~	~	~	33%~	56%~	42%~	60%~	57%	58%	60%	59%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE(NET)	156	2411	8	25	26	39	48	7	130					6	15	16	135	88	60	53	101
	87%	87%	73%~	86%~	84%~	87%~	91%	100%~	88%~	~	~	~	~	67%~	94%~	84%~	87%~	89%	83%	93%	85%
TOP BOX SCORE	106	1759	4	16	16	26	36	5	91					3	9	8	93	56	42	34	70
	59%	63%	36%~	55%~	52%~	58%~	68%	71%~	61%~	~	~	~	~	33%~	56%~	42%~	60%~	57%	58%	60%	59%
NOT ANSWERED	4	87				1	1		1						1		2		2		2
VALID CASES	179	2771	11	29	31	45	53	7	148				1	9	16	19	155	99	72	57	119
NUMBER OF RESPONDENTS	183	2858	11	29	31	46	54	7	149				1	9	17	19	157	99	74	57	121
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35E = YES]

Q35H HOW MUCH EFFORT WAS MADE TO INCLUDE WHAT MATTERS MOST TO YOU IN CHOOSING WHAT TO DO NEXT?

			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																					
NO EFFORT AT ALL	13	191	1	2	4	2	4		10					3		3	10	7	6	2	10
	7%	7%	9%~	7%~	13%~	5%~	7%	~	7%~	~	~	~	~	38%~	~	17%~	6%~	7%	8%	4%	8%
A LITTLE EFFORT WAS MADE	21	242	4	4	3	7	2		15				1	1	3	3	17	9	11	7	13
	12%	9%	36%~	14%~	10%~	16%~	4%*	~	10%~	~	~	~	100%~	13%~	18%~	17%~	11%~	9%	15%	13%	11%
SOME EFFORT WAS MADE	49	781	3	9	10	12	13	2	39					2	5	7	42	29	18	17	32
	27%	28%	27%~	31%~	32%~	27%~	24%	29%~	26%~	~	~	~	~	25%~	29%~	39%~	27%~	29%	25%	30%	27%
A LOT OF EFFORT WAS MADE	98	1558	3	14	14	23	35	5	84					2	9	5	87	54	37	30	65
	54%	56%	27%~	48%~	45%~	52%~	65%	71%~	57%~	~	~	~	~	25%~	53%~	28%~	56%~	55%	51%	54%	54%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE(NET)	147	2339	6	23	24	35	48	7	123					4	14	12	129	83	55	47	97
	81%	84%	55%~	79%~	77%~	80%~	89%	100%~	83%~	~	~	~	~	50%~	82%~	67%~	83%~	84%	76%	84%	81%
TOP BOX SCORE	98	1558	3	14	14	23	35	5	84					2	9	5	87	54	37	30	65
	54%	56%	27%~	48%~	45%~	52%~	65%	71%~	57%~	~	~	~	~	25%~	53%~	28%~	56%~	55%	51%	54%	54%
NOT ANSWERED	2	85				2			1					1		1	1		2	1	1
VALID CASES	181	2773	11	29	31	44	54	7	148				1	8	17	18	156	99	72	56	120
NUMBER OF RESPONDENTS	183	2858	11	29	31	46	54	7	149				1	9	17	19	157	99	74	57	121
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35E = YES]

Q35I CHOICES FOR YOUR TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID THIS PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR 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
Q35I																					
YES	121	1866	8	16	23	28	37	8	93	1				4	12	19	98	67	49	44	76
	38%	37%	19%~	30%	47%~	42%	44%	67%~	38%	33%~	~	~	~	25%~	60%~	40%~	38%	32%*	53%*	36%	41%
NO	194	3186	35	38	26	39	47	4	152	2	2		3	12	8	29	157	145	44	78	111
	62%	63%	81%~	70%	53%~	58%	56%	33%~	62%	67%~	100%~		~100%~	75%~	40%~	60%~	62%	68%*	47%*	64%	59%
NOT ANSWERED	20	400	1			3	4	1	5					3	1	5	5	4	5	5	5
VALID CASES	315	5053	43	54	49	67	84	12	245	3	2		3	16	20	48	255	212	93	122	187
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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 YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR TREATMENT OR 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
Q35J																					
#YES	101	1483	8	15	18	23	30	7	78					4	10	18	80	59	39	39	62
	84%	85%	100%~	94%~	82%~	82%~	81%~	88%~	85%~	~	~	~		~100%~	83%~	95%~	82%~	89%	80%~	89%~	83%~
NO	19	254		1	4	5	7	1	14	1					2	1	17	7	10	5	13
	16%	15%	~	6%~	18%~	18%~	19%~	12%~	15%~	100%~	~	~	~	~	17%~	5%~	18%~	11%	20%~	11%~	17%~
NOT ANSWERED	1	58			1				1								1	1			1
VALID CASES	120	1737	8	16	22	28	37	8	92	1				4	12	19	97	66	49	44	75
NUMBER OF RESPONDENTS	121	1795	8	16	23	28	37	8	93	1				4	12	19	98	67	49	44	76
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35I = YES]

Q35K IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE 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
Q35K																					
#YES	95	1402	7	14	17	24	26	7	74	1				4	9	16	77	57	36	35	60
	80%	81%	88%~	88%~	77%~	86%~	72%~	88%~	81%~	100%~	~	~		~100%~	75%~	84%~	80%~	86%	75%~	80%~	81%~
NO	24	326	1	2	5	4	10	1	17						3	3	19	9	12	9	14
	20%	19%	12%~	13%~	23%~	14%~	28%~	12%~	19%~	~	~	~	~	~	25%~	16%~	20%~	14%	25%~	20%~	19%~
NOT ANSWERED	2	67			1		1		2								2	1	1		2
VALID CASES	119	1728	8	16	22	28	36	8	91	1				4	12	19	96	66	48	44	74
NUMBER OF RESPONDENTS	121	1795	8	16	23	28	37	8	93	1				4	12	19	98	67	49	44	76
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35I = YES]

Q35L IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS OR RAISE 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
Q35L																					
NEVER	46	654	7	6	10	11	11		37	1			2	1		6	37	34	10	22	22
	15%	13%	16%~	12%	21%~	16%	13%	~	15%	33%~	~	~	67%~	6%~	~	12%~	15%	17%	10%	18%	12%
SOMETIMES	36	567	9	3	4	9	9		21		1			4	5	8	25	22	13	17	18
	12%	11%	21%~	6%	9%~	13%	11%	~	9%*	~	50%~	~	~	25%~	25%~	16%~	10%	11%	13%	14%	10%
USUALLY	71	1126	9	13	12	13	20	3	55					4	5	11	58	42	26	27	43
	23%	23%	21%~	25%	26%~	19%	24%	23%~	23%	~	~	~	~	25%~	25%~	22%~	23%	20%	27%	23%	23%
ALWAYS	160	2613	18	29	21	35	45	10	131	2	1		1	7	10	24	134	108	49	54	105
	51%	53%	42%~	57%	45%~	51%	53%	77%~	54%	67%~	50%~	~	33%~	44%~	50%~	49%~	53%	52%	50%	45%	56%*
#ALWAYS + USUALLY (NET)	231	3739	27	42	33	48	65	13	186	2	1		1	11	15	35	192	150	75	81	148
	74%	75%	63%~	82%	70%~	71%	76%	100%~	76%	67%~	50%~	~	33%~	69%~	75%~	71%~	76%	73%	77%	67%	79%*
TOP BOX SCORE	160	2613	18	29	21	35	45	10	131	2	1		1	7	10	24	134	108	49	54	105
	51%	53%	42%~	57%	45%~	51%	53%	77%~	54%	67%~	50%~	~	33%~	44%~	50%~	49%~	53%	52%	50%	45%	56%*
NOT ANSWERED	22	493	1	3	2	2	3		6					3	1	4	6	10		7	4
VALID CASES	313	4960	43	51	47	68	85	13	244	3	2		3	16	20	49	254	206	98	120	188
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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 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
Q35M																					
ALWAYS	20	387	2	4	2	3	8		16					1	1	3	16	13	5	3	17
	6%	8%	5%~	8%	4%~	4%	10%	~	7%	~	~	~	~	6%~	6%~	6%	6%	6%	5%	2%*	9%*
USUALLY	23	258	3	4	7	3	4		13		1			2	2	2	18	10	11	9	12
	7%	5%	7%~	8%	15%~	4%	5%	~	5%*	~	50%~	~	~	13%~	11%~	4%	7%	5%*	11%	7%	6%
SOMETIMES	52	881	9	6	10	13	10	3	42					2	5	5	46	32	18	15	37
	17%	18%	21%~	12%	22%~	19%	12%	23%~	17%	~	~	~	~	13%~	28%~	10%	18%	16%	19%	12%	20%
NEVER	217	3452	29	38	27	50	62	10	175	3	1		3	11	10	40	172	151	62	93	122
	70%	69%	67%~	73%	59%~	72%	74%	77%~	71%	100%~	50%~		~100%~	69%~	56%~	80%	68%	73%	65%	78%*	65%*
#NEVER + SOMETIMES	269	4333	38	44	37	63	72	13	217	3	1		3	13	15	45	218	183	80	108	159
(NET)	86%	87%	88%~	85%	80%~	91%	86%	100%~	88%	100%~	50%~		~100%~	81%~	83%~	90%	87%	89%	83%	90%	85%
TOP BOX SCORE	217	3452	29	38	27	50	62	10	175	3	1		3	11	10	40	172	151	62	93	122
	70%	69%	67%~	73%	59%~	72%	74%	77%~	71%	100%~	50%~		~100%~	69%~	56%~	80%	68%	73%	65%	78%*	65%*
NOT ANSWERED	23	476	1	2	3	1	4		4					3	3	3	8	10	2	7	4
VALID CASES	312	4977	43	52	46	69	84	13	246	3	2		3	16	18	50	252	206	96	120	188
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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 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
Q35N																					
ALWAYS	7	113		3		1	2		6								6	3	2	1	5
	2%	2%	~	6%	~	1%	2%	~	2%	~	~	~	~	~	~	~	2%	1%	2%	0.8%	3%
USUALLY	7	124	1	2	3	1			4				1	1			7	3	4	2	5
	2%	2%	2%~	4%	7%~	1%	~	~	2%	~	~	~	33%~	7%~	~	~	3%~	1%	4%	2%	3%
SOMETIMES	47	728	8	4	12	8	13	1	37		1				7	4	42	28	18	14	32
	15%	15%	19%~	8%*	26%~	12%	15%	8%~	15%	~	50%~	~	~	~	35%~	8%~	17%	14%	19%	12%	17%
NEVER	253	4037	34	43	31	58	71	12	199	3	1		2	14	13	45	199	173	73	102	148
	81%	81%	79%~	83%	67%~	85%	83%	92%~	81%	100%~	50%~	~	67%~	93%~	65%~	92%~	78%*	84%	75%	86%	78%
#NEVER + SOMETIMES	300	4765	42	47	43	66	84	13	236	3	2		2	14	20	49	241	201	91	116	180
(NET)	96%	95%	98%~	90%	93%~	97%	98%	100%~	96%	100%~	100%~	~	67%~	93%~	100%~	100%~	95%	97%	94%	97%	95%
TOP BOX SCORE	253	4037	34	43	31	58	71	12	199	3	1		2	14	13	45	199	173	73	102	148
	81%	81%	79%~	83%	67%~	85%	83%	92%~	81%	100%~	50%~	~	67%~	93%~	65%~	92%~	78%*	84%	75%	86%	78%
NOT ANSWERED	21	451	1	2	3	2	2		4					4	1	4	6	9	1	8	2
VALID CASES	314	5002	43	52	46	68	86	13	246	3	2		3	15	20	49	254	207	97	119	190
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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 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
Q35O																					
ALWAYS	4	98		2	2				4								4	2	2	1	3
	1%	2%	~	4%	4%~	~	~	~	2%*	~	~	~	~	~	~	~	2%*	1%	2%	0.8%	2%
USUALLY	3	112	2	1										1	1		3	2	1	2	1
	1%	2%*	5%~	2%	~	~	~	~	~	~	~	~	~	6%~	5%~	~	1%	1%	1%	2%	0.5%
SOMETIMES	40	493	4	8	10	8	9		31		1		1	2	4	5	35	20	19	11	29
	13%	10%	9%~	15%	22%~	12%	10%	~	13%	~	50%~	~	33%~	13%~	20%~	10%	14%	10%*	19%*	9%	15%
NEVER	267	4278	37	41	34	61	77	13	211	3	1		2	13	15	45	212	183	76	107	156
	85%	86%	86%~	79%	74%~	88%	90%	100%~	86%	100%~	50%~	~	67%~	81%~	75%~	90%	83%	88%*	78%*	88%	83%
#NEVER + SOMETIMES	307	4771	41	49	44	69	86	13	242	3	2		3	15	19	50	247	203	95	118	185
(NET)	98%	96%*	95%~	94%	96%~	100%~	100%~	100%~	98%	100%~	100%~	~	100%~	94%~	95%~	100%~	97%*	98%	97%	98%	98%
TOP BOX SCORE	267	4278	37	41	34	61	77	13	211	3	1		2	13	15	45	212	183	76	107	156
	85%	86%	86%~	79%	74%~	88%	90%	100%~	86%	100%~	50%~	~	67%~	81%~	75%~	90%	83%	88%*	78%*	88%	83%
NOT ANSWERED	21	472	1	2	3	1	2		4					3	1	3	6	9		6	3
VALID CASES	314	4981	43	52	46	69	86	13	246	3	2		3	16	20	50	254	207	98	121	189
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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, 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
Q35P																					
#YES DEFINITELY	205	3312	22	35	26	40	67	11	164	3	1			10	14	30	167	138	60	73	128
	67%	67%	55%~	69%	57%~	59%	80%*	85%~	68%	100%~	50%~	~	~	63%~	70%~	65%~	67%	67%	65%	63%	68%
YES SOMEWHAT	72	1213	13	14	12	20	10	2	55		1		3	3	6	7	64	46	26	25	47
	23%	25%	33%~	27%	26%~	29%	12%*	15%~	23%	~	50%~		~100%~	19%~	30%~	15%~	25%*	22%	28%	22%	25%
NO	30	418	5	2	8	8	7		23					3		9	20	23	7	17	13
	10%	8%	13%~	4%*	17%~	12%	8%	~	10%	~	~	~	~	19%~	~	20%~	8%	11%	8%	15%*	7%*
NOT ANSWERED	28	511	4	3	3	2	4		8					3	1	7	9	9	5	12	4
VALID CASES	307	4942	40	51	46	68	84	13	242	3	2		3	16	20	46	251	207	93	115	188
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35Q A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?

			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																					
YES	154	2643	24	25	27	35	36	5	123	2			2	7	8	26	124	109	42	50	102
	49%	53%	57%~	49%	56%~	51%	43%	38%~	51%	67%~	~	~	67%~	39%~	40%~	52%	49%	52%	44%	40%*	55%*
NO	158	2382	18	26	21	34	48	8	119	1	2		1	11	12	24	128	102	54	75	82
	51%	47%	43%~	51%	44%~	49%	57%	62%~	49%	33%~	100%~	~	33%~	61%~	60%~	48%	51%	48%	56%	60%*	45%*
NOT ANSWERED	23	428	2	3	1	1	4		8					1	1	3	8	5	2	2	8
VALID CASES	312	5025	42	51	48	69	84	13	242	3	2		3	18	20	50	252	211	96	125	184
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35R IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

			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																					
NEVER	58	799	7	11	8	20	11	1	49				1	3	2	8	49	33	23	22	35
	45%	36%*	47%~	50%~	44%~	62%~	30%~	25%~	49%~	~	~		~100%~	50%~	25%~	38%~	48%~	44%	46%	49%~	43%~
SOMETIMES	25	439	5	7	1	3	7	2	17					3	3	5	20	13	12	11	14
	20%	20%	33%~	32%~	6%~	9%~	19%~	50%~	17%~	~	~	~	~	50%~	37%~	24%~	19%~	17%	24%	24%~	17%~
USUALLY	24	421	3	2	6	4	9		19						2	3	20	17	7	7	17
	19%	19%	20%~	9%~	33%~	13%~	24%~	~	19%~	~	~	~	~	~	25%~	14%~	19%~	23%	14%	16%~	21%~
ALWAYS	21	564		2	3	5	10	1	15						1	5	14	12	8	5	16
	16%	25%*	~	9%~	17%~	16%~	27%~	25%~	15%~	~	~	~	~	~	12%~	24%~	14%~	16%	16%	11%~	20%~
#ALWAYS + USUALLY (NET)	45	985	3	4	9	9	19	1	34						3	8	34	29	15	12	33
	35%	44%*	20%~	18%~	50%~	28%~	51%~	25%~	34%~	~	~	~	~	~	37%~	38%~	33%~	39%	30%	27%~	40%~
TOP BOX SCORE	21	564		2	3	5	10	1	15						1	5	14	12	8	5	16
	16%	25%*	~	9%~	17%~	16%~	27%~	25%~	15%~	~	~	~	~	~	12%~	24%~	14%~	16%	16%	11%~	20%~
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	180	2730	28	29	30	36	44	9	138	3	2		2	12	12	30	144	134	44	77	100
NOT ANSWERED	27	500	1	3	1	2	7		12					1	1	2	13	7	4	5	10
VALID CASES	128	2223	15	22	18	32	37	4	100				1	6	8	21	103	75	50	45	82
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

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	28	477	9	10	1	4	4		21	1				3	1	5	23	28		14	13
	9%	9%	20%~	19%*	2%~	6%	5%	~	9%	33%~	~	~	~	16%~	5%~	10%	9%	13%*	~	11%	7%
VERY GOOD	76	1176	11	16	17	14	14	2	61	1				3	2	13	61	76		24	51
	24%	23%	25%~	31%	35%~	21%	16%*	15%~	25%	33%~	~	~	~	16%~	10%~	25%	24%	35%~	~	19%	28%
GOOD	112	1761	19	19	19	19	33	2	84	1	2		2	7	7	17	91	112		46	65
	36%	35%	43%~	37%	40%~	29%	38%	15%~	35%	33%~	100%~	~	67%~	37%~	33%~	33%	36%	52%*	~	37%	35%
FAIR	71	1244	4	6	8	21	24	6	55				1	5	7	14	54		71	32	38
	23%	25%	9%~	12%*	17%~	32%	28%	46%~	23%	~	~	~	33%~	26%~	33%~	27%	21%	~	72%~	26%	21%
POOR	27	405	1	1	3	8	11	3	21					1	4	2	25		27	9	18
	9%	8%	2%~	2%*	6%~	12%	13%	23%~	9%	~	~	~	~	5%~	19%~	4%	10%*	~	28%*	7%	10%
#EXCELLENT + VERY GOOD	216	3415	39	45	37	37	51	4	166	3	2		2	13	10	35	175	216		84	129
+ GOOD (NET)	69%	67%	89%~	87%*	77%~	56%*	59%*	31%~	69%	100%~	100%~	~	67%~	68%~	48%~	69%	69%	100%~	~	67%	70%
NOT ANSWERED	21	389		2	1	4	2		8							2	6			2	7
VALID CASES	314	5064	44	52	48	66	86	13	242	3	2		3	19	21	51	254	216	98	125	185
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	71	895	15	18	10	12	14	1	53	1				6	6	16	54	64	5	35	36
	22%	18%	34%~	34%*	20%~	17%	16%	8%~	21%	33%~	~	~	~	32%~	29%~	31%	21%	30%*	5%*	28%	19%
VERY GOOD	71	1258	7	15	9	20	17	2	57	1				5	2	9	60	53	15	28	41
	22%	25%	16%~	28%	18%~	29%	20%	15%~	23%	33%~	~	~	~	26%~	10%~	18%	23%	25%	15%*	22%	22%
GOOD	103	1533	14	13	21	14	34	6	76	1	2		1	4	7	18	82	78	24	34	69
	32%	30%	32%~	25%	43%~	20%*	39%	46%~	31%	33%~	100%~		~	33%~	21%~	33%~	35%	32%	36%*	24%*	27%	36%
FAIR	54	1027	6	5	4	18	16	3	45				2	4	3	6	45	19	35	18	34
	17%	20%	14%~	9%	8%~	26%*	18%	23%~	18%	~	~	~	67%~	21%~	14%~	12%	17%	9%*	36%*	14%	18%
POOR	21	363	2	2	5	5	6	1	17						3	2	18	2	19	11	10
	7%	7%	5%~	4%	10%~	7%	7%	8%~	7%	~	~	~	~	~	14%~	4%	7%	0.9%*	19%*	9%	5%
#EXCELLENT + VERY GOOD	245	3685	36	46	40	46	65	9	186	3	2		1	15	15	43	196	195	44	97	146
+ GOOD (NET)	77%	73%	82%~	87%*	82%~	67%*	75%	69%~	75%	100%~	100%~		~	33%~	79%~	71%~	84%	76%	90%*	45%*	77%	77%
NOT ANSWERED	15	378		1		1	1		2							2	1			1	2
VALID CASES	320	5075	44	53	49	69	87	13	248	3	2		3	19	21	51	259	216	98	126	190
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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, 2014?

			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	120	2160	18	13	10	30	42	6	93				3	5	7	21	96	66	50	42	77
	38%	44%	43%~	24%*	22%~	43%	48%*	50%~	38%	~	~		~100%~	31%~	35%~	43%~	37%	31%*	53%*	34%	41%
NO	195	2803	24	41	36	39	45	6	154	3	2			11	13	28	161	146	45	82	110
	62%	56%	57%~	76%*	78%~	57%	52%*	50%~	62%	100%~	100%~		~	~ 69%~	65%~	57%~	63%	69%*	47%*	66%	59%
DON'T KNOW	7	112	2		3	1		1	3					3	1	3	3	4	3	3	4
NOT ANSWERED	13	379					1									1					1
VALID CASES	315	4963	42	54	46	69	87	12	247	3	2		3	16	20	49	257	212	95	124	187
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	66	1063	3	11	7	17	23	2	48	1			1	2	10	5	58	35	30	33	31
	21%	21%	7%~	20%	15%~	25%	26%	17%~	19%	33%~	~	~	33%~	11%~	48%~	10%*	22%	16%*	31%*	26%	16%*
SOME DAYS	36	463	2	3	7	11	12	1	31				1	1	1	4	31	21	15	19	17
	11%	9%	5%~	6%	15%~	16%	14%	8%~	12%	~	~	~	33%~	5%~	5%~	8%	12%	10%	16%	15%	9%
NOT AT ALL	217	3502	39	40	34	41	52	9	169	2	2		1	16	10	42	169	159	51	74	141
	68%	70%	89%~	74%	71%~	59%	60%	75%~	68%	67%~	100%~	~	33%~	84%~	48%~	82%*	66%*	74%*	53%*	59%*	75%*
DON'T KNOW		42																			
NOT ANSWERED	16	383			1	1	1	1	2							2	2	1	2	1	3
VALID CASES	319	5028	44	54	48	69	87	12	248	3	2		3	19	21	51	258	215	96	126	189
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	28	435	3	5	6	8	6		22	1				2	1	3	23	21	7	17	11
	28%	26%	60%~	42%~	43%~	29%~	17%~	~	28%~	100%~	~	~	~	67%~	10%~	33%~	26%~	38%~	16%~	34%	23%~
SOMETIMES	21	355	2		2	6	9		15					1	2	2	17	8	13	8	11
	21%	21%	40%~	~	14%~	21%~	26%~	~	19%~	~	~	~	~	33%~	20%~	22%~	20%~	15%~	29%~	16%	23%~
USUALLY	17	280		1	2	5	7	1	13				2		2	2	15	8	9	10	7
	17%	17%	~	8%~	14%~	18%~	20%~	33%~	17%~	~	~	~	100%~	~	20%~	22%~	17%~	15%~	20%~	20%	15%~
ALWAYS	34	589		6	4	9	13	2	28						5	2	32	18	16	15	19
	34%	35%	~	50%~	29%~	32%~	37%~	67%~	36%~	~	~	~	~	~	50%~	22%~	37%~	33%~	36%~	30%	40%~
#ALWAYS + USUALLY (NET)	51	869		7	6	14	20	3	41				2		7	4	47	26	25	25	26
	51%	52%	~	58%~	43%~	50%~	57%~	100%~	53%~	~	~	~	100%~	~	70%~	44%~	54%~	47%~	56%~	50%	54%~
TOP BOX SCORE	34	589		6	4	9	13	2	28						5	2	32	18	16	15	19
	34%	35%	~	50%~	29%~	32%~	37%~	67%~	36%~	~	~	~	~	~	50%~	22%~	37%~	33%~	36%~	30%	40%~
NOT ANSWERED	2	31		2					1						1		2	1		2	
VALID CASES	100	1659	5	12	14	28	35	3	78	1			2	3	10	9	87	55	45	50	48
NUMBER OF RESPONDENTS	102	1690	5	14	14	28	35	3	79	1			2	3	11	9	89	56	45	52	48
	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	52	750	4	8	10	14	14		39	1			1	3	4	4	45	34	18	25	25
	53%	46%	80%~	67%~	71%~	50%~	40%~	~	51%~	100%~	~	~	50%~	100%~	40%~	44%~	52%~	63%~	40%~	50%~	53%~
SOMETIMES	19	380	1	2	3	7	6		14				1		2	2	16	5	14	12	7
	19%	23%	20%~	17%~	21%~	25%~	17%~	~	18%~	~	~	~	50%~	~	20%~	22%~	19%~	9%~	31%~	24%~	15%~
USUALLY	11	243				5	6		10						1	2	9	6	5	7	4
	11%	15%	~	~	~	18%~	17%~	~	13%~	~	~	~	~	~	10%~	22%~	10%~	11%~	11%~	14%~	9%~
ALWAYS	17	267		2	1	2	9	3	14						3	1	16	9	8	6	11
	17%	16%	~	17%~	7%~	7%~	26%~	100%~	18%~	~	~	~	~	~	30%~	11%~	19%~	17%~	18%~	12%~	23%~
#ALWAYS + USUALLY (NET)	28	510		2	1	7	15	3	24						4	3	25	15	13	13	15
	28%	31%	~	17%~	7%~	25%~	43%~	100%~	31%~	~	~	~	~	~	40%~	33%~	29%~	28%~	29%~	26%~	32%~
TOP BOX SCORE	17	267		2	1	2	9	3	14						3	1	16	9	8	6	11
	17%	16%	~	17%~	7%~	7%~	26%~	100%~	18%~	~	~	~	~	~	30%~	11%~	19%~	17%~	18%~	12%~	23%~
NOT ANSWERED	3	51		2					2						1		3	2		2	1
VALID CASES	99	1639	5	12	14	28	35	3	77	1			2	3	10	9	86	54	45	50	47
NUMBER OF RESPONDENTS	102	1690	5	14	14	28	35	3	79	1			2	3	11	9	89	56	45	52	48
	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	56	864	4	8	9	18	15		44	1			1	3	3	5	48	35	21	32	22
	57%	53%	80%~	67%~	64%~	64%~	44%~	~	57%~	100%~	~	~	50%~	100%~	30%~	62%~	56%~	65%~	48%~	65%~	47%~
SOMETIMES	21	340	1	2	5	7	6		17						3	2	18	7	14	10	11
	21%	21%	20%~	17%~	36%~	25%~	18%~	~	22%~	~	~	~	~	~	30%~	25%~	21%~	13%~	32%~	20%~	23%~
USUALLY	11	207		1		2	7	1	9				1		1		11	6	5	5	6
	11%	13%	~	8%~	~	7%~	21%~	33%~	12%~	~	~	~	50%~	~	10%~	~	13%~	11%~	11%~	10%~	13%~
ALWAYS	10	215		1		1	6	2	7						3	1	9	6	4	2	8
	10%	13%	~	8%~	~	4%~	18%~	67%~	9%~	~	~	~	~	~	30%~	12%~	10%~	11%~	9%~	4%~	17%~
#ALWAYS + USUALLY (NET)	21	422		2		3	13	3	16				1		4	1	20	12	9	7	14
	21%	26%	~	17%~	~	11%~	38%~	100%~	21%~	~	~	~	50%~	~	40%~	12%~	23%~	22%~	20%~	14%~	30%~
TOP BOX SCORE	10	215		1		1	6	2	7						3	1	9	6	4	2	8
	10%	13%	~	8%~	~	4%~	18%~	67%~	9%~	~	~	~	~	~	30%~	12%~	10%~	11%~	9%~	4%~	17%~
NOT ANSWERED	4	64		2			1		2						1	1	3	2	1	3	1
VALID CASES	98	1626	5	12	14	28	34	3	77	1			2	3	10	8	86	54	44	49	47
NUMBER OF RESPONDENTS	102	1690	5	14	14	28	35	3	79	1			2	3	11	9	89	56	45	52	48
	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	67	1180	1	4	2	19	32	8	56					3	7	6	60	36	28	28	39
	21%	23%	2%~	8%*	4%~	28%	37%*	62%~	23%	~	~	~	~	16%~	35%~	12%*	24%*	17%*	29%*	22%	21%
NO	248	3848	41	49	47	49	55	5	189	3	2		3	16	13	46	194	174	69	97	148
	79%	77%	98%~	92%*	96%~	72%	63%*	38%~	77%	100%~	100%~		~100%~	84%~	65%~	88%*	76%*	83%*	71%*	78%	79%
DON'T KNOW	3	55	2			1			3								3	3			3
NOT ANSWERED	17	370		1		1	1		2						1	1	3	3	1	2	2
VALID CASES	315	5028	42	53	49	68	87	13	245	3	2		3	19	20	52	254	210	97	125	187
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	27	460	1	3	6	9	7	1	23						2	1	24	11	15	9	18
	9%	10%	2%~	6%	13%~	15%	9%	9%~	10%	~	~	~	~	~	12%~	2%~	10%	6%*	18%*	8%	10%
NO	263	4154	42	49	40	51	68	10	203	3	2		2	17	15	47	209	188	69	107	154
	91%	90%	98%~	94%	87%~	85%	91%	91%~	90%	100%~	100%~		~100%~	100%~	88%~	98%~	90%	94%*	82%*	92%	90%
DON'T KNOW	28	459	1	1	3	10	11	2	21				1	2	4	4	24	13	14	10	17
NOT ANSWERED	17	380		1			2		3							1	3	4		1	3
VALID CASES	290	4614	43	52	46	60	75	11	226	3	2		2	17	17	48	233	199	84	116	172
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	105	1742	5	9	5	32	45	8	90				1	3	7	11	91	60	41	44	61
	33%	35%	11%~	17%*	11%~	46%*	52%*	67%~	37%*	~	~	~	33%~	16%~	33%~	22%*	36%*	29%*	42%*	35%	32%
NO	210	3293	39	44	42	38	41	4	155	3	2		2	16	14	40	164	150	56	80	127
	67%	65%	89%~	83%*	89%~	54%*	48%*	33%~	63%*	100%~	100%~	~	67%~	84%~	67%~	78%*	64%*	71%*	58%*	65%	68%
NOT ANSWERED	20	417		1	2		2	1	5							2	5	6	1	3	4
VALID CASES	315	5036	44	53	47	70	86	12	245	3	2		3	19	21	51	255	210	97	124	188
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	88	1316	4	7	7	24	39	6	64				3	6	9	14	72	40	46	36	52
	26%	24%	9%~	13%*	14%~	34%	44%*	46%~	26%	~	~		~100%~	32%~	43%~	26%	28%	19%*	47%*	28%	27%
NO	247	4137	40	47	42	46	49	7	186	3	2			13	12	39	188	176	52	91	140
	74%	76%	91%~	87%*	86%~	66%	56%*	54%~	74%	100%~	100%~		~	~	68%~	57%~	74%	72%	81%*	53%*	72%	73%
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	104	1635	5	7	10	28	46	7	82	1			2	4	8	11	90	57	44	46	58
	31%	30%	11%~	13%*	20%~	40%	52%*	54%~	33%	33%~	~	~	67%~	21%~	38%~	21%	35%*	26%*	45%*	36%	30%
NO	231	3818	39	47	39	42	42	6	168	2	2		1	15	13	42	170	159	54	81	134
	69%	70%	89%~	87%*	80%~	60%	48%*	46%~	67%	67%~	100%~		~ 33%~	79%~	62%~	79%	65%*	74%*	55%*	64%	70%
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	59	862	5	5	8	16	22	2	44					4	8	5	54	28	30	24	34
	18%	16%	11%~	9%*	16%~	23%	25%	15%~	18%	~	~	~	~	21%~	38%~	9%*	21%*	13%*	31%*	19%	18%
NO	276	4591	39	49	41	54	66	11	206	3	2		3	15	13	48	206	188	68	103	158
	82%	84%	89%~	91%*	84%~	77%	75%	85%~	82%	100%~	100%~		~100%~	79%~	62%~	91%*	79%*	87%*	69%*	81%	82%
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	14	281				4	10		11						2	1	12	5	7	7	7
	4%	5%	~	~	~	6%	11%*	~	4%	~	~	~	~	~	10%~	2%	5%	2%*	7%	6%	4%
NO	321	5172	44	54	49	66	78	13	239	3	2		3	19	19	52	248	211	91	120	185
	96%	95%	100%~	100%~	100%~	94%	89%*	100%~	96%	100%~	100%~		~100%~	100%~	90%~	98%	95%	98%*	93%	94%	96%
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	15	284				5	9	1	13						2		14	4	8	8	7
	4%	5%	~	~	~	7%	10%*	8%~	5%	~	~	~	~	~	10%~	~	5%*	2%*	8%	6%	4%
NO	320	5169	44	54	49	65	79	12	237	3	2		3	19	19	53	246	212	90	119	185
	96%	95%	100%~	100%~	100%~	93%	90%*	92%~	95%	100%~	100%~		~100%~	100%~	90%~	100%~	95%*	98%*	92%	94%	96%
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	14	221			2	4	6	2	10				1		2	2	12	6	8	5	9
	4%	4%	~	~	4%~	6%	7%	15%~	4%	~	~	~	33%~	~	10%~	4%	5%	3%	8%	4%	5%
NO	321	5232	44	54	47	66	82	11	240	3	2		2	19	19	51	248	210	90	122	183
	96%	96%	100%~	100%~	96%~	94%	93%	85%~	96%	100%~	100%~	~	67%~	100%~	90%~	96%	95%	97%	92%	96%	95%
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	62	1002	2	4	5	16	30	5	48				1	3	7	7	52	31	28	23	39
	19%	18%	5%~	7%*	10%~	23%	34%*	38%~	19%	~	~	~	33%~	16%~	33%~	13%	20%	14%*	29%*	18%	20%
NO	273	4451	42	50	44	54	58	8	202	3	2		2	16	14	46	208	185	70	104	153
	81%	82%	95%~	93%*	90%~	77%	66%*	62%~	81%	100%~	100%~	~	67%~	84%~	67%~	87%	80%	86%*	71%*	82%	80%
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	108	1692	6	18	21	27	29	6	91					4	11	10	95	47	61	39	68
	34%	34%	14%~	33%	44%~	39%	33%	50%~	37%*	~	~	~	~	21%~	52%~	19%*	37%*	22%*	63%*	31%	36%
NO	210	3335	37	36	27	43	58	6	156	3	2		3	15	10	42	162	166	36	87	122
	66%	66%	86%~	67%	56%~	61%	67%	50%~	63%*	100%~	100%~		~100%~	79%~	48%~	81%*	63%*	78%*	37%*	69%	64%
NOT ANSWERED	17	426	1		1		1	1	3							1	3	3	1	1	2
VALID CASES	318	5027	43	54	48	70	87	12	247	3	2		3	19	21	52	257	213	97	126	190
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	97	1394	5	16	20	21	28	6	82					3	10	8	86	40	57	35	62
	91%	85%	83%~	89%~	95%~	81%~	97%~	100%~	91%~	~	~	~	~	75%~	91%~	89%~	91%~	87%~	93%~	92%~	91%~
NO	10	240	1	2	1	5	1		8					1	1	1	9	6	4	3	6
	9%	15%	17%~	11%~	5%~	19%~	3%~	~	9%~	~	~	~	~	25%~	9%~	11%~	9%~	13%~	7%~	8%~	9%~
NOT ANSWERED	1	62				1			1							1		1		1	
VALID CASES	107	1633	6	18	21	26	29	6	90					4	11	9	95	46	61	38	68
NUMBER OF RESPONDENTS	108	1695	6	18	21	27	29	6	91					4	11	10	95	47	61	39	68
	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	199	3255	13	27	28	52	66	12	162				3	11	16	23	171	108	87	77	121
	63%	65%	30%~	50%*	57%~	75%*	76%*	92%~	65%	~	~		~100%~	61%~	76%~	46%*	66%*	50%*	91%*	61%	64%
NO	119	1781	31	27	21	17	21	1	87	3	2			7	5	27	89	106	9	49	69
	37%	35%	70%~	50%*	43%~	25%*	24%*	8%~	35%	100%~	100%~		~	~ 39%~	24%~	54%*	34%*	50%*	9%*	39%	36%
NOT ANSWERED	17	417				1	1		1					1		3		2	2	1	2
VALID CASES	318	5036	44	54	49	69	87	13	249	3	2		3	18	21	50	260	214	96	126	190
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	182	2975	10	25	23	49	62	12	151				3	8	15	19	158	97	82	71	111
	92%	94%	83%~	93%~	82%~	96%	94%	100%~	94%~	~	~		~100%~	73%~	94%~	83%~	93%~	91%	95%	92%	93%
NO	15	176	2	2	5	2	4		9					3	1	4	11	10	4	6	9
	8%	6%	17%~	7%~	18%~	4%	6%	~	6%~	~	~	~	~	27%~	6%~	17%~	7%~	9%	5%	8%	7%
NOT ANSWERED	2	127	1			1			2								2	1	1		1
VALID CASES	197	3151	12	27	28	51	66	12	160				3	11	16	23	169	107	86	77	120
NUMBER OF RESPONDENTS	199	3278	13	27	28	52	66	12	162				3	11	16	23	171	108	87	77	121
	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	45	547	44						27	1	1			4	2	15	27	39	5	21	22
	13%	10%	100%~	~	~	~	~	~	11%*	33%~	50%~	~	~	21%~	10%~	28%*	10%*	18%*	5%*	17%	11%
25 TO 34	59	870		54					45					3	3	7	47	45	7	21	32
	18%	16%		~100%~	~	~	~	~	18%	~	~	~	~	16%~	14%~	13%	18%	21%*	7%*	17%	17%
35 TO 44	54	802			49				38		1			4	3	10	39	38	12	15	35
	16%	15%	~		~100%~	~	~	~	15%	~	50%~	~	~	21%~	14%~	19%	15%	18%	12%	12%	18%
45 TO 54	74	1153				70			59	1			2	3	4	10	60	38	30	30	41
	22%	21%	~	~		~100%~	~	~	24%	33%~	~	~	67%~	16%~	19%~	19%	23%	18%*	31%*	24%	21%
55 TO 64	89	1412					88		69	1			1	4	8	10	75	51	35	37	51
	27%	26%	~	~	~		~100%~	~	28%	33%~	~	~	33%~	21%~	38%~	19%	29%	24%	36%*	29%	27%
65 TO 74	11	405						10	9					1	1	1	10	4	7	2	9
	3%	7%*	~	~	~	~	~	77%~	4%	~	~	~	~	5%~	5%~	2%	4%	2%	7%*	2%	5%
75 OR OLDER	3	264						3	3								2	1	2	1	2
	0.9%	5%*	~	~	~	~	~	23%~	1%	~	~	~	~	~	~		~0.8%	0.5%	2%	0.8%	1%
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	135	2159	21	22	15	30	37	2	93	2	1		1	9	12	26	99	86	42	127	
	40%	40%	48%~	41%	31%~	43%	42%	15%~	37%	67%~	50%~	~	33%~	47%~	57%~	49%	38%	40%	43%	100%~	~
FEMALE	200	3294	23	32	34	40	51	11	157	1	1		2	10	9	27	161	130	56		192
	60%	60%	52%~	59%	69%~	57%	58%	85%~	63%	33%~	50%~	~	67%~	53%~	43%~	51%	62%	60%	57%	~	100%~
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	17	312	1	1	4	2	8	1	9					3	1	12	5	10	6	8	9
	5%	6%	2%~	2%	8%~	3%	9%	8%~	4%	~	~	~	~	17%~	5%~	23%*	2%*	5%	6%	6%	5%
SOME HIGH SCHOOL BUT	47	755	10	6	5	10	14	1	32		1			4	5	10	35	29	17	24	23
DID NOT GRADUATE	15%	15%	23%~	11%	10%~	14%	16%	8%~	13%	~	50%~	~	~	22%~	24%~	19%	13%	13%	18%	19%	12%
HIGH SCHOOL GRADUATE	119	1615	17	20	17	29	31	4	96				2	6	6	19	96	84	29	53	65
OR GED	37%	32%	39%~	37%	35%~	41%	35%	31%~	39%	~	~	~	67%~	33%~	29%~	37%	37%	39%	30%	42%	34%
SOME COLLEGE OR 2-YEAR	112	1732	15	22	18	23	30	4	90	3	1		1	5	7	9	101	75	36	36	75
DEGREE	35%	34%	34%~	41%	37%~	33%	34%	31%~	36%	100%~	50%~	~	33%~	28%~	33%~	17%*	39%*	35%	37%	28%*	39%*
4-YEAR COLLEGE GRADUATE	15	415	1	3	3	4	2	2	12						2	2	13	11	4	4	11
	5%	8%*	2%~	6%	6%~	6%	2%	15%~	5%	~	~	~	~	~	10%~	4%	5%	5%	4%	3%	6%
MORE THAN 4-YEAR	10	214		2	2	2	3	1	10								10	6	4	2	8
COLLEGE DEGREE	3%	4%	~	4%	4%~	3%	3%	8%~	4%~	~	~	~	~	~	~	~	4%~	3%	4%	2%	4%
NOT ANSWERED	15	410							1					1		1		1	2		1
VALID CASES	320	5043	44	54	49	70	88	13	249	3	2		3	18	21	52	260	215	96	127	191
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	53	610	15	7	10	9	10	1	19					14	1	53		35	16	26	27
	17%	12%*	36%~	13%	21%~	13%	12%	8%~	8%*	~	~	~	~	78%~	5%~	100%~	~	17%	17%	21%	14%
NO NOT HISPANIC OR LATINO	260	4367	27	47	38	60	75	11	226	3	2		3	4	20		260	175	79	98	160
	83%	88%*	64%~	87%	79%~	87%	88%	92%~	92%*	100%~	100%~		~100%~	22%~	95%~		~100%~	83%	83%	79%	86%
NOT ANSWERED	22	476	2		1	1	3	1	5					1				6	3	3	5
VALID CASES	313	4977	42	54	48	69	85	12	245	3	2		3	18	21	53	260	210	95	124	187
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	271	4262	29	48	40	62	77	12	250						21	20	246	176	87	104	165
	81%	78%	66%~	89%	82%~	89%*	88%*	92%~	100%~	~	~	~	~		~100%~	38%*	95%*	81%	89%*	82%	86%*
NO	64	1191	15	6	9	8	11	1		3	2		3	19		33	14	40	11	23	27
	19%	22%	34%~	11%	18%~	11%*	12%*	8%~		~100%~	100%~		~100%~	100%~	~	62%*	5%*	19%	11%*	18%	14%*
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	5	133	2		1	1	1			3					2		5	4	1	3	2
	1%	2%	5%~	~	2%~	1%	1%	~	~	~100%~	~	~	~	~	10%~	~	2%~	2%	1%	2%	1%
NO	330	5320	42	54	48	69	87	13	250		2		3	19	19	53	255	212	97	124	190
	99%	98%	95%~	100%~	98%~	99%	99%	100%~	100%~	~	100%~	~	100%~	100%~	90%~	100%~	98%~	98%	99%	98%	99%
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	4	225	1	1	1		1				2				2		4	4		3	1
	1%	4%*	2%~	2%	2%~	~	1%	~	~	~	100%~	~	~	~	10%~	~	2%~	2%*	~	2%	0.5%
NO	331	5228	43	53	48	70	87	13	250	3			3	19	19	53	256	212	98	124	191
	99%	96%*	98%~	98%	98%~	100%~	99%	100%~	100%~	100%~	~	~	100%~	100%~	90%~	100%~	98%~	98%*	100%~	98%	99%
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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		41																			
		0.7%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	335	5412	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	100%	99%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~		~100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~	100%~
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	19	314	2	2	2	5	7	1					3		16	1	18	7	12	10	9
	6%	6%	5%~	4%	4%~	7%	8%	8%~	~	~	~		~100%~	~	76%~	2%	7%*	3%*	12%*	8%	5%
NO	316	5139	42	52	47	65	81	12	250	3	2			19	5	52	242	209	86	117	183
	94%	94%	95%~	96%	96%~	93%	92%	92%~	100%~	100%~	100%~		~	~100%~	24%~	98%	93%*	97%*	88%*	92%	95%
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	22	300	4	3	3	4	6	1						19	3	14	7	15	7	9	12
	7%	5%	9%~	6%	6%~	6%	7%	8%~	~	~	~	~	~	100%~	14%~	26%*	3%*	7%	7%	7%	6%
NO	313	5153	40	51	46	66	82	12	250	3	2		3		18	39	253	201	91	118	180
	93%	95%	91%~	94%	94%~	94%	93%	92%~	100%~	100%~	100%~		100%~		~	86%~	74%*	97%*	93%	93%	94%
VALID CASES	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
NUMBER OF RESPONDENTS	335	5453	44	54	49	70	88	13	250	3	2		3	19	21	53	260	216	98	127	192
	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	25	652	9	3	2	2	7	2	16	2	1			2	2	5	20	13	12	15	10
	9%	16%*	26%~	7%~	5%~	3%*	10%	18%~	8%	67%~	50%~	~	~	13%~	18%~	12%~	9%~	7%	16%*	14%*	6%*
NO	239	3488	26	38	36	63	64	9	195	1	1		3	13	9	36	195	167	63	89	147
	91%	84%*	74%~	93%~	95%~	97%*	90%	82%~	92%	33%~	50%~		~100%~	87%~	82%~	88%~	91%~	93%	84%*	86%*	94%*
NOT ANSWERED	3	78		1					2							1	1	1	1	1	1
VALID CASES	264	4141	35	41	38	65	71	11	211	3	2		3	15	11	41	215	180	75	104	157
NUMBER OF RESPONDENTS	267	4219	35	42	38	65	71	11	213	3	2		3	15	11	42	216	181	76	105	158
	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	11	253	3	1		2	4	1	9						2		11	4	7	6	5
	44%	47%~	33%~	33%~		~100%~	57%~	50%~	56%~	~	~	~	~		~100%~	~	55%~	31%~	58%~	40%~	50%~
NO	14	289	6	2	2		3	1	7	2	1			2		5	9	9	5	9	5
	56%	53%~	67%~	67%~	100%~		~	43%~	44%~	100%~	100%~		~	~100%~		~100%~	45%~	69%~	42%~	60%~	50%~
VALID CASES	25	542	9	3	2	2	7	2	16	2	1			2	2	5	20	13	12	15	10
NUMBER OF RESPONDENTS	25	542	9	3	2	2	7	2	16	2	1			2	2	5	20	13	12	15	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

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

Q58.2 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	14	188	4	1		2	6	1	10	1				1	2	2	12	5	9	9	5
	56%	35%~	44%~	33%~		~100%~	86%~	50%~	63%~	50%~	~	~	~	50%~	100%~	40%~	60%~	38%~	75%~	60%~	50%~
NO	11	354	5	2	2		1	1	6	1	1			1		3	8	8	3	6	5
	44%	65%~	56%~	67%~	100%~		~ 14%~	50%~	38%~	50%~	100%~	~	~	50%~	~	60%~	40%~	62%~	25%~	40%~	50%~
VALID CASES	25	542	9	3	2	2	7	2	16	2	1			2	2	5	20	13	12	15	10
NUMBER OF RESPONDENTS	25	542	9	3	2	2	7	2	16	2	1			2	2	5	20	13	12	15	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

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

Q58.3 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	197	3	3				2	5					1		3	5	4	4	5	3
	32%	36%~	33%~	100%~	~	~		~100%~	31%~	~	~	~	~	50%~	~	60%~	25%~	31%~	33%~	33%~	30%~
NO	17	345	6		2	2	7		11	2	1			1	2	2	15	9	8	10	7
	68%	64%~	67%~		~100%~	100%~	100%~	~	69%~	100%~	100%~	~	~	50%~	100%~	40%~	75%~	69%~	67%~	67%~	70%~
VALID CASES	25	542	9	3	2	2	7	2	16	2	1			2	2	5	20	13	12	15	10
NUMBER OF RESPONDENTS	25	542	9	3	2	2	7	2	16	2	1			2	2	5	20	13	12	15	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

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

Q58.4 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	1	81			1						1						1	1			1
	4%	15%~	~	~	50%~	~	~	~	~	~	~100%~	~	~	~	~	~	5%~	8%~	~	~	10%~
NO	24	461	9	3	1	2	7	2	16	2				2	2	5	19	12	12	15	9
	96%	85%~	100%~	100%~	50%~	100%~	100%~	100%~	100%~	100%~	~	~	~	100%~	100%~	100%~	95%~	92%~	100%~	100%~	90%~
VALID CASES	25	542	9	3	2	2	7	2	16	2	1			2	2	5	20	13	12	15	10
NUMBER OF RESPONDENTS	25	542	9	3	2	2	7	2	16	2	1			2	2	5	20	13	12	15	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE							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	3	44	2		1				2	1							3	2	1	1	2
	12%	8%~	22%~	~	50%~	~	~	~	13%~	50%~	~	~	~	~	~	~	15%~	15%~	8%~	7%~	20%~
NO	22	498	7	3	1	2	7	2	14	1	1			2	2	5	17	11	11	14	8
	88%	92%~	78%~	100%~	50%~	100%~	100%~	100%~	88%~	50%~	100%~	~	~	100%~	100%~	100%~	85%~	85%~	92%~	93%~	80%~
VALID CASES	25	542	9	3	2	2	7	2	16	2	1			2	2	5	20	13	12	15	10
NUMBER OF RESPONDENTS	25	542	9	3	2	2	7	2	16	2	1			2	2	5	20	13	12	15	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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	57	759	10	13	10	10	11	2	45				1	5	2	4	52	35	20	18	37
	24%	20%	40%~	36%~	24%~	18%	17%	18%~	24%	~	~	~	33%~	42%~	11%~	12%~	26%~	24%	23%	22%	24%
7-8	83	1267	10	12	21	19	19	1	62		1		1	2	12	14	67	52	28	27	56
	35%	34%	40%~	33%~	51%~	33%	29%	9%~	33%		~100%~		~ 33%~	17%~	63%~	41%~	34%~	36%	32%	33%	36%
9-10	100	1714	5	11	10	28	36	8	83				1	5	5	16	79	58	39	37	61
	42%	46%	20%~	31%~	24%~	49%	55%*	73%~	44%	~	~	~	33%~	42%~	26%~	47%~	40%~	40%	45%	45%	40%
VALID CASES	240	3741	25	36	41	57	66	11	190		1		3	12	19	34	198	145	87	82	154
NUMBER OF RESPONDENTS	240	3741	25	36	41	57	66	11	190		1		3	12	19	34	198	145	87	82	154
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.18	2.26	1.80	1.94	2.00	2.32	2.38	2.55	2.20		2.00		2.00	2.00	2.16	2.35	2.14	2.16	2.22	2.23	2.16
p stat_(*=Sig @ p<=.05)		.134	~	~	~	.128	.015*	~	.429	~	~	~	~	~	~	~	~	.625	.566	.461	.550

[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	39	617	6	5	8	9	10	1	32				1	1	3	3	36	22	16	12	27
	17%	16%	21%~	14%~	22%~	17%	14%	10%~	18%	~	~	~	50%~	7%~	14%~	9%~	19%~	15%	20%	15%	18%
7-8	69	999	13	13	8	14	18	3	49	1			1	5	9	13	56	46	23	29	40
	30%	25%	46%~	37%~	22%~	26%	26%	30%~	27%	100%~	~	~	50%~	36%~	43%~	37%~	29%~	31%	29%	36%	27%
9-10	125	2342	9	17	20	30	42	6	100					8	9	19	101	80	40	40	83
	54%	59%	32%~	49%~	56%~	57%	60%	60%~	55%	~	~	~	~	57%~	43%~	54%~	52%~	54%	51%	49%	55%
VALID CASES	233	3959	28	35	36	53	70	10	181	1			2	14	21	35	193	148	79	81	150
NUMBER OF RESPONDENTS	233	3959	28	35	36	53	70	10	181	1			2	14	21	35	193	148	79	81	150
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.37	2.44	2.11	2.34	2.33	2.40	2.46	2.50	2.38	2.00			1.50	2.50	2.29	2.46	2.34	2.39	2.30	2.35	2.37
p stat_(*=Sig @ p<=.05)		.180	~	~	~	.768	.240	~	.801	~	~	~	~	~	~	~	~	.558	.358	.732	.909

[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	19	257	2	2	6	4	5		15					1	2	1	18	4	15	7	12
	15%	14%	22%~	12%~	35%~	12%~	12%~	~	15%~	~	~	~	~	17%~	15%~	8%~	17%~	7%*	24%*	17%~	15%~
7-8	36	429	5	5	3	11	12		30					2	4	4	32	24	11	11	25
	29%	23%	56%~	29%~	18%~	33%~	29%~	~	30%~	~	~	~	~	33%~	31%~	31%~	30%~	41%*	17%*	26%~	31%~
9-10	69	1164	2	10	8	18	24	6	56				1	3	7	8	57	30	37	24	44
	56%	63%	22%~	59%~	47%~	55%~	59%~	100%~	55%~	~	~	~	100%~	50%~	54%~	62%~	53%~	52%	59%	57%~	54%~
VALID CASES	124	1850	9	17	17	33	41	6	101				1	6	13	13	107	58	63	42	81
NUMBER OF RESPONDENTS	124	1850	9	17	17	33	41	6	101				1	6	13	13	107	58	63	42	81
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.40	2.49	2.00	2.47	2.12	2.42	2.46	3.00	2.41				3.00	2.33	2.38	2.54	2.36	2.45	2.35	2.40	2.40
p stat_(*=Sig @ p<=.05)		.192	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.528	.415	~	~

[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	86	1116	12	18	16	18	19	1	71	1	1		1	5	4	5	79	58	27	33	51
	28%	23%*	30%~	36%	36%~	27%	23%	8%~	31%	50%~	50%~	~	50%~	26%~	19%~	10%*	33%*	30%	28%	28%	29%
7-8	90	1551	17	13	11	21	22	3	69		1			2	9	9	73	58	28	28	59
	30%	32%	42%~	26%	25%~	32%	27%	25%~	30%	~	50%~	~	~	11%~	43%~	18%*	31%	30%	29%	24%	33%
9-10	126	2193	11	19	17	27	42	8	90	1			1	12	8	37	86	80	40	57	67
	42%	45%	28%~	38%	39%~	41%	51%	67%~	39%	50%~	~	~	50%~	63%~	38%~	73%*	36%*	41%	42%	48%	38%
VALID CASES	302	4860	40	50	44	66	83	12	230	2	2		2	19	21	51	238	196	95	118	177
NUMBER OF RESPONDENTS	302	4860	40	50	44	66	83	12	230	2	2		2	19	21	51	238	196	95	118	177
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.13	2.22	1.98	2.02	2.02	2.14	2.28	2.58	2.08	2.00	1.50		2.00	2.37	2.19	2.63	2.03	2.11	2.14	2.20	2.09
p stat_(*=Sig @ p<=.05)		.056	~.297		~.965	.061		~.061	~	~	~	~	~	~.000*	.000*	.568	.951	.241	.302		

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	2.18	2.25	1.78	1.95	2.05	2.20	2.37	2.80	2.23				3.00	1.86	2.00	2.00	2.21	2.19	2.17	2.24	2.16
p stat_(*=Sig @ p<=.05)		.302	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~.906	.830	~	~
NCARNES4 NQ14	2.13	2.30	1.96	1.89	2.12	2.07	2.32	2.73	2.20		1.00		1.67	1.91	2.00	2.12	2.13	2.20	2.02	2.19	2.12
p stat_(*=Sig @ p<=.05)		.001*	~	~	~	.495	.023*		~.011*	~	~	~	~	~	~	~	~	~.103	.105	.470	.662
COMPOSITE	2.16	2.28	1.87	1.92	2.08	2.14	2.35	2.76	2.22	x	1.00	x	2.33	1.88	2.00	2.06	2.17	2.20	2.09	2.21	2.14
p stat_(*=Sig @ p<=.05)		.470	~	~	~	.945	.502		~.469	~	~	~	~	~	~	~	~	~.792	.790	.819	.889

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	2.37	2.38	2.20	2.26	2.50	2.24	2.53	3.00	2.40	3.00				1.89	2.55	2.25	2.40	2.46	2.20	2.42	2.37
p stat_(*=Sig @ p<=.05)		.888	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.109	~	~	~
NAPGET4 NQ6	2.14	2.32	1.68	2.16	2.11	2.11	2.35	2.50	2.26	1.00	1.00		1.67	2.00	2.13	1.93	2.22	2.12	2.18	2.16	2.15
p stat_(*=Sig @ p<=.05)		.001*	~	~	~	~	.021*	~	~	~	~	~	~	~	~	~	~	.694	.594	.830	.795
COMPOSITE	2.25	2.35	1.94	2.21	2.31	2.18	2.44	2.75	2.33	2.00	1.00	x	1.67	1.94	2.34	2.09	2.31	2.29	2.19	2.29	2.26
p stat_(*=Sig @ p<=.05)		.610	~	~	~	.828	.567	~	.445	~	~	~	~	~	~	~	~	.813	.813	.903	.957

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	2.54	2.62	2.21	2.50	2.55	2.64	2.55	2.67	2.57				2.50	2.20	2.72	2.33	2.58	2.57	2.46	2.49	2.56
p stat_(*=Sig @ p<=.05)		.106	~	~	~	~	.860	~	~	~	~	~	~	~	~	~	~	.486	.225	.532	.670
NDRLSTN4 NQ18	2.50	2.59	2.11	2.50	2.48	2.63	2.51	2.67	2.51				2.00	2.33	2.56	2.59	2.47	2.54	2.40	2.51	2.49
p stat_(*=Sig @ p<=.05)		.060	~	~	~	~	.912	~	~	~	~	~	~	~	~	~	~	.315	.155	.917	.758
NDRESPU4 NQ19	2.61	2.65	2.42	2.54	2.58	2.70	2.61	2.89	2.61				2.00	2.67	2.67	2.85	2.56	2.64	2.54	2.63	2.60
p stat_(*=Sig @ p<=.05)		.471	~	~	~	~	.951	~	~	~	~	~	~	~	~	~	~	.467	.240	.801	.668
NDRTMEN4 NQ20	2.40	2.49	2.05	2.38	2.27	2.53	2.42	2.78	2.45				2.00	2.10	2.39	2.29	2.43	2.44	2.30	2.41	2.39
p stat_(*=Sig @ p<=.05)		.123	~	~	~	~	.809	~	~	~	~	~	~	~	~	~	~	.412	.161	.938	.762
COMPOSITE	2.51	2.59	2.20	2.48	2.47	2.63	2.52	2.75	2.54	x	x	x	2.13	2.32	2.58	2.51	2.51	2.55	2.42	2.51	2.51
p stat_(*=Sig @ p<=.05)		.786	~	~	~	~	.982	~	~	~	~	~	~	~	~	~	~	.879	.805	.992	.978

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	2.17	2.23	2.20	1.88	2.29	2.10	2.30	2.67	2.26	2.00				1.80	1.75	2.00	2.22	2.22	2.08	2.09	2.23
p stat_(*=Sig @ p<=.05)		.533	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ32	2.74	2.63	3.00	2.41	2.71	2.80	2.81	3.00	2.76	3.00				2.60	2.25	2.62	2.76	2.80	2.62	2.72	2.74
p stat_(*=Sig @ p<=.05)		.111	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.45	2.43	2.60	2.15	2.50	2.45	2.56	2.83	2.51	2.50	x	x	x	2.20	2.00	2.31	2.49	2.51	2.35	2.41	2.48
p stat_(*=Sig @ p<=.05)		.941	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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
NNRXWHY NQ10	2.87	2.84	3.00	2.79	2.91	3.00	2.78	2.75	2.84					3.00	3.00	3.00	2.85	2.90	2.86	2.95	2.82
p stat_(*=Sig @ p<=.05)		.521	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.463	.871	~	~
NNRXWYNT NQ11	2.54	2.45	2.43	2.58	2.64	2.79	2.41	2.25	2.56					3.00	2.38	2.78	2.52	2.43	2.65	2.64	2.50
p stat_(*=Sig @ p<=.05)		.253	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.121	.209	~	~
NRXBST NQ12	2.58	2.50	2.71	2.68	2.45	2.79	2.42	2.50	2.56					3.00	2.62	2.45	2.60	2.58	2.56	2.64	2.54
p stat_(*=Sig @ p<=.05)		.306	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	1.00	.786	~	~
COMPOSITE	2.67	2.60	2.71	2.68	2.67	2.86	2.54	2.50	2.65	x	x	x	x	3.00	2.67	2.74	2.66	2.64	2.69	2.74	2.62
p stat_(*=Sig @ p<=.05)		.859	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.946	.954	~	~

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	76%	78%	67%	58%	75%	77%	84%	100%	78%				100%	71%	64%	80%	75%	81%	71%	78%	76%
CARNES4 Q14	75%	82%	64%	61%	81%	75%	83%	91%	78%		0%		33%	64%	68%	82%	74%	77%	72%	75%	76%
AVERAGE	75.43	80.02	65.33	59.50	77.98	76.29	83.40	95.45	78.00	x	x	x	x	67.53	66.35	81.18	74.73	78.75	71.81	76.54	75.86

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	83%	83%	70%	74%	92%	84%	87%	100%	84%	100%				67%	91%	80%	84%	86%	78%	86%	83%
APGET4 Q6	73%	80%	50%	65%	72%	72%	86%	100%	79%	0%	0%		33%	55%	80%	63%	77%	70%	78%	73%	74%
AVERAGE	77.79	81.23	60.00	69.21	81.94	77.76	86.47	100.0	81.70	x	x	x	x	60.61	85.45	71.67	80.25	77.72	77.66	79.45	78.37

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	87%	92%	68%	92%	88%	89%	89%	89%	89%				100%	70%	94%	85%	88%	89%	83%	84%	89%
DRLSTN4 Q18	87%	90%	74%	92%	85%	91%	88%	89%	88%				50%	78%	94%	96%	85%	89%	83%	84%	89%
DRESPU4 Q19	90%	91%	79%	92%	85%	95%	91%	100%	91%				50%	89%	100%	96%	89%	90%	90%	90%	90%
DRTMEN4 Q20	82%	88%	68%	92%	76%	84%	81%	100%	84%				50%	60%	83%	82%	82%	83%	79%	80%	83%
AVERAGE	86.8	90.4	72.4	92.3	83.3	89.9	87.2	94.4	87.8	x	x	x	x	74.2	93.1	89.9	86.1	88.2	83.6	84.6	87.7

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	72%	76%	80%	59%	71%	65%	81%	100%	75%	50%				60%	75%	63%	74%	75%	65%	63%	77%
CSRESP Q32	94%	92%	100%	88%	93%	95%	96%	100%	96%	100%				80%	75%	88%	96%	98%	85%	91%	96%
AVERAGE	83.33	84.03	90.00	73.53	82.14	80.00	88.89	x	85.29	x	x	x	x	70.00	x	75.00	84.56	86.67	75.00	76.56	86.79

SHARED DECISION MAKING (YES) -- 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
NRXWHY Q10	93%	92%	100%	89%	95%	100%	89%	88%	92%					100%	100%	100%	93%	95%	93%	98%	91%
NRXWYNT Q11	77%	73%	71%	79%	82%	89%	70%	63%	78%					100%	69%	89%	76%	71%	82%	82%	75%
RXBST Q12	79%	75%	86%	84%	73%	90%	71%	75%	78%					100%	81%	73%	80%	79%	78%	82%	77%
AVERAGE	83.3	79.8	85.7	84.2	83.3	93.0	76.8	75.0	82.7	x	x	x	x	x	83.3	87.2	82.9	81.9	84.5	87.1	80.9

Q1 OUR RECORDS SHOW THAT YOUR CHILD IS NOW IN <YAMHILL CCO>. 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	320	5304	1	52	90	94	83	181	1		2	4	32	25	143	155	287	12	241	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	2	59		1	1			1							2		2		2	
VALID CASES	320	5304	1	52	90	94	83	181	1		2	4	32	25	143	155	287	12	241	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	108	1687		19	36	27	26	60	1		1	2	12	8	49	56	101	4	72	36
	34%	32%	~	37%	40%	29%	32%	33%	100%~		~ 50%~	50%~	38%~	32%~	34%	36%	35%~	33%~	30%*	46%*
NO	209	3541	1	33	54	66	55	121			1	2	20	17	96	98	187	8	166	43
	66%	68%	100%~	63%	60%	71%	68%	67%	~		~ 50%~	50%~	63%~	68%~	66%	64%	65%~	67%~	70%*	54%*
NOT ANSWERED	5	135		1	1	1	2	1								1	1		5	
VALID CASES	317	5228	1	52	90	93	81	181	1		2	4	32	25	145	154	288	12	238	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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		18																		
		1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	4	148		1	1		2	2					1		2	1	3		2	2
	4%	9%*	~	7%~	3%~	~	8%~	4%~	~	~	~	~	8%~	~	4%~	2%~	3%~	~	3%~	6%~
USUALLY	27	323		3	7	5	12	14			1	1	1	2	12	14	24	2	17	10
	26%	20%	~	20%~	20%~	19%~	46%~	25%~	~	~	100%~	50%~	8%~	25%~	26%~	26%~	25%~	50%~	25%~	28%~
ALWAYS	72	1151		11	27	22	12	41	1			1	10	6	32	39	69	2	48	24
	70%	70%	~	73%~	77%~	81%~	46%~	72%~	100%~	~	~	50%~	83%~	75%~	70%~	72%~	72%~	50%~	72%~	67%~
#ALWAYS + USUALLY (NET)	99	1475		14	34	27	24	55	1		1	2	11	8	44	53	93	4	65	34
	96%	90%*	~	93%~	97%~	100%~	92%~	96%~	100%~	~	100%~	100%~	92%~	100%~	96%~	98%~	97%~	100%~	97%~	94%~
TOP BOX SCORE	72	1151		11	27	22	12	41	1			1	10	6	32	39	69	2	48	24
	70%	70%	~	73%~	77%~	81%~	46%~	72%~	100%~	~	~	50%~	83%~	75%~	70%~	72%~	72%~	50%~	72%~	67%~
NOT ANSWERED	5	142		4	1			3							3	2	5		5	
VALID CASES	103	1641		15	35	27	26	57	1		1	2	12	8	46	54	96	4	67	36
NUMBER OF RESPONDENTS	108	1783		19	36	27	26	60	1		1	2	12	8	49	56	101	4	72	36
	100%	100%		100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

			AGE					RACE							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	217	3345	1	40	64	59	53	123	1		2	2	22	21	95	110	196	10	150	67
	69%	65%	100%~	75%	74%	63%	65%	68%	100%~		~100%~	50%~	71%~	84%~	67%	71%	69%~	83%~	64%*	85%*
NO	98	1824		13	22	34	29	57				2	9	4	47	44	89	2	86	12
	31%	35%	~	25%	26%	37%	35%	32%	~	~	~	50%~	29%~	16%~	33%	29%	31%~	17%~	36%*	15%*
NOT ANSWERED	7	194			5	1	1	2					1		3	1	4		7	
VALID CASES	315	5169	1	53	86	93	82	180	1		2	4	31	25	142	154	285	12	236	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	2	35				1	1	2							1	1	2		1	1
	1%	1%	~	~	~	2%	2%~	2%~	~	~	~	~	~	~	1%	1%	1%~	~	0.7%	2%
SOMETIMES	26	451		2	7	8	9	11				1		4	16	8	21	3	16	10
	13%	14%	~	6%~	12%	14%	19%~	9%	~	~	~	50%~	~	19%~	18%	8%*	12%~	30%~	12%	16%
USUALLY	56	814		9	15	19	13	32			1	1	4	5	27	27	51	3	36	20
	28%	26%	~	26%~	25%	33%	27%~	28%	~	~	50%~	50%~	21%~	24%~	31%	26%	28%~	30%~	26%	32%
ALWAYS	117	1829	1	24	37	30	25	71	1		1		15	12	43	68	108	4	85	32
	58%	58%	100%~	69%~	63%	52%	52%~	61%	100%~	~	50%~	~	79%~	57%~	49%*	65%*	59%~	40%~	62%	51%
#ALWAYS + USUALLY (NET)	173	2643	1	33	52	49	38	103	1		2	1	19	17	70	95	159	7	121	52
	86%	84%	100%~	94%~	88%	84%	79%~	89%	100%~	~	100%~	50%~	100%~	81%~	80%	91%*	87%~	70%~	88%	83%
TOP BOX SCORE	117	1829	1	24	37	30	25	71	1		1		15	12	43	68	108	4	85	32
	58%	58%	100%~	69%~	63%	52%	52%~	61%	100%~	~	50%~	~	79%~	57%~	49%*	65%*	59%~	40%~	62%	51%
NOT ANSWERED	16	215		5	5	1	5	7					3		8	6	14		12	4
VALID CASES	201	3129	1	35	59	58	48	116	1		2	2	19	21	87	104	182	10	138	63
NUMBER OF RESPONDENTS	217	3344	1	40	64	59	53	123	1		2	2	22	21	95	110	196	10	150	67
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

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

			AGE					RACE							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	87	1553		9	20	31	27	49				2	8	6	49	36	83	2	77	10
	28%	31%	~	18%~	24%	34%	34%	27%	~	~	~	50%~	26%~	25%~	35%*	23%*	29%~	17%~	34%*	13%*
1 TIME	84	1446		14	29	25	16	53			1	1	12	6	36	43	77	3	66	18
	27%	28%	~	29%~	34%	27%	20%	29%	~	~	50%~	25%~	39%~	25%~	26%	28%	27%~	25%~	29%	23%
2	63	1007		10	18	16	19	35				1	4	6	26	34	58	2	47	16
	21%	20%	~	20%~	21%	18%	24%	19%	~	~	~	25%~	13%~	25%~	19%	22%	21%~	17%~	21%	20%
3	36	534		6	11	11	8	23					3	3	14	20	33	1	21	15
	12%	11%	~	12%~	13%	12%	10%	13%	~	~	~	~	10%~	13%~	10%	13%	12%~	8%~	9%*	19%*
4	19	260		8	2	4	5	10	1				3	2	6	12	18		9	10
	6%	5%	~	16%~	2%*	4%	6%	6%	100%~	~	~	~	10%~	8%~	4%	8%	6%~	~	4%*	13%*
5 TO 9	15	196	1	1	4	4	5	9			1		1		8	7	11	4	6	9
	5%	4%	100%~	2%~	5%	4%	6%	5%	~	~	50%~	~	3%~	~	6%	5%	4%~	33%~	3%*	11%*
10 OR MORE TIMES	2	87		1	1			1						1		2	2		1	1
	0.7%	2%*	~	2%~	1%	~	~	0.6%	~	~	~	~	~	4%~	~	1%	0.7%~	~	0.4%	1%
NOT ANSWERED	16	280		4	6	3	3	2					1	1	6	1	7		16	
VALID CASES	306	5083	1	49	85	91	80	180	1		2	4	31	24	139	154	282	12	227	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q8 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	154	2386	1	27	50	35	41	94	1		1	2	17	14	62	87	144	6	102	52
	72%	68%	100%~	71%~	79%	58%*	79%	74%	100%~		~ 50%~	100%~	74%~	78%~	70%	76%	74%~	60%~	70%	75%
NO	60	1113		11	13	25	11	33			1		6	4	26	28	50	4	43	17
	28%	32%	~	29%~	21%	42%*	21%	26%	~		~ 50%~	~	26%~	22%~	30%	24%	26%~	40%~	30%	25%
NOT ANSWERED	5	69		2	2		1	4							2	3	5		5	
VALID CASES	214	3499	1	38	63	60	52	127	1		2	2	23	18	88	115	194	10	145	69
NUMBER OF RESPONDENTS	219	3568	1	40	65	60	53	131	1		2	2	23	18	90	118	199	10	150	69
	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	1	78					1	1								1	1		1	
	0.5%	2%*	~	~	~	~	2%	0.8%	~	~	~	~	~	~		~0.9%	0.5%~		~0.7%	~
SOMETIMES	15	344		4	2	4	5	7					4	1	10	5	12	3	9	6
	7%	10%	~	11%~	3%	7%	10%	5%	~	~	~	~	17%~	6%~	11%	4%	6%~	30%~	6%	9%
USUALLY	52	768		5	14	15	18	32				2	5	2	22	30	50	2	32	20
	24%	22%	~	13%~	22%	25%	35%	25%	~	~	~	~100%~	22%~	11%~	25%	26%	26%~	20%~	22%	29%
ALWAYS	145	2292	1	29	47	40	28	89	1		2		14	15	55	81	132	5	102	43
	68%	66%	100%~	76%~	75%	68%	54%*	69%	100%~		~100%~	~	61%~	83%~	63%	69%	68%~	50%~	71%	62%
#ALWAYS + USUALLY (NET)	197	3059	1	34	61	55	46	121	1		2	2	19	17	77	111	182	7	134	63
	92%	88%*	100%~	89%~	97%	93%	88%	94%	100%~		~100%~	~100%~	83%~	94%~	89%	95%	93%~	70%~	93%	91%
TOP BOX SCORE	145	2292	1	29	47	40	28	89	1		2		14	15	55	81	132	5	102	43
	68%	66%	100%~	76%~	75%	68%	54%*	69%	100%~		~100%~	~	61%~	83%~	63%	69%	68%~	50%~	71%	62%
NOT ANSWERED	6	87		2	2	1	1	2							3	1	4		6	
VALID CASES	213	3481	1	38	63	59	52	129	1		2	2	23	18	87	117	195	10	144	69
NUMBER OF RESPONDENTS	219	3568	1	40	65	60	53	131	1		2	2	23	18	90	118	199	10	150	69
	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	76	1122	1	13	20	19	23	51	1				6	8	26	48	71	3	37	39
	36%	32%	100%~	33%~	32%	32%	44%	40%	100%~		~	~	~ 27%~	44%~	30%	41%	37%~	30%~	25%*	57%*
NO	138	2348		26	43	40	29	78			2	2	16	10	60	69	123	7	109	29
	64%	68%	~	67%~	68%	68%	56%	60%	~		~100%~	100%~	73%~	56%~	70%	59%	63%~	70%~	75%*	43%*
NOT ANSWERED	5	97		1	2	1	1	2					1		4	1	5		4	1
VALID CASES	214	3471	1	39	63	59	52	129	1		2	2	22	18	86	117	194	10	146	68
NUMBER OF RESPONDENTS	219	3568	1	40	65	60	53	131	1		2	2	23	18	90	118	199	10	150	69
	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																				
#YES	66	947	1	10	15	18	22	47	1				4	8	17	47	61	3	29	37
	97%	94%	100%~	100%~	94%~	100%~	96%~	98%~	100%~	~	~		~100%~	100%~	94%~	98%~	97%~	100%~	100%~	95%~
NO	2	63			1		1	1							1	1	2			2
	3%	6%	~	~	6%~	~	4%~	2%~	~	~	~	~	~	~	6%~	2%~	3%~	~	~	5%~
NOT ANSWERED	29	450		8	12	5	4	7					4	1	18	2	20		28	1
VALID CASES	68	1010	1	10	16	18	23	48	1				4	8	18	48	63	3	29	39
NUMBER OF RESPONDENTS	97	1460	1	18	28	23	27	55	1				8	9	36	50	83	3	57	40
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							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																				
#YES	47	718	1	7	8	12	19	33					2	7	11	35	43	3	15	32
	71%	70%	100%~	70%~	50%~	71%~	86%~	69%~	~	~	~	~	50%~	100%~	61%~	74%~	69%~	100%~	54%~	84%~
NO	19	305		3	8	5	3	15	1				2		7	12	19		13	6
	29%	30%	~	30%~	50%~	29%~	14%~	31%~	100%~	~	~	~	50%~	~	39%~	26%~	31%~	~	46%~	16%~
NOT ANSWERED	10	87		3	4	2	1	3					2	1	8	1	9		9	1
VALID CASES	66	1023	1	10	16	17	22	48	1				4	7	18	47	62	3	28	38
NUMBER OF RESPONDENTS	76	1110	1	13	20	19	23	51	1				6	8	26	48	71	3	37	39
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

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

Q13 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A 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	59	830	1	7	17	16	18	40	1				5	7	21	37	56	2	25	34
	82%	78%	100%~	64%~	85%~	84%~	86%~	80%~	100%~	~	~	~	83%~	88%~	88%~	79%~	82%~	67%~	76%~	87%~
NO	13	241		4	3	3	3	10					1	1	3	10	12	1	8	5
	18%	22%	~	36%~	15%~	16%~	14%~	20%~	~	~	~	~	17%~	12%~	13%~	21%~	18%~	33%~	24%~	13%~
NOT ANSWERED	4	39		2			2	1							2	1	3		4	
VALID CASES	72	1071	1	11	20	19	21	50	1				6	8	24	47	68	3	33	39
NUMBER OF RESPONDENTS	76	1110	1	13	20	19	23	51	1				6	8	26	48	71	3	37	39
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE							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		3																		
		0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01		7																		
		0.2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02	1	9				1							1		1		1		1	
	0.5%	0.3%	~	~	~	2%~	~	~	~	~	~	~	4%~	~	1%~		~0.5%~		~0.7%~	~
03	2	25					2						1		2		1	1		2
	0.9%	0.7%	~	~	~	~	4%~	~	~	~	~	~	4%~	~	2%~		~0.5%~	10%~	~	3%~
04	1	47					1	1								1	1			1
	0.5%	1%	~	~	~	~	2%~	0.8%~	~	~	~	~	~	~		~0.9%~	0.5%~		~	1%~
05	4	121					4	4							1	3	4		2	2
	2%	3%	~	~	~	~	8%~	3%~	~	~	~	~	~	~	1%	3%	2%~		~	1%	3%
06	11	116			2	5	4	8							6	5	9	2	7	4
	5%	3%	~	~	3%	8%	8%	6%	~	~	~	~	~	~	7%	4%	5%~	20%~	5%	6%
07	17	300		4	3	3	7	9				1	3	2	7	9	14	2	12	5
	8%	9%	~	10%~	5%	5%	13%	7%	~	~	~	50%~	13%~	11%~	8%	8%	7%~	20%~	8%	7%
08	45	813		4	16	15	10	27				1	2	7	14	28	39	3	29	16
	21%	23%	~	10%~	25%	25%	19%	21%	~	~	~	50%~	9%~	39%~	16%	24%	20%~	30%~	20%	23%
09	49	704	1	11	15	12	10	30					2	4	19	28	45	2	29	20
	23%	20%	100%~	28%~	24%	20%	19%	23%	~	~	~	~	9%~	22%~	22%	24%	23%~	20%~	20%	29%
BEST HEALTH CARE POSSIBLE	85	1323		20	27	24	14	50	1		2		14	5	38	43	82		66	19
	40%	38%	~	51%~	43%	40%	27%*	39%	100%~		~100%~	~	61%~	28%~	43%	37%	42%~	~	45%*	28%*
#8-10 (NET)	179	2841	1	35	58	51	34	107	1		2	1	18	16	71	99	166	5	124	55
	83%	82%	100%~	90%~	92%*	85%	65%*	83%	100%~		~100%~	50%~	78%~	89%~	81%	85%	85%~	50%~	85%	80%

Continued

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

			AGE					RACE							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)	134	2027	1	31	42	36	24	80	1		2		16	9	57	71	127	2	95	39
	62%	58%	100%~	79%~	67%	60%	46%*	62%	100%~		~100%~		~ 70%~	50%~	65%	61%	65%~	20%~	65%	57%
NOT ANSWERED	4	98		1	2		1	2							2	1	3		4	
VALID CASES	215	3470	1	39	63	60	52	129	1		2	2	23	18	88	117	196	10	146	69
NUMBER OF RESPONDENTS	219	3568	1	40	65	60	53	131	1		2	2	23	18	90	118	199	10	150	69
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.69	8.58	9.00	9.21	8.98	8.68	7.94	8.69	10.0		10.0	7.50	8.70	8.67	8.65	8.70	8.77	7.10	8.84	8.36
p stat_(*=Sig @ p<=.05)		.318	~	~	.030*	.976	.001*	.985	~	~	~	~	~	~	.743	.895	~	~	.043*	.042*

[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	3	64				1	2						2		3		2	1	1	2
	1%	2%	~	~	~	2%	4%	~	~	~	~	~	9%~	~	3%~	~	1%~	10%~	0.7%	3%
SOMETIMES	18	353		3	5	5	5	11				1	1	2	9	9	15	3	10	8
	8%	10%	~	8%~	8%	8%	10%	9%	~	~	~	50%~	4%~	11%~	10%	8%	8%~	30%~	7%	12%
USUALLY	73	1112		10	18	20	25	41				1	6	8	34	36	66	4	46	27
	34%	32%	~	26%~	29%	34%	48%*	32%	~	~	~	50%~	26%~	44%~	39%	31%	34%~	40%~	32%	39%
ALWAYS	120	1922	1	26	40	33	20	77	1		2		14	8	42	72	113	2	88	32
	56%	56%	100%~	67%~	63%	56%	38%*	60%	100%~		~100%~	~	61%~	44%~	48%*	62%	58%~	20%~	61%*	46%*
#ALWAYS + USUALLY (NET)	193	3034	1	36	58	53	45	118	1		2	1	20	16	76	108	179	6	134	59
	90%	88%	100%~	92%~	92%	90%	87%	91%	100%~		~100%~	50%~	87%~	89%~	86%	92%	91%~	60%~	92%	86%
TOP BOX SCORE	120	1922	1	26	40	33	20	77	1		2		14	8	42	72	113	2	88	32
	56%	56%	100%~	67%~	63%	56%	38%*	60%	100%~		~100%~	~	61%~	44%~	48%*	62%	58%~	20%~	61%*	46%*
NOT ANSWERED	5	117		1	2	1	1	2							2	1	3		5	
VALID CASES	214	3451	1	39	63	59	52	129	1		2	2	23	18	88	117	196	10	145	69
NUMBER OF RESPONDENTS	219	3568	1	40	65	60	53	131	1		2	2	23	18	90	118	199	10	150	69
	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	225	3643		13	71	78	63	137	1		1	4	15	19	93	121	206	9	157	68
	73%	71%	~	25%*	81%*	87%*	79%	75%	100%~		~ 50%~	100%~	48%~	76%~	65%*	78%*	72%~	75%~	68%*	86%*
NO	85	1481	1	38	17	12	17	45			1		16	6	49	34	80	3	74	11
	27%	29%	100%~	75%*	19%*	13%*	21%	25%	~		~ 50%~	~	52%~	24%~	35%*	22%*	28%~	25%~	32%*	14%*
NOT ANSWERED	12	239		2	3	4	3						1		3		3		12	
VALID CASES	310	5124	1	51	88	90	80	182	1		2	4	31	25	142	155	286	12	231	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	28	403		2	12	7	7	16					2	2	15	11	24	2	14	14
	13%	11%	~	17%~	17%	10%	13%	13%	~	~	~	~	17%~	11%~	17%	10%	13%~	22%~	10%*	21%*
NO	182	3143		10	58	66	48	111	1		1	3	10	17	74	99	167	7	130	52
	87%	89%	~	83%~	83%	90%	87%	87%	100%~		~100%~	100%~	83%~	89%~	83%	90%	87%~	78%~	90%*	79%*
NOT ANSWERED	15	226		1	1	5	8	10				1	3		4	11	15		13	2
VALID CASES	210	3545		12	70	73	55	127	1		1	3	12	19	89	110	191	9	144	66
NUMBER OF RESPONDENTS	225	3771		13	71	78	63	137	1		1	4	15	19	93	121	206	9	157	68
	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	22	349		1	9	5	7	12					2	2	12	9	19	2	11	11
	79%	94%~	~	50%~	75%~	71%~	100%~	75%~	~	~	~	~	100%~	100%~	80%~	82%~	79%~	100%~	79%~	79%~
NO	6	22		1	3	2		4							3	2	5		3	3
	21%	6%~	~	50%~	25%~	29%~	~	25%~	~	~	~	~	~	~	20%~	18%~	21%~	~	21%~	21%~
NOT ANSWERED		7																		
VALID CASES	28	371		2	12	7	7	16					2	2	15	11	24	2	14	14
NUMBER OF RESPONDENTS	28	378		2	12	7	7	16					2	2	15	11	24	2	14	14
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES AND Q17 = YES]

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

			AGE					RACE							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	175		3	2	3	2	5						3	3	7	9	1	8	2
	3%	3%	~	6%	2%	3%	2%	3%	~	~	~	~	~	12%~	2%	5%	3%~	8%~	3%	3%
NO	301	4948	1	48	85	88	79	175	1		2	4	32	22	140	148	278	11	225	76
	97%	97%	100%~	94%	98%	97%	98%	97%	100%~		~100%~	100%~	100%~	88%~	98%	95%	97%~	92%~	97%	97%
NOT ANSWERED	11	240		2	4	3	2	2							2		2		10	1
VALID CASES	311	5123	1	51	87	91	81	180	1		2	4	32	25	143	155	287	12	233	78
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	1	23				1		1								1		1		1
	10%	12%~	~	~	~	33%~	~	20%~	~	~	~	~	~	~	~	14%~		~100%~	~	50%~
SOMETIMES		35																		
		18%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY	4	49			2	1	1	1						2	2	2	4		3	1
	40%	25%~	~		~100%~	33%~	50%~	20%~	~	~	~	~	~	67%~	67%~	29%~	44%~		~ 38%~	50%~
ALWAYS	5	87		3		1	1	3						1	1	4	5		5	
	50%	45%~		~100%~		~ 33%~	50%~	60%~	~	~	~	~	~	33%~	33%~	57%~	56%~		~ 63%~	~
#ALWAYS + USUALLY (NET)	9	135		3	2	2	2	4						3	3	6	9		8	1
	90%	70%~		~100%~	100%~	67%~	100%~	80%~	~	~	~	~		~100%~	100%~	86%~	100%~		~100%~	50%~
TOP BOX SCORE	5	87		3		1	1	3						1	1	4	5		5	
	50%	45%~		~100%~		~ 33%~	50%~	60%~	~	~	~	~	~	33%~	33%~	57%~	56%~		~ 63%~	~
NOT ANSWERED		3																		
VALID CASES	10	193		3	2	3	2	5						3	3	7	9	1	8	2
NUMBER OF RESPONDENTS	10	196		3	2	3	2	5						3	3	7	9	1	8	2
	100%	100%		100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

			AGE					RACE							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	9	157		3	1	3	2	5						2	2	7	8	1	7	2
	90%	84%~		~100%~	50%~	100%~	100%~	100%~	~	~	~	~	~	67%~	67%~	100%~	89%~	100%~	88%~	100%~
NO	1	31			1									1	1		1		1	
	10%	16%~	~	~	50%~	~	~	~	~	~	~	~	~	33%~	33%~	~	11%~	~	12%~	~
NOT ANSWERED		8																		
VALID CASES	10	188		3	2	3	2	5						3	3	7	9	1	8	2
NUMBER OF RESPONDENTS	10	196		3	2	3	2	5						3	3	7	9	1	8	2
	100%	100%		100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

			AGE					RACE							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	24	446		4	10	3	7	17					3		7	15	21	1	10	14
	8%	9%	~	8%	12%	3%*	9%	9%	~	~	~	~	10%~	~	5%	10%	7%~	8%~	4%*	18%*
NO	284	4656	1	46	76	88	73	163	1		2	4	28	25	136	138	264	11	221	63
	92%	91%	100%~	92%	88%	97%*	91%	91%	100%~		~100%~	100%~	90%~	100%~	95%	90%	93%~	92%~	96%*	82%*
NOT ANSWERED	14	261		3	5	3	3	2					1		2	2	4		12	2
VALID CASES	308	5102	1	50	86	91	80	180	1		2	4	31	25	143	153	285	12	231	77
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	5	62			2		3	4							1	4	5		2	3
	22%	15%~	~	~	20%~	~	43%~	25%~	~	~	~	~	~	~	14%~	29%~	25%~	~	22%~	21%~
SOMETIMES	2	96			1	1													2	
	9%	24%~	~	~	10%~	33%~	~	~	~	~	~	~	~	~	~	~	~	~	22%~	~
USUALLY	7	112		1	3		3	6					1		3	4	6	1	3	4
	30%	28%~	~	33%~	30%~	~	43%~	38%~	~	~	~	~	33%~	~	43%~	29%~	30%~	100%~	33%~	29%~
ALWAYS	9	135		2	4	2	1	6					2		3	6	9		2	7
	39%	33%~	~	67%~	40%~	67%~	14%~	38%~	~	~	~	~	67%~	~	43%~	43%~	45%~	~	22%~	50%~
#ALWAYS + USUALLY (NET)	16	247		3	7	2	4	12					3		6	10	15	1	5	11
	70%	61%~	~	100%~	70%~	67%~	57%~	75%~	~	~	~	~	100%~	~	86%~	71%~	75%~	100%~	56%~	79%~
TOP BOX SCORE	9	135		2	4	2	1	6					2		3	6	9		2	7
	39%	33%~	~	67%~	40%~	67%~	14%~	38%~	~	~	~	~	67%~	~	43%~	43%~	45%~	~	22%~	50%~
NOT ANSWERED	1	14		1				1								1	1		1	
VALID CASES	23	405		3	10	3	7	16					3		7	14	20	1	9	14
NUMBER OF RESPONDENTS	24	419		4	10	3	7	17					3		7	15	21	1	10	14
	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	15	260		3	6	1	5	10					2		5	8	12	1	7	8
	68%	64%~		~100%~	67%~	33%~	71%~	63%~	~	~	~	~	67%~	~	83%~	57%~	63%~	100%~	78%~	62%~
NO	7	143			3	2	2	6					1		1	6	7		2	5
	32%	36%~	~	~	33%~	67%~	29%~	38%~	~	~	~	~	33%~	~	17%~	43%~	37%~	~	22%~	38%~
NOT ANSWERED	2	16		1	1			1							1	1	2		1	1
VALID CASES	22	403		3	9	3	7	16					3		6	14	19	1	9	13
NUMBER OF RESPONDENTS	24	419		4	10	3	7	17					3		7	15	21	1	10	14
	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	48	666		1	12	16	19	24				1	5	6	19	25	41	3	12	36
	15%	13%	~	2%*	14%	18%	24%*	13%	~	~	~	25%~	16%~	24%~	13%	16%	14%~	25%~	5%*	46%*
NO	262	4441	1	49	76	75	61	157	1		2	3	26	19	125	129	246	9	219	43
	85%	87%	100%~	98%*	86%	82%	76%*	87%	100%~		~100%~	75%~	84%~	76%~	87%	84%	86%~	75%~	95%*	54%*
NOT ANSWERED	12	256		3	3	3	3	1					1		1	1	2		12	
VALID CASES	310	5107	1	50	88	91	80	181	1		2	4	31	25	144	154	287	12	231	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	2	92				1	1							1	1	1	1	1		2
	4%	14%~	~	~	~	6%~	5%~	~	~	~	~	~	~	17%~	5%~	4%~	2%~	33%~	~	6%~
SOMETIMES	8	116			1	4	3	4					1	1	5	2	7		3	5
	17%	18%~	~	~	8%~	25%~	16%~	17%~	~	~	~	~	20%~	17%~	26%~	8%~	17%~	~	25%~	14%~
USUALLY	13	171			4	5	4	5				1	2	3	7	6	13		1	12
	27%	27%~	~	~	33%~	31%~	21%~	21%~	~	~	~	100%~	40%~	50%~	37%~	24%~	32%~	~	8%~	33%~
ALWAYS	25	258		1	7	6	11	15					2	1	6	16	20	2	8	17
	52%	41%~	~	100%~	58%~	38%~	58%~	63%~	~	~	~	~	40%~	17%~	32%~	64%~	49%~	67%~	67%~	47%~
#ALWAYS + USUALLY (NET)	38	429		1	11	11	15	20				1	4	4	13	22	33	2	9	29
	79%	67%~	~	100%~	92%~	69%~	79%~	83%~	~	~	~	100%~	80%~	67%~	68%~	88%~	80%~	67%~	75%~	81%~
TOP BOX SCORE	25	258		1	7	6	11	15					2	1	6	16	20	2	8	17
	52%	41%~	~	100%~	58%~	38%~	58%~	63%~	~	~	~	~	40%~	17%~	32%~	64%~	49%~	67%~	67%~	47%~
NOT ANSWERED		17																		
VALID CASES	48	636		1	12	16	19	24				1	5	6	19	25	41	3	12	36
NUMBER OF RESPONDENTS	48	653		1	12	16	19	24				1	5	6	19	25	41	3	12	36
	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	23	311		1	5	7	10	12					2	3	8	13	20	1	4	19
	48%	49%~		~100%~	42%~	44%~	53%~	50%~	~	~	~	~	40%~	50%~	42%~	52%~	49%~	33%~	33%~	53%~
NO	25	326			7	9	9	12				1	3	3	11	12	21	2	8	17
	52%	51%~	~	~	58%~	56%~	47%~	50%~	~	~	~	~100%~	60%~	50%~	58%~	48%~	51%~	67%~	67%~	47%~
NOT ANSWERED		17																		
VALID CASES	48	636		1	12	16	19	24				1	5	6	19	25	41	3	12	36
NUMBER OF RESPONDENTS	48	653		1	12	16	19	24				1	5	6	19	25	41	3	12	36
	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	66	978		10	16	19	21	37	1		1	1	4	10	25	39	61	3	35	31
	21%	19%	~	20%	18%	21%	27%	21%	100%~		~ 50%~	25%~	13%~	40%~	17%	25%	21%~	25%~	15%*	40%*
NO	242	4103	1	40	72	72	57	143			1	3	27	15	119	115	225	9	195	47
	79%	81%	100%~	80%	82%	79%	73%	79%	~		~ 50%~	75%~	87%~	60%~	83%	75%	79%~	75%~	85%*	60%*
NOT ANSWERED	14	281		3	3	3	5	2					1		1	1	3		13	1
VALID CASES	308	5082	1	50	88	91	78	180	1		2	4	31	25	144	154	286	12	230	78
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	36	594		4	10	7	15	21			1	1	1	6	14	22	34	2	20	16
	60%	60%	~	67%~	63%~	37%~	79%~	62%~	~		~100%~	100%~	25%~	67%~	58%~	65%~	62%~	67%~	63%~	57%~
NO	24	403		2	6	12	4	13					3	3	10	12	21	1	12	12
	40%	40%	~	33%~	38%~	63%~	21%~	38%~	~	~	~	~	75%~	33%~	42%~	35%~	38%~	33%~	38%~	43%~
NOT ANSWERED	6	32		4			2	3	1					1	1	5	6		3	3
VALID CASES	60	998		6	16	19	19	34			1	1	4	9	24	34	55	3	32	28
NUMBER OF RESPONDENTS	66	1030		10	16	19	21	37	1		1	1	4	10	25	39	61	3	35	31
	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	277	4410	1	46	84	81	65	166	1		2	3	26	24	124	143	259	8	206	71
	91%	88%	100%~	92%	95%*	90%	84%	92%	100%~		~100%~	75%~	84%~	100%~	87%	93%	92%~	67%~	90%	92%
NO	29	622		4	4	9	12	14				1	5		18	10	24	4	23	6
	9%	12%	~	8%	5%*	10%	16%	8%	~	~	~	25%~	16%~	~	13%	7%	8%~	33%~	10%	8%
NOT ANSWERED	16	331		3	3	4	6	2					1	1	3	2	6		14	2
VALID CASES	306	5032	1	50	88	90	77	180	1		2	4	31	24	142	153	283	12	229	77
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	69	1163		8	20	23	18	44				1	5	5	37	30	67		62	7
	26%	27%	~	19%~	25%	30%	30%	28%	~	~	~	33%~	24%~	22%~	32%	22%	27%~	~	32%*	10%*
1 TIME	87	1470		16	25	30	16	53				1	9	11	33	52	83	2	63	24
	33%	34%	~	37%~	31%	39%	27%	33%	~	~	~	33%~	43%~	48%~	29%	37%	34%~	29%~	33%	34%
2	49	817		8	18	9	14	34			1	1	1	2	21	25	44	2	34	15
	19%	19%	~	19%~	23%	12%*	23%	21%	~	~	50%~	33%~	5%~	9%~	18%	18%	18%~	29%~	18%	21%
3	27	450		3	8	10	6	17					4	1	9	17	26		14	13
	10%	11%	~	7%~	10%	13%	10%	11%	~	~	~	~	19%~	4%~	8%	12%	11%~	~	7%*	19%*
4	10	180		4	2	2	2	4	1					2	4	6	10		7	3
	4%	4%	~	9%~	3%	3%	3%	3%	100%~	~	~	~	~	9%~	4%	4%	4%~	~	4%	4%
5 TO 9	14	146	1	2	5	3	3	6			1		1		8	6	11	3	9	5
	5%	3%	100%~	5%~	6%	4%	5%	4%	~	~	50%~	~	5%~	~	7%	4%	4%~	43%~	5%	7%
10 OR MORE TIMES	5	40		2	2		1	1					1	2	2	3	5		2	3
	2%	0.9%	~	5%~	3%	~	2%	0.6%	~	~	~	~	5%~	9%~	2%	2%	2%~	~	1%	4%
NOT ANSWERED	16	203		3	4	4	5	7					5	1	10	4	13	1	15	1
VALID CASES	261	4266	1	43	80	77	60	159	1		2	3	21	23	114	139	246	7	191	70
NUMBER OF RESPONDENTS	277	4469	1	46	84	81	65	166	1		2	3	26	24	124	143	259	8	206	71
	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	82			2	3		2							5		5		4	1
	3%	3%	~	~	3%	6%	~	2%	~	~	~	~	~	~	6%~	~	3%~	~	3%	2%
USUALLY	6	49			3	1	2	3							5	1	5	1	4	2
	3%	2%	~	~	5%	2%	5%~	3%	~	~	~	~	~	~	6%	0.9%	3%~	14%~	3%	3%
SOMETIMES	14	229		1	7	3	3	6					1		11	2	11	2	12	2
	7%	8%	~	3%~	12%	6%	7%~	5%	~	~	~	~	6%~	~	14%*	2%*	6%~	29%~	9%	3%
NEVER	165	2671	1	32	48	47	37	103	1		2	2	15	17	56	104	156	4	107	58
	87%	88%	100%~	97%~	80%	87%	88%~	90%	100%~		~100%~	100%~	94%~	100%~	73%*	97%*	88%~	57%~	84%	92%
#NEVER + SOMETIMES	179	2900	1	33	55	50	40	109	1		2	2	16	17	67	106	167	6	119	60
(NET)	94%	96%	100%~	100%~	92%	93%	95%~	96%	100%~		~100%~	100%~	100%~	100%~	87%*	99%*	94%~	86%~	94%	95%
TOP BOX SCORE	165	2671	1	32	48	47	37	103	1		2	2	15	17	56	104	156	4	107	58
	87%	88%	100%~	97%~	80%	87%	88%~	90%	100%~		~100%~	100%~	94%~	100%~	73%*	97%*	88%~	57%~	84%	92%
NOT ANSWERED	2	30		2				1						1		2	2		2	
VALID CASES	190	3030	1	33	60	54	42	114	1		2	2	16	17	77	107	177	7	127	63
NUMBER OF RESPONDENTS	192	3060	1	35	60	54	42	115	1		2	2	16	18	77	109	179	7	129	63
	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	6	80		1	3		2	3					2		3	2	4	1	4	2
	3%	3%	~	3%~	5%	~	5%~	3%	~	~	~	~	12%~	~	4%	2%	2%~	14%~	3%	3%
SOMETIMES	11	145		2	2	4	3	4					1	1	8	3	8	3	7	4
	6%	5%	~	6%~	3%	7%	7%~	4%	~	~	~	~	6%~	6%~	10%*	3%	4%~	43%~	6%	6%
USUALLY	26	478			10	8	8	18						1	13	13	24	2	15	11
	14%	16%	~	~	17%	15%	19%~	16%	~	~	~	~	~	6%~	17%	12%	13%~	29%~	12%	17%
ALWAYS	147	2312	1	31	44	42	29	89	1		2	2	13	16	53	90	142	1	101	46
	77%	77%	100%~	91%~	75%	78%	69%~	78%	100%~		~100%~	100%~	81%~	89%~	69%*	83%*	80%~	14%~	80%	73%
#ALWAYS + USUALLY (NET)	173	2790	1	31	54	50	37	107	1		2	2	13	17	66	103	166	3	116	57
	91%	93%	100%~	91%~	92%	93%	88%~	94%	100%~		~100%~	100%~	81%~	94%~	86%*	95%*	93%~	43%~	91%	90%
TOP BOX SCORE	147	2312	1	31	44	42	29	89	1		2	2	13	16	53	90	142	1	101	46
	77%	77%	100%~	91%~	75%	78%	69%~	78%	100%~		~100%~	100%~	81%~	89%~	69%*	83%*	80%~	14%~	80%	73%
NOT ANSWERED	2	44		1	1			1								1	1		2	
VALID CASES	190	3016	1	34	59	54	42	114	1		2	2	16	18	77	108	178	7	127	63
NUMBER OF RESPONDENTS	192	3060	1	35	60	54	42	115	1		2	2	16	18	77	109	179	7	129	63
	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	1	40			1			1								1	1		1	
	0.5%	1%	~	~	2%	~	~	0.9%	~	~	~	~	~	~	~	0.9%	~0.6%	~	~0.8%	~
SOMETIMES	9	145		1	2	4	2	5					2	1	4	5	7	2	4	5
	5%	5%	~	3%~	3%	7%	5%~	4%	~	~	~	~	12%~	6%~	5%	5%	4%~	29%~	3%	8%
USUALLY	33	494		5	7	11	10	21					1	2	14	19	30	3	21	12
	17%	16%	~	15%~	12%	20%	24%~	18%	~	~	~	~	6%~	11%~	18%	18%	17%~	43%~	17%	19%
ALWAYS	147	2341	1	28	49	39	30	87	1		2	2	13	15	59	83	140	2	101	46
	77%	77%	100%~	82%~	83%	72%	71%~	76%	100%~		~100%~	100%~	81%~	83%~	77%	77%	79%~	29%~	80%	73%
#ALWAYS + USUALLY (NET)	180	2835	1	33	56	50	40	108	1		2	2	14	17	73	102	170	5	122	58
	95%	94%	100%~	97%~	95%	93%	95%~	95%	100%~		~100%~	100%~	88%~	94%~	95%	94%	96%~	71%~	96%	92%
TOP BOX SCORE	147	2341	1	28	49	39	30	87	1		2	2	13	15	59	83	140	2	101	46
	77%	77%	100%~	82%~	83%	72%	71%~	76%	100%~		~100%~	100%~	81%~	83%~	77%	77%	79%~	29%~	80%	73%
NOT ANSWERED	2	39		1	1			1								1	1		2	
VALID CASES	190	3021	1	34	59	54	42	114	1		2	2	16	18	77	108	178	7	127	63
NUMBER OF RESPONDENTS	192	3060	1	35	60	54	42	115	1		2	2	16	18	77	109	179	7	129	63
	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	28			1			1								1	1		1	
	0.5%	0.9%	~	~	2%~	~		~0.9%~	~	~	~	~	~	~		~0.9%	0.6%~		~0.8%~	~
SOMETIMES	7	114		1		4	2	5					1		2	5	5	2	3	4
	4%	4%	~	3%~	~	7%	5%~	4%	~	~	~	~	6%~	~	3%	5%	3%~	29%~	2%	6%
USUALLY	27	407		4	8	7	8	16					2	3	13	14	24	3	17	10
	14%	14%	~	12%~	14%	13%	19%~	14%	~	~	~	~	12%~	17%~	17%	13%	14%~	43%~	13%	16%
ALWAYS	154	2460	1	28	50	43	32	91	1		2	2	13	15	62	87	147	2	105	49
	81%	82%	100%~	85%~	85%	80%	76%~	81%	100%~		~100%~	100%~	81%~	83%~	81%	81%	83%~	29%~	83%	78%
#ALWAYS + USUALLY (NET)	181	2867	1	32	58	50	40	107	1		2	2	15	18	75	101	171	5	122	59
	96%	95%	100%~	97%~	98%	93%	95%~	95%	100%~		~100%~	100%~	94%~	100%~	97%	94%	97%~	71%~	97%	94%
TOP BOX SCORE	154	2460	1	28	50	43	32	91	1		2	2	13	15	62	87	147	2	105	49
	81%	82%	100%~	85%~	85%	80%	76%~	81%	100%~		~100%~	100%~	81%~	83%~	81%	81%	83%~	29%~	83%	78%
NOT ANSWERED	3	51		2	1			2								2	2		3	
VALID CASES	189	3009	1	33	59	54	42	113	1		2	2	16	18	77	107	177	7	126	63
NUMBER OF RESPONDENTS	192	3060	1	35	60	54	42	115	1		2	2	16	18	77	109	179	7	129	63
	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	130	2050		5	39	44	42	79			2	2	8	11	53	73	120	6	85	45
	69%	69%	~	15%~	67%	81%*	100%~	70%	~		~100%~	100%~	50%~	61%~	70%	68%	68%~	86%~	67%	73%
NO	58	942	1	28	19	10		34	1				8	7	23	34	56	1	41	17
	31%	31%	100%~	85%~	33%	19%*	~	30%	100%~	~	~	~	50%~	39%~	30%	32%	32%~	14%~	33%	27%
NOT ANSWERED	4	67		2	2			2							1	2	3		3	1
VALID CASES	188	2993	1	33	58	54	42	113	1		2	2	16	18	76	107	176	7	126	62
NUMBER OF RESPONDENTS	192	3060	1	35	60	54	42	115	1		2	2	16	18	77	109	179	7	129	63
	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]

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	2	19				2		1							1	1	1	1	1	1
	2%	1%	~	~	~	5%~	~	1%	~	~	~	~	~	~	2%	1%	0.8%~	17%~	1%~	2%~
SOMETIMES	5	119			2	1	2	3						1	1	4	5		3	2
	4%	6%	~	~	5%~	2%~	5%~	4%	~	~	~	~	~	9%~	2%	5%	4%~	~	4%~	4%~
USUALLY	34	466		1	10	12	11	25					2	2	13	21	31	3	19	15
	26%	23%	~	20%~	26%~	28%~	26%~	32%	~	~	~	~	25%~	18%~	25%	29%	26%~	50%~	23%~	33%~
ALWAYS	88	1408		4	27	28	29	50			2	2	6	8	37	47	82	2	61	27
	68%	70%	~	80%~	69%~	65%~	69%~	63%	~	~	100%~	100%~	75%~	73%~	71%	64%	69%~	33%~	73%~	60%~
#ALWAYS + USUALLY (NET)	122	1874		5	37	40	40	75			2	2	8	10	50	68	113	5	80	42
	95%	93%	~	100%~	95%~	93%~	95%~	95%	~	~	100%~	100%~	100%~	91%~	96%	93%	95%~	83%~	95%~	93%~
TOP BOX SCORE	88	1408		4	27	28	29	50			2	2	6	8	37	47	82	2	61	27
	68%	70%	~	80%~	69%~	65%~	69%~	63%	~	~	100%~	100%~	75%~	73%~	71%	64%	69%~	33%~	73%~	60%~
NOT ANSWERED	1	36				1									1		1		1	
VALID CASES	129	2013		5	39	43	42	79			2	2	8	11	52	73	119	6	84	45
NUMBER OF RESPONDENTS	130	2049		5	39	44	42	79			2	2	8	11	53	73	120	6	85	45
	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	8	89		3	1	3	1	3					3		4	3	5	2	5	3
	4%	3%	~	9%~	2%	6%	2%~	3%	~	~	~	~	19%~	~	5%	3%	3%~	29%~	4%	5%
SOMETIMES	11	318			2	7	2	5					2		9	2	10	1	5	6
	6%	11%*	~	~	3%	13%*	5%~	4%	~	~	~	~	12%~	~	12%*	2%*	6%~	14%~	4%	10%
USUALLY	48	708		5	14	15	14	28			1			7	22	26	46	2	31	17
	25%	24%	~	15%~	24%	28%	33%~	25%	~	~	50%~	~	~	39%~	29%	24%	26%~	29%~	24%	27%
ALWAYS	123	1876	1	26	42	29	25	78	1		1	2	11	11	42	77	117	2	86	37
	65%	63%	100%~	76%~	71%	54%	60%~	68%	100%~	~	50%~	100%~	69%~	61%~	55%*	71%*	66%~	29%~	68%	59%
#ALWAYS + USUALLY (NET)	171	2584	1	31	56	44	39	106	1		2	2	11	18	64	103	163	4	117	54
	90%	86%	100%~	91%~	95%	81%*	93%~	93%	100%~	~	100%~	100%~	69%~	100%~	83%*	95%*	92%~	57%~	92%	86%
TOP BOX SCORE	123	1876	1	26	42	29	25	78	1		1	2	11	11	42	77	117	2	86	37
	65%	63%	100%~	76%~	71%	54%	60%~	68%	100%~	~	50%~	100%~	69%~	61%~	55%*	71%*	66%~	29%~	68%	59%
NOT ANSWERED	2	70		1	1			1								1	1		2	
VALID CASES	190	2990	1	34	59	54	42	114	1		2	2	16	18	77	108	178	7	127	63
NUMBER OF RESPONDENTS	192	3060	1	35	60	54	42	115	1		2	2	16	18	77	109	179	7	129	63
	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	157	2520	1	32	51	42	31	93	1		2	2	11	17	63	89	148	4	105	52
	83%	84%	100%~	94%~	88%	78%	74%~	82%	100%~		~100%~	100%~	69%~	94%~	82%	83%	84%~	57%~	83%	84%
NO	32	484		2	7	12	11	20					5	1	14	18	29	3	22	10
	17%	16%	~	6%~	12%	22%	26%~	18%	~	~	~	~	31%~	6%~	18%	17%	16%~	43%~	17%	16%
NOT ANSWERED	3	56		1	2			2								2	2		2	1
VALID CASES	189	3004	1	34	58	54	42	113	1		2	2	16	18	77	107	177	7	127	62
NUMBER OF RESPONDENTS	192	3060	1	35	60	54	42	115	1		2	2	16	18	77	109	179	7	129	63
	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	73	1156		11	20	22	20	44				1	5	10	31	42	70	3	42	31
	39%	39%	~	32%~	34%	41%	49%~	39%	~	~	~	50%~	31%~	56%~	40%	40%	40%~	43%~	33%*	51%*
NO	115	1846	1	23	38	32	21	68	1		2	1	11	8	46	64	106	4	85	30
	61%	61%	100%~	68%~	66%	59%	51%~	61%	100%~		~100%~	50%~	69%~	44%~	60%	60%	60%~	57%~	67%*	49%*
NOT ANSWERED	4	59		1	2		1	3								3	3		2	2
VALID CASES	188	3001	1	34	58	54	41	112	1		2	2	16	18	77	106	176	7	127	61
NUMBER OF RESPONDENTS	192	3060	1	35	60	54	42	115	1		2	2	16	18	77	109	179	7	129	63
	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	3	80		1		1	1	2							1	2	1	2	1	2
	4%	7%	~	9%~	~	5%~	5%~	5%~	~	~	~	~	~	~	3%~	5%~	1%~	67%~	2%~	6%~
SOMETIMES	5	163		1	1	1	2	3							3	2	5		3	2
	7%	14%*	~	9%~	5%~	5%~	11%~	7%~	~	~	~	~	~	~	10%~	5%~	7%~	~	7%~	6%~
USUALLY	15	320			6	6	3	11							8	7	14	1	6	9
	21%	28%	~	~	30%~	27%~	16%~	25%~	~	~	~	~	~	~	26%~	17%~	20%~	33%~	15%~	29%~
ALWAYS	49	595		9	13	14	13	28				1	5	9	19	30	49		31	18
	68%	51%*	~	82%~	65%~	64%~	68%~	64%~	~	~	~	100%~	100%~	100%~	61%~	73%~	71%~	~	76%~	58%~
#ALWAYS + USUALLY (NET)	64	915		9	19	20	16	39				1	5	9	27	37	63	1	37	27
	89%	79%*	~	82%~	95%~	91%~	84%~	89%~	~	~	~	100%~	100%~	100%~	87%~	90%~	91%~	33%~	90%~	87%~
TOP BOX SCORE	49	595		9	13	14	13	28				1	5	9	19	30	49		31	18
	68%	51%*	~	82%~	65%~	64%~	68%~	64%~	~	~	~	100%~	100%~	100%~	61%~	73%~	71%~	~	76%~	58%~
NOT ANSWERED	1	33					1							1		1	1		1	
VALID CASES	72	1158		11	20	22	19	44				1	5	9	31	41	69	3	41	31
NUMBER OF RESPONDENTS	73	1191		11	20	22	20	44				1	5	10	31	42	70	3	42	31
	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	9					1							1		1	1		1	
POSSIBLE	0.4%	0.2%	~	~	~	~	2%	~	~	~	~	~	~	4%~	~	0.7%~	0.4%~	~	0.5%~	~
01		6																		
		0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02		7																		
		0.2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
03	2	14			1		1	1						1	1	1	2		1	1
	0.8%	0.3%	~	~	1%	~	2%	0.6%	~	~	~	~	~	4%~	0.9%	0.7%	0.8%~	~	0.5%	1%
04	4	45		1		1	2	3					1		1	3	3	1	2	2
	2%	1%	~	2%~	~	1%	3%	2%	~	~	~	~	5%~	~	0.9%	2%	1%~	13%~	1%	3%
05	5	127		1	1	2	1	2					2	1	5		4	1	4	1
	2%	3%	~	2%~	1%	3%	2%	1%	~	~	~	~	10%~	4%~	4%~	~	2%~	13%~	2%	1%
06	8	112		1	1	2	4	4						2	4	4	7	1	5	3
	3%	3%	~	2%~	1%	3%	6%	2%	~	~	~	~	~	8%~	3%	3%	3%~	13%~	3%	4%
07	8	293		2	1	3	2	6							2	6	8		5	3
	3%	7%*	~	5%~	1%	4%	3%	4%	~	~	~	~	~	~	2%	4%	3%~	~	3%	4%
08	45	690		6	17	11	11	33				2	2	2	19	24	41	2	36	9
	17%	16%	~	14%~	22%	14%	18%	20%	~	~	~	67%~	10%~	8%~	17%	17%	17%~	25%~	19%	13%
09	46	810	1	7	11	16	11	26					3	5	17	28	44	1	35	11
	17%	19%	100%~	16%~	14%	21%	18%	16%	~	~	~	~	14%~	21%~	15%	20%	18%~	13%~	18%	15%
BEST PERSONAL DOCTOR	144	2128		26	47	42	29	86	1		2	1	13	12	66	74	138	2	103	41
POSSIBLE	55%	50%	~	59%~	59%	55%	47%	53%	100%~		~100%~	33%~	62%~	50%~	57%	52%	56%~	25%~	54%	58%
#8-10 (NET)	235	3628	1	39	75	69	51	145	1		2	3	18	19	102	126	223	5	174	61
	89%	86%*	100%~	89%~	95%*	90%	82%	90%	100%~		~100%~	100%~	86%~	79%~	89%	89%	90%~	63%~	91%	86%

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)	190	2937	1	33	58	58	40	112	1		2	1	16	17	83	102	182	3	138	52
	72%	69%	100%~	75%~	73%	75%	65%	70%	100%~		~100%~	33%~	76%~	71%~	72%	72%	73%~	38%~	72%	73%
NOT ANSWERED	14	228		2	5	4	3	5					5		9	2	11		14	
VALID CASES	263	4241	1	44	79	77	62	161	1		2	3	21	24	115	141	248	8	192	71
NUMBER OF RESPONDENTS	277	4469	1	46	84	81	65	166	1		2	3	26	24	124	143	259	8	206	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.99	8.89	9.00	9.09	9.19	9.08	8.56	9.00	10.0		10.0	8.67	8.90	8.38	9.00	8.97	9.03	7.50	9.01	8.96
p stat_(*=Sig @ p<=.05)		.267	~	~	.135	.566	.013*	.921	~	~	~	~	~	~	.944	.815	~	~	.834	.833

[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	60	1024		4	16	24	16	41	1			1	2	8	15	44	53	6	11	49
	23%	24%	~	9%~	20%	32%*	26%	26%	100%~		~	~ 33%~	10%~	33%~	13%*	31%*	21%~	75%~	6%*	70%*
NO	202	3250	1	40	63	52	46	119			2	2	19	16	99	97	194	2	181	21
	77%	76%	100%~	91%~	80%	68%*	74%	74%	~		~100%~	67%~	90%~	67%~	87%*	69%*	79%~	25%~	94%*	30%*
NOT ANSWERED	15	195		2	5	5	3	6					5		10	2	12		14	1
VALID CASES	262	4274	1	44	79	76	62	160	1		2	3	21	24	114	141	247	8	192	70
NUMBER OF RESPONDENTS	277	4469	1	46	84	81	65	166	1		2	3	26	24	124	143	259	8	206	71
	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	53	896		3	15	21	14	38	1			1	1	6	11	41	49	3	9	44
	88%	89%	~	75%~	94%~	88%~	88%~	93%~	100%~		~	~100%~	50%~	75%~	73%~	93%~	92%~	50%~	82%~	90%~
NO	7	110		1	1	3	2	3					1	2	4	3	4	3	2	5
	12%	11%	~	25%~	6%~	13%~	12%~	7%~	~	~	~	~	50%~	25%~	27%~	7%~	8%~	50%~	18%~	10%~
NOT ANSWERED		35																		
VALID CASES	60	1006		4	16	24	16	41	1			1	2	8	15	44	53	6	11	49
NUMBER OF RESPONDENTS	60	1041		4	16	24	16	41	1			1	2	8	15	44	53	6	11	49
	100%	100%		100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

			AGE					RACE							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	49	836		3	15	19	12	34	1			1	1	6	11	37	45	3	8	41
	82%	84%	~	75%~	94%~	79%~	75%~	83%~	100%~		~	~100%~	50%~	75%~	73%~	84%~	85%~	50%~	73%~	84%~
NO	11	163		1	1	5	4	7					1	2	4	7	8	3	3	8
	18%	16%	~	25%~	6%~	21%~	25%~	17%~	~		~	~	~ 50%~	25%~	27%~	16%~	15%~	50%~	27%~	16%~
NOT ANSWERED		41																		
VALID CASES	60	1000		4	16	24	16	41	1			1	2	8	15	44	53	6	11	49
NUMBER OF RESPONDENTS	60	1041		4	16	24	16	41	1			1	2	8	15	44	53	6	11	49
	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	49	774		5	15	17	12	30	1				3	6	22	27	45	4	25	24
	16%	15%	~	10%	17%	19%	15%	16%	100%~	~	~	~	9%~	24%~	15%	17%	16%~	33%~	11%*	30%*
NO	257	4257	1	46	72	72	66	152			2	4	29	19	123	128	244	8	202	55
	84%	85%	100%~	90%	83%	81%	85%	84%	~		~100%~	100%~	91%~	76%~	85%	83%	84%~	67%~	89%*	70%*
NOT ANSWERED	16	332		2	4	5	5												16	
VALID CASES	306	5031	1	51	87	89	78	182	1		2	4	32	25	145	155	289	12	227	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	3	73		1	1	1		3							1	2	3		2	1
	7%	10%~	~	20%~	7%~	6%~	~	10%~	~	~	~	~	~	~	6%~	7%~	7%~	~	10%~	4%~
SOMETIMES	5	115			2	1	2	4						1	1	4	5			5
	11%	16%~	~	~	14%~	6%~	20%~	14%~	~	~	~	~	~	17%~	6%~	15%~	12%~	~	~	21%~
USUALLY	17	209		1	6	6	4	11						2	8	9	15	2	8	9
	38%	28%~	~	20%~	43%~	38%~	40%~	38%~	~	~	~	~	~	33%~	44%~	33%~	37%~	50%~	38%~	38%~
ALWAYS	20	340		3	5	8	4	11	1				1	3	8	12	18	2	11	9
	44%	46%~	~	60%~	36%~	50%~	40%~	38%~	100%~	~	~	~	100%~	50%~	44%~	44%~	44%~	50%~	52%~	38%~
#ALWAYS + USUALLY (NET)	37	549		4	11	14	8	22	1				1	5	16	21	33	4	19	18
	82%	75%~	~	80%~	79%~	88%~	80%~	76%~	100%~	~	~	~	100%~	83%~	89%~	78%~	80%~	100%~	90%~	75%~
TOP BOX SCORE	20	340		3	5	8	4	11	1				1	3	8	12	18	2	11	9
	44%	46%~	~	60%~	36%~	50%~	40%~	38%~	100%~	~	~	~	100%~	50%~	44%~	44%~	44%~	50%~	52%~	38%~
NOT ANSWERED	4	29			1	1	2	1					2		4		4		4	
VALID CASES	45	737		5	14	16	10	29	1				1	6	18	27	41	4	21	24
NUMBER OF RESPONDENTS	49	766		5	15	17	12	30	1				3	6	22	27	45	4	25	24
	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	5	67				3	2	4							2	3	4	1	2	3
	11%	9%~	~	~	~	19%~	20%~	14%~	~	~	~	~	~	~	11%~	11%~	10%~	25%~	10%~	12%~
1 SPECIALIST	32	450		5	12	11	4	21	1				1	3	13	19	30	2	18	14
	71%	61%~		~100%~	86%~	69%~	40%~	72%~	100%~	~	~		~100%~	50%~	72%~	70%~	73%~	50%~	86%~	58%~
2	6	144			1	2	3	2						3	2	4	6		1	5
	13%	19%~	~	~	7%~	12%~	30%~	7%~	~	~	~	~	~	50%~	11%~	15%~	15%~	~	5%~	21%~
3	2	48			1		1	2							1	1	1	1		2
	4%	6%~	~	~	7%~	~	10%~	7%~	~	~	~	~	~	~	6%~	4%~	2%~	25%~	~	8%~
4		10																		
		1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
5 OR MORE SPECIALISTS		23																		
		3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	4	25			1	1	2	1					2		4		4		4	
VALID CASES	45	741		5	14	16	10	29	1				1	6	18	27	41	4	21	24
NUMBER OF RESPONDENTS	49	766		5	15	17	12	30	1				3	6	22	27	45	4	25	24
	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		1 0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01		2 0.3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02		1 0.2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
03		8 1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
04	1 3%	17 3%~	~	~	~	1 8%~	~	1 4%~	~	~	~	~	~	~	~	1 4%~	1 3%~	~	1 5%~	~
05	1 3%	11 2%~	~	~	1 7%~	~	~	1 4%~	~	~	~	~	~	~	~	1 4%~	1 3%~	~	1 5%~	~
06	1 3%	29 4%~	~	~	~	1 8%~	~	1 4%~	~	~	~	~	~	~	~	1 4%~	1 3%~	~	1 5%~	~
07		71 11%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
08	8 20%	106 16%~	~	~	3 21%~	3 23%~	2 25%~	6 24%~	~	~	~	~	~	2 33%~	3 19%~	5 21%~	6 16%~	2 67%~	1 5%~	7 33%~
09	5 13%	148 22%~	~	~	1 7%~	2 15%~	2 25%~	3 12%~	~	~	~	~	~	2 33%~	1 6%~	4 17%~	4 11%~	1 33%~	~	5 24%~
BEST SPECIALIST POSSIBLE	24 60%	278 41%~	~	5 100%~	9 64%~	6 46%~	4 50%~	13 52%~	1 100%~	~	~	~	1 100%~	2 33%~	12 75%~	12 50%~	24 65%~	~	15 79%~	9 43%~

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)	37	532		5	13	11	8	22	1				1	6	16	21	34	3	16	21
	93%	79%~		~100%~	93%~	85%~	100%~	88%~	100%~		~	~	~100%~	100%~	100%~	88%~	92%~	100%~	84%~	100%~
9-10 (NET)	29	426		5	10	8	6	16	1				1	4	13	16	28	1	15	14
	73%	63%~		~100%~	71%~	62%~	75%~	64%~	100%~		~	~	~100%~	67%~	81%~	67%~	76%~	33%~	79%~	67%~
NOT ANSWERED		10																		
VALID CASES	40	672		5	14	13	8	25	1				1	6	16	24	37	3	19	21
NUMBER OF RESPONDENTS	40	682		5	14	13	8	25	1				1	6	16	24	37	3	19	21
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%
MEAN	9.10	8.61		10.0	9.14	8.62	9.25	8.80	10.0				10.0	9.00	9.56	8.79	9.16	8.33	9.11	9.10
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	83	1285		13	27	23	20	46			1		10	6	46	37	79	4	60	23
	28%	26%	~	26%	32%	26%	26%	26%	~		~ 50%~	~	32%~	25%~	32%	25%	28%~	33%~	27%	30%
NO	217	3691	1	37	58	64	57	133	1		1	4	21	18	98	114	205	8	163	54
	72%	74%	100%~	74%	68%	74%	74%	74%	100%~		~ 50%~	100%~	68%~	75%~	68%	75%	72%~	67%~	73%	70%
NOT ANSWERED	22	387		3	6	7	6	3					1	1	1	4	5		20	2
VALID CASES	300	4976	1	50	85	87	77	179	1		2	4	31	24	144	151	284	12	223	77
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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			1	1	1	1						2	1	2	2	1	2	1
	4%	3%	~	~	4%~	5%~	5%~	2%~	~	~	~	~	~	33%~	2%~	6%~	3%~	25%~	4%~	4%~
SOMETIMES	19	235		3	8	5	3	11					3	1	13	6	17	2	15	4
	24%	20%	~	25%~	30%~	23%~	16%~	24%~	~	~	~	~	33%~	17%~	30%~	17%~	22%~	50%~	26%~	17%~
USUALLY	20	343		1	7	7	5	14			1				8	12	19	1	12	8
	25%	30%	~	8%~	26%~	32%~	26%~	31%~	~	~	100%~	~	~	~	18%~	33%~	25%~	25%~	21%~	35%~
ALWAYS	38	547		8	11	9	10	19					6	3	22	16	38		28	10
	47%	47%	~	67%~	41%~	41%~	53%~	42%~	~	~	~	~	67%~	50%~	50%~	44%~	50%~	~	49%~	43%~
#ALWAYS + USUALLY (NET)	58	890		9	18	16	15	33			1		6	3	30	28	57	1	40	18
	72%	77%	~	75%~	67%~	73%~	79%~	73%~	~	~	100%~	~	67%~	50%~	68%~	78%~	75%~	25%~	70%~	78%~
TOP BOX SCORE	38	547		8	11	9	10	19					6	3	22	16	38		28	10
	47%	47%	~	67%~	41%~	41%~	53%~	42%~	~	~	~	~	67%~	50%~	50%~	44%~	50%~	~	49%~	43%~
NOT ANSWERED	3	42		1		1	1	1					1		2	1	3		3	
VALID CASES	80	1162		12	27	22	19	45			1		9	6	44	36	76	4	57	23
NUMBER OF RESPONDENTS	83	1204		13	27	23	20	46			1		10	6	46	37	79	4	60	23
	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	1	21					1	1								1		1	1	
	1%	2%	~	~	~	~	5%~	2%~	~	~	~	~	~	~	~	3%~	~	25%~	2%~	~
SOMETIMES	6	81			4	1	1	2						1	5	1	6		6	
	7%	7%	~	~	15%~	4%~	5%~	4%~	~	~	~	~	~	17%~	11%~	3%~	8%~	~	11%~	~
USUALLY	12	289		1	2	6	3	10					1	1	3	9	11	1	5	7
	15%	25%*	~	8%~	8%~	26%~	16%~	22%~	~	~	~	~	11%~	17%~	7%~	25%~	14%~	25%~	9%~	30%~
ALWAYS	61	768		11	20	16	14	32			1		8	4	36	25	59	2	45	16
	76%	66%*	~	92%~	77%~	70%~	74%~	71%~	~		~100%~	~	89%~	67%~	82%~	69%~	78%~	50%~	79%~	70%~
#ALWAYS + USUALLY (NET)	73	1057		12	22	22	17	42			1		9	5	39	34	70	3	50	23
	91%	91%	~	100%~	85%~	96%~	89%~	93%~	~		~100%~		~100%~	83%~	89%~	94%~	92%~	75%~	88%~	100%~
TOP BOX SCORE	61	768		11	20	16	14	32			1		8	4	36	25	59	2	45	16
	76%	66%*	~	92%~	77%~	70%~	74%~	71%~	~		~100%~		~ 89%~	67%~	82%~	69%~	78%~	50%~	79%~	70%~
NOT ANSWERED	3	44		1	1		1	1					1		2	1	3		3	
VALID CASES	80	1160		12	26	23	19	45			1		9	6	44	36	76	4	57	23
NUMBER OF RESPONDENTS	83	1204		13	27	23	20	46			1		10	6	46	37	79	4	60	23
	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	119	1790		21	37	29	32	68	1		2		12	14	57	61	114	4	92	27
	40%	36%	~	42%	43%	34%	41%	38%	100%~		~100%~	~	39%~	56%~	40%	40%	40%~	33%~	41%	35%
NO	181	3138	1	29	49	56	46	112				4	19	11	84	93	170	8	130	51
	60%	64%	100%~	58%	57%	66%	59%	62%	~	~	~100%~		61%~	44%~	60%	60%	60%~	67%~	59%	65%
NOT ANSWERED	22	435		3	5	9	5	2					1		4	1	5		21	1
VALID CASES	300	4928	1	50	86	85	78	180	1		2	4	31	25	141	154	284	12	222	78
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	64			3	1							1	3	3	1	4		3	1
	1%	1%	~	~	3%	1%	~	~	~	~	~	~	4%~	12%~	2%	0.7%	1%~	~	1%	1%
SOMETIMES	25	317		2	12	5	6	16			1			2	13	12	24	1	17	8
	9%	6%	~	4%~	14%	6%	8%	9%	~	~	50%~	~	~	8%~	9%	8%	9%~	9%~	8%	10%
USUALLY	31	629		6	7	9	9	17					4	3	17	14	31		23	8
	11%	13%	~	12%~	8%	11%	12%	10%	~	~	~	~	14%~	12%~	12%	9%	11%~	~	11%	10%
ALWAYS	234	3884	1	41	64	69	59	144	1		1	4	23	17	104	125	220	10	174	60
	80%	79%	100%~	84%~	74%	82%	80%	81%	100%~	~	50%~	100%~	82%~	68%~	76%	82%	79%~	91%~	80%	78%
#ALWAYS + USUALLY (NET)	265	4513	1	47	71	78	68	161	1		1	4	27	20	121	139	251	10	197	68
	90%	92%	100%~	96%~	83%*	93%	92%	91%	100%~	~	50%~	100%~	96%~	80%~	88%	91%	90%~	91%~	91%	88%
TOP BOX SCORE	234	3884	1	41	64	69	59	144	1		1	4	23	17	104	125	220	10	174	60
	80%	79%	100%~	84%~	74%	82%	80%	81%	100%~	~	50%~	100%~	82%~	68%~	76%	82%	79%~	91%~	80%	78%
NOT ANSWERED	6	91		1		1	4	3					3		4	2	5	1	5	1
VALID CASES	294	4894	1	49	86	84	74	177	1		2	4	28	25	137	152	279	11	217	77
NUMBER OF RESPONDENTS	300	4985	1	50	86	85	78	180	1		2	4	31	25	141	154	284	12	222	78
	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	1	24				1								1		1	1			1
	0.3%	0.5%	~	~	~	1%	~	~	~	~	~	~	~	4%~		~0.6%	0.3%~	~	~	1%
01	1	11			1								1		1		1		1	
	0.3%	0.2%	~	~	1%~	~	~	~	~	~	~	~	3%~		~0.7%		~0.3%~		~0.4%	~
02	1	31			1			1								1	1		1	
	0.3%	0.6%	~	~	1%~	~		~0.5%	~	~	~	~	~	~		~0.6%	0.3%~		~0.4%	~
03	3	38				1	2	3								3	2	1	1	2
	1%	0.8%	~	~	~	1%	3%	2%	~	~	~	~	~	~	~	2%	0.7%~	8%~	0.4%	3%
04	5	60			1	1	3	3						2	2	3	5		2	3
	2%	1%	~	~	1%	1%	4%	2%	~	~	~	~	~	8%~	1%	2%	2%~		~0.9%	4%
05	8	233			2	3	3	7						1	1	7	7	1	4	4
	3%	5%*	~	~	2%	3%	4%	4%	~	~	~	~	~	4%~	0.7%*	5%*	2%~	8%~	2%	5%
06	14	215		4	3	2	5	11						3	3	11	14		10	4
	5%	4%	~	8%	3%	2%	6%	6%	~	~	~	~	~	12%~	2%*	7%*	5%~	~	4%	5%
07	38	490	1	3	10	13	11	26				2	1	3	12	24	36	1	19	19
	12%	10%	100%~	6%*	12%	15%	14%	14%	~	~	~	50%~	3%~	12%~	8%*	16%	12%~	8%~	8%*	24%*
08	55	940		9	15	13	18	40			1	1	4	2	18	34	52		40	15
	18%	19%	~	18%	17%	15%	23%	22%*	~	~	50%~	25%~	12%~	8%~	12%*	22%	18%~	~	18%	19%
09	50	878		12	11	16	11	27			1		8	5	25	25	47	3	41	9
	16%	18%	~	24%	13%	18%	14%	15%	~	~	50%~	~	25%~	20%~	17%	16%	16%~	25%~	18%	11%
BEST HEALTH PLAN POSSIBLE	128	2014		23	42	39	24	64	1			1	18	8	83	45	122	6	106	22
	42%	41%	~	45%	49%	44%	31%*	35%*	100%~		~	~	25%~	56%~	32%~	57%*	29%*	42%~	50%~	47%*	28%*
#8-10 (NET)	233	3832		44	68	68	53	131	1		2	2	30	15	126	104	221	9	187	46
	77%	78%	~	86%*	79%	76%	69%	72%*	100%~		~100%~	50%~	94%~	60%~	87%*	68%*	77%~	75%~	83%*	58%*

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)	178	2892		35	53	55	35	91	1		1	1	26	13	108	70	169	9	147	31
	59%	59%	~	69%	62%	62%	45%*	50%*	100%~		~ 50%~	25%~	81%~	52%~	74%*	45%*	59%~	75%~	65%*	39%*
NOT ANSWERED	18	430		2	5	5	6									1	1		18	
VALID CASES	304	4933	1	51	86	89	77	182	1		2	4	32	25	145	154	288	12	225	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.53	8.49	7.00	8.92	8.65	8.57	8.09	8.29	10.0		8.50	8.00	9.13	7.72	9.07	8.05	8.54	8.50	8.78	7.80
p stat_(*=Sig @ p<=.05)		.713		~	.027*	.450	.773	.017*	.005*	~	~	~	~	~	~	.000*	.000*	~	~	.000*	.000*

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	133	2010	1	25	36	37	34	83	1		1	1	13	15	54	77	123	8	75	58
	44%	40%	100%~	50%	42%	43%	44%	46%	100%~		~ 50%~	25%~	43%~	60%~	38%*	50%*	43%~	67%~	34%*	74%*
NO	168	2973		25	50	49	44	98			1	3	17	10	88	77	162	4	148	20
	56%	60%	~	50%	58%	57%	56%	54%	~		~ 50%~	75%~	57%~	40%~	62%*	50%*	57%~	33%~	66%*	26%*
NOT ANSWERED	21	380		3	5	8	5	1					2		3	1	4		20	1
VALID CASES	301	4983	1	50	86	86	78	181	1		2	4	30	25	142	154	285	12	223	78
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	30			1		1	1							1	1	2		2	
	2%	1%	~	~	3%~	~	3%~	1%	~	~	~	~	~	~	2%	1%	2%~	~	3%	~
SOMETIMES	11	187		2	2	4	3	6					1	4	5	6	10	1	5	6
	8%	9%	~	8%~	6%~	11%~	9%~	7%	~	~	~	~	8%~	27%~	9%	8%	8%~	13%~	7%	10%
USUALLY	31	459		4	10	8	9	18			1		2	5	15	15	27	3	15	16
	23%	23%	~	16%~	28%~	22%~	26%~	22%	~		~100%~	~	15%~	33%~	28%	19%	22%~	38%~	20%	28%
ALWAYS	88	1338	1	19	23	24	21	57	1			1	10	6	32	55	83	4	52	36
	67%	66%	100%~	76%~	64%~	67%~	62%~	70%	100%~		~	~100%~	77%~	40%~	60%	71%	68%~	50%~	70%	62%
#ALWAYS + USUALLY (NET)	119	1797	1	23	33	32	30	75	1		1	1	12	11	47	70	110	7	67	52
	90%	89%	100%~	92%~	92%~	89%~	88%~	91%	100%~		~100%~	~100%~	92%~	73%~	89%	91%	90%~	88%~	91%	90%
TOP BOX SCORE	88	1338	1	19	23	24	21	57	1			1	10	6	32	55	83	4	52	36
	67%	66%	100%~	76%~	64%~	67%~	62%~	70%	100%~		~	~100%~	77%~	40%~	60%	71%	68%~	50%~	70%	62%
NOT ANSWERED	1	42				1		1							1		1		1	
VALID CASES	132	2014	1	25	36	36	34	82	1		1	1	13	15	53	77	122	8	74	58
NUMBER OF RESPONDENTS	133	2056	1	25	36	37	34	83	1		1	1	13	15	54	77	123	8	75	58
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

			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	77	1193		11	19	23	24	48	1				8	9	32	43	69	6	41	36
	58%	60%	~	46%~	53%~	62%~	71%~	58%~	100%~	~	~	~	62%~	64%~	59%	57%	57%~	75%~	55%	62%
NO	55	793	1	13	17	14	10	35			1	1	5	5	22	33	53	2	33	22
	42%	40%	100%~	54%~	47%~	38%~	29%~	42%~	~		~100%~	100%~	38%~	36%~	41%	43%	43%~	25%~	45%	38%
NOT ANSWERED	1	70		1										1		1	1		1	
VALID CASES	132	1986	1	24	36	37	34	83	1		1	1	13	14	54	76	122	8	74	58
NUMBER OF RESPONDENTS	133	2056	1	25	36	37	34	83	1		1	1	13	15	54	77	123	8	75	58
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

Q57A A REGULAR DENTIST IS ONE YOUR CHILD WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN HE/SHE HAS A CAVITY OR TOOTH PAIN. DOES YOUR CHILD HAVE A REGULAR DENTIST?

			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
Q57A																				
YES	225	3840	1	22	64	78	60	124			2	1	28	21	121	101	214	9	163	62
	76%	79%	100%~	46%~	76%	88%*	82%	71%*	~		~100%~	25%~	87%~	84%~	86%*	67%*	77%~	75%~	75%	78%
NO	70	1039		26	20	11	13	51	1			3	4	4	19	49	65	3	53	17
	24%	21%	~	54%~	24%	12%*	18%	29%*	100%~		~	~ 75%~	13%~	16%~	14%*	33%*	23%~	25%~	25%	22%
NOT ANSWERED	27	484		5	7	5	10	7							5	5	10		27	
VALID CASES	295	4879	1	48	84	89	73	175	1		2	4	32	25	140	150	279	12	216	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q57B IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?

			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
Q57B																				
NEVER	36	674		5	10	12	9	20				1	5	3	20	16	36		27	9
	27%	30%	~	38%~	22%~	27%~	30%~	29%	~	~	~	100%~	31%~	19%~	26%	29%	29%~	~	27%~	26%~
SOMETIMES	31	430		4	7	10	10	14	1				2	5	15	14	26	3	23	8
	23%	19%	~	31%~	15%~	22%~	33%~	20%	100%~	~	~	~	13%~	31%~	20%	25%	21%~	50%~	23%~	23%~
USUALLY	17	488		1	7	5	4	8					2	3	9	7	14	2	12	5
	13%	22%*	~	8%~	15%~	11%~	13%~	11%	~	~	~	~	13%~	19%~	12%	13%	11%~	33%~	12%~	14%~
ALWAYS	50	667		3	22	18	7	28					7	5	32	18	49	1	37	13
	37%	30%	~	23%~	48%~	40%~	23%~	40%	~	~	~	~	44%~	31%~	42%	33%	39%~	17%~	37%~	37%~
#ALWAYS + USUALLY (NET)	67	1154		4	29	23	11	36					9	8	41	25	63	3	49	18
	50%	51%	~	31%~	63%~	51%~	37%~	51%	~	~	~	~	56%~	50%~	54%	45%	50%~	50%~	49%~	51%~
TOP BOX SCORE	50	667		3	22	18	7	28					7	5	32	18	49	1	37	13
	37%	30%	~	23%~	48%~	40%~	23%~	40%	~	~	~	~	44%~	31%~	42%	33%	39%~	17%~	37%~	37%~
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	156	2651	1	33	36	40	46	105			2	3	15	6	62	93	150	6	115	41
NOT ANSWERED	32	454		7	9	9	7	7					1	3	7	7	14		29	3
VALID CASES	134	2258		13	46	45	30	70	1			1	16	16	76	55	125	6	99	35
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	100%	100%		100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

Q57C CHOICES FOR YOUR CHILD'S TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID YOUR PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT 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
Q57C																				
YES	62	1026	1	4	25	17	15	35					6	9	33	29	59	3	32	30
	21%	21%	100%~	9%~	30%*	19%	20%	20%	~	~	~	~	20%~	36%~	24%	19%	21%~	25%~	15%*	39%*
NO	228	3791		39	58	72	59	141	1		2	4	24	16	104	122	218	9	182	46
	79%	79%	~	91%~	70%*	81%	80%	80%	100%~		~100%~	100%~	80%~	64%~	76%	81%	79%~	75%~	85%*	61%*
NOT ANSWERED	32	546		10	8	5	9	6					2		8	4	12		29	3
VALID CASES	290	4817	1	43	83	89	74	176	1		2	4	30	25	137	151	277	12	214	76
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q57D IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR CHILD'S TREATMENT 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
Q57D																				
#YES	53	865	1	4	22	14	12	31					5	8	27	26	51	2	26	27
	88%	87%	100%~	100%~	88%~	88%~	86%~	89%~	~	~	~		~100%~	89%~	87%~	90%~	89%~	67%~	84%~	93%~
NO	7	124			3	2	2	4						1	4	3	6	1	5	2
	12%	13%	~	~	12%~	12%~	14%~	11%~	~	~	~	~	~	11%~	13%~	10%~	11%~	33%~	16%~	7%~
NOT ANSWERED	2	6				1	1						1		2		2		1	1
VALID CASES	60	990	1	4	25	16	14	35					5	9	31	29	57	3	31	29
NUMBER OF RESPONDENTS	62	996	1	4	25	17	15	35					6	9	33	29	59	3	32	30
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57E IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE 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
Q57E																				
#YES	53	853	1	4	23	15	10	30					5	7	28	25	51	2	25	28
	88%	87%	100%~	100%~	92%~	94%~	71%~	88%~	~	~	~		~100%~	78%~	87%~	89%~	89%~	67%~	83%~	93%~
NO	7	127			2	1	4	4						2	4	3	6	1	5	2
	12%	13%	~	~	8%~	6%~	29%~	12%~	~	~	~	~	~	22%~	13%~	11%~	11%~	33%~	17%~	7%~
NOT ANSWERED	2	15				1	1	1					1		1	1	2		2	
VALID CASES	60	981	1	4	25	16	14	34					5	9	32	28	57	3	30	30
NUMBER OF RESPONDENTS	62	996	1	4	25	17	15	35					6	9	33	29	59	3	32	30
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57F IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER CONSIDER AND RESPECT WHAT HEALTH CARE AND TREATMENT CHOICES YOU THOUGHT WORK 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
Q57F																				
NEVER	1	20					1							1	1		1			1
	2%	2%	~	~	~	~	7%~	~	~	~	~	~	~	11%~	3%~	~	2%~	~	~	3%~
SOMETIMES	7	89			2	2	3	3						1	4	3	6	1	5	2
	11%	9%	~	~	8%~	12%~	20%~	9%~	~	~	~	~	~	11%~	12%~	10%~	10%~	33%~	16%~	7%~
USUALLY	15	244		1	4	6	4	9					1	1	10	5	13	2	7	8
	25%	25%	~	25%~	16%~	38%~	27%~	26%~	~	~	~	~	20%~	11%~	31%~	17%~	22%~	67%~	23%~	27%~
ALWAYS	38	624	1	3	19	8	7	23					4	6	17	21	38		19	19
	62%	64%	100%~	75%~	76%~	50%~	47%~	66%~	~	~	~	~	80%~	67%~	53%~	72%~	66%~	~	61%~	63%~
#ALWAYS + USUALLY (NET)	53	868	1	4	23	14	11	32					5	7	27	26	51	2	26	27
	87%	89%	100%~	100%~	92%~	88%~	73%~	91%~	~	~	~	~	100%~	78%~	84%~	90%~	88%~	67%~	84%~	90%~
TOP BOX SCORE	38	624	1	3	19	8	7	23					4	6	17	21	38		19	19
	62%	64%	100%~	75%~	76%~	50%~	47%~	66%~	~	~	~	~	80%~	67%~	53%~	72%~	66%~	~	61%~	63%~
NOT ANSWERED	1	20				1							1		1		1		1	
VALID CASES	61	976	1	4	25	16	15	35					5	9	32	29	58	3	31	30
NUMBER OF RESPONDENTS	62	996	1	4	25	17	15	35					6	9	33	29	59	3	32	30
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57G IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER ENCOURAGE YOU TO ASK QUESTIONS AND RAISE CONCERNS?

			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
Q57G																				
NEVER	1	39					1	1								1	1		1	
	2%	4%	~	~	~	~	7%~	3%~	~	~	~	~	~	~	~	3%~	2%~	~	3%~	~
SOMETIMES	5	87			1	2	2	2						1	4	1	4	1	2	3
	8%	9%	~	~	4%~	12%~	13%~	6%~	~	~	~	~	~	11%~	12%~	3%~	7%~	33%~	6%~	10%~
USUALLY	14	248			5	4	5	10						1	7	7	12	2	8	6
	23%	25%	~	~	20%~	25%~	33%~	29%~	~	~	~	~	~	11%~	22%~	24%~	21%~	67%~	26%~	20%~
ALWAYS	41	607	1	4	19	10	7	22					5	7	21	20	41		20	21
	67%	62%	100%~	100%~	76%~	63%~	47%~	63%~	~	~	~	~	~100%~	78%~	66%~	69%~	71%~	~	65%~	70%~
#ALWAYS + USUALLY (NET)	55	855	1	4	24	14	12	32					5	8	28	27	53	2	28	27
	90%	87%	100%~	100%~	96%~	88%~	80%~	91%~	~	~	~	~	~100%~	89%~	88%~	93%~	91%~	67%~	90%~	90%~
TOP BOX SCORE	41	607	1	4	19	10	7	22					5	7	21	20	41		20	21
	67%	62%	100%~	100%~	76%~	63%~	47%~	63%~	~	~	~	~	~100%~	78%~	66%~	69%~	71%~	~	65%~	70%~
NOT ANSWERED	1	16				1							1		1		1		1	
VALID CASES	61	980	1	4	25	16	15	35					5	9	32	29	58	3	31	30
NUMBER OF RESPONDENTS	62	996	1	4	25	17	15	35					6	9	33	29	59	3	32	30
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57H IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS AND RAISE CONCERNS?

			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
Q57H																				
NEVER	2	18		1		1		1							2		2		1	1
	3%	2%	~	25%~	~	6%~	~	3%~	~	~	~	~	~	~	6%~	~	3%~	~	3%~	3%~
SOMETIMES	4	71				1	3	2						1	2	2	3	1	1	3
	7%	7%	~	~	~	6%~	20%~	6%~	~	~	~	~	~	11%~	6%~	7%~	5%~	33%~	3%~	10%~
USUALLY	18	202			8	7	3	13					1	1	10	8	16	2	8	10
	30%	21%	~	~	32%~	44%~	20%~	37%~	~	~	~	~	20%~	11%~	31%~	28%~	28%~	67%~	26%~	33%~
ALWAYS	37	690	1	3	17	7	9	19					4	7	18	19	37		21	16
	61%	70%	100%~	75%~	68%~	44%~	60%~	54%~	~	~	~	~	80%~	78%~	56%~	66%~	64%~	~	68%~	53%~
#ALWAYS + USUALLY (NET)	55	892	1	3	25	14	12	32					5	8	28	27	53	2	29	26
	90%	91%	100%~	75%~	100%~	88%~	80%~	91%~	~	~	~	~	100%~	89%~	88%~	93%~	91%~	67%~	94%~	87%~
TOP BOX SCORE	37	690	1	3	17	7	9	19					4	7	18	19	37		21	16
	61%	70%	100%~	75%~	68%~	44%~	60%~	54%~	~	~	~	~	80%~	78%~	56%~	66%~	64%~	~	68%~	53%~
NOT ANSWERED	1	16				1							1		1		1		1	
VALID CASES	61	980	1	4	25	16	15	35					5	9	32	29	58	3	31	30
NUMBER OF RESPONDENTS	62	996	1	4	25	17	15	35					6	9	33	29	59	3	32	30
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = 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	110	1951		25	32	29	24	71					14	8	48	61	110		94	16
	37%	39%	~	50%*	39%	33%	31%	39%	~	~	~	~	44%~	32%~	33%	39%	38%~	~	42%*	20%*
VERY GOOD	118	1732	1	18	32	38	29	76			1	4	12	7	51	67	118		87	31
	39%	35%	100%~	36%	39%	43%	37%	42%	~	~	50%~	100%~	38%~	28%~	35%	43%	41%~	~	39%	39%
GOOD	61	973		6	18	19	18	29	1		1		5	9	38	23	61		35	26
	20%	20%	~	12%	22%	21%	23%	16%*	100%~	~	50%~	~	16%~	36%~	26%*	15%*	21%~	~	16%*	33%*
FAIR	12	308		1	1	3	7	6					1	1	8	4		12	6	6
	4%	6%	~	2%	1%*	3%	9%*	3%	~	~	~	~	3%~	4%~	6%	3%	~	100%~	3%	8%
POOR		13																		
		0.3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
#EXCELLENT + VERY GOOD	289	4656	1	49	82	86	71	176	1		2	4	31	24	137	151	289		216	73
+ GOOD (NET)	96%	94%*	100%~	98%	99%*	97%	91%*	97%	100%~		~100%~	100%~	97%~	96%~	94%	97%	100%~	~	97%	92%
NOT ANSWERED	21	386		3	8	5	5												21	
VALID CASES	301	4977	1	50	83	89	78	182	1		2	4	32	25	145	155	289	12	222	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	136	2270	1	31	47	33	24	85			1	2	15	10	65	70	133	3	121	15
	45%	46%	100%~	62%*	57%*	37%	31%*	47%	~	~	50%~	50%~	47%~	40%~	45%	45%	46%~	25%~	55%*	19%*
VERY GOOD	77	1311		8	21	27	21	44			1	2	7	7	38	39	75	2	58	19
	26%	26%	~	16%	25%	30%	27%	24%	~	~	50%~	50%~	22%~	28%~	26%	25%	26%~	17%~	26%	24%
GOOD	52	923		9	9	16	18	28	1				7	6	26	26	49	3	32	20
	17%	19%	~	18%	11%*	18%	23%	15%	100%~	~	~	~	22%~	24%~	18%	17%	17%~	25%~	14%*	25%*
FAIR	27	400			5	11	11	21						2	11	16	24	3	9	18
	9%	8%	~	~	6%	12%	14%	12%*	~	~	~	~	~	8%~	8%	10%	8%~	25%~	4%*	23%*
POOR	9	72		2	1	2	4	4					3		5	4	8	1	2	7
	3%	1%	~	4%	1%	2%	5%	2%	~	~	~	~	9%~	~	3%	3%	3%~	8%~	0.9%*	9%*
#EXCELLENT + VERY GOOD	265	4503	1	48	77	76	63	157	1		2	4	29	23	129	135	257	8	211	54
+ GOOD (NET)	88%	91%	100%~	96%*	93%	85%	81%*	86%	100%~		~100%~	100%~	91%~	92%~	89%	87%	89%~	67%~	95%*	68%*
NOT ANSWERED	21	387		3	8	5	5												21	
VALID CASES	301	4976	1	50	83	89	78	182	1		2	4	32	25	145	155	289	12	222	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	70	1132	1	7	18	23	21	50	1			1	3	7	17	53	65	5	15	55
	23%	23%	100%~	14%~	22%	26%	27%	27%*	100%~		~	~ 25%~	10%~	28%~	12%*	34%*	23%~	42%~	7%*	70%*
NO	230	3829		42	65	66	57	132			2	3	28	18	127	102	223	7	206	24
	77%	77%	~	86%~	78%	74%	73%	73%*	~		~100%~	75%~	90%~	72%~	88%*	66%*	77%~	58%~	93%*	30%*
NOT ANSWERED	22	401		4	8	5	5						1		1		1		22	
VALID CASES	300	4962	1	49	83	89	78	182	1		2	4	31	25	144	155	288	12	221	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	55	857	1	6	13	20	15	40	1			1	3	6	9	46	51	4	4	51
	79%	79%	100%~	86%~	72%~	87%~	71%~	80%~	100%~		~	~100%~	100%~	86%~	53%~	87%~	78%~	80%~	27%~	93%~
NO	15	234		1	5	3	6	10						1	8	7	14	1	11	4
	21%	21%	~	14%~	28%~	13%~	29%~	20%~	~	~	~	~	~	14%~	47%~	13%~	22%~	20%~	73%~	7%~
NOT ANSWERED		30																		
VALID CASES	70	1091	1	7	18	23	21	50	1			1	3	7	17	53	65	5	15	55
NUMBER OF RESPONDENTS	70	1121	1	7	18	23	21	50	1			1	3	7	17	53	65	5	15	55
	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	763	1	5	11	19	15	39	1			1	2	5	7	44	47	4		51
	94%	90%	100%~	83%~	92%~	95%~	100%~	97%~	100%~	~		~100%~	67%~	83%~	88%~	96%~	94%~	100%~	~	100%~
NO	3	83		1	1	1		1					1	1	1	2	3		3	
	6%	10%	~	17%~	8%~	5%~	~	3%~	~	~	~	~	33%~	17%~	12%~	4%~	6%~	~	100%~	~
NOT ANSWERED	1	20			1										1		1		1	
VALID CASES	54	846	1	6	12	20	15	40	1			1	3	6	8	46	50	4	3	51
NUMBER OF RESPONDENTS	55	866	1	6	13	20	15	40	1			1	3	6	9	46	51	4	4	51
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES AND Q61 = YES]

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

			AGE					RACE							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	44	727		2	9	18	15	31	1				3	6	10	34	41	3	3	41
	15%	15%	~	4%~	11%	20%	19%	17%	100%~	~	~	~	10%~	24%~	7%*	22%*	14%~	25%~	1%*	53%*
NO	254	4197	1	47	73	71	62	150			2	4	28	19	133	120	245	9	218	36
	85%	85%	100%~	96%~	89%	80%	81%	83%	~		~100%~	100%~	90%~	76%~	93%*	78%*	86%~	75%~	99%*	47%*
NOT ANSWERED	24	439		4	9	5	6	1					1		2	1	3		22	2
VALID CASES	298	4924	1	49	82	89	77	181	1		2	4	31	25	143	154	286	12	221	77
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	39	620		1	8	17	13	27	1				3	6	9	30	37	2	1	38
	91%	86%~		~100%~	89%~	94%~	87%~	90%~	100%~	~	~		~100%~	100%~	90%~	91%~	93%~	67%~	50%~	93%~
NO	4	103			1	1	2	3							1	3	3	1	1	3
	9%	14%~	~	~	11%~	6%~	13%~	10%~	~	~	~	~	~	~	10%~	9%~	8%~	33%~	50%~	7%~
NOT ANSWERED	1	18		1				1								1	1		1	
VALID CASES	43	723		1	9	18	15	30	1				3	6	10	33	40	3	2	41
NUMBER OF RESPONDENTS	44	741		2	9	18	15	31	1				3	6	10	34	41	3	3	41
	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	37	581		1	8	16	12	26	1				3	6	8	29	35	2		37
	97%	97%~		~100%~	100%~	94%~	100%~	96%~	100%~		~	~	~100%~	100%~	100%~	97%~	97%~	100%~	~	97%~
NO	1	18				1		1								1	1			1
	3%	3%~	~	~	~	6%~	~	4%~	~	~	~	~	~	~	~	3%~	3%~	~	~	3%~
NOT ANSWERED	1	12					1								1		1		1	
VALID CASES	38	600		1	8	17	12	27	1				3	6	8	30	36	2		38
NUMBER OF RESPONDENTS	39	612		1	8	17	13	27	1				3	6	9	30	37	2	1	38
	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	33	575		4	5	11	13	23	1				2	4	11	22	31	2	6	27
	11%	12%	~	8%~	6%*	12%	17%	13%	100%~	~	~	~	6%~	16%~	8%	14%	11%~	17%~	3%*	35%*
NO	264	4353	1	44	78	78	63	159			1	4	29	21	130	133	254	10	214	50
	89%	88%	100%~	92%~	94%*	88%	83%	87%	~		~100%~	100%~	94%~	84%~	92%	86%	89%~	83%~	97%*	65%*
NOT ANSWERED	25	435		5	8	5	7				1		1		4		4		23	2
VALID CASES	297	4928	1	48	83	89	76	182	1		1	4	31	25	141	155	285	12	220	77
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	27	448		1	4	11	11	20					2	4	8	19	25	2	1	26
	82%	80%~	~	25%~	80%~	100%~	85%~	87%~	~	~	~	~	100%~	100%~	73%~	86%~	81%~	100%~	17%~	96%~
NO	6	112		3	1		2	3	1						3	3	6		5	1
	18%	20%~	~	75%~	20%~	~	15%~	13%~	100%~	~	~	~	~	~	27%~	14%~	19%~	~	83%~	4%~
NOT ANSWERED		21																		
VALID CASES	33	560		4	5	11	13	23	1				2	4	11	22	31	2	6	27
NUMBER OF RESPONDENTS	33	581		4	5	11	13	23	1				2	4	11	22	31	2	6	27
	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	25	439		1	4	11	9	19					2	4	7	18	23	2		25
	96%	97%~		~100%~	100%~	100%~	90%~	95%~	~	~	~		~100%~	100%~	100%~	95%~	96%~	100%~	~	96%~
NO	1	14					1	1								1	1			1
	4%	3%~	~	~	~	~	10%~	5%~	~	~	~	~	~	~	~	5%~	4%~	~	~	4%~
NOT ANSWERED	1	3					1								1		1		1	
VALID CASES	26	453		1	4	11	10	20					2	4	7	19	24	2		26
NUMBER OF RESPONDENTS	27	456		1	4	11	11	20					2	4	8	19	25	2	1	26
	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	459		3	12	8	5	20					4	1	11	17	25	3	8	20
	9%	9%	~	6%~	14%	9%	6%	11%	~	~	~	~	13%~	4%~	8%	11%	9%~	25%~	4%*	25%*
NO	272	4495	1	46	71	81	73	162	1		2	4	27	24	133	138	263	9	213	59
	91%	91%	100%~	94%~	86%	91%	94%	89%	100%~		~100%~	100%~	87%~	96%~	92%	89%	91%~	75%~	96%*	75%*
NOT ANSWERED	22	409		4	8	5	5						1		1		1		22	
VALID CASES	300	4954	1	49	83	89	78	182	1		2	4	31	25	144	155	288	12	221	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	20	314		1	7	8	4	14					2	1	8	12	17	3	2	18
	77%	71%~	~	50%~	64%~	100%~	80%~	74%~	~	~	~	~	67%~	100%~	80%~	75%~	74%~	100%~	29%~	95%~
NO	6	129		1	4		1	5					1		2	4	6		5	1
	23%	29%~	~	50%~	36%~	~	20%~	26%~	~	~	~	~	33%~	~	20%~	25%~	26%~	~	71%~	5%~
NOT ANSWERED	2	20		1	1			1					1		1	1	2		1	1
VALID CASES	26	442		2	11	8	5	19					3	1	10	16	23	3	7	19
NUMBER OF RESPONDENTS	28	462		3	12	8	5	20					4	1	11	17	25	3	8	20
	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	260			7	7	3	12					2	1	7	10	14	3		17
	89%	95%~	~		~100%~	88%~	100%~	86%~	~	~	~		~100%~	100%~	100%~	83%~	88%~	100%~	~	94%~
NO	2	14		1		1		2								2	2		1	1
	11%	5%~		~100%~	~	12%~	~	14%~	~	~	~	~	~	~	~	17%~	12%~		~100%~	6%~
NOT ANSWERED	1	7					1								1		1		1	
VALID CASES	19	274		1	7	8	3	14					2	1	7	12	16	3	1	18
NUMBER OF RESPONDENTS	20	281		1	7	8	4	14					2	1	8	12	17	3	2	18
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES AND Q70 = YES]

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

			AGE					RACE							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	50	722		2	12	15	21	31				1	6	7	18	32	46	4	2	48
	17%	15%	~	4%~	14%	17%	27%*	17%	~	~	~	25%~	19%~	28%~	13%	21%	16%~	33%~	0.9%*	61%*
NO	249	4209	1	46	71	74	57	151	1		2	3	25	18	125	123	241	8	218	31
	83%	85%	100%~	96%~	86%	83%	73%*	83%	100%~		~100%~	75%~	81%~	72%~	87%	79%	84%~	67%~	99%*	39%*
NOT ANSWERED	23	432		5	8	5	5						1		2		2		23	
VALID CASES	299	4931	1	48	83	89	78	182	1		2	4	31	25	143	155	287	12	220	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	44	612		1	10	14	19	27				1	5	6	15	29	40	4		44
	96%	90%~		~100%~	91%~	100%~	95%~	96%~	~	~		~100%~	100%~	86%~	94%~	97%~	95%~	100%~	~	96%~
NO	2	68			1		1	1						1	1	1	2			2
	4%	10%~	~	~	9%~	~	5%~	4%~	~	~	~	~	~	14%~	6%~	3%~	5%~	~	~	4%~
NOT ANSWERED	4	39		1	1	1	1	3					1		2	2	4		2	2
VALID CASES	46	680		1	11	14	20	28				1	5	7	16	30	42	4		46
NUMBER OF RESPONDENTS	50	719		2	12	15	21	31				1	6	7	18	32	46	4	2	48
	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	1	27	1					1								1	1			1
	0.3%	0.5%	100%~	~	~	~		~0.5%	~	~	~	~	~	~		~0.6%	~0.3%~	~	~	1%
1 TO 3 YEARS OLD	53	890		53				30	1		1		5	4	22	28	49	1	46	7
	16%	17%		~100%~	~	~		~ 16%	100%~		~ 50%~	~	16%~	16%~	15%	18%	17%~	8%~	19%*	9%*
4 TO 7 YEARS OLD	91	1394			91			49			1	2	8	8	50	33	82	1	72	19
	28%	26%	~		~100%~	~		~ 27%	~		~ 50%~	50%~	25%~	32%~	34%*	21%*	28%~	8%~	30%	24%
8 TO 12 YEARS OLD	94	1563				94		54				1	12	5	45	44	86	3	67	27
	29%	29%	~	~	~	~100%~		~ 30%	~		~	25%~	38%~	20%~	31%	28%	30%~	25%~	28%	34%
13 OR OLDER	83	1489					83	48				1	7	8	28	49	71	7	58	25
	26%	28%	~	~	~		~100%~	26%	~		~	25%~	22%~	32%~	19%*	32%*	25%~	58%~	24%	32%
VALID CASES	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	166	2755		26	44	49	47	106			1	3	19	7	75	84	154	5	118	48
	52%	51%	~	49%	48%	52%	57%	58%*	~		~ 50%~	75%~	59%~	28%~	52%	54%	53%~	42%~	49%	61%
FEMALE	156	2608	1	27	47	45	36	76	1		1	1	13	18	70	71	135	7	125	31
	48%	49%	100%~	51%	52%	48%	43%	42%*	100%~		~ 50%~	25%~	41%~	72%~	48%	46%	47%~	58%~	51%	39%
VALID CASES	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	145	2091		22	50	45	28	45			2	1	32	11	145		137	8	121	24
	48%	42%*	~	44%	60%*	51%	36%*	25%*	~		~100%~	25%~	100%~	44%~	100%~	~	48%~	67%~	55%*	30%*
NOT HISPANIC OR LATINO	155	2832	1	28	33	44	49	136	1			3		14		155	151	4	100	55
	52%	58%*	100%~	56%	40%*	49%	64%*	75%*	100%~		~	~ 75%~	~	56%~		~100%~	52%~	33%~	45%*	70%*
NOT ANSWERED	22	440		3	8	5	6	1									1		22	
VALID CASES	300	4923	1	50	83	89	77	181	1		2	4	32	25	145	155	288	12	221	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	206	3570	1	33	57	59	56	182						24	56	149	199	7	143	63
	64%	67%	100%~	62%	63%	63%	67%	100%~	~	~	~	~	~	96%~	39%*	96%*	69%~	58%~	59%*	80%*
NO	116	1793		20	34	35	27		1		2	4	32	1	89	6	90	5	100	16
	36%	33%	~	38%	37%	37%	33%		~100%~		~100%~	100%~	100%~	4%~	61%*	4%*	31%~	42%~	41%*	20%*
VALID CASES	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	3	230		2			1		1					2	1	2	3		1	2
	0.9%	4%*	~	4%	~	~	1%		~100%~		~	~	~	~ 8%~	0.7%	1%	1%~		~0.4%	3%
NO	319	5133	1	51	91	94	82	182			2	4	32	23	144	153	286	12	242	77
	99%	96%*	100%~	96%	100%~	100%~	99%	100%~	~		~100%~	100%~	100%~	92%~	99%	99%	99%~	100%~	100%	97%
VALID CASES	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	3	201		1	1		1							3		3	3		2	1
	0.9%	4%*	~	2%	1%	~	1%	~	~	~	~	~	~	12%~	~	2%~	1%~		~0.8%	1%
NO	319	5162	1	52	90	94	82	182	1		2	4	32	22	145	152	286	12	241	78
	99%	96%*	100%~	98%	99%	100%~	99%	100%~	100%~		~100%~	100%~	100%~	88%~	100%~	98%~	99%~	100%~	99%	99%
VALID CASES	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	6	82		2	2		2				2			4	3	3	6		4	2
	2%	2%	~	4%	2%	~	2%	~	~		~100%~	~	~	16%~	2%	2%	2%~	~	2%	3%
NO	316	5281	1	51	89	94	81	182	1			4	32	21	142	152	283	12	239	77
	98%	98%	100%~	96%	98%	100%~	98%	100%~	100%~		~	~100%~	100%~	84%~	98%	98%	98%~	100%~	98%	97%
VALID CASES	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	18	275		2	5	5	6					4		14	6	12	18		11	7
	6%	5%	~	4%	5%	5%	7%	~	~	~	~	100%~	~	56%~	4%	8%	6%~	~	5%	9%
NO	304	5088	1	51	86	89	77	182	1		2		32	11	139	143	271	12	232	72
	94%	95%	100%~	96%	95%	95%	93%	100%~	100%~		~100%~		~100%~	44%~	96%	92%	94%~	100%~	95%	91%
VALID CASES	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	40	519		6	12	13	9						32	8	38	2	38	2	32	8
	12%	10%	~	11%	13%	14%	11%	~	~	~	~	~	100%~	32%~	26%*	1%*	13%~	17%~	13%	10%
NO	282	4844	1	47	79	81	74	182	1		2	4		17	107	153	251	10	211	71
	88%	90%	100%~	89%	87%	86%	89%	100%~	100%~		~100%~	100%~	~	68%~	74%*	99%*	87%~	83%~	87%	90%
VALID CASES	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	16	223		2	5	4	5	11					2		8	7	16		9	7
	5%	5%	~	4%	6%	5%	6%	6%	~	~	~	~	6%~	~	6%	5%	6%~	~	4%	9%
18 TO 24	9	229		6	3			5					2	1	5	4	8	1	8	1
	3%	5%	~	12%*	4%	~	~	3%	~	~	~	~	6%~	4%~	3%	3%	3%~	8%~	4%	1%
25 TO 34	116	1610	1	34	45	33	3	69	1		2	3	11	11	60	56	114	2	88	28
	39%	33%*	100%~	68%*	55%*	38%	4%*	38%	100%~		~100%~	75%~	34%~	44%~	42%	37%	40%~	17%~	40%	36%
35 TO 44	103	1842		4	26	37	36	60				1	12	7	51	52	98	5	78	25
	35%	37%	~	8%*	32%	43%	47%*	33%	~	~	~	25%~	38%~	28%~	36%	34%	34%~	42%~	36%	32%
45 TO 54	41	718		3	3	10	25	25					4	5	17	24	38	3	30	11
	14%	15%	~	6%*	4%*	11%	32%*	14%	~	~	~	~	12%~	20%~	12%	16%	13%~	25%~	14%	14%
55 TO 64	5	213				1	4	5							1	4	5		3	2
	2%	4%*	~	~	~	1%	5%	3%~	~	~	~	~	~	~	0.7%	3%	2%~	~	1%	3%
65 TO 74	5	77		1		1	3	3					1	1	1	4	5		1	4
	2%	2%	~	2%	~	1%	4%	2%	~	~	~	~	3%~	4%~	0.7%	3%	2%~	~	0.5%	5%
75 OR OLDER	2	15				1	1	2								2	1	1	2	
	0.7%	0.3%	~	~	~	1%	1%	1%	~	~	~	~	~	~	~	1%	0.4%~	8%~	0.9%	~
NOT ANSWERED	25	436		3	9	7	6	2							2	2	4		24	1
VALID CASES	297	4927	1	50	82	87	77	180	1		2	4	32	25	143	153	285	12	219	78
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	37	657		2	7	13	15	19				2	6	2	16	21	36	1	29	8
	12%	13%	~	4%~	8%	15%	19%	10%	~	~	~	50%~	19%~	8%~	11%	14%	13%~	8%~	13%	10%
FEMALE	260	4307	1	47	76	73	63	162	1		2	2	26	23	126	133	249	11	191	69
	88%	87%	100%~	96%~	92%	85%	81%	90%	100%~		~100%~	50%~	81%~	92%~	89%	86%	87%~	92%~	87%	90%
NOT ANSWERED	25	399		4	8	8	5	1							3	1	4		23	2
VALID CASES	297	4964	1	49	83	86	78	181	1		2	4	32	25	142	154	285	12	220	77
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	42	618		5	14	12	11	14	1				8	2	38	4	38	4	38	4
	14%	13%	~	10%	18%	14%	14%	8%*	100%~	~	~	~	25%~	8%~	27%*	3%*	13%~	36%~	18%*	5%*
SOME HIGH SCHOOL BUT	43	624		5	9	17	12	17					9	1	33	10	39	4	29	14
DID NOT GRADUATE	15%	13%	~	10%	11%	20%	16%	9%*	~	~	~	~	28%~	4%~	24%*	6%*	14%~	36%~	13%	18%
HIGH SCHOOL GRADUATE	86	1385		18	26	23	19	52			1	2	11	6	44	41	83	3	68	18
OR GED	29%	28%	~	36%	33%	26%	25%	29%	~	~	50%~	50%~	34%~	24%~	32%	27%	29%~	27%~	31%	23%
SOME COLLEGE OR 2-YEAR	90	1555	1	16	24	28	21	68			1		4	14	18	72	90		60	30
DEGREE	31%	32%	100%~	32%	30%	32%	27%	38%*	~	~	50%~	~	12%~	56%~	13%*	47%*	32%~	~	28%	38%
4-YEAR COLLEGE GRADUATE	26	470		6	5	4	11	24				1		1	4	22	26		17	9
	9%	10%	~	12%	6%	5%	14%	13%*	~	~	~	25%~	~	4%~	3%*	14%*	9%~	~	8%	12%
MORE THAN 4-YEAR	7	246			1	3	3	4				1		1	2	5	7		4	3
COLLEGE DEGREE	2%	5%*	~	~	1%	3%	4%	2%	~	~	~	25%~	~	4%~	1%	3%	2%~	~	2%	4%
NOT ANSWERED	28	466		3	12	7	6	3							6	1	6	1	27	1
VALID CASES	294	4897	1	50	79	87	77	179	1		2	4	32	25	139	154	283	11	216	78
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	276	4614	1	46	78	83	68	164	1		2	4	30	23	136	139	266	10	207	69
	95%	94%	100%~	96%~	95%	97%	91%	94%	100%~		~100%~	100%~	94%~	96%~	96%	93%	95%~	83%~	96%	91%
GRANDPARENT	6	165		2		1	3	4					1		2	4	5	1	4	2
	2%	3%	~	4%~	~	1%	4%	2%	~	~	~	~	3%~	~	1%	3%	2%~	8%~	2%	3%
AUNT OR UNCLE	3	19			1	1	1	2					1		1	2	3		1	2
	1%	0.4%	~	~	1%	1%	1%	1%	~	~	~	~	3%~		~0.7%	1%	1%~		~0.5%	3%
OLDER BROTHER OR SISTER		8																		
		0.2%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
OTHER RELATIVE		3																		
		0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
LEGAL GUARDIAN	2	60				1	1	1							2		2		2	
	0.7%	1%	~	~	~	1%	1%	0.6%	~	~	~	~	~	~	1%		~0.7%~		~0.9%~	~
SOMEONE ELSE	5	41			3		2	4						1	1	4	4	1	2	3
	2%	0.8%	~	~	4%	~	3%	2%	~	~	~	~	~	4%~	0.7%	3%	1%~	8%~	0.9%	4%
NOT ANSWERED	30	454		5	9	8	8	7						1	3	6	9		27	3
VALID CASES	292	4909	1	48	82	86	75	175	1		2	4	32	24	142	149	280	12	216	76
NUMBER OF RESPONDENTS	322	5363	1	53	91	94	83	182	1		2	4	32	25	145	155	289	12	243	79
	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	5	96			1	2	2	3					1		2	3	5		3	2
	3%	3%	~	~	2%~	3%	4%	2%	~	~	~	~	5%~	~	2%	3%	3%~	~	2%~	5%~
NO	183	3230	1	37	40	56	49	121			2	3	20	4	85	97	177	6	142	41
	97%	97%	100%~	100%~	98%~	97%	96%	98%	~		~100%~	100%~	95%~	100%~	98%	97%	97%~	100%~	98%~	95%~
NOT ANSWERED	3	38		1	1	1		1					1		3		3		3	
VALID CASES	188	3326	1	37	41	58	51	124			2	3	21	4	87	100	182	6	145	43
NUMBER OF RESPONDENTS	191	3364	1	38	42	59	51	125			2	3	22	4	90	100	185	6	148	43
	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	2	45			1	1		1							1	1	2		2	
	40%	50%~	~		~100%~	50%~	~	33%~	~	~	~	~	~	~	50%~	33%~	40%~	~	67%~	~
NO	3	44				1	2	2					1		1	2	3		1	2
	60%	50%~	~	~	~	50%~	100%~	67%~	~	~	~	~	~100%~	~	50%~	67%~	60%~	~	33%~	100%~
VALID CASES	5	89			1	2	2	3					1		2	3	5		3	2
NUMBER OF RESPONDENTS	5	89			1	2	2	3					1		2	3	5		3	2
	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	2	28			1	1		1							1	1	2		2	
	40%	31%~	~		~100%~	50%~	~	33%~	~	~	~	~	~	~	50%~	33%~	40%~	~	67%~	~
NO	3	61				1	2	2					1		1	2	3		1	2
	60%	69%~	~	~	~	50%~	100%~	67%~	~	~	~	~	~100%~	~	50%~	67%~	60%~	~	33%~	100%~
VALID CASES	5	89			1	2	2	3					1		2	3	5		3	2
NUMBER OF RESPONDENTS	5	89			1	2	2	3					1		2	3	5		3	2
	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	11					1	1								1	1			1
	20%	12%~	~	~	~	~	50%~	33%~	~	~	~	~	~	~	~	33%~	20%~	~	~	50%~
NO	4	78			1	2	1	2					1		2	2	4		3	1
	80%	88%~	~		~100%~	100%~	50%~	67%~	~	~	~		~100%~		~100%~	67%~	80%~		~100%~	50%~
VALID CASES	5	89			1	2	2	3					1		2	3	5		3	2
NUMBER OF RESPONDENTS	5	89			1	2	2	3					1		2	3	5		3	2
	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	2	19			1		1						1		2		2		2	
	40%	21%~	~		~100%~		~ 50%~	~	~	~	~		~100%~		~100%~	~	40%~	~	67%~	~
NO	3	70				2	1	3								3	3		1	2
	60%	79%~	~	~		~100%~	50%~	100%~	~	~	~	~	~	~		~100%~	60%~	~	33%~	100%~
VALID CASES	5	89			1	2	2	3					1		2	3	5		3	2
NUMBER OF RESPONDENTS	5	89			1	2	2	3					1		2	3	5		3	2
	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	1	8				1		1								1	1			1
	20%	10%~	~	~	~	50%~	~	33%~	~	~	~	~	~	~	~	33%~	20%~	~	~	50%~
NO	4	81			1	1	2	2					1		2	2	4		3	1
	80%	90%~	~	~	100%~	50%~	100%~	67%~	~	~	~	~	100%~	~	100%~	67%~	80%~	~	100%~	50%~
VALID CASES	5	89			1	2	2	3					1		2	3	5		3	2
NUMBER OF RESPONDENTS	5	89			1	2	2	3					1		2	3	5		3	2
	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	19	329			2	6	11	13					2		10	9	16	3	10	9
	9%	10%	~	~	3%*	10%	21%*	10%	~	~	~	~	9%~	~	11%	8%	8%~	30%~	7%	13%
7-8	62	1112		8	19	18	17	36				2	5	9	21	37	53	5	41	21
	29%	32%	~	21%~	30%	30%	33%	28%	~	~	~	100%~	22%~	50%~	24%	32%	27%~	50%~	28%	30%
9-10	134	2025	1	31	42	36	24	80	1		2		16	9	57	71	127	2	95	39
	62%	58%	100%~	79%~	67%	60%	46%*	62%	100%~		~100%~	~	70%~	50%~	65%	61%	65%~	20%~	65%	57%
VALID CASES	215	3466	1	39	63	60	52	129	1		2	2	23	18	88	117	196	10	146	69
NUMBER OF RESPONDENTS	215	3466	1	39	63	60	52	129	1		2	2	23	18	88	117	196	10	146	69
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.53	2.49	3.00	2.79	2.63	2.50	2.25	2.52	3.00		3.00	2.00	2.61	2.50	2.53	2.53	2.57	1.90	2.58	2.43
p stat_(*=Sig @ p<=.05)		.315	~	~	.114	.629	.000*	.668	~	~	~	~	~	~	.988	.904	~	~	.148	.145

[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	319		3	3	5	9	10					3	5	11	9	17	3	13	7
	8%	8%	~	7%~	4%	6%	15%	6%	~	~	~	~	14%~	21%~	10%	6%	7%~	38%~	7%	10%
7-8	53	980		8	18	14	13	39				2	2	2	21	30	49	2	41	12
	20%	23%	~	18%~	23%	18%	21%	24%*	~	~	~	67%~	10%~	8%~	18%	21%	20%~	25%~	21%	17%
9-10	190	2929	1	33	58	58	40	112	1		2	1	16	17	83	102	182	3	138	52
	72%	69%	100%~	75%~	73%	75%	65%	70%	100%~		~100%~	33%~	76%~	71%~	72%	72%	73%~	38%~	72%	73%
VALID CASES	263	4228	1	44	79	77	62	161	1		2	3	21	24	115	141	248	8	192	71
NUMBER OF RESPONDENTS	263	4228	1	44	79	77	62	161	1		2	3	21	24	115	141	248	8	192	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.65	2.62	3.00	2.68	2.70	2.69	2.50	2.63	3.00		3.00	2.33	2.62	2.50	2.63	2.66	2.67	2.00	2.65	2.63
p stat_(*=Sig @ p<=.05)		.448	~	~	.394	.481	.033*	.673	~	~	~	~	~	~	.644	.712	~	~	.849	.848

[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	3	69			1	2		3								3	3		3	
	8%	10%~	~	~	7%~	15%~	~	12%~	~	~	~	~	~	~	~	12%~	8%~	~	16%~	~
7-8	8	178			3	3	2	6						2	3	5	6	2	1	7
	20%	26%~	~	~	21%~	23%~	25%~	24%~	~	~	~	~	~	33%~	19%~	21%~	16%~	67%~	5%~	33%~
9-10	29	428		5	10	8	6	16	1				1	4	13	16	28	1	15	14
	72%	63%~	~	100%~	71%~	62%~	75%~	64%~	100%~	~	~	~	100%~	67%~	81%~	67%~	76%~	33%~	79%~	67%~
VALID CASES	40	675		5	14	13	8	25	1				1	6	16	24	37	3	19	21
NUMBER OF RESPONDENTS	40	675		5	14	13	8	25	1				1	6	16	24	37	3	19	21
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.65	2.53		3.00	2.64	2.46	2.75	2.52	3.00				3.00	2.67	2.81	2.54	2.68	2.33	2.63	2.67
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	33	619		4	8	8	13	25					1	7	7	26	31	2	19	14
	11%	12%	~	8%	9%	9%	17%	14%*	~	~	~	~	3%~	28%~	5%*	17%*	11%~	17%~	8%*	18%*
7-8	93	1448	1	12	25	26	29	66			1	3	5	5	30	58	88	1	59	34
	31%	29%	100%~	24%	29%	29%	38%	36%*	~	~	50%~	75%~	16%~	20%~	21%*	38%*	31%~	8%~	26%*	43%*
9-10	178	2927		35	53	55	35	91	1		1	1	26	13	108	70	169	9	147	31
	59%	59%	~	69%	62%	62%	45%*	50%*	100%~	~	50%~	25%~	81%~	52%~	74%*	45%*	59%~	75%~	65%*	39%*
VALID CASES	304	4994	1	51	86	89	77	182	1		2	4	32	25	145	154	288	12	225	79
NUMBER OF RESPONDENTS	304	4994	1	51	86	89	77	182	1		2	4	32	25	145	154	288	12	225	79
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.48	2.46	2.00	2.61	2.52	2.53	2.29	2.36	3.00		2.50	2.25	2.78	2.24	2.70	2.29	2.48	2.58	2.57	2.22
p stat_(*=Sig @ p<=.05)		.717	~	.116	.452	.393	.008*	.000*	~	~	~	~	~	~	.000*	.000*	~	~	.000*	.000*

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	2.27	2.21		2.40	2.14	2.37	2.20	2.14	3.00				3.00	2.33	2.33	2.22	2.24	2.50	2.43	2.13
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCARNES4 NQ15	2.46	2.44	3.00	2.59	2.56	2.46	2.25	2.51	3.00		3.00	1.50	2.48	2.33	2.34	2.54	2.49	1.80	2.53	2.32
p stat_(*=Sig @ p<=.05)		.580	~	~	.182	.947	.008*	.195	~	~	~	~	~	~	.030*	.072	~	~	.040*	.038*
COMPOSITE	2.36	2.32	3.00	2.49	2.35	2.42	2.23	2.32	3.00	x	3.00	1.50	2.74	2.33	2.34	2.38	2.37	2.15	2.48	2.22
p stat_(*=Sig @ p<=.05)		.620	~	~	.911	.715	.366	.584	~	~	~	~	~	~	.794	.847	~	~	.061	.277

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	2.66	2.60		2.67	2.74	2.81	2.38	2.68	3.00		2.00	2.50	2.75	2.75	2.65	2.70	2.69	2.50	2.69	2.61
p stat_(*=Sig @ p<=.05)		.282	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NAPGET4 NQ6	2.44	2.43	3.00	2.63	2.51	2.36	2.31	2.50	3.00		2.50	1.50	2.79	2.38	2.30	2.57	2.47	2.10	2.49	2.33
p stat_(*=Sig @ p<=.05)		.792	~	~	.412	.319	~	.203	~	~	~	~	~	~	.016*	.012*	~	~	.166	.163
COMPOSITE	2.55	2.51	3.00	2.65	2.63	2.59	2.35	2.59	3.00	x	2.25	2.00	2.77	2.57	2.48	2.64	2.58	2.30	2.59	2.47
p stat_(*=Sig @ p<=.05)		.770	~	~	.697	.845	.327	.699	~	~	~	~	~	~	.580	.474	~	~	.643	.672

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	2.68	2.69	3.00	2.82	2.66	2.70	2.57	2.72	3.00		3.00	3.00	2.62	2.83	2.55	2.79	2.73	1.57	2.71	2.63
p stat_(*=Sig @ p<=.05)		.860	~		~.735	.784		~.372	~	~	~	~	~		~.018*	.014*	~		~.462	.459
NDRLSTN4 NQ33	2.72	2.71	3.00	2.79	2.78	2.65	2.67	2.71	3.00		3.00	3.00	2.69	2.78	2.71	2.71	2.74	2.00	2.76	2.65
p stat_(*=Sig @ p<=.05)		.854	~		~.318	.257		~.750	~	~	~	~	~		~.891	.818	~		~.256	.252
NDRESPU4 NQ34	2.77	2.77	3.00	2.82	2.83	2.72	2.71	2.75	3.00		3.00	3.00	2.75	2.83	2.78	2.76	2.80	2.00	2.80	2.71
p stat_(*=Sig @ p<=.05)		.958	~		~.250	.396		~.497	~	~	~	~	~		~.882	.630	~		~.307	.304
NDRTMEN4 NQ37	2.55	2.49	3.00	2.68	2.66	2.35	2.52	2.61	3.00		2.50	3.00	2.37	2.61	2.38	2.67	2.57	1.86	2.60	2.44
p stat_(*=Sig @ p<=.05)		.286	~		~.092	.024*		~.108	~	~	~	~	~		~.006*	.007*	~		~.162	.159
COMPOSITE	2.68	2.67	3.00	2.78	2.73	2.61	2.62	2.70	3.00	x	2.88	3.00	2.61	2.76	2.60	2.73	2.71	1.86	2.72	2.61
p stat_(*=Sig @ p<=.05)		.931	~		~.838	.784		~.899	~	~	~	~	~		~.704	.736	~		~.772	.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	2.20	2.24		2.42	2.07	2.14	2.32	2.16			2.00		2.33	2.00	2.18	2.22	2.25	1.25	2.19	2.22
p stat_(*=Sig @ p<=.05)		.698	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ51	2.67	2.57		2.92	2.62	2.65	2.63	2.64			3.00		2.89	2.50	2.70	2.64	2.70	2.25	2.67	2.70
p stat_(*=Sig @ p<=.05)		.167	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.44	2.41	x	2.67	2.34	2.39	2.47	2.40	x	x	2.50	x	2.61	2.25	2.44	2.43	2.47	1.75	2.43	2.46
p stat_(*=Sig @ p<=.05)		.874	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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
NNRXWHY NQ11	2.94	2.88	3.00	3.00	2.87	3.00	2.91	2.96	3.00				3.00	3.00	2.89	2.96	2.94	3.00	3.00	2.90
p stat_(*=Sig @ p<=.05)		.127	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NNRXWYNT NQ12	2.42	2.40	3.00	2.40	2.00	2.41	2.73	2.38	1.00				2.00	3.00	2.22	2.49	2.39	3.00	2.07	2.68
p stat_(*=Sig @ p<=.05)		.855	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXBST NQ13	2.64	2.55	3.00	2.27	2.70	2.68	2.71	2.60	3.00				2.67	2.75	2.75	2.57	2.65	2.33	2.52	2.74
p stat_(*=Sig @ p<=.05)		.368	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.67	2.61	3.00	2.56	2.52	2.70	2.78	2.64	2.33	x	x	x	2.56	2.92	2.62	2.67	2.66	2.78	2.53	2.78
p stat_(*=Sig @ p<=.05)		.845	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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	2.40	2.15		3.00	2.00	2.00	2.50	2.40						2.33	2.33	2.43	2.56	1.00	2.63	1.50
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTHP NQ23	2.09	1.94		2.67	2.10	2.33	1.71	2.12					2.67		2.29	2.14	2.20	2.00	1.78	2.29
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTC NQ26	2.31	2.08		3.00	2.50	2.06	2.37	2.46				2.00	2.20	1.83	2.00	2.52	2.29	2.33	2.42	2.28
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.27	2.06	x	2.89	2.20	2.13	2.19	2.33	x	x	x	2.00	2.43	2.08	2.21	2.36	2.35	1.78	2.27	2.02
p stat_(*=Sig @ p<=.05)		.081	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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	82%	75%		80%	79%	88%	80%	76%	100%				100%	83%	89%	78%	80%	100%	90%	75%
CARNES4 Q15	90%	88%	100%	92%	92%	90%	87%	91%	100%		100%	50%	87%	89%	86%	92%	91%	60%	92%	86%
AVERAGE	86.20	81.22	x	86.15	85.32	88.67	83.27	83.67	x	x	x	x	86.96	86.11	87.63	85.04	85.91	80.00	91.44	80.25

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	96%	90%		93%	97%	100%	92%	96%	100%		100%	100%	92%	100%	96%	98%	97%	100%	97%	94%
APGET4 Q6	86%	84%	100%	94%	88%	84%	79%	89%	100%		100%	50%	100%	81%	80%	91%	87%	70%	88%	83%
AVERAGE	91.09	87.16	x	93.81	92.64	92.24	85.74	92.64	x	x	x	x	95.83	90.48	88.06	94.75	92.12	85.00	92.35	88.49

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	91%	93%	100%	91%	92%	93%	88%	94%	100%		100%	100%	81%	94%	86%	95%	93%	43%	91%	90%
DRLSTN4 Q33	95%	94%	100%	97%	95%	93%	95%	95%	100%		100%	100%	88%	94%	95%	94%	96%	71%	96%	92%
DRESPU4 Q34	96%	95%	100%	97%	98%	93%	95%	95%	100%		100%	100%	94%	100%	97%	94%	97%	71%	97%	94%
DRTMEN4 Q37	90%	86%	100%	91%	95%	81%	93%	93%	100%		100%	100%	69%	100%	83%	95%	92%	57%	92%	86%
AVERAGE	92.9	92.0	x	94.1	94.9	89.8	92.9	94.1	x	x	x	x	82.8	97.2	90.3	94.9	94.2	60.7	94.1	90.5

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	72%	77%		75%	67%	73%	79%	73%			100%		67%	50%	68%	78%	75%	25%	70%	78%
CSRESP Q51	91%	91%		100%	85%	96%	89%	93%			100%		100%	83%	89%	94%	92%	75%	88%	100%
AVERAGE	81.87	83.89	x	87.50	75.64	84.19	84.21	83.33	x	x	x	x	83.33	66.67	78.41	86.11	83.55	50.00	78.95	89.13

SHARED DECISION MAKING (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
NRXWHY Q11	97%	94%	100%	100%	94%	100%	96%	98%	100%				100%	100%	94%	98%	97%	100%	100%	95%
NRXWYNT Q12	71%	70%	100%	70%	50%	71%	86%	69%	0%				50%	100%	61%	74%	69%	100%	54%	84%
RXBST Q13	82%	78%	100%	64%	85%	84%	86%	80%	100%				83%	88%	88%	79%	82%	67%	76%	87%
AVERAGE	83.4	80.5	x	77.9	76.3	84.9	89.2	82.2	x	x	x	x	77.8	95.8	81.0	83.7	82.8	88.9	76.4	88.8

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	90%	70%		100%	100%	67%	100%	80%						100%	100%	86%	100%	0%	100%	50%
EZTHP Q23	70%	61%		100%	70%	67%	57%	75%					100%		86%	71%	75%	100%	56%	79%
EZTC Q26	79%	67%		100%	92%	69%	79%	83%				100%	80%	67%	68%	88%	80%	67%	75%	81%
AVERAGE	79.6	66.1	x	100	80.8	67.4	68.0	79.4	x	x	x	x	90.0	83.3	84.7	81.7	85.2	66.7	76.9	79.6

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	83%	84%	100%	94%	88%	78%	74%	82%	100%		100%	100%	69%	94%	82%	83%	84%	57%	83%	84%
DRUNCON Q43	88%	89%		75%	94%	88%	88%	93%	100%			100%	50%	75%	73%	93%	92%	50%	82%	90%
DRUNFAM Q44	82%	84%		75%	94%	79%	75%	83%	100%			100%	50%	75%	73%	84%	85%	50%	73%	84%
AVERAGE	84.4	85.5	x	81.4	91.8	81.5	78.8	86.0	x	x	x	x	68.8	81.5	76.2	86.8	87.0	52.4	79.1	85.8

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	79%	94%		50%	75%	71%	100%	75%					100%	100%	80%	82%	79%	100%	79%	79%
HLPCOORD Q29	60%	60%		67%	63%	37%	79%	62%			100%	100%	25%	67%	58%	65%	62%	67%	63%	57%
AVERAGE	69.3	76.8	x	66.7	68.8	54.1	89.5	68.4	x	x	x	x	25.0	66.7	69.2	73.3	70.5	66.7	70.5	67.9

INDEX OF ADULT TABLES

PAGE	QUESTION	TITLE
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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	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	DID YOU AND 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	DID YOU AND 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]

PAGE	QUESTION	TITLE
5. ADDITIONAL QUESTIONS		
39	Q35E	IN THE LAST 6 MONTHS, DID YOU VISIT A PROVIDER FOR A SPECIFIC HEALTH ISSUE?
40	Q35F	HOW MUCH EFFORT WAS MADE TO HELP YOU UNDERSTAND YOUR HEALTH ISSUE? [ASKED IF Q35E = YES]
41	Q35G	HOW MUCH EFFORT WAS MADE TO LISTEN TO THE THINGS THAT MATTER MOST TO YOU ABOUT YOUR HEALTH ISSUE? [ASKED IF Q35E = YES]
42	Q35H	HOW MUCH EFFORT WAS MADE TO INCLUDE WHAT MATTERS MOST TO YOU IN CHOOSING WHAT TO DO NEXT? [ASKED IF Q35E = YES]
43	Q35I	CHOICES FOR YOUR TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID THIS PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE?
44	Q35J	IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR TREATMENT OR HEALTH CARE? [ASKED IF Q35I = YES]
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46	Q35L	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS OR RAISE CONCERNS?
47	Q35M	IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?
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52	Q35R	IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

PAGE	QUESTION	TITLE
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54	Q37	IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL MENTAL OR EMOTIONAL HEALTH?
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56	Q39	DO YOU NOW SMOKE CIGARETTES OR USE TOBACCO EVERY DAY, SOME DAYS, OR NOT AT ALL?
57	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]
58	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]
59	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]
60	Q43	DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?
61	Q44	DO YOU HAVE A HEALTH PROBLEM OR TAKE MEDICATION THAT MAKES TAKING ASPIRIN UNSAFE FOR YOU?
62	Q45	HAS A DOCTOR OR HEALTH PROVIDER EVER DISCUSSED WITH YOU THE RISKS AND BENEFITS OF ASPIRIN TO PREVENT HEART ATTACK OR STROKE?

PAGE	QUESTION	TITLE
63	Q46.1	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH CHOLESTEROL
64	Q46.2	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH BLOOD PRESSURE
65	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
66	Q47.1	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A HEART ATTACK
67	Q47.2	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANGINA OR CORONARY HEART DISEASE
68	Q47.3	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A STROKE
69	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
70	Q48	IN THE LAST 6 MONTHS, DID YOU GET HEALTH CARE 3 OR MORE TIMES FOR THE SAME CONDITION OR PROBLEM?
71	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]
72	Q50	DO YOU NOW NEED OR TAKE MEDICINE PRESCRIBED BY A DOCTOR? DO NOT INCLUDE BIRTH CONTROL.
73	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]
74	NQ52	WHAT IS YOUR AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
75	NQ53	ARE YOU MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
76	Q54	WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?
77	Q55	ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?
78	Q56.1	WHAT IS YOUR RACE? RESPONSE: WHITE
79	Q56.2	WHAT IS YOUR RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN
80	Q56.3	WHAT IS YOUR RACE? RESPONSE: ASIAN
81	Q56.4	WHAT IS YOUR RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
82	Q56.5	WHAT IS YOUR RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE
83	Q56.6	WHAT IS YOUR RACE? RESPONSE: OTHER
84	Q57	DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]
85	Q58.1	HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

86	Q58.2	HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
87	Q58.3	HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
88	Q58.4	HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
89	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		
90	NQ13	RATING OF ALL HEALTH CARE [ASKED IF Q7 >= 1 TIME]
91	NQ23	RATING OF PERSONAL DOCTOR [ASKED IF Q15 = YES]
92	NQ27	RATING OF SPECIALIST SEEN MOST OFTEN [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]
93	NQ35	RATING OF HEALTH PLAN
9. COMPOSITES		
94		GETTING NEEDED CARE
95		GETTING CARE QUICKLY
96		HOW WELL DOCTORS COMMUNICATE
97		CUSTOMER SERVICE
98		SHARED DECISION MAKING
10. GLOBAL PROPORTION COMPOSITES		
99		GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
100		GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
101		HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
102		CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
103		SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

INDEX OF CHILD TABLES

PAGE	QUESTION	TITLE
1. INTRODUCTION		
1	Q1	OUR RECORDS SHOW THAT YOUR CHILD IS NOW IN <HEALTH PLAN>. IS THAT RIGHT?
2. YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS		
2	Q3	IN THE LAST 6 MONTHS, DID YOUR CHILD HAVE AN ILLNESS, INJURY, OR CONDITION THAT NEEDED CARE RIGHT AWAY IN A CLINIC, EMERGENCY ROOM OR DOCTOR'S OFFICE?
3	Q4	IN THE LAST 6 MONTHS, WHEN YOUR CHILD NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOUR CHILD GET CARE AS SOON AS HE OR SHE NEEDED? [ASKED IF Q3 = YES]
4	Q5	IN THE LAST 6 MONTHS, DID YOU MAKE ANY APPOINTMENTS FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC?
5	Q6	IN THE LAST 6 MONTHS, WHEN YOU MADE AN APPOINTMENT FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOUR CHILD NEEDED? [ASKED IF Q5 = YES]
6	Q7	IN THE LAST 6 MONTHS, NOT COUNTING THE TIMES YOUR CHILD WENT TO AN EMERGENCY ROOM, HOW MANY TIMES DID HE OR SHE GO TO A DOCTOR'S OFFICE OR CLINIC TO GET HEALTH CARE?
7	Q8	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	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]
37	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]
38	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]
39	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]
40	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]
41	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]
42	Q42	DOES YOUR CHILD HAVE ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS THAT HAVE LASTED FOR MORE THAN 3 MONTHS? [ASKED IF Q30 = YES]
43	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]
44	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

45	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?
46	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]
47	Q47	HOW MANY SPECIALISTS HAS YOUR CHILD SEEN IN THE LAST 6 MONTHS? [ASKED IF Q45 = YES]

48	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

49	Q49	IN THE LAST 6 MONTHS, DID YOU GET INFORMATION OR HELP FROM CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN?
50	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]
51	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]
52	Q52	IN THE LAST 6 MONTHS, DID YOUR CHILD'S HEALTH PLAN GIVE YOU ANY FORMS TO FILL OUT?
53	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]
54	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

55	Q55	IN THE LAST 6 MONTHS, DID YOU GET OR REFILL ANY PRESCRIPTION MEDICINES FOR YOUR CHILD?
56	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]
57	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]

7. ACCESS TO DENTAL CARE

58	Q57A	A REGULAR DENTIST IS ONE YOUR CHILD WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN HE/SHE HAS A CAVITY OR TOOTH PAIN. DOES YOUR CHILD HAVE A REGULAR DENTIST?
59	Q57B	IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?

7. ADDITIONAL QUESTIONS

60	Q57C	CHOICES FOR YOUR CHILD'S TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID YOUR PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE?

61	Q57D	IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE? [ASKED IF Q57C = YES]
62	Q57E	IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOUR CHILD? [ASKED IF Q57C = YES]
63	Q57F	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER CONSIDER AND RESPECT WHAT HEALTH CARE AND TREATMENT CHOICES YOU THOUGHT WORK BEST FOR YOUR CHILD? [ASKED IF Q57C = YES]
64	Q57G	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER ENCOURAGE YOU TO ASK QUESTIONS AND RAISE CONCERNS? [ASKED IF Q57C = YES]
65	Q57H	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS AND RAISE CONCERNS? [ASKED IF Q57C = YES]

8. ABOUT YOUR CHILD AND YOU

66	Q58	IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL HEALTH?
67	Q59	IN GENERAL, HOW WOULD YOU RATE YOUR CHILD'S OVERALL MENTAL OR EMOTIONAL HEALTH?
68	Q60	DOES YOUR CHILD CURRENTLY NEED OR USE MEDICINE PRESCRIBED BY A DOCTOR (OTHER THAN VITAMINS)?
69	Q61	IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q60 = YES]
70	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]
71	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?
72	Q64	IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q63 = YES]
73	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]
74	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?
75	Q67	IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q66 = YES]
76	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]
77	Q69	DOES YOUR CHILD NEED OR GET SPECIAL THERAPY, SUCH AS PHYSICAL, OCCUPATIONAL, OR SPEECH THERAPY?
78	Q70	IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q69 = YES]
79	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]
80	Q72	DOES YOUR CHILD HAVE ANY KIND OF EMOTIONAL, DEVELOPMENTAL, OR BEHAVIORAL PROBLEMS FOR WHICH HE OR SHE NEEDS OR GETS TREATMENT OR COUNSELING?
81	Q73	HAS THIS PROBLEM LASTED OR IS IT EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q72 = YES]
82	NQ74	WHAT IS YOUR CHILD'S AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
83	NQ75	IS YOUR CHILD MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
84	Q76	IS YOUR CHILD OF HISPANIC OR LATINO ORIGIN OR DESCENT?

85	Q77.1	WHAT IS YOUR CHILD'S RACE? RESPONSE: WHITE
86	Q77.2	WHAT IS YOUR CHILD'S RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN
87	Q77.3	WHAT IS YOUR CHILD'S RACE? RESPONSE: ASIAN
88	Q77.4	WHAT IS YOUR CHILD'S RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
89	Q77.5	WHAT IS YOUR CHILD'S RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE
90	Q77.6	WHAT IS YOUR CHILD'S RACE? RESPONSE: OTHER
91	Q78	WHAT IS YOUR AGE?
92	Q79	ARE YOU MALE OR FEMALE?
93	Q80	WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?
94	Q81	HOW ARE YOU RELATED TO THE CHILD?
95	Q82	DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]
96	Q83.1	HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]
97	Q83.2	HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]
98	Q83.3	HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]
99	Q83.4	HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]
100	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		
101	NQ14	RATING OF ALL CHILD'S HEALTH CARE [ASKED IF Q7 >= 1 TIME]
102	NQ41	RATING OF CHILD'S PERSONAL DOCTOR [ASKED IF Q30 = YES]
103	NQ48	RATING OF SPECIALIST CHILD SAW MOST OFTEN [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]
104	NQ54	RATING OF CHILD'S HEALTH PLAN
10. COMPOSITES		
105		GETTING NEEDED CARE
106		GETTING CARE QUICKLY
107		HOW WELL DOCTORS COMMUNICATE
108		CUSTOMER SERVICE

109 SHARED DECISION MAKING

110 ACCESS TO SPECIALIZED SERVICES

11. GLOBAL PROPORTION COMPOSITES

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

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

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

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

115 SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

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

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

118 CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

Oregon Health Authority

DataStat

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No

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

- ○ Yes
- ○ No

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

○	○	○	○	○	○	○	○	○	○	○
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 not include dental visits or care you got when you stayed overnight in a hospital.

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

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

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

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

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

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

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

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

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

YOUR HEALTH PLAN

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

○	○	○	○	○	○	○	○	○	○	○
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

ADDITIONAL QUESTIONS

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, did you visit a provider for a specific health issue?

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

35f. How much effort was made to help you understand your health issue?

- ○ No effort at all
- ○ A little effort was made
- ○ Some effort was made
- ○ A lot of effort was made

35g. How much effort was made to listen to the things that matter most to you about your health issue?

- ○ No effort at all
- ○ A little effort was made
- ○ Some effort was made
- ○ A lot of effort was made

35h. How much effort was made to include what matters most to you in choosing what to do next?

- ○ No effort at all
- ○ A little effort was made
- ○ Some effort was made
- ○ A lot of effort was made

35i. Choices for your treatment or health care can include choices about medicine, surgery, or other treatment.

In the last 6 months, did this provider tell you there was more than one choice for your treatment or health care?

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

35j. In the last 6 months, did your provider talk with you about the pros and cons of each choice for your treatment or health care?

- ○ Yes
- ○ No

35k. In the last 6 months, when there was more than one choice for your treatment or health care, did your provider ask you which choice was best for you?

- ○ Yes
- ○ No

35l. In the last 6 months, how often did your provider make it easy for you to ask questions or raise concerns?

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

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

35m. 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

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

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

35o. 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

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

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

ACCESS TO DENTAL CARE

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

- ○ Yes
- ○ No

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

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

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, 2014?

- ○ 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 doctors or other health providers?

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

- ○ Yes
- ○ No

12. Did you and a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

- ○ Yes
- ○ No

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***

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 <u>3 months</u>?

- ○ 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 57a***

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

ACCESS TO DENTAL CARE

57a. A regular dentist is one your child would go to for check-ups and cleanings or when he/she has a cavity or tooth pain. Does your child have a regular dentist?

- ○ Yes
- ○ No

57b. In the last 6 months, if your child needed to see a dentist right away because of a <u>dental emergency</u>, did he/she get to see a dentist as soon as you wanted?

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

ADDITIONAL QUESTIONS

57c. Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment. In the last 6 months, did your provider tell you there was more than one choice for your child's treatment or health care?

- ○ Yes
- ○ No ➔ ***Go to Question 58***

57d. In the last 6 months, did your provider talk with you about the pros and cons of each choice for your child's treatment or health care?

- ○ Yes
- ○ No

57e. In the last 6 months, when there was more than one choice for your child's treatment or health care, did your provider ask you which choice was best for your child?

- ○ Yes
- ○ No

57f. In the last 6 months, how often did your provider consider and respect what health care and treatment choices you thought work best for your child?

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

57g. In the last 6 months, how often did your child's provider encourage you to ask questions and raise concerns?

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

57h. In the last 6 months, how often did your child's provider make it easy for you to ask questions and raise concerns?

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

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. DataStat, Inc. 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.

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> o un lápiz oscuro 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. **¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez quiera tomar una medicina?**

    ○ Sí
    ○ No

11. **¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez no quiera tomar una medicina?**

    ○ Sí
    ○ No

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

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 28***

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

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

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

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

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

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

SU PLAN DE SALUD

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

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

○ Sí
○ No ➔ ***Pase a la pregunta 30***

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

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

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

○ Sí
○ No ➔ ***Pase a la pregunta 33***

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

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

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

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

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

○ Sí
○ No ➔ ***Pase a la pregunta 35***

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

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

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

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

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 35c***

35b. En los últimos 6 meses, ¿con qué frecuencia fue fácil 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 fácil 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

PREGUNTAS ADICIONALES

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, ¿visitó usted a un profesional médico para un problema de salud específico?

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 35i***

35f. ¿Cuánto esfuerzo se hizo para ayudarlo/a a entender su problem de salud?

- ○ Ningún esfuerzo en absoluto
- ○ Se hizo un poco de esfuerzo
- ○ Se hizo algún esfuerzo
- ○ Se hizo un gran esfuerzo

35g. ¿Cuánto esfuerzo se hizo para escuchar las cosas que más le importan a usted sobre su problema de salud?

- ○ Ningún esfuerzo en absoluto
- ○ Se hizo un poco de esfuerzo
- ○ Se hizo algún esfuerzo
- ○ Se hizo un gran esfuerzo

35h. ¿Cuánto esfuerzo se hizo para incluir lo que más le importa a usted en escoger que hacer próximamente?

- ○ Ningún esfuerzo en absoluto
- ○ Se hizo un poco de esfuerzo
- ○ Se hizo algún esfuerzo
- ○ Se hizo un gran esfuerzo

35i. Opciones para su tratamiento o atención médica pueden ser opciones sobre medicinas, cirugías u otros tratamientos. En los últimos 6 meses, ¿le dijo este profesional médico que había más de una opción para su tratamiento o atención médica?

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 35l***

35j. En los últimos 6 meses, ¿habló su profesional médico con usted acerca de las ventajas y desventajas de cada opción de tratamiento o atención médica?

- ○ Sí
- ○ No

35k. En los últimos 6 meses, cuando había más de una opción de tratamiento o atención médica, ¿su profesional médico le preguntó cuál opción le convenía más a usted?

- ○ Sí
- ○ No

35l. En los últimos 6 meses, ¿con qué frecuencia le hizo fácil su profesional médico el hacer preguntas o plantear inquietudes?

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

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

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

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

35n. 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

35o. 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

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

- ○ Sí, definitivamente
- ○ Sí, algo
- ○ No

ACCESO A CUIDADO DENTAL

35q. Un dentista regular es a quien usted va a ver para un chequeo y limpieza o tiene una carie o un dolor de diente. ¿Usted tiene un dentista regular?

- ○ Sí
- ○ No

35r. En los últimos 6 meses, si usted necesitó ver a un dentista de inmediato por una emergencia dental, ¿pudo ver usted a un dentista tan pronto como quería?

- ○ Nunca
- ○ A veces
- ○ La mayoría de las veces
- ○ Siempre
- ○ Yo no tuve una emergencia dental en los últimos 6 meses

ACERCA DE USTED

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

- ○ Excelente
- ○ Muy buena
- ○ Buena
- ○ Regular
- ○ Mala

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

- ○ Excelente
- ○ Muy buena
- ○ Buena
- ○ Regular
- ○ Mala

38. Desde el 1 de julio del 2014, ¿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 doctor u otro profesional 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 un doctor o profesional 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 doctor o profesional 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 doctor o profesional 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 una o más.

- ○ 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 doctor que usted tiene alguna de las siguientes enfermedades? Marque una o más.

- ○ 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, ¿recibió usted atención médica 3 veces o más para 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? <u>No</u> incluya anticonceptivos.

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 52***

51. ¿Es esta medicina 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 escriba en 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 escriba en 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. DataStat, Inc. 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.

INSTRUCCIONES PARA EL CUESTIONARIO

- **Por favor llene el círculo de su respuesta completamente. Use solamente tinta NEGRA o AZUL o un lápiz oscuro 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. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted quiera que su niño tome una medicina?

- ○ Sí
- ○ No

12. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted <u>no</u> quiera que su niño tome una medicina?

- ○ Sí
- ○ No

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, tiene un problema de salud o si se enferma o lastima. ¿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***

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

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 49***

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

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

47. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?

- ○ Ninguno ➔ ***Pase a la pregunta 49***
- ○ 1 especialista
- ○ 2
- ○ 3
- ○ 4
- ○ 5 especialistas o más

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

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

EL PLAN DE SALUD DE SU NIÑO

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

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

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 52***

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

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

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

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

52. En los últimos 6 meses, ¿le dio el plan de salud de su niño algún formulario para llenar?

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 54***

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

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

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

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

MEDICINAS RECETADAS

55. En los últimos 6 meses, ¿consiguió alguna medicina recetada o renovó una receta para una medicina recetada para su niño?

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 57a***

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

ACCESO A CUIDADO DENTAL

57a. Un dentista regular es a quien su niño va a ver para un chequeo y limpieza o cuando tiene una carie o un dolor de diente. ¿Su niño tiene un dentista regular?

- ○ Sí
- ○ No

57b. En los últimos 6 meses, si su niño necesitó ver a un dentista de inmediato por una <u>emergencia dental</u>, ¿el/ella pudo ver a un dentista tan pronto como usted quería?

- ○ Nunca
- ○ A veces
- ○ La mayoría de las veces
- ○ Siempre
- ○ Mi niño no tuvo una emergencia dental en los últimos 6 meses

PREGUNTAS ADICIONALES

57c. Las opciones de tratamiento o atención médica para su niño pueden incluir opciones sobre medicinas, cirugía u otro tratamiento.

En los últimos 6 meses, ¿le dijo su profesional médico que había más de una opción para el tratamiento o atención médica de su niño?

- ○ Sí
- ○ No ➔ ***Pase a la pregunta 58***

57d. En los últimos 6 meses, ¿le habló su profesional médico acerca de las cosas buenas y las cosas malas de cada opción de tratamiento o de atención médica de su niño?

- ○ Sí
- ○ No

57e. En los últimos 6 meses, cuando había más de una opción de tratamiento o de atención médica para su niño, ¿su profesional médico le preguntó cuál opción le convenía más a su niño?

- ○ Sí
- ○ No

57f. En los últimos 6 meses, ¿con qué frecuencia su profesional médico considero y respeto las opciones de atención médica que usted penso funcionarian mejor para su niño?

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

57g. En los últimos 6 meses, ¿con qué frecuencia el profesional médico de su niño le animo a usted a hacer preguntas y plantear inquietudes?

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

57h. En los últimos 6 meses, ¿con qué frecuencia el profesional médico de su niño le hizo fácil a usted el hacer preguntas y plantear inquietudes?

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

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 su niño?

○ Menos de un año

☐☐ AÑOS (escriba la respuesta)

75. ¿Es su niño de sexo masculino o femenino?

○ Masculino
○ Femenino

76. ¿Es su niño de origen o ascendencia hispana o latina?

○ Sí, hispano o latino
○ No, ni hispano ni latino

77. ¿A qué raza pertenece su niño? Marque una o más.

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

_____

78. ¿Qué edad tiene usted?

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

79. ¿Es usted hombre o mujer?

○ Hombre
○ Mujer

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

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

81. ¿Qué relación tiene con el niño?

○ Madre o padre
○ Abuelo o abuela
○ Tía o tío
○ Hermano o hermana mayor
○ Otro familiar
○ Tutor legal del niño
○ Otra persona

82. ¿Le ayudó alguien a completar esta encuesta?

○ Sí ➔ ***Pase a la pregunta 83***
○ No ➔ ***Gracias. Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado.***

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

○ Me leyó las preguntas
○ Anotó las respuestas que le di
○ Contestó las preguntas por mí
○ Tradujo las preguntas a mi idioma
○ Me ayudó de otra forma (Por favor escriba en 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 ---> [□1 CELL PHONE - HAND DIAL ([AREA$]) [FRST3$] - [LAST4$] /*** ***-****]

(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

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
Q1. / MEMBER

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

(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

DK/REFUSAL/NOT ASCERTAINED

NPLNAME
Q2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

[(ENTER 5 IF R SAYS: MEDICAID)]

(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 KNOW PLAN NAME ----------> CK.PLMSTCR
6. RESPONDENT INSURED BUT NOT BY MEDICAID ----------> NO.INSUR

PLNAME
Q2a. / 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
Q3. / 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
Q4. / 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
Q5. / 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
Q6. / APGET4

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? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4
Q7. / 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 THEN GO TO PRSNLD4

PRVENT5
Q8. / PRVENT5

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

NRXWHY
10. / NRXWHY

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

NRXWYNT
11. / NRXWYNT

Did you and a doctor or other health provider talk about the reasons you might NOT want to take a medicine?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

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

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 --> 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

DK/REFUSAL/NOT ASCERTAINED

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 IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, 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

DK/REFUSAL/NOT ASCERTAINED

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?

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

DK/REFUSAL/NOT ASCERTAINED

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?

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?

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?

1. YES
2. NO ----------> 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?

1. NEVER
2. SOMETIMES
3. USUALLY
4. ALWAYS
DK/REFUSAL/NOT ASCERTAINED

INTRO.SHLTHIS
INTRO.SHLTHIS

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. Please keep this in mind as you answer the following questions.

SHLTHIS
35e. / SHLTHIS

In the last 6 months, did you visit a provider for a specific health issue?

1. YES
2. NO ----------> CHTREAT

DK/REFUSAL/NOT ASCERTAINED --> CHTREAT

EUNDER
35f. / EUNDER

How much effort was made to help you understand your health issue? Would you say...?

(READ LIST)

1. NO EFFORT AT ALL,
2. A LITTLE EFFORT WAS MADE,
3. SOME EFFORT WAS MADE, or
4. A LOT OF EFFORT WAS MADE

DK/REFUSAL/NOT ASCERTAINED

ELISTEN
35g. / ELISTEN

How much effort was made to listen to the things that matter most to you about your health issue?

(READ LIST IF NECESSARY)

1. NO EFFORT AT ALL,
2. A LITTLE EFFORT WAS MADE,
3. SOME EFFORT WAS MADE, or
4. A LOT OF EFFORT WAS MADE

DK/REFUSAL/NOT ASCERTAINED

EINCLUD
35h. / EINCLUD

How much effort was made to include what matters most to you in choosing what to do next?

(READ LIST IF NECESSARY)

1. NO EFFORT AT ALL,
2. A LITTLE EFFORT WAS MADE,
3. SOME EFFORT WAS MADE, or
4. A LOT OF EFFORT WAS MADE

DK/REFUSAL/NOT ASCERTAINED

CHTREAT
35i. / CHTREAT

Choices for your treatment or health care can include choices about medicine, surgery, or other treatment.

In the last 6 months, did this provider tell you there was more than one choice for your treatment or health care?

1. YES
2. NO ----------> RESPCHT

DK/REFUSAL/NOT ASCERTAINED --> RESPCHT

PCTREAT
35j. / PCTREAT

In the last 6 months, did your provider talk with you about the pros and cons of each choice for your treatment or health care?

1. YES
2. NO
DK/REFUSAL/NOT ASCERTAINED

BSTREAT
35k. / BSTREAT

In the last 6 months, when there was more than one choice for your treatment or health care, did your provider ask you which choice was best for you ?

1. YES
2. NO
DK/REFUSAL/NOT ASCERTAINED

EASYQC
35l. / EASYQC

In the last 6 months, how often did your provider make it easy for you to ask questions or raise concerns? Would you say...?

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DTLKTF
35m. / DTLKTF

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, or
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

DINTER
35n. / DINTER

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

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED

DRRUDE
35o. / 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? Would you say...?

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED

TRUSTDR
35p. / TRUSTDR

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

(READ LIST)

1. YES DEFINITELY,
2. YES SOMEWHAT, OR
3. NO?

DK/REFUSAL/NOT ASCERTAINED

REGDENT
35q. / REGDENT

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

1. YES
2. NO
DK/REFUSAL/NOT ASCERTAINED

DNTASAP
35r.

In the last 6 months, if you needed to see a dentist right away because of a DENTAL EMERGENCY, did you get to see a dentist as soon as you wanted?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?
5. I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS (DO NOT READ)

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, 2014?

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 if 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 --> TKMED

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 --> QAGE4

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

QAGE4
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

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

DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE PARENT OR GUARDIAN WHO KNOWS MOST ABOUT FNAME LNAME'S HEALTH CARE.
PHONE NUMBER ---> [□1 CELL PHONE - HAND DIAL ([AREA$]) [FRST3$] - [LAST4$] /*** ***-****]

(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
Q1. / 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?

(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

DK/REFUSAL/NOT ASCERTAINED

NPLNAME
Q2. / NPLNAME

What is the name of your child’s health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

[(ENTER 5 IF R SAYS: MEDICAID)]

(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 KNOW PLAN NAME ----------> CK.PLMSTCR
6. CHILD INSURED BUT NOT BY MEDICAID ----------> NO.INSUR

PLNAME
Q2a. / 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
Q3. / 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
Q4. / 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
Q5. / 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
Q6. / 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
Q7. / 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 THEN GO TO CHSCHL

PRVENT5
Q8. / 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 doctor 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

NRXWHY
11. / NRXWHY

Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

NRXWYNT
12. / NRXWYNT

Did you and a doctor or other health provider talk about the reasons you might NOT want your child to take a medicine?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

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

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

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. / PBDRLNG

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, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

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? Would you say...?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4
33. / DRLSTN4

In the last 6 months, how often did your child’s 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
34. / DRESPU4

In the last 6 months, how often did your child’s 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)

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

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

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 --> 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

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 IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, 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

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

DK/REFUSAL/NOT ASCERTAINED

CHPRES
55. / CHPRES

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

1. YES
2. NO ----------> REGDENT

DK/REFUSAL/NOT ASCERTAINED --> REGDENT

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

REGDENT
57a. / REGDENT

A regular dentist is one you would go to for check-ups and cleanings or when [he/she] has a cavity or tooth pain.

Does your child have a regular dentist?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DNTASAP
57b. / DNTASAP

In the last 6 months, if your child needed to see a dentist right away because of a DENTAL EMERGENCY, did [he/she] get to see a dentist as soon as you wanted? Would you say...?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?
5. DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS (DO NOT READ)

DK/REFUSAL/NOT ASCERTAINED

CHTREAT
57c. / CHTREAT

Choices for your child's treatment or health care can include choices about medicine, surgery, or other treatment.

In the last 6 months, did your provider tell you there was more than one choice for your child's treatment or health care?

1. YES
2. NO ----------> RESPCHT

DK/REFUSAL/NOT ASCERTAINED --> RESPCHT

PCTREAT
57d. / PCTREAT

In the last 6 months, did your provider talk with you about the pros and cons of each choice for your child's treatment or health care?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

BSTREAT
57e. / BSTREAT

In the last 6 months, when there was more than one choice for your child's treatment or health care, did your provider ask you which choice was best for your child?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RESPCHT
57f. / RESPCHT

In the last 6 months, how often did your child's provider respect what health care and treatment choices you thought work best for your child? Would you say...?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

ENCORQC
57g. / ENCORQC

In the last 6 months, how often did your child's provider encourage you to ask questions and raise concerns? Would you say...?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED

EASYQC
57h. / EASYQC

In the last 6 months, how often did your child's provider make it easy for you to ask questions and raise concerns? Would you say...?

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

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

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

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.