



Jackson Care Connect  
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2014



## **Methodology**

- Introduction
- Survey Milestones
- Sampling
- Questionnaires
- Selection of Cases for Analysis
- Composites, Overall Ratings, and Measures for Reporting
- Comparisons, Statistical Testing, Scoring, and Weighting

## **Sample Disposition**

## **Response/Non-Response Comparison**

## **Banner Tables**

- Adult Tables
- Child Tables

## **Appendix**

- Index of Tables
- Questionnaires
  - Adult English
  - Child English
  - Adult Spanish
  - Child Spanish
- Telephone script

## METHODOLOGY

### Introduction

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

### Survey Milestones

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

### Sampling

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

### Questionnaires

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

### Selection of Cases for Analysis

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

## Composites, Overall Ratings, and Measures for Reporting

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

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

### **Composite: Getting Needed Care**

Q14/14. Got care, tests or treatment you thought you needed

Q25/28. Getting appointments with specialists

### **Composite: Getting Care Quickly**

Q4/4. Got care for illness/injury/condition as soon as you thought you/child needed

Q6/6. Got an appt. for routine care as soon as you thought you/child needed

### **Composite: How Well Doctors Communicate**

Q17/17. Personal doctor explained things in a way that was easy to understand

Q18/18. Personal doctor listened carefully to you

Q29/19. Personal doctor showed respect for what you had to say

Q20/22. Personal doctor spent enough time with you

### **Composite: Customer Service**

Q31/32. Health plan's customer service gave needed information or help

Q32/33. Treated with courtesy and respect by health plan's customer service staff

### **Composite: Shared Decision Making**

Q10/10. Doctor talked about reasons you might want to take a medicine

Q11/11. Doctor talked about reasons you might not want to take a medicine

Q12/12. Doctor talked about what you thought was best for you when discussing a medication

### **Rating Questions**

Q13/13. Rating of all health care

Q23/26. Rating of personal doctor

Q27/30. Rating of specialist doctor

Q42/36. Rating of health plan

### **Composite: Access to Specialized Services (Child only)**

Q--/20. Getting special medical equipment or devices for your child

Q--/23. Getting special therapy (physical, occupational, speech) for your child

Q--/26. Getting treatment or counseling for your child

### **Composite: Family Centered Care: Personal Doctor Who Knows Child (Child only)**

Q--/38. Child's personal doctor talked with you about how child is feeling, growing, behaving

Q--/43. Child's personal doctor understands how child's health conditions affect child's day-to-day life

Q--/44. Child's personal doctor understands how child's health conditions affect family's day-to-day life

### **Composite: Coordination of Care for Children with Chronic Conditions (Child only)**

Q--/18. Got help contacting school and daycare from someone at health plan or doctor's office

Q--/29. Got help coordinating care among providers from someone at health plan or doctor's office

## Comparisons, Statistical Testing, Scoring, and Weighting

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

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

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

## Sample Disposition

Category	Adult		Child	
	Jackson Care Connect	Overall	Jackson Care Connect	Overall
<b>**First mailing - sent</b>	900	15300	900	15300
<b>*First mailing - usable survey returned</b>	178	3059	122	2459
<b>Second mailing - sent</b>	680	11718	745	12459
<b>*Second mailing - usable survey returned</b>	51	1039	64	1057
<b>*Phone - usable surveys</b>	78	1456	142	2502
<b>Total - usable surveys</b>	307	5554	328	6018
<b>†Ineligible: According to population criteria‡</b>	15	348	12	362
<b>†Ineligible: Deceased</b>	7	78	0	3
<b>†Ineligible: Mentally or physically unable to complete survey</b>	12	301	0	0
<b>†Ineligible: Language barrier</b>	0	77	0	39
<b>Incorrect address AND incorrect phone number</b>	67	1065	52	991
<b>Refusal/Returned survey blank</b>	50	720	47	783
<b>Nonresponse - Unavailable by mail or phone</b>	442	7157	461	7104
<b>Adjusted Response Rate</b>	<b>35.5%</b>	<b>38.3%</b>	<b>36.9%</b>	<b>40.4%</b>

\*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

## Response/Non-Response Comparison

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

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

- 1) Members who passively refused by not returning the questionnaire mailed to their household and/or not answering questions over the phone.
- 2) Members who actively refused, either by contacting DataStat or by declining to participate when DataStat attempted to reach them by phone.

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

### Adult

Gender / Age	Non-Respondents	Respondents	Difference
Male	176 35.8%	117 38.1%	2.34%
Female	316 64.2%	190 61.9%	-2.34%
18-24	132 26.8%	50 16.3%	-10.54%
25-34	143 29.1%	52 16.9%	-12.13%
35-44	109 22.2%	48 15.6%	-6.52%
45-54	50 10.2%	73 23.8%	13.62%
55-64	39 7.9%	54 17.6%	9.66%
65-74	13 2.6%	20 6.5%	3.87%
75 or Older	6 1.2%	10 3.3%	2.04%

### Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	253 49.8%	164 50.0%	0.20%
Female	255 50.2%	164 50.0%	-0.20%
<1, 1-3	95 18.7%	68 20.7%	2.03%
4-7	140 27.6%	88 26.8%	-0.73%
8-12	160 31.5%	98 29.9%	-1.62%
13 or older	113 22.2%	74 22.6%	0.32%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
	JCC TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	WHTE	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE
Q1 YES	294	5403	42	47	43	70	48	27	223	2	3	1	2	11	27	32	240	169	108	104	174
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	13	151	2		3	3		2	8	1						1	8	8	3	4	7
VALID CASES	294	5403	42	47	43	70	48	27	223	2	3	1	2	11	27	32	240	169	108	104	174
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	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?

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE				
Q3 YES	127 43%	2419 45%	9 21%	19 41%	23 52%	38 53%	22 47%	13 45%	98 43%	3 100%	1 ~100%	2 ~100%	4 36%	13 48%	12 39%	107 44%	63 36%*	60 56%*	41 39%	83 47%	
NO	165 57%	2914 55%	34 79%	27 59%	21 48%	34 47%	25 53%	16 55%	128 57%	3 ~100%	~	~	7 ~64%	14 52%	19 61%	136 56%	110 64%*	48 44%*	64 61%	94 53%	
NOT ANSWERED	15	220	1	1	2	1	1		5						2	5	4	3	3	4	
VALID CASES	292	5334	43	46	44	72	47	29	226	3	3	1	2	11	27	31	243	173	108	105	177
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q4 NEVER	2 2%	72 3%	1 ~	5%~	~	~	1 8%~	2 2%~	~	~	~	~	~	~	2 2%~	1 2%	1 2%~	~	2 3%~		
SOMETIMES	8 7%	310 15%*	1 11%~	1 5%~	4 19%~	~	1 6%~	4 5%~	1 33%~	~	~	1 25%~	~	6 8%~	5 8%	3 6%~	4 11%~	3 4%~			
USUALLY	27 24%	531 26%	3 33%~	4 21%~	4 19%~	7 22%~	6 33%~	2 17%~	23 27%~	~	1 100%~	1 50%~	1 8%~	5 42%~	21 22%~	16 26%	10 20%~	9 25%~	17 23%~		
ALWAYS	77 68%	1161 56%*	5 56%~	13 68%~	13 62%~	25 78%~	11 61%~	9 75%~	57 66%~	2 67%~	~	1 50%~	3 75%~	11 92%~	6 50%~	66 69%~	40 65%	35 71%~	23 64%~	53 71%~	
#ALWAYS + USUALLY (NET)	104 91%	1692 82%*	8 89%~	17 89%~	17 81%~	32 100%~	17 94%~	11 92%~	80 93%~	2 67%~	~	1 100%~	2 100%~	3 75%~	12 100%~	11 92%~	87 92%~	56 90%	45 92%~	32 89%~	70 93%~
TOP BOX SCORE	77 68%	1161 56%*	5 56%~	13 68%~	13 62%~	25 78%~	11 61%~	9 75%~	57 66%~	2 67%~	~	1 50%~	3 75%~	11 92%~	6 50%~	66 69%~	40 65%	35 71%~	23 64%~	53 71%~	
NOT ANSWERED	13	322			2	6	4	1	12				1	12	1	11	5	8			
VALID CASES	114	2074	9	19	21	32	18	12	86	3	1	2	4	12	12	95	62	49	36	75	
NUMBER OF RESPONDENTS	127	2396	9	19	23	38	22	13	98	3	1	2	4	13	12	107	63	60	41	83	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q3 = YES]

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q5 YES	214 74%	3840 72%	15 36%~	31 67%~	32 71%~	64 89%*	42 89%~	24 86%~	169 75%	3 100%~	1 33%~	1 100%~	2 100%~	8 73%~	18 67%~	24 77%~	178 74%~	108 64%*	97 88%*	75 72%	133 75%
NO	77 26%	1468 28%	27 64%~	15 33%~	13 29%~	8 11%*	5 11%~	4 14%~	56 25%		2 ~ 67%~			3 ~ 27%~	9 33%~	7 23%~	64 26%~	62 36%*	13 12%*	29 28%	44 25%
NOT ANSWERED	16	246	2	1	1	1	1	1	6							2	6	7	1	4	4
VALID CASES	291	5308	42	46	45	72	47	28	225	3	3	1	2	11	27	31	242	170	110	104	177
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		GENDER			
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	ASIAN	NATV HAW/ PAC	AMER IND/ ALSK	MULTI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE-MALE	MALE		
Q6 NEVER	3 2%	83 2%	1 7%	1 3%	~	1 2%	~	3 2%	~	~	~	~	~	~	1 4%	2 1%	2 2%	1 1%	3 ~	2%	
SOMETIMES	36 18%	655 19%	6 40%	9 29%	7 23%	5 9%*	4 11%	3 15%	23 15%	~	~	~	2 ~	6 33%	8 33%	26 16%	20 20%	11 13%	16 24%	18 15%	
USUALLY	47 24%	957 28%	3 20%	8 26%	7 23%	17 30%	9 24%	2 10%	36 24%	1 33%	1 100%	1 100%	1 50%	2 25%	2 11%	7 29%	39 24%	26 26%	20 23%	15 22%	31 25%
ALWAYS	109 56%	1742 51%	5 33%	13 42%	16 53%	33 59%	25 66%	15 75%	89 59%	2 67%	~	~	1 50%	4 50%	10 56%	8 33%	94 58%	52 52%	54 63%	36 54%	71 58%
#ALWAYS + USUALLY (NET)	156 80%	2699 79%	8 53%	21 68%	23 77%	50 89%*	34 89%	17 85%	125 83%	3 100%	1 100%	1 100%	2 100%	6 75%	12 67%	15 63%	133 83%	78 78%	74 86%	51 76%	102 83%
TOP BOX SCORE	109 56%	1742 51%	5 33%	13 42%	16 53%	33 59%	25 66%	15 75%	89 59%	2 67%	~	~	1 50%	4 50%	10 56%	8 33%	94 58%	52 52%	54 63%	36 54%	71 58%
NOT ANSWERED	19	401			2	8	4	4	18							17	8	11	8	10	
VALID CASES	195	3437	15	31	30	56	38	20	151	3	1	1	2	8	18	24	161	100	86	67	123
NUMBER OF RESPONDENTS	214	3838	15	31	32	64	42	24	169	3	1	1	2	8	18	24	178	108	97	75	133
	100%	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?

	JCC TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q7 NONE	56 19%	1217 23%	19 44%	9 20%	10 22%	9 13%	2 4%	3 11%	39 17%	2 67%	~	~	4 36%	6 24%	9 29%	43 18%	49 29%*	6 5%*	25 25%	28 16%	
1 TIME	51 18%	847 16%	6 14%	11 24%	8 18%	10 14%	7 15%	6 22%	36 16%	2 67%	~	~	1 50%	2 18%	5 20%	5 16%	42 17%	33 19%	14 13%	21 21%	27 15%
2	48 17%	1010 19%	8 19%	6 13%	6 13%	12 17%	13 28%	3 11%	41 18%	1 33%	~	~	~	4 16%	4 13%	40 17%	34 20%	14 13%	15 15%	33 19%	
3	39 13%	647 12%	2 5%	5 11%	6 13%	11 15%	9 19%	6 22%	33 15%	~	~	~	2 18%	3 12%	5 16%	33 14%	17 10%*	21 19%*	14 14%	25 14%	
4	31 11%	427 8%	2 5%	4 9%	6 13%	10 14%	3 6%	6 22%	26 12%	~	~	1 100%	2 18%	1 4%	2 6%	28 12%	15 9%	16 15%	11 11%	20 11%	
5 TO 9	47 16%	719 14%	4 9%	6 13%	6 13%	16 23%	10 21%	2 7%	38 17%	1 33%	~	~	1 9%	3 12%	2 6%	42 17%	15 9%*	30 27%*	14 14%	30 17%	
10 OR MORE TIMES	17 6%	356 7%	2 5%	4 9%	3 7%	3 4%	3 6%	1 4%	12 5%	~	~	~	1 50%	3 12%	4 13%	13 5%	8 5%	9 8%	2 2%*	15 8%*	
NOT ANSWERED	18	330	1	2	1	2	1	2	6					2	2	7	6	1	6	3	
VALID CASES	289	5224	43	45	45	71	47	27	225	3	3	1	2	11	25	31	241	171	110	102	178
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE	
Q8 #YES	168 74%	2839 72%	14 58%	24 69%	28 80%	48 80%	31 70%	19 79%	133 73%	3 100%	1 ~100%	2 ~100%	7 ~100%	14 74%	16 73%	142 73%	85 70%	78 78%	61 79%	104 71%	
NO	59 26%	1080 28%	10 42%	11 31%	7 20%	12 20%	13 30%	5 21%	49 27%	1 ~100%	~	~	~	5 26%	6 27%	52 27%	36 30%	22 22%	16 21%	42 29%	
NOT ANSWERED	6	109	1	1	2	1	4								4	1	4		4		
VALID CASES	227	3919	24	35	35	60	44	24	182	3	1	1	2	7	19	22	194	121	100	77	146
NUMBER OF RESPONDENTS	233	4028	24	36	35	62	45	24	186	3	1	1	2	7	19	22	198	122	104	77	150
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q9 YES	123 54%	2140 54%	11 46%~	16 46%~	18 51%~	37 62%	26 59%~	12 50%~	99 54%~	1 33%~	1 100%~		1 ~	3 50%~	11 43%~	61%~	12 55%~	105 54%~	56 46%*	62 62%*	38 49%	83 57%
NO	104 46%	1796 46%	13 54%~	19 54%~	17 49%~	23 38%	18 41%~	12 50%~	84 46%~	2 67%~		1 ~	1 100%~	4 50%~	7 57%~	39%~	10 45%~	89 46%~	65 54%*	38 38%*	39 51%	63 43%
NOT ANSWERED	6	92		1		2	1		3									4	1	4		4
VALID CASES	227	3936	24	35	35	60	44	24	183	3	1	1	2	7	18		22	194	121	100	77	146
NUMBER OF RESPONDENTS	233 100%	4028 100%	24 100%	36 100%	35 100%	62 100%	45 100%	24 100%	186 100%	3 100%	1 100%	1 100%	2 100%	7 100%	19 100%		22 100%	198 100%	122 100%	104 100%	77 100%	150 100%

[ASKED IF Q7 >= 1 TIME]

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

	JCC TOT ADULT	OHP TOT ADULT	AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	ASIAN	NATV HAW/ PAC	AMER IND/ ALSK	MULTI	NOT HIS- PAN	HIS- PAN	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q10 NOT AT ALL	4 3%	93 4%	1 9%	1 6%	1 6%	1 3%	~	3 3%	~	~	~	~	~	1 9%	1 8%	3 3%	2 4%	2 3%	1 3%	3 4%	
A LITTLE	17 14%	327 16%	~	3 19%	2 11%	8 23%	3 12%	1 10%	11 12%	1 100%	~	~	2 67%	3 27%	1 8%	16 16%	8 15%	9 15%	8 23%	9 11%	
SOME	49 42%	758 36%	6 55%	7 44%	7 39%	8 23%	14 54%	6 60%	45 47%	~	~	~	1 33%	~	6 50%	42 41%	25 46%	21 35%	11 31%	37 45%	
#A LOT	48 41%	898 43%	4 36%	5 31%	8 44%	18 51%	9 35%	3 30%	36 38%	1 100%	~	1 100%	7 64%	7 33%	4 33%	41 40%	19 35%	28 47%	15 43%	33 40%	
NOT ANSWERED	5	95				2	2		4						3		2	2	3	1	
VALID CASES	118	2076	11	16	18	35	26	10	95	1	1		1	3	11	12	102	54	60	35	82
NUMBER OF RESPONDENTS	123	2171	11	16	18	37	26	12	99	1	1		1	3	11	12	105	56	62	38	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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



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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE					
Q11 NOT AT ALL	15 13%	407 20%*	2 18%~	2 13%~	1 6%~	3 9%~	5 19%~	2 18%~	12 13%~	1 100%~	~	~	~	1 33%~	~	2 17%~	12 12%~	8 15%	7 12%	3 9%~	12 14%~
A LITTLE	25 21%	411 20%	2 18%~	5 31%~	6 33%~	8 23%~	2 8%~	2 18%~	22 23%~	~	~	~	1 ~100%~	2 ~18%~	1 8%~	24 23%~	16 29%*	9 15%	10 29%~	15 18%~	
SOME	47 39%	704 34%	6 55%~	7 44%~	7 39%~	13 37%~	10 38%~	3 27%~	39 41%~	1 ~100%~	~	~	1 ~33%~	3 27%~	5 42%~	41 40%~	23 42%	20 33%	13 37%~	33 40%~	
#A LOT	32 27%	554 27%	1 9%~	2 13%~	4 22%~	11 31%~	9 35%~	4 36%~	23 24%~	~	~	~	1 ~33%~	6 55%~	4 33%~	26 25%~	8 15%*	24 40%*	9 26%~	23 28%~	
NOT ANSWERED	4	95				2		1	3							2	1	2	3		
VALID CASES	119	2076	11	16	18	35	26	11	96	1	1		1	3	11	12	103	55	60	35	83
NUMBER OF RESPONDENTS	123	2171	11	16	18	37	26	12	99	1	1		1	3	11	12	105	56	62	38	83
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q12 #YES	93 78%	1495 72%	8 73%~	14 88%~	14 78%~	25 71%~	22 85%~	8 73%~	77 80%~	1 ~100%~	2 ~	8 ~	10 67%~	80 73%~	43 83%~	46 78%~	27 77%~	65 78%~		
NO	26 22%	577 28%	3 27%~	2 13%~	4 22%~	10 29%~	4 15%~	3 27%~	19 20%~	1 100%~	1 ~	3 ~100%~	1 33%~	3 27%~	2 17%~	23 22%~	12 22%	14 23%	8 23%~	18 22%~
NOT ANSWERED	4	99				2	1	3						2	1	2	3			
VALID CASES	119	2072	11	16	18	35	26	11	96	1	1	1	3	11	12	103	55	60	35	83
NUMBER OF RESPONDENTS	123 100%	2171 100%	11 100%	16 100%	18 100%	37 100%	26 100%	12 100%	99 100%	1 100%	1 100%	1 100%	3 100%	11 100%	12 100%	105 100%	56 100%	62 100%	38 100%	83 100%

[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					
	JCC TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE			
Q13 WORST HEALTH CARE POSSIBLE	2 0.9%	27 0.7%	2 ~	6%~	~	~	~	1 0.5%	~	~	~	~	~	1 6%	2 ~	1 0.8%	1 1%	1 1%	1 0.7%		
01	2 0.9%	36 0.9%	1 ~	3%~	1 3%~	~	~	2 1%	~	~	~	~	~	2 ~	1 0.8%	1 1%	~	2 1%	~		
02	2 0.9%	49 1%	1 4%~	~	~	~	1 2%~	2 1%	~	~	~	~	~	2 ~	2 2%~	~	~	2 1%	~		
03	3 1%	75 2%	1 4%~	1 3%~	~	~	1 2%~	2 1%	~	~	~	~	~	3 2%	1 0.8%	2 2%	2 3%	1 0.7%	~		
04	6 3%	144 4%	1 4%~	1 3%~	1 3%~	1 2%	1 2%~	5 3%	~	~	~	~	~	1 5%	4 2%	2 2%	3 3%	3 4%	2 1%		
05	15 7%	268 7%	1 4%~	4 11%~	2 6%~	4 7%	3 7%~	1 4%~	11 6%	1 33%	~	1 50%~	1 14%~	1 6%	14 7%	7 6%	8 8%	6 8%	9 6%		
06	13 6%	223 6%	~	2 6%~	2 6%~	5 8%	4 9%~	10 5%	~	~	~	1 50%~	2 29%~	3 14%~	10 5%	8 7%	5 5%	4 5%	9 6%		
07	24 11%	446 11%	4 17%~	4 11%~	7 20%~	7 12%	1 2%~	1 4%~	21 12%~	~	~	~	~	3 17%~	24 12%~	13 11%	11 11%	9 12%	15 10%		
08	60 27%	874 22%	8 33%~	8 22%~	8 23%~	17 29%	10 23%~	8 35%~	48 26%~	2 67%~	~	~	1 ~	7 39%~	4 18%~	53 27%~	34 28%	23 23%	20 26%	39 27%	
09	32 14%	633 16%	4 17%~	4 11%~	7 20%~	11 19%	4 9%~	2 9%~	28 15%~	~	~	~	1 ~	2 11%~	3 14%~	28 15%~	17 14%	15 15%	14 18%	18 12%	
BEST HEALTH CARE POSSIBLE	66 29%	1114 29%	4 17%~	9 25%~	7 20%~	14 24%	19 43%~	11 48%~	52 29%~	1 ~	1 100%~	~	2 ~	4 22%~	10 45%~	51 26%~	36 30%	29 30%	18 23%	47 32%	
#8-10 (NET)	158 70%	2622 67%	16 67%~	21 58%~	22 63%~	42 71%	33 75%~	21 91%~	128 70%~	2 67%~	1 100%~	1 100%~	~	4 57%~	13 72%~	17 77%~	132 68%~	87 71%	67 68%	52 68%	104 72%

Continued

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

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER			
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AMER AS-	NATV PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
9-10 (NET)	98 44%	1747 45%	8 33%	13 36%	14 40%	25 42%	23 52%	13 57%	80 44%	1 ~100%	1 ~100%	3 ~43%	6 33%	13 59%	79 41%	53 43%	44 45%	32 42%	65 45%		
NOT ANSWERED	8	139				3	1	1	4				1		5		6		5		
VALID CASES	225	3889	24	36	35	59	44	23	182	3	1	1	2	7	18	22	193	122	98	77	145
NUMBER OF RESPONDENTS	233 100%	4028 100%	24 100%	36 100%	35 100%	62 100%	45 100%	24 100%	186 100%	3 100%	1 100%	1 100%	2 100%	7 100%	19 100%	22 100%	198 100%	122 100%	104 100%	77 100%	150 100%
MEAN	7.95	7.86	7.58	7.17	7.80	8.10	8.20	8.87	7.97	7.00	10.0	10.0	5.50	7.71	7.78	8.45	7.85	7.99	7.91	7.81	8.03
p stat_(*=Sig @ p<=.05)		.543	~	~	~.438	~	~	~	~	~	~	~	~	~	~	~	~	.726	.809	.465	.397

[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?

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
Q14 NEVER	6 3%	106 3%	1 4%~	3 8%~	1 ~	1 2%	1 2%~	5 3%~	~	~	~	~	~	1 5%~	6 ~	3 3%	4 2%	2 2%	3 4%	3 2%	
SOMETIMES	26 12%	606 16%	6 25%~	5 14%~	4 12%~	6 10%	4 9%~	20 11%~	1 33%~	~	~	~	1 ~	1 5%~	2 9%~	22 11%~	11 9%	14 14%	7 9%	18 12%	
USUALLY	78 35%	1251 32%	8 33%~	12 33%~	15 44%~	20 33%	17 39%~	5 22%~	58 32%~	1 33%~	1 100%~	1 100%~	2 100%~	3 43%~	8 42%~	13 59%~	62 32%~	42 35%	35 35%	28 36%	49 34%
ALWAYS	115 51%	1927 50%	9 38%~	16 44%~	15 44%~	33 55%	22 50%~	18 78%~	98 54%~	1 33%~	~	~	~	3 43%~	9 47%~	7 32%~	103 53%~	64 53%	48 48%	39 51%	75 52%
#ALWAYS + USUALLY (NET)	193 86%	3178 82%	17 71%~	28 78%~	30 88%~	53 88%	39 89%~	23 100%~	156 86%~	2 67%~	1 100%~	1 100%~	2 100%~	6 86%~	17 89%~	20 91%~	165 85%~	106 88%	83 84%	67 87%	124 86%
TOP BOX SCORE	115 51%	1927 50%	9 38%~	16 44%~	15 44%~	33 55%	22 50%~	18 78%~	98 54%~	1 33%~	~	~	~	3 43%~	9 47%~	7 32%~	103 53%~	64 53%	48 48%	39 51%	75 52%
NOT ANSWERED	8	138			1	2	1	1	5						5	1	5			5	
VALID CASES	225	3890	24	36	34	60	44	23	181	3	1	1	2	7	19	22	193	121	99	77	145
NUMBER OF RESPONDENTS	233 100%	4028 100%	24 100%	36 100%	35 100%	62 100%	45 100%	24 100%	186 100%	3 100%	1 100%	1 100%	2 100%	7 100%	19 100%	22 100%	198 100%	122 100%	104 100%	77 100%	150 100%

[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?

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q15 YES	241 82%	4471 84%	31 70%	31 69%	37 82%	66 90%*	46 96%	23 79%	196 86%*	3 100%	1 33%	1 100%	2 100%	8 73%	17 65%	25 76%	205 84%	134 77%*	100 90%*	83 79%	153 85%
NO	53 18%	824 16%	13 30%	14 31%	8 18%	7 10%*	2 4%	6 21%	33 14%*	2 67%	~	~	~	3 27%	9 35%	8 24%	40 16%	40 23%*	11 10%*	22 21%	28 15%
NOT ANSWERED	13	259		2	1				2					1		3	3			3	
VALID CASES	294	5295	44	45	45	73	48	29	229	3	3	1	2	11	26	33	245	174	111	105	181
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q16 NONE	30 14%	737 18%	8 27%~	11 38%~	5 14%~	3 5%*	2 4%~	1 5%~	27 15%~	~	~	~	~	3 38%~	~	5 22%~	25 13%~	29 23%*	1 1%*	12 16%	18 13%
1 TIME	46 21%	904 22%	8 27%~	8 28%~	6 17%~	8 14%	7 16%~	5 26%~	37 20%~	2 67%~	~	~	~	1 13%~	1 7%~	2 9%~	39 21%~	32 26%*	11 12%*	20 26%	23 16%*
2	51 23%	921 22%	5 17%~	1 3%~	11 31%~	16 28%	15 33%~	3 16%~	42 23%~	1 33%~	1 100%~	~	1 50%~	2 25%~	3 21%~	6 26%~	43 23%~	31 25%	19 21%	18 24%	33 23%
3	25 11%	552 13%	2 7%~	3 10%~	5 14%~	3 5%*	8 18%~	4 21%~	21 12%~	~	~	~	~	1 13%~	3 21%~	3 13%~	22 12%~	8 6%*	17 19%*	9 12%	16 11%
4	24 11%	381 9%	2 7%~	2 7%~	2 6%~	11 19%*	4 9%~	3 16%~	19 10%~	~	~100%~	1 50%~	1 13%~	1 13%~	1 7%~	2 9%~	22 12%~	10 8%	14 15%	6 8%	18 13%
5 TO 9	37 17%	484 12%*	2 7%~	4 14%~	6 17%~	13 23%	9 20%~	3 16%~	31 17%~	~	~	~	~	~	3 21%~	2 9%~	34 18%~	12 10%*	25 27%*	9 12%	28 20%
10 OR MORE TIMES	7 3%	164 4%	3 10%~	~	1 3%~	3 5%	~	~	4 2%~	~	~	~	~	~	3 21%~	3 13%~	4 2%~	3 2%	4 4%	2 3%	5 4%
NOT ANSWERED	21	311	1	2	1	9	1	4	15						3	2	16	9	9	7	12
VALID CASES	220	4143	30	29	36	57	45	19	181	3	1	1	2	8	14	23	189	125	91	76	141
NUMBER OF RESPONDENTS	241	4454	31	31	37	66	46	23	196	3	1	1	2	8	17	25	205	134	100	83	153
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES]

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

	JCC TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV PAC ILND	AMER ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE			
Q17 NEVER	3 2%	64 2%	2 9%	~	~	1 2%	~	1 0.7%	~	~	~	~	~	~	2 14%	1 6%	2 1%	2 2%	1 1%	3 5%	~
SOMETIMES	10 5%	221 7%	1 5%	~	3 10%	5 9%	1 2%	7 5%	1 33%	~	~	1 50%	1 20%	~	1 6%	9 6%	5 5%	5 6%	5 8%	5 4%	
USUALLY	41 22%	788 23%	5 23%	5 28%	6 19%	11 20%	10 23%	4 24%	32 21%	1 100%	1 100%	~	2 40%	3 21%	5 28%	36 22%	18 19%	23 26%	10 16%	31 25%	
ALWAYS	135 71%	2286 68%	14 64%	13 72%	22 71%	37 69%	32 74%	13 76%	113 74%	2 67%	~	~	1 50%	2 40%	9 64%	11 61%	116 71%	71 74%	60 67%	46 72%	86 70%
#ALWAYS + USUALLY (NET)	176 93%	3074 92%	19 86%	18 100%	28 90%	48 89%	42 98%	17 100%	145 95%	2 67%	1 100%	1 100%	1 50%	4 80%	12 86%	16 89%	152 93%	89 93%	83 93%	56 88%	117 96%
TOP BOX SCORE	135 71%	2286 68%	14 64%	13 72%	22 71%	37 69%	32 74%	13 76%	113 74%	2 67%	~	~	1 50%	2 40%	9 64%	11 61%	116 71%	71 74%	60 67%	46 72%	86 70%
NOT ANSWERED	1	36					1	1	1							1		1		1	
VALID CASES	189	3360	22	18	31	54	43	17	153	3	1	1	2	5	14	18	163	96	89	64	122
NUMBER OF RESPONDENTS	190	3396	22	18	31	54	43	18	154	3	1	1	2	5	14	18	164	96	90	64	123
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q18 NEVER	3 2%	80 2%	1 5%	~	~	2 4%	~	2 1%	~	~	~	~	~	1 8%	~	3 2%	2 2%	1 1%	1 2%	2 2%	
SOMETIMES	16 9%	289 9%	3 14%	3 17%	~	5 9%	3 7%	2 12%	12 8%	~	~	1 100%	~	2 40%	~	2 12%	14 9%	7 7%	9 10%	7 11%	9 7%
USUALLY	29 15%	705 21%*	2 10%	3 17%	7 23%	6 11%	10 23%	1 6%	25 16%	1 100%	~	1 50%	~	2 15%	~	1 6%	28 17%	14 15%	15 17%	10 16%	19 16%
ALWAYS	140 74%	2267 68%*	15 71%	12 67%	24 77%	41 76%	30 70%	14 82%	114 75%	3 100%	~	1 50%	3 60%	10 77%	~	14 82%	118 72%	72 76%	64 72%	46 72%	91 75%
#ALWAYS + USUALLY (NET)	169 90%	2972 89%	17 81%	15 83%	31 100%	47 87%	40 93%	15 88%	139 91%	3 100%	1 100%	~	2 100%	3 60%	12 92%	15 88%	146 90%	86 91%	79 89%	56 88%	110 91%
TOP BOX SCORE	140 74%	2267 68%*	15 71%	12 67%	24 77%	41 76%	30 70%	14 82%	114 75%	3 100%	~	1 50%	3 60%	10 77%	~	14 82%	118 72%	72 76%	64 72%	46 72%	91 75%
NOT ANSWERED	2	55	1				1	1	1					1	1	1	1	1			2
VALID CASES	188	3341	21	18	31	54	43	17	153	3	1	1	2	5	13	17	163	95	89	64	121
NUMBER OF RESPONDENTS	190	3396	22	18	31	54	43	18	154	3	1	1	2	5	14	18	164	96	90	64	123
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	JCC TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE				
Q19 NEVER	3 2%	70 2%	~	~	~	6%	~	1%	~	~	~	~	~	~	7%	~	2%	1%	2%	2%	1%	3%	0.8%
SOMETIMES	8 4%	242 7%*	5%	11%	3%	6%	2%	5%	33%	~	~	~	~	~	~	6%	4%	5%	3%	5%	4%	5%	4%
USUALLY	35 19%	541 16%	18%	17%	19%	19%	24%	18%	~100%	~100%	~	~	~	40%	14%	17%	20%	17%	22%	22%	17%	22%	17%
ALWAYS	141 75%	2489 74%	77%	72%	77%	70%	74%	76%	67%	~	~	~	100%	60%	79%	78%	74%	77%	73%	70%	78%	70%	78%
#ALWAYS + USUALLY (NET)	176 94%	3030 91%*	95%	89%	97%	89%	98%	94%	67%	~100%	~100%	~100%	~100%	~100%	93%	94%	94%	94%	94%	92%	95%	92%	95%
TOP BOX SCORE	141 75%	2489 74%	77%	72%	77%	70%	74%	76%	67%	~	~	~	~	100%	60%	79%	78%	74%	77%	70%	78%	70%	78%
NOT ANSWERED	3	53					1	1	2							2		2		1	1		
VALID CASES	187	3343	22	18	31	54	42	17	152	3	1	1	2	5	14	18	162	96	88	63	122	63	122
NUMBER OF RESPONDENTS	190	3396	22	18	31	54	43	18	154	3	1	1	2	5	14	18	164	96	90	64	123	64	123
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q20 NEVER	4 2%	102 3%	1 5%	~	~	3 6%	~	~	3 2%	~	~	~	~	~	1 8%	~	4 3%	2 2%	2 2%	2 3%	2 2%
SOMETIMES	22 13%	343 11%	5 24%	4 22%	4 14%	3 6%*	5 12%	1 7%	19 13%	~	~	~	1 50%	1 20%	~	1 6%	21 14%	10 11%	12 14%	8 13%	14 12%
USUALLY	39 22%	852 27%	5 24%	3 17%	7 24%	8 16%	12 29%	4 29%	28 20%	2 67%	1 100%	1 100%	1 50%	1 20%	3 23%	7 39%	32 21%	23 26%	16 19%	13 21%	26 23%
ALWAYS	109 63%	1905 60%	10 48%	11 61%	18 62%	36 72%	24 59%	9 64%	92 65%	1 33%	~	~	~	3 60%	9 69%	10 56%	95 63%	54 61%	53 64%	38 62%	71 63%
#ALWAYS + USUALLY (NET)	148 85%	2757 86%	15 71%	14 78%	25 86%	44 88%	36 88%	13 93%	120 85%	3 100%	1 100%	1 100%	4 50%	12 80%	12 92%	17 94%	127 84%	77 87%	69 83%	51 84%	97 86%
TOP BOX SCORE	109 63%	1905 60%	10 48%	11 61%	18 62%	36 72%	24 59%	9 64%	92 65%	1 33%	~	~	~	3 60%	9 69%	10 56%	95 63%	54 61%	53 64%	38 62%	71 63%
NOT ANSWERED	16	195	1		2	4	2	4	12						1		12	7	7	3	10
VALID CASES	174	3201	21	18	29	50	41	14	142	3	1	1	2	5	13	18	152	89	83	61	113
NUMBER OF RESPONDENTS	190	3396	22	18	31	54	43	18	154	3	1	1	2	5	14	18	164	96	90	64	123
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q21 YES	107 62%	1971 62%	9 43%~	11 61%~	19 66%~	33 66%	24 60%~	11 79%~	87 62%~	1 33%~	1 100%~	1 100%~	1 50%~	4 80%~	8 62%~	11 61%~	93 62%~	46 53%*	60 71%*	33 56%	74 65%
NO	66 38%	1225 38%	12 57%~	7 39%~	10 34%~	17 34%	16 40%~	3 21%~	54 38%~	2 67%~	~	~	1 50%~	1 20%~	5 38%~	7 39%~	58 38%~	41 47%*	24 29%*	26 44%	40 35%
NOT ANSWERED	17	201	1		2	4	3	4	13						1		13	9	6	5	9
VALID CASES	173	3195	21	18	29	50	40	14	141	3	1	1	2	5	13	18	151	87	84	59	114
NUMBER OF RESPONDENTS	190 100%	3396 100%	22 100%	18 100%	31 100%	54 100%	43 100%	18 100%	154 100%	3 100%	1 100%	1 100%	2 100%	5 100%	14 100%	18 100%	164 100%	96 100%	90 100%	64 100%	123 100%

[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						ETHNICITY		HEALTH STATUS		GENDER		
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	ASIAN	NATV ILND	AMER HAW/ PAC	IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE	
Q22 NEVER	9 9%	127 7%	5 56%~	3 27%~	1 5%~	~	~	~	8 10%~	~	~	~	~	1 ~13%~	2 18%~	7 8%~	6 14%~	3 5%~	3 9%~	6 8%~	
SOMETIMES	13 13%	264 14%	1 11%~	2 18%~	2 11%~	3 10%~	4 17%~	1 11%~	8 10%~	~	~	~	3 ~75%~	2 25%~	2 18%~	11 12%~	6 14%~	7 12%~	6 19%~	7 10%~	
USUALLY	21 20%	545 29%*	1 11%~	1 9%~	7 37%~	8 26%~	2 8%~	2 22%~	17 20%~	~	1 ~100%~	~	~	1 ~13%~	4 36%~	17 19%~	8 18%~	13 22%~	4 13%~	17 24%~	
ALWAYS	60 58%	930 50%	2 22%~	5 45%~	9 47%~	20 65%~	18 75%~	6 67%~	50 60%~	1 100%~	1 100%~	1 ~100%~	1 25%~	4 50%~	3 27%~	54 61%~	24 55%~	35 60%~	19 59%~	41 58%~	
#ALWAYS + USUALLY (NET)	81 79%	1474 79%	3 33%~	6 55%~	16 84%~	28 90%~	20 83%~	8 89%~	67 81%~	1 100%~	1 100%~	1 100%~	1 25%~	5 63%~	7 64%~	71 80%~	32 73%~	48 83%~	23 72%~	58 82%~	
TOP BOX SCORE	60 58%	930 50%	2 22%~	5 45%~	9 47%~	20 65%~	18 75%~	6 67%~	50 60%~	1 100%~	1 100%~	1 ~100%~	1 25%~	4 50%~	3 27%~	54 61%~	24 55%~	35 60%~	19 59%~	41 58%~	
NOT ANSWERED	4	57				2	2		4						4	2	2	1	3		
VALID CASES	103	1865	9	11	19	31	24	9	83	1	1	1	1	4	8	11	89	44	58	32	71
NUMBER OF RESPONDENTS	107	1922	9	11	19	33	24	11	87	1	1	1	1	4	8	11	93	46	60	33	74
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	JCC TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q23 WORST PERSONAL DOCTOR POSSIBLE	3 1%	44 1%	1 ~	3%~	2 ~	4%~	~	2 1%~	~	~	~	~	~	~	1 7%~	3 ~	2 0.8%~	1 2%	2 2%	2 3%	1 0.7%
01	2 1%	31 0.8%	1 3%~	~	~	~	1 6%~	2 1%~	~	~	~	~	~	~	~	2 1%~	1 0.8%~	1 1%	1 1%	1 1%	1 0.7%
02	1 0.5%	33 0.8%	1 3%~	~	~	~	~	1 0.6%~	~	~	~	~	~	~	~	1 4%~	~	~	1 1%	~	1 ~0.7%
03	1 0.5%	49 1%	~	~	~	~	1 3%~	~	~	~	~	~	~	~	~	1 ~0.6%~	~	~	1 1%	~	1 ~0.7%
04	3 1%	91 2%	1 3%~	~	1 2%	1 3%~	~	2 1%~	~	~	~	~	~	~	~	1 4%~	2 1%~	2 2%	1 1%	2 3%	1 0.7%
05	10 5%	232 6%	1 3%~	3 10%~	3 9%~	1 2%	2 5%~	7 4%~	1 33%~	~	~	1 50%~	1 13%~	~	~	10 6%~	8 7%	2 2%	5 7%	5 4%	
06	12 6%	158 4%	2 7%~	2 7%~	4 12%~	~	3 8%~	1 6%~	9 5%~	1 33%~	~	1 100%~	1 13%~	~	~	2 8%~	10 6%~	8 7%	4 5%	3 4%	9 7%
07	13 6%	284 7%	3 10%~	3 10%~	2 6%~	1 2%*	3 8%~	1 6%~	12 7%~	~	~	~	~	~	1 7%~	1 4%~	12 7%~	9 8%	4 5%	3 4%	10 7%
08	27 13%	633 16%	5 17%~	6 20%~	3 9%~	10 18%	1 3%~	2 13%~	24 14%~	~	~	~	2 25%~	1 7%~	2 8%~	25 14%~	18 15%	9 11%	14 19%	13 10%	
09	34 16%	737 19%	5 17%~	4 13%~	8 24%~	12 21%	4 10%~	1 6%~	27 16%~	~	~	1 50%~	1 13%~	5 33%~	4 16%~	30 17%~	23 19%	10 12%	16 22%	18 13%	
BEST PERSONAL DOCTOR POSSIBLE	102 49%	1651 42%*	11 37%~	11 37%~	13 39%~	29 52%	25 63%~	10 63%~	83 49%~	1 33%~	1 100%~	~	3 38%~	7 47%~	14 56%~	83 47%~	50 42%*	49 58%*	27 37%*	74 55%*	
#8-10 (NET)	163 78%	3021 77%	21 70%~	21 70%~	24 73%~	51 91%*	30 75%~	13 81%~	134 79%~	1 33%~	1 100%~	~	1 50%~	6 75%~	13 87%~	20 80%~	138 78%~	91 76%	68 81%	57 78%	105 78%

Continued

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

	AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER				
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	73 & 59	43 & 92			
9-10 (NET)	136 65%	2388 61%	16 53%	15 50%	21 64%	41 73%	29 73%	11 69%	110 65%	1 33%	1 100%	1 ~	4 50%	12 80%	18 72%	113 63%	73 61%	59 70%	43 59%	92 69%	
NOT ANSWERED	33	511	1	1	4	10	6	7	27					2	27	14	16	10	19		
VALID CASES	208	3943	30	30	33	56	40	16	169	3	1	1	2	8	15	25	178	120	84	73	134
NUMBER OF RESPONDENTS	241 100%	4454 100%	31 100%	31 100%	37 100%	66 100%	46 100%	23 100%	196 100%	3 100%	1 100%	1 100%	2 100%	8 100%	17 100%	25 100%	205 100%	134 100%	100 100%	83 100%	153 100%
MEAN	8.53	8.35	8.00	8.07	8.45	8.82	8.75	8.69	8.58	7.00	10.0	6.00	7.00	8.25	8.67	8.68	8.47	8.42	8.62	8.21	8.69
p stat_(*=Sig @ p<=.05)		.218	~	~	~.229	~	~	~	~	~	~	~	~	~	~	~	~.425	.629	.124	.151	

[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?

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE					
Q24 YES	111 40%	2057 40%	5 12%~	13 28%~	16 38%~	36 53%*	25 54%~	13 57%~	86 40%	3 100%~	1 33%~	2 ~100%~	5 45%~	7 27%~	10 31%~	95 41%~	50 30%*	58 57%*	38 37%	71 42%	
NO	165 60%	3041 60%	38 88%~	34 72%~	26 62%~	32 47%*	21 46%~	10 43%~	129 60%	2 ~ 67%~	1 100%~	6 ~ 55%~	19 73%~	22 69%~	137 59%~	117 70%*	44 43%*	65 63%	97 58%		
NOT ANSWERED	31	457	1		4	5	2	6	16					1	1	16	10	9	5	13	
VALID CASES	276	5097	43	47	42	68	46	23	215	3	3	1	2	11	26	32	232	167	102	103	168
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%



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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q25 NEVER	7 7%	91 5%	1 20%~	1 8%~	3 ~	1 9%~	1 4%~	3 4%~	~	~	~	~	1 20%~	1 14%~	1 10%~	5 6%~	3 6%~	4 7%	1 3%~	5 7%~
SOMETIMES	11 10%	329 17%*	2 40%~	2 ~	4 13%~	3 12%~	3 12%~	11 14%~	~	~	~	~	~	~	11 ~	4 12%~	7 13%	4 8%~	7 10%~	
USUALLY	26 25%	546 29%	1 20%~	2 17%~	5 31%~	6 18%~	6 24%~	6 50%~	22 27%	1 ~100%~	~	~	~	1 14%~	3 30%~	23 26%~	12 25%~	13 24%	5 15%~	21 30%~
ALWAYS	61 58%	927 49%	1 20%~	9 75%~	9 56%~	20 61%~	15 60%~	6 50%~	45 56%~	3 100%~	~	2 ~100%~	4 80%~	5 71%~	6 60%~	51 57%~	29 60%~	30 56%	24 71%~	37 53%~
#ALWAYS + USUALLY (NET)	87 83%	1473 78%	2 40%~	11 92%~	14 88%~	26 79%~	21 84%~	12 100%~	67 83%~	3 100%~	1 100%~	2 ~100%~	4 80%~	6 86%~	9 90%~	74 82%~	41 85%~	43 80%	29 85%~	58 83%~
TOP BOX SCORE	61 58%	927 49%	1 20%~	9 75%~	9 56%~	20 61%~	15 60%~	6 50%~	45 56%~	3 100%~	~	2 ~100%~	4 80%~	5 71%~	6 60%~	51 57%~	29 60%~	30 56%	24 71%~	37 53%~
NOT ANSWERED	6	107	1	3	1	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
VALID CASES	105	1893	5	12	16	33	25	12	81	3	1	2	5	7	10	90	48	54	34	70
NUMBER OF RESPONDENTS	111	2000	5	13	16	36	25	13	86	3	1	2	5	7	10	95	50	58	38	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q26 NONE	4 4%	66 3%	1 20%~	~	~	2 6%~	1 4%~	~	2 3%~	~	~	~	~	~	1 14%~	1 10%~	3 3%~	1 2%~	3 6%~	1 3%~	3 4%~
1 SPECIALIST	51 49%	967 51%	2 40%~	9 75%~	8 50%~	13 39%~	11 48%~	6 50%~	37 47%~	3 100%~	1 100%~	~	1 50%~	3 60%~	2 29%~	4 40%~	43 49%~	30 63%~	20 38%*	13 39%~	36 52%~
2	38 37%	501 26%*	2 40%~	3 25%~	7 44%~	12 36%~	9 39%~	5 42%~	32 41%~	~	~	~	1 50%~	2 40%~	2 29%~	4 40%~	32 36%~	13 27%~	24 45%	14 42%~	24 35%~
3	6 6%	222 12%*	~	~	~	5 15%~	1 4%~	~	4 5%~	~	~	~	~	~	2 29%~	~	6 7%~	1 2%~	4 8%	3 9%~	3 4%~
4	3 3%	72 4%	~	~	1 6%~	1 3%~	1 4%~	~	3 4%~	~	~	~	~	~	~	~	3 3%~	1 2%~	2 4%	2 6%~	1 1%~
5 OR MORE SPECIALISTS	2 2%	70 4%	~	~	~	~	~	1 8%~	1 1%~	~	~	~	~	~	~	1 10%~	1 1%~	2 4%~	~	~	2 3%~
NOT ANSWERED	7	103	~	1	~	3	2	1	7	~	~	~	~	~	~	~	7	2	5	5	2
VALID CASES	104	1897	5	12	16	33	23	12	79	3	1	~	2	5	7	10	88	48	53	33	69
NUMBER OF RESPONDENTS	111	2000	5	13	16	36	25	13	86	3	1	~	2	5	7	10	95	50	58	38	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	~	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE			
Q27 WORST SPECIALIST POSSIBLE	2 2%	10 0.6%	~	~	~	1 3%	~	1 1%	~	~	~	~	~	~	1 1%	~	2 4%	1 2%			
01	1 1%	12 0.7%	~	~	1 6%	~	~	1 1%	~	~	~	~	~	~	1 1%	~	1 2%	1 2%			
02		19 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
03		29 2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
04		30 2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
05	1 1%	55 3%	~	~	~	1 3%	~	1 1%	~	~	~	~	~	~	1 1%	1 2%	~	1 2%			
06	5 5%	75 4%	1 25%	2 17%	~	1 3%	1 5%	3 4%	~	~	~	1 20%	1 20%	~	5 6%	2 4%	3 6%	1 3%	4 6%		
07	12 12%	144 8%	~	1 8%	3 19%	4 14%	3 14%	1 8%	10 13%	1 33%	~	~	~	1 20%	12 14%	4 9%	8 17%	7 22%	5 8%		
08	17 18%	332 19%	1 25%	1 8%	3 19%	8 28%	3 14%	1 8%	14 18%	~	~	~	2 40%	2 22%	15 18%	7 15%	8 17%	5 16%	12 19%		
09	16 16%	332 19%	~	3 25%	2 13%	5 17%	3 14%	3 25%	14 18%	~	~	1 50%	1 20%	2 22%	14 17%	9 19%	7 15%	5 16%	11 17%		
BEST SPECIALIST POSSIBLE	43 44%	747 42%	2 50%	5 42%	7 44%	9 31%	12 55%	7 58%	32 42%	2 67%	1 100%	~	1 50%	1 20%	3 60%	5 56%	34 41%	24 51%	19 40%	14 44%	29 45%
#8-10 (NET)	76 78%	1411 79%	3 75%	9 75%	12 75%	22 76%	18 82%	11 92%	60 79%	2 67%	1 100%	~	2 100%	4 80%	3 60%	9 76%	63 85%	34 71%	24 75%	52 81%	

Continued

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

	AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER			
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE MALE		
9-10 (NET)	59 61%	1080 60%	2 50%	8 67%	9 56%	14 48%	15 68%	10 83%	46 61%	2 67%	1 100%	2 ~100%	2 40%	3 60%	7 78%	48 58%	33 70%	26 54%	19 59%	40 63%
NOT ANSWERED	3	31				2		1					1		2		2		2	
VALID CASES	97	1786	4	12	16	29	22	12	76	3	1	2	5	5	9	83	47	48	32	64
NUMBER OF RESPONDENTS	100 100%	1817 100%	4 100%	12 100%	16 100%	31 100%	22 100%	12 100%	77 100%	3 100%	1 100%	2 100%	5 100%	6 100%	9 100%	85 100%	47 100%	50 100%	32 100%	66 100%
MEAN	8.56	8.46	8.50	8.67	8.38	8.21	9.00	9.33	8.58	9.00	10.0	9.50	8.20	8.60	9.33	8.51	8.98	8.17	8.75	8.59
p stat_(*=Sig @ p<=.05)		.639	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

[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?

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE			
Q28 YES	60 21%	1016 20%	12 28%	8 17%	8 19%	15 21%	10 22%	6 23%	46 21%			1 ~100%		3 ~ 27%	6 23%	10 30%	46 19%	34 20%	25 24%	19 18%	40 23%
NO	222 79%	4109 80%	31 72%	39 83%	35 81%	55 79%	36 78%	20 77%	174 79%	3 100%	3 100%		2 ~100%	8 73%	20 77%	23 70%	190 81%	135 80%	81 76%	85 82%	133 77%
NOT ANSWERED	25	429	1		3	3	2	3	11						1		12	8	5	4	8
VALID CASES	282	5125	43	47	43	70	46	26	220	3	3	1	2	11	26	33	236	169	106	104	173
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	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					ETHNICITY		HEALTH STATUS		GENDER		
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q29 NEVER	6 10%	95 10%		3 ~ 38%	3 38%			5 11%				1 ~ 50%		6 ~ 13%	4 12%	2 8%	1 6%	5 13%	
SOMETIMES	22 37%	336 35%	7 64%	4 50%	1 13%	6 40%	2 20%	2 33%		1 ~ 100%			5 83%	3 33%	18 39%	13 39%	9 36%	6 33%	16 40%
USUALLY	18 31%	299 31%	2 18%	1 13%	4 50%	4 27%	4 40%	3 50%				1 ~ 50%		4 ~ 44%	13 28%	12 36%	6 24%	5 28%	13 33%
ALWAYS	13 22%	228 24%	2 18%			5 33%	4 40%	1 17%					1 ~ 17%	2 22%	9 20%	4 12%	8 32%	6 33%	6 15%
#ALWAYS + USUALLY (NET)	31 53%	526 55%	4 36%	1 13%	4 50%	9 60%	8 80%	4 67%				1 ~ 50%	1 17%	6 67%	22 48%	16 48%	14 56%	11 61%	19 48%
TOP BOX SCORE	13 22%	228 24%	2 18%			5 33%	4 40%	1 17%					1 ~ 17%	2 22%	9 20%	4 12%	8 32%	6 33%	6 15%
NOT ANSWERED	1	45	1									1	1	1	1		1		
VALID CASES	59	957	11	8	8	15	10	6	46	1	2	6	9	46	33	25	18	40	
NUMBER OF RESPONDENTS	60	1002	12	8	8	15	10	6	46	1	3	6	10	46	34	25	19	40	
	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?

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q30 YES	82 29%	1357 27%	6 14%	14 30%	15 35%	17 25%	16 35%	12 48%	65 30%			1 ~100%	1 50%	5 45%	5 19%	11 33%	68 29%	36 22%*	43 41%*	20 19%*	61 35%*
NO	197 71%	3728 73%	37 86%	33 70%	28 65%	52 75%	30 65%	13 52%	154 70%	3 100%	2 100%		1 ~50%	6 55%	21 81%	22 67%	166 71%	131 78%*	63 59%*	83 81%*	111 65%*
NOT ANSWERED	28	469	1		3	4	2	4	12		1				1		14	10	5	5	9
VALID CASES	279	5085	43	47	43	69	46	25	219	3	2	1	2	11	26	33	234	167	106	103	172
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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						ETHNICITY		HEALTH STATUS		GENDER		
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q31 NEVER	3 4%	46 4%	1 17%~	1 ~	1 7%~	1 ~	1 7%~	2 3%~	~	~	~	~	1 20%~	~	3 5%~	1 3%~	2 5%~	~	3 5%~		
SOMETIMES	13 17%	289 23%	1 17%~	4 29%~	1 7%~	4 24%~	2 13%~	1 11%~	12 19%~	~	~	~	1 20%~	~	13 20%~	9 26%~	4 10%~	4 21%~	9 16%~		
USUALLY	27 35%	401 32%	3 50%~	6 43%~	5 33%~	4 24%~	7 47%~	2 22%~	20 32%~	~	1 100%~	~	1 20%~	2 50%~	3 27%~	24 37%~	12 34%~	14 35%~	5 26%~	22 38%~	
ALWAYS	34 44%	508 41%	1 17%~	4 29%~	8 53%~	9 53%~	5 33%~	6 67%~	28 45%~	~	~	~	1 100%~	2 40%~	2 50%~	8 73%~	25 38%~	13 37%~	20 50%~	10 53%~	24 41%~
#ALWAYS + USUALLY (NET)	61 79%	909 73%	4 67%~	10 71%~	13 87%~	13 76%~	12 80%~	8 89%~	48 77%~	~	1 100%~	1 100%~	3 60%~	4 100%~	11 75%~	49 75%~	25 71%~	34 85%~	15 79%~	46 79%~	
TOP BOX SCORE	34 44%	508 41%	1 17%~	4 29%~	8 53%~	9 53%~	5 33%~	6 67%~	28 45%~	~	~	~	1 100%~	2 40%~	2 50%~	8 73%~	25 38%~	13 37%~	20 50%~	10 53%~	24 41%~
NOT ANSWERED	5	75					1 3	3					1		3	1	3	1	3		
VALID CASES	77	1245	6	14	15	17	15	9	62		1	1	5	4	11	65	35	40	19	58	
NUMBER OF RESPONDENTS	82	1320	6	14	15	17	16	12	65		1	1	5	5	11	68	36	43	20	61	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q30 = YES]



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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q32 NEVER		18 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
SOMETIMES	7 9%	93 7%	~	1 7%	1 7%	2 12%	1 7%	2 18%	7 11%	~	~	~	~	~	10%	5 8%	2 6%	5 12%	7 12%		
USUALLY	19 24%	288 23%	5 83%	6 43%	1 7%	4 24%	3 20%	~	14 22%	~	~	1 100%	1 100%	2 40%	3 30%	16 24%	11 32%	8 20%	6 32%	13 22%	
ALWAYS	52 67%	849 68%	1 17%	7 50%	13 87%	11 65%	11 73%	9 82%	43 67%	~	~	~	~	3 60%	4 100%	6 60%	45 68%	21 62%	28 68%	13 68%	39 66%
#ALWAYS + USUALLY (NET)	71 91%	1137 91%	6 100%	13 93%	14 93%	15 88%	14 93%	9 82%	57 89%	~	~	1 100%	1 100%	5 100%	4 100%	9 90%	61 92%	32 94%	36 88%	19 100%	52 88%
TOP BOX SCORE	52 67%	849 68%	1 17%	7 50%	13 87%	11 65%	11 73%	9 82%	43 67%	~	~	~	~	3 60%	4 100%	6 60%	45 68%	21 62%	28 68%	13 68%	39 66%
NOT ANSWERED	4	73					1	1	1					1	1	2	2	2	1	2	
VALID CASES	78	1247	6	14	15	17	15	11	64			1	1	5	4	10	66	34	41	19	59
NUMBER OF RESPONDENTS	82	1320	6	14	15	17	16	12	65			1	1	5	5	11	68	36	43	20	61
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q33	JCC TOT ADULT																				
YES	89 32%	1535 30%	22 51%	15 33%	12 29%	16 24%	14 31%	8 32%	62 29%*	1 33%	1 33%		7 64%	11 46%	14 45%	70 30%	53 32%	35 34%	36 36%	52 31%	
NO	185 68%	3528 70%	21 49%	31 67%	30 71%	51 76%	31 69%	17 68%	154 71%*	2 67%	2 67%	1 100%	1 100%	4 36%	13 54%	17 55%	161 70%	112 68%	68 66%	64 64%	118 69%
NOT ANSWERED	33	491	1	1	4	6	3	4	15			1		3	2	17	12	8	8	11	
VALID CASES	274	5063	43	46	42	67	45	25	216	3	3	1	1	11	24	31	231	165	103	100	170
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

	JCC TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
PQ34 NEVER	1 0.4%	53 1%	~	~	2%~	~	~	~	~	~	~	~	~	10%~	~	3%~	~	~	1%	1	~
SOMETIMES	17 6%	302 6%	4 10%~	3 7%~	~	4 6%	3 7%~	2 8%~	12 6%	~	1 33%~	~	~	~	2 8%~	2 7%~	13 6%~	11 7%	6 6%	4 4%	12 7%
USUALLY	39 14%	589 12%	12 29%~	5 11%~	7 17%~	6 9%	7 16%~	2 8%~	28 13%	1 33%~	~	~	~	3 30%~	3 13%	7 23%~	31 13%	24 15%	14 14%	20 20%	19 11%
ALWAYS	215 79%	4094 81%	26 62%~	38 83%~	33 80%~	57 85%	35 78%~	21 84%~	175 81%	2 67%~	2 67%~	1 100%~	1 100%~	6 60%~	19 79%~	20 67%~	186 81%~	129 79%	81 79%	74 75%	138 82%
#ALWAYS + USUALLY (NET)	254 93%	4682 93%	38 90%~	43 93%~	40 98%~	63 94%	42 93%~	23 92%~	203 94%	3 100%~	2 67%~	1 100%~	1 100%~	9 90%~	22 92%~	27 90%~	217 94%~	153 93%	95 93%	94 95%	157 93%
TOP BOX SCORE	215 79%	4094 81%	26 62%~	38 83%~	33 80%~	57 85%	35 78%~	21 84%~	175 81%	2 67%~	2 67%~	1 100%~	1 100%~	6 60%~	19 79%~	20 67%~	186 81%~	129 79%	81 79%	74 75%	138 82%
NOT ANSWERED	2	97	1		1				1					1	1	1	1	1	1	1	1
VALID CASES	272	5037	42	46	41	67	45	25	215	3	3	1	1	10	24	30	230	164	102	99	169
NUMBER OF RESPONDENTS	274 100%	5134 100%	43 100%	46 100%	42 100%	67 100%	45 100%	25 100%	216 100%	3 100%	3 100%	1 100%	1 100%	11 100%	24 100%	31 100%	231 100%	165 100%	103 100%	100 100%	170 100%

[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?

	JCC TOT ADULT	OHP TOT ADULT	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q35 WORST HEALTH PLAN POSSIBLE	1	48				1			1							1		1	1	1	
	0.4%	1%	~	~	~	2%	~	~	0.5%	~	~	~	~	~	~	~	0.4%	~	1%	1%	~
01	1	36			1				1						1		1	1	1		
	0.4%	0.7%	~	~	2%	~	~	~	0.5%	~	~	~	~	~	~	~	0.4%	~	1%	1%	~
02	4	58	1			1	1	1	3						1	3	2	2	2	4	
	1%	1%	2%	~	~	2%	2%	4%	1%	~	~	~	~	~	3%	1%	1%	2%	2%	~	2%
03	4	85	1			1	1	1	1					1	1	2	2	2	2	2	1
	1%	2%	2%	~	~	2%	2%	~	0.5%	~	~	~	~	9%	~	3%	0.9%	1%	2%	2%	0.6%
04	4	108			1	1	2		4							4	3	1	1	3	
	1%	2%	~	~	2%	2%	5%	~	2%*	~	~	~	~	~	~	2%	2%	1%	1%	2%	
05	21	486	2	5	4	7	2		19						1	3	17	9	12	5	15
	8%	10%	5%	11%	10%	11%	5%	~	9%	~	~	~	~	~	4%	9%	8%	6%	12%	5%	9%
06	17	314	5	3	2	3	1	2	12					1	3	15	11	5	6	10	
	6%	6%	12%	7%	5%	5%	2%	8%	6%	~	~	~	~	9%	12%	~	7%	7%	5%	6%	6%
07	41	595	7	5	9	8	9	3	34				1	1	5	3	38	22	18	17	24
	15%	12%	17%	11%	22%	12%	20%	12%	16%	~	~	~	50%	9%	20%	9%	17%	14%	17%	17%	14%
08	66	978	10	17	12	13	11	3	53	1	1			2	8	5	60	43	23	24	42
	25%	20%	24%	37%	29%	20%	25%	12%	25%	50%	33%	~	~	18%	32%	16%	27%	27%	22%	24%	25%
09	39	825	6	8	5	13	2	5	29			1	1	3	2	4	34	26	12	14	25
	14%	17%	14%	17%	12%	20%	5%	20%	14%	~	~	100%	50%	27%	8%	13%	15%	16%	12%	14%	15%
BEST HEALTH PLAN POSSIBLE	71	1331	10	8	7	17	15	11	53	1	2			3	6	15	50	43	26	28	42
	26%	27%	24%	17%	17%	26%	34%	44%	25%	50%	67%	~	~	27%	24%	47%	22%	27%	25%	28%	25%
#8-10 (NET)	176	3134	26	33	24	43	28	19	135	2	3	1	1	8	16	24	144	112	61	66	109
	65%	64%	62%	72%	59%	66%	64%	76%	64%	100%	100%	100%	50%	73%	64%	75%	64%	70%	59%	67%	66%

Continued

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AMER AS-	NATV PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
9-10 (NET)	110 41%	2156 44%	16 38%	16 35%	12 29%	30 46%	17 39%	16 64%	82 39%	1 50%	2 67%	1 100%	1 50%	6 55%	8 32%	19 59%	84 37%	69 43%	38 37%	42 42%	67 40%
NOT ANSWERED	38	689	2	1	5	8	4	4	21	1				2	1	23	16	8	9	15	
VALID CASES	269	4865	42	46	41	65	44	25	210	2	3	1	2	11	25	32	225	161	103	99	166
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%
MEAN	7.88	7.79	7.81	7.96	7.59	7.83	7.91	8.56	7.84	9.00	9.33	9.00	8.00	8.09	8.00	8.34	7.80	8.04	7.60	7.97	7.87
p stat_(*=Sig @ p<=.05)	.433		~	~	~.826	~	~	~.513	~	~	~	~	~	~	~	~	~.099	.082	.576	.938	

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					ETHNICITY		HEALTH STATUS		GENDER				
	JCC TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q35A YES	51 18%	908 18%	~	2 4%	9 21%	24 35%*	10 22%	5 20%	41 19%	~	~	~	~	1 9%	6 23%	2 6%	48 20%	13 8%*	34 33%*	20 19%	30 17%
NO	229 82%	4189 82%	100%	43 96%	45 79%	34 65%*	45 78%	36 80%	20 81%	3 100%	3 100%	1 100%	2 100%	10 91%	20 77%	31 94%	187 80%	156 92%*	70 67%*	83 81%	142 83%
NOT ANSWERED	27	458	1		3	4	2	4	13					1		13	8	7	5	9	
VALID CASES	280	5096	43	47	43	69	46	25	218	3	3	1	2	11	26	33	235	169	104	103	172
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER						
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE					
Q35B NEVER	6 13%	172 22%	~	~	~	14%	30%	~	11%	~	~	~	~	~	17%	1	5	1	5	1	5	5%	18%		
SOMETIMES	9 19%	131 17%	~	~	11%	32%	10%	~	21%	~	~	~	~	~	~	~	9	1	8	6	3	32%	11%		
USUALLY	14 29%	173 22%	~	100%	33%	18%	30%	50%	34%	~	~	~	~	~	17%	1	13	5	8	5	9	26%	32%		
ALWAYS	19 40%	296 38%	~	~	56%	36%	30%	50%	34%	~	~	~	~	100%	67%	1	4	18	4	13	7	11	37%	39%	
#ALWAYS + USUALLY (NET)	33 69%	470 61%	~	100%	89%	55%	60%	100%	68%	~	~	~	~	100%	83%	1	5	1	31	9	21	12	20	63%	71%
TOP BOX SCORE	19 40%	296 38%	~	~	56%	36%	30%	50%	34%	~	~	~	~	100%	67%	1	4	18	4	13	7	11	37%	39%	
NOT ANSWERED	3	58				2	1	3									3	2			1	2			
VALID CASES	48	773		2	9	22	10	4	38					1	6	2	45	11	34	19	28				
NUMBER OF RESPONDENTS	51	831		2	9	24	10	5	41					1	6	2	48	13	34	20	30				
	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						ETHNICITY		HEALTH STATUS		GENDER		
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q35C YES	50 17%	876 17%	2 5%	3 6%	8 17%	26 36%*	7 15%	4 14%	42 18%	~	~	~	~	2 20%	4 15%	3 9%	47 19%	15 9%*	33 30%*	17 16%	33 18%
NO	241 83%	4320 83%	41 95%	44 94%	38 83%	46 64%*	40 85%	24 86%	187 82%	3 100%	2 100%	1 100%	2 100%	8 80%	23 85%	30 91%	197 81%	159 91%*	77 70%*	89 84%	146 82%
NOT ANSWERED	16	357	1			1	1	1	2		1			1		4		3	1	2	2
VALID CASES	291	5197	43	47	46	72	47	28	229	3	2	1	2	10	27	33	244	174	110	106	179
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%



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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35D NEVER	17 35%	245 32%	2 100%	3 100%	2 25%	9 38%	1 14%	13 33%	~	~	~	~	1 50%	2 50%	1 33%	16 36%	5 33%	12 39%	3 18%	14 45%
SOMETIMES	4 8%	126 16%	~	~	1 13%	1 4%	1 14%	1 25%	4 10%	~	~	~	~	~	4 9%	2 13%	2 6%	3 18%	1 3%	
USUALLY	12 25%	150 20%	~	~	2 25%	6 25%	4 57%	10 25%	~	~	~	~	1 50%	~	1 33%	11 24%	4 27%	8 26%	3 18%	9 29%
ALWAYS	15 31%	244 32%	~	~	3 38%	8 33%	1 14%	3 75%	13 33%	~	~	~	~	2 50%	1 33%	14 31%	4 27%	9 29%	8 47%	7 23%
#ALWAYS + USUALLY (NET)	27 56%	393 51%	~	~	5 63%	14 58%	5 71%	3 75%	23 58%	~	~	~	1 50%	2 50%	2 67%	25 56%	8 53%	17 55%	11 65%	16 52%
TOP BOX SCORE	15 31%	244 32%	~	~	3 38%	8 33%	1 14%	3 75%	13 33%	~	~	~	~	2 50%	1 33%	14 31%	4 27%	9 29%	8 47%	7 23%
NOT ANSWERED	2	42				2		2							2		2		2	
VALID CASES	48	765	2	3	8	24	7	4	40				2	4	3	45	15	31	17	31
NUMBER OF RESPONDENTS	50	807	2	3	8	26	7	4	42				2	4	3	47	15	33	17	33
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35C = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE		
Q35E ALWAYS	9 3%	186 4%	1 2%	2 4%	~	~	1 2%	2 7%	4 2%	~	~	~	~	1 9%	1 4%	2 6%	5 2%	6 4%	2 2%	2 2%	5 3%
USUALLY	19 7%	261 5%	3 7%	4 9%	4 9%	4 6%	1 2%	3 11%	18 8%*	~	~	~	~	~	1 4%	4 13%	14 6%	12 7%	7 6%	5 5%	14 8%
SOMETIMES	52 18%	993 19%	8 19%	8 17%	7 15%	12 17%	11 23%	4 15%	38 17%	1 33%	2 100%	~	2 100%	4 36%	3 11%	6 19%	45 19%	32 19%	19 17%	16 15%	35 20%
NEVER	207 72%	3697 72%	30 71%	33 70%	35 76%	55 77%	34 72%	18 67%	167 74%	2 67%	1 100%	~	6 55%	22 81%	20 63%	179 74%	121 71%	81 74%	84 79%	121 69%	
#NEVER + SOMETIMES (NET)	259 90%	4690 91%	38 90%	41 87%	42 91%	67 94%	45 96%	22 81%	205 90%	3 100%	2 100%	1 100%	2 100%	10 91%	25 93%	26 81%	224 92%	153 89%	100 92%	100 93%	156 89%
TOP BOX SCORE	207 72%	3697 72%	30 71%	33 70%	35 76%	55 77%	34 72%	18 67%	167 74%	2 67%	1 100%	~	6 55%	22 81%	20 63%	179 74%	121 71%	81 74%	84 79%	121 69%	
NOT ANSWERED	20	417	2			2	1	2	4	1					1	5	6	2	1	6	
VALID CASES	287	5137	42	47	46	71	47	27	227	3	2	1	2	11	27	32	243	171	109	107	175
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
Q35F ALWAYS	11 4%	87 2%	1 2%	3 6%	2 4%	1 1%	1 2%	1 4%	8 4%	~	~	~	~	~	4%	1 6%	8 3%	5 3%	6 5%	4 4%	6 3%
USUALLY	6 2%	142 3%	1 2%	3 6%	~	1 1%	1 2%	~	3 1%	~	~	~	~	9%	1 7%	2 3%	5 2%	4 2%	2 2%	2 2%	4 2%
SOMETIMES	51 18%	912 18%	4 9%	7 15%	5 11%	19 27%*	12 26%	4 14%	44 19%	~	~100%	1 ~	2 ~	3 18%	3 11%	4 13%	47 19%	24 14%	27 25%*	17 16%	34 19%
NEVER	221 76%	4005 78%	37 86%	34 72%	39 85%	50 70%	33 70%	23 82%	173 76%	3 100%	2 100%	2 ~100%	8 73%	21 78%	25 78%	184 75%	139 81%*	75 68%*	83 78%	134 75%	
#NEVER + SOMETIMES (NET)	272 94%	4917 96%	41 95%	41 87%	44 96%	69 97%	45 96%	27 96%	217 95%	3 100%	2 100%	1 ~100%	2 ~100%	10 91%	24 89%	29 91%	231 95%	163 95%	102 93%	100 94%	168 94%
TOP BOX SCORE	221 76%	4005 78%	37 86%	34 72%	39 85%	50 70%	33 70%	23 82%	173 76%	3 100%	2 100%	2 ~100%	8 73%	21 78%	25 78%	184 75%	139 81%*	75 68%*	83 78%	134 75%	
NOT ANSWERED	18	408	1			2	1	1	3		1					1	4	5	1	2	3
VALID CASES	289	5146	43	47	46	71	47	28	228	3	2	1	2	11	27	32	244	172	110	106	178
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	VERY GOOD & FAIR	POOR	MALE	FE- MALE		
Q35G ALWAYS	11 4%	75 1%*	~	4 9%	1 2%	2 3%	2 4%	~	7 3%	~	~	~	1 9%	1 4%	1 3%	9 4%	5 3%	5 5%	2 2%	8 4%	
USUALLY	6 2%	99 2%	1 2%	2 4%	~	1 1%	1 2%	1 4%	3 1%	~	~	1 100%	~	~	2 8%	6 2%	1 0.6%	5 5%	3 3%	3 2%	
SOMETIMES	27 9%	596 12%	3 7%	6 13%	4 9%	7 10%	6 13%	1 4%	19 8%	~	1 50%	1 9%	1 12%	3 6%	2 10%	24 9%	16 10%	11 10%	7 7%	20 11%	
NEVER	244 85%	4397 85%	40 91%	34 74%	41 89%	61 86%	38 81%	25 93%	198 87%	3 100%	1 50%	~	1 50%	9 82%	20 77%	30 91%	203 84%	152 87%	87 81%	91 88%	149 83%
#NEVER + SOMETIMES (NET)	271 94%	4993 97%	43 98%	40 87%	45 98%	68 96%	44 94%	26 96%	217 96%	3 100%	2 100%	~	2 100%	10 91%	23 88%	32 97%	227 94%	168 97%*	98 91%	98 95%	169 94%
TOP BOX SCORE	244 85%	4397 85%	40 91%	34 74%	41 89%	61 86%	38 81%	25 93%	198 87%	3 100%	1 50%	~	1 50%	9 82%	20 77%	30 91%	203 84%	152 87%	87 81%	91 88%	149 83%
NOT ANSWERED	19	387	~	1	~	2	1	2	4	1	~	~	1	~	6	3	3	5	1	~	
VALID CASES	288	5167	44	46	46	71	47	27	227	3	2	1	2	11	26	33	242	174	108	103	180
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q35H #YES DEFINITELY	130 45%	2206 43%	13 30%~	21 45%~	22 48%~	35 49%	25 54%~	13 50%~	104 46%	1 33%~	~	~	1 50%~	3 27%~	14 52%~	14 44%~	110 45%~	80 46%	48 44%	42 40%	87 49%
YES SOMEWHAT	94 33%	1724 34%	20 45%~	14 30%~	13 28%~	26 37%	14 30%~	6 23%~	77 34%	2 67%~	~	~	1 50%~	2 18%~	9 33%~	10 31%~	81 33%~	56 32%	36 33%	36 34%	57 32%
NO	63 22%	1181 23%	11 25%~	12 26%~	11 24%~	10 14%*	7 15%~	7 27%~	46 20%	1 ~100%	1 ~100%	~	6 55%~	4 15%~	8 25%~	51 21%~	37 21%	25 23%	28 26%	32 18%	
NOT ANSWERED	20	443				2	2	3	4	2					1	6	4	2	2	5	
VALID CASES	287	5111	44	47	46	71	46	26	227	3	1	1	2	11	27	32	242	173	109	106	176
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q35I																					
#YES DEFINITELY	197 69%	3431 67%	29 66%	32 68%	32 71%	51 73%	32 68%	19 70%	155 69%	1 33%	1 50%	1 ~	7 50%	23 64%	24 85%	164 75%	121 68%	71 71%	76 73%	119 67%	
YES SOMEWHAT	69 24%	1348 26%	13 30%	10 21%	12 27%	15 21%	11 23%	6 22%	56 25%	2 67%	1 50%	1 100%	1 50%	3 27%	3 11%	6 19%	61 25%	42 25%	27 25%	24 23%	44 25%
NO	20 7%	341 7%	2 5%	5 11%	1 2%	4 6%	4 9%	2 7%	15 7%	~	~	~	~	1 9%	1 4%	2 6%	17 7%	8 5%	12 11%	4 4%	15 8%
NOT ANSWERED	21	434			1	3	1	2	5		1					1	6	6	1	4	3
VALID CASES	286	5120	44	47	45	70	47	27	226	3	2	1	2	11	27	32	242	171	110	104	178
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q35J #YES DEFINITELY	224 79%	3907 76%	34 79%	36 78%	37 80%	56 81%	36 77%	21 78%	178 79%	1 33%	1 50%	1 100%	2 100%	9 82%	21 84%	27 87%	188 78%	135 79%	84 79%	84 82%	138 78%
YES SOMEWHAT	45 16%	870 17%	8 19%	6 13%	7 15%	11 16%	8 17%	5 19%	38 17%	2 67%	1 50%	~	~	2 18%	2 8%	4 13%	40 17%	29 17%	16 15%	13 13%	32 18%
NO	15 5%	334 7%	1 2%	4 9%	2 4%	2 3%	3 6%	1 4%	10 4%	~	~	~	~	~	2 8%	13 ~	7 5%	7 4%	7 7%	6 6%	7 4%
NOT ANSWERED	23	443	1	1		4	1	2	5		1			2	2	7	6	4	5	4	
VALID CASES	284	5111	43	46	46	69	47	27	226	3	2	1	2	11	25	31	241	171	107	103	177
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35K																					
#YES DEFINITELY	184 64%	3274 64%	27 61%	25 53%	30 67%	46 72%	34 68%	19 66%	149 66%	1 33%	1 50%		1 ~	5 50%	17 65%	22 69%	152 63%	112 65%	67 62%	64 62%	118 66%
YES SOMEWHAT	73 25%	1308 25%	14 32%	17 36%	9 20%	18 26%	9 19%	6 21%	57 25%			1 ~	1 100%	5 50%	8 31%	9 28%	64 26%	45 26%	28 26%	27 26%	46 26%
NO	30 10%	554 11%	3 7%	5 11%	6 13%	5 7%	4 9%	3 11%	21 9%	2 67%	1 50%			1 ~	1 9%	1 4%	26 3%	13 11%	16 9%	13 12%	14 8%
NOT ANSWERED	20	417			1	4	1	1	4		1				1	1	6	4	3	4	3
VALID CASES	287	5137	44	47	45	69	47	28	227	3	2	1	2	11	26	32	242	173	108	104	178
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%



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

	JCC TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q35L NEVER	19	281	3	5	3	2	2	2	12	1					1	2	1	16	10	8	6	11
	7%	6%	7%	11%	7%	3%	4%	7%	5%	33%	~	~	~	9%	8%	3%	7%	6%	7%	6%	6%	
SOMETIMES	47	704	11	10	7	9	6	2	36		1	1	1	3	3	7	38	31	16	18	28	
	16%	14%	25%	21%	16%	13%	13%	7%	16%	~	50%	100%	50%	27%	12%	22%	16%	18%	15%	17%	16%	
USUALLY	60	1231	9	10	12	14	11	3	47	1				3	6	5	54	40	20	20	39	
	21%	24%	20%	21%	27%	20%	24%	11%	21%	33%	~	~	~	27%	23%	16%	22%	23%	18%	19%	22%	
ALWAYS	160	2878	21	22	23	44	27	21	131	1	1		1	4	15	19	133	91	65	60	99	
	56%	56%	48%	47%	51%	64%	59%	75%	58%	33%	50%	~	50%	36%	58%	59%	55%	53%	60%	58%	56%	
#ALWAYS + USUALLY (NET)	220	4109	30	32	35	58	38	24	178	2	1		1	7	21	24	187	131	85	80	138	
	77%	81%	68%	68%	78%	84%	83%	86%	79%	67%	50%	~	50%	64%	81%	75%	78%	76%	78%	77%	78%	
TOP BOX SCORE	160	2878	21	22	23	44	27	21	131	1	1		1	4	15	19	133	91	65	60	99	
	56%	56%	48%	47%	51%	64%	59%	75%	58%	33%	50%	~	50%	36%	58%	59%	55%	53%	60%	58%	56%	
NOT ANSWERED	21	461			1	4	2	1	5		1				1	1	7	5	2	4	4	
VALID CASES	286	5093	44	47	45	69	46	28	226	3	2	1	2	11	26	32	241	172	109	104	177	
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	AMR ASIAN	NATV HAW/IND/PAC	AMR ALASK	MUL-TI	NOT HIS-PAN-IC	HIS-PAN-IC	EX & VERY GOOD & FAIR	VERY GOOD & FAIR & POOR	MALE	FEMALE		
Q35M ALWAYS	1 0.3%	72 1%*	~	~	~	~	~	~	~	~	~	~	~	~	1 3%	1 ~0.6%	~	~	1 ~0.6%		
USUALLY	1 0.3%	48 0.9%	1 2%~	~	~	~	~	1 ~0.4%	~	~	~	~	~	~	1 ~0.4%	1 ~0.6%	~	~	1 ~0.6%		
SOMETIMES	14 5%	187 4%	1 2%~	~	1 2%~	4 6%	5 11%~	2 7%~	10 4%	~	1 33%~	~	~	~	2 8%~	1 3%~	12 5%~	6 3%	8 7%	2 2%*	12 7%*
NEVER	271 94%	4818 94%	41 95%~	47 100%~	44 98%~	67 94%	41 89%~	27 93%~	217 95%	3 100%~	2 67%~	1 100%~	2 100%~	10 92%~	24 92%~	29 94%~	231 95%~	166 95%	100 93%	102 98%*	165 92%*
#NEVER + SOMETIMES (NET)	285 99%	5005 98%*	42 98%~	47 100%~	45 100%~	71 100%~	46 100%~	29 100%~	227 100%	3 100%~	3 100%~	1 100%~	2 100%~	10 100%~	26 100%~	30 97%~	243 100%~	172 99%	108 100%	104 100%~	177 99%~
TOP BOX SCORE	271 94%	4818 94%	41 95%~	47 100%~	44 98%~	67 94%	41 89%~	27 93%~	217 95%	3 100%~	2 67%~	1 100%~	2 100%~	10 92%~	24 92%~	29 94%~	231 95%~	166 95%	100 93%	102 98%*	165 92%*
NOT ANSWERED	20	430	1		1	2	2		3				1	1	2	4	3	3	4	2	
VALID CASES	287	5124	43	47	45	71	46	29	228	3	3	1	2	10	26	31	244	174	108	104	179
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q35N ALWAYS	10 4%	130 3%	1 2%	2 4%	~	1 1%	~	2 8%	6 3%	~	~	~	~	1 4%	3 9%	5 2%	4 2%	6 6%	2 2%	6 3%	
USUALLY	9 3%	191 4%	~	2 4%	2 4%	1 1%	3 7%	1 4%	7 3%	~	1 33%	~	~	1 9%	1 3%	7 3%	5 3%	4 4%	2 2%	7 4%	
SOMETIMES	38 13%	664 13%	3 7%	10 21%	3 7%	15 22%*	6 13%	1 4%	28 12%	1 33%	1 ~100%	~	2 ~18%	4 16%	3 9%	35 15%	20 11%	18 17%	13 13%	25 14%	
NEVER	226 80%	4121 81%	40 91%	33 70%	40 89%	52 75%	37 80%	22 85%	183 82%	2 67%	2 67%	~	2 ~100%	8 73%	20 80%	25 78%	192 80%	145 83%	77 73%*	86 83%	138 78%
#NEVER + SOMETIMES (NET)	264 93%	4786 94%	43 98%	43 91%	43 96%	67 97%	43 93%	23 88%	211 94%	3 100%	2 67%	1 ~100%	2 ~100%	10 91%	24 96%	28 88%	227 95%	165 95%	95 90%	99 96%	163 93%
TOP BOX SCORE	226 80%	4121 81%	40 91%	33 70%	40 89%	52 75%	37 80%	22 85%	183 82%	2 67%	2 67%	~	2 ~100%	8 73%	20 80%	25 78%	192 80%	145 83%	77 73%*	86 83%	138 78%
NOT ANSWERED	24	448			1	4	2	3	7					2	1	9	3	6	5	5	
VALID CASES	283	5106	44	47	45	69	46	26	224	3	3	1	2	11	25	32	239	174	105	103	176
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q350 IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER GIVE YOU ALL THE INFORMATION YOU WANTED ABOUT YOUR HEALTH?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q350 NEVER	16 6%	298 6%	5 11%	2 4%	1 2%	4 6%	1 2%	3 11%	12 5%	~	~	~	~	1 9%	2 8%	3 10%	13 5%	10 6%	6 6%	7 7%	9 5%
SOMETIMES	33 12%	693 14%	7 16%	7 15%	3 7%	6 9%	7 16%	1 4%	26 12%	1 33%	~	~	~	1 9%	2 8%	3 10%	27 11%	24 14%	9 9%	10 10%	21 12%
USUALLY	75 27%	1328 26%	7 16%	12 26%	16 36%	21 31%	13 29%	6 22%	61 28%	~	1 33%	1 100%	1 50%	4 36%	6 23%	7 23%	68 29%	39 23%	35 33%	26 25%	49 28%
ALWAYS	156 56%	2777 55%	25 57%	25 54%	24 55%	37 54%	24 53%	17 63%	122 55%	2 67%	2 67%	~	1 50%	5 45%	16 62%	18 58%	129 54%	97 57%	55 52%	60 58%	94 54%
#ALWAYS + USUALLY (NET)	231 83%	4105 81%	32 73%	37 80%	40 91%	58 85%	37 82%	23 85%	183 83%	2 67%	3 100%	1 100%	2 100%	9 82%	22 85%	25 81%	197 83%	136 80%	90 86%	86 83%	143 83%
TOP BOX SCORE	156 56%	2777 55%	25 57%	25 54%	24 55%	37 54%	24 53%	17 63%	122 55%	2 67%	2 67%	~	1 50%	5 45%	16 62%	18 58%	129 54%	97 57%	55 52%	60 58%	94 54%
NOT ANSWERED	27	459		1	2	5	3	2	10					1	2	11	7	6	5	8	
VALID CASES	280	5095	44	46	44	68	45	27	221	3	3	1	2	11	26	31	237	170	105	103	173
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	JCC TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN-	VERY GOOD & FAIR	POOR	MALE	FE- MALE	
Q35P NEVER	38 13%	592 12%	8 18%	6 13%	7 16%	6 9%	5 11%	3 10%	25 11%	1 33%	~	~	~	4 36%	3 12%	4 13%	30 12%	23 13%	15 14%	18 17%	17 10%*
SOMETIMES	46 16%	825 16%	9 20%	8 17%	6 14%	13 19%	9 19%	1 3%	39 17%	1 33%	~	100%	~	18%	12%	16%	17%	16%	18%	12%	19%
USUALLY	76 27%	1308 26%	9 20%	12 26%	12 27%	24 35%	7 15%	12 41%	58 26%	~	67%	~	50%	27%	35%	11 34%	64 26%	47 27%	28 26%	29 28%	47 26%
ALWAYS	126 44%	2353 46%	18 41%	21 45%	19 43%	26 38%	26 55%	13 45%	104 46%	1 33%	1 33%	~	50%	18%	42%	12 38%	108 45%	76 44%	46 43%	45 43%	80 45%
#ALWAYS + USUALLY (NET)	202 71%	3661 72%	27 61%	33 70%	31 70%	50 72%	33 70%	25 86%	162 72%	1 33%	3 100%	~	100%	45%	77%	23 72%	172 71%	123 71%	74 69%	74 71%	127 71%
TOP BOX SCORE	126 44%	2353 46%	18 41%	21 45%	19 43%	26 38%	26 55%	13 45%	104 46%	1 33%	1 33%	~	50%	18%	42%	12 38%	108 45%	76 44%	46 43%	45 43%	80 45%
NOT ANSWERED	21	477			2	4	1		5						1	1	6	4	3	4	3
VALID CASES	286	5077	44	47	44	69	47	29	226	3	3	1	2	11	26	32	242	173	108	104	178
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35Q ALWAYS	9 3%	187 4%	3 7%	1 ~	1 2%	1 1%	1 2%	1 3%	6 3%	1 33%	~	~	~	~	~	1 3%	7 3%	6 3%	3 3%	3 3%	5 3%
USUALLY	17 6%	215 4%	2 5%	6 13%	3 7%	3 4%	3 6%	~	13 6%	~	~	~	~	2 18%	2 8%	1 3%	16 7%	8 5%	9 8%	5 5%	12 7%
SOMETIMES	107 37%	1973 39%	20 45%	15 33%	12 27%	27 39%	20 43%	11 38%	84 37%	3 100%	~	2 100%	5 45%	9 35%	11 34%	92 38%	64 37%	41 38%	39 38%	67 38%	
NEVER	153 53%	2695 53%	19 43%	25 54%	29 64%	38 55%	23 49%	17 59%	123 54%	2 67%	~	1 100%	4 36%	15 58%	19 59%	127 52%	94 55%	56 51%	57 55%	94 53%	
#NEVER + SOMETIMES (NET)	260 91%	4668 92%	39 89%	40 87%	41 91%	65 94%	43 91%	28 97%	207 92%	2 67%	3 100%	1 100%	2 100%	9 82%	24 92%	30 94%	219 90%	158 92%	97 89%	96 92%	161 90%
TOP BOX SCORE	153 53%	2695 53%	19 43%	25 54%	29 64%	38 55%	23 49%	17 59%	123 54%	2 67%	~	1 100%	4 36%	15 58%	19 59%	127 52%	94 55%	56 51%	57 55%	94 53%	
NOT ANSWERED	21	484		1	1	4	1		5					1	1	6	5	2	4	3	
VALID CASES	286	5070	44	46	45	69	47	29	226	3	3	1	2	11	26	32	242	172	109	104	178
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

Q35R WHAT IS YOUR PREFERRED LANGUAGE?

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q35R ENGLISH	276 96%	4755 93%*	43 98%~	47 100%~	42 93%~	68 96%	47 98%~	25 86%~	225 99%*	2 67%~	1 33%~	1 ~	1 ~	2 ~	9 18%~	27 100%~	24 75%~	242 99%~	166 95%	105 96%	102 97%	171 95%
SPANISH	11 4%	169 3%	1 2%~	~	3 7%~	3 4%	3 ~	10%~	3 1%*	1 33%~	~	~	~	2 18%~	~	~	8 25%~	1 0.4%~	7 4%	4 4%	3 3%	7 4%
SOME OTHER LANGUAGE	2 0.7%	191 4%*	~	~	~	~	1 2%~	1 3%~	~	~	2 67%~	~	~	~	~	~	~	2 0.8%~	2 1%	~	~	2 1%
NOT ANSWERED	18	438			1	2			3								1	3	2	2	3	1
VALID CASES	289	5116	44	47	45	71	48	29	228	3	3	1	2	11	27	32	245	175	109	105	180	
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%	

Q35S HOW WELL DO YOU SPEAK ENGLISH?

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
Q35S VERY WELL	1 9%	11 4%	~	~	1 33%	~	~	~	1 100%	~	~	~	~	~	1 33%	1 13%	1 33%	~	
WELL		41 17%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NOT WELL	5 45%	119 49%	1 100%	~	2 67%	2 100%	~	2 67%	~	~	~	~	~	5 71%	3 38%	2 67%	5 63%	~	
NOT AT ALL	5 45%	71 30%	~	~	~	1 100%	4 100%	1 33%	2 100%	~	2 100%	~	2 29%	2 67%	4 50%	1 33%	2 67%	3 38%	
NOT ANSWERED	2	8			1									1	1	1	1		
VALID CASES	11	242	1		3	2	1	4	3	1	2			7	3	8	3	3	8
NUMBER OF RESPONDENTS	13	250	1		3	3	1	4	3	1	2			8	3	9	4	3	9
	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]



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

	JCC TOT ADULT	OHP TOT ADULT	AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE		
Q35T NEVER	2 18%	52 22%	~	~	~	~100%	1 25%	1 33%	2 100%	~	~	~	~	2 67%	2 25%	~	2 25%	
SOMETIMES	5 45%	51 22%	1 100%	1 33%	2 100%	1 25%	1 33%	~	~	~	1 50%	4 57%	3 38%	2 67%	1 33%	4 50%		
USUALLY	1 9%	50 22%	~	1 33%	~	~	1 33%	~	~	~	~	1 14%	1 13%	~	1 13%			
ALWAYS	3 27%	77 34%	~	1 33%	~	2 50%	1 33%	1 100%	~	~	1 50%	2 29%	1 33%	2 25%	1 33%	2 67%	1 13%	
#ALWAYS + USUALLY (NET)	4 36%	128 55%	~	2 67%	~	2 50%	2 67%	1 100%	~	~	1 50%	3 43%	1 33%	3 38%	1 33%	2 67%	2 25%	
TOP BOX SCORE	3 27%	77 34%	~	1 33%	~	2 50%	1 33%	1 100%	~	~	1 50%	2 29%	1 33%	2 25%	1 33%	2 67%	1 13%	
NOT ANSWERED	2	20			1							1		1	1		1	
VALID CASES	11	230	1	3	2	1	4	3	1	2		2	7	3	8	3	3	8
NUMBER OF RESPONDENTS	13	250	1	3	3	1	4	3	1	2		2	8	3	9	4	3	9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35U YES	4 33%	134 58%	~	~	~	2 67%	2 50%	~	~	~	~	~	2 100%	3 38%	3 33%	1 33%	1 33%	3 33%		
NO	8 67%	98 42%	1 100%	~	3 100%	1 33%	1 100%	2 50%	3 100%	1 100%	2 100%	~	~	~	5 63%	3 100%	6 67%	2 67%	2 67%	6 67%
NOT ANSWERED	1	19															1			
VALID CASES	12	231	1		3	3	1	4	3	1	2			2	8	3	9	3	3	9
NUMBER OF RESPONDENTS	13	250	1		3	3	1	4	3	1	2			2	8	3	9	4	3	9
	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE
Q35V NEVER		21 21%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES		13 13%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY	1 25%	16 16%	~	~	~ 50%	~	~	~	~	~	~	~	~	1 33%	1 33%	~	~	1 33%	
ALWAYS	3 75%	50 50%	~	~	~ 50%	~100%	~	~	~	~	~100%	~	2 67%	2 67%	1 100%	1 100%	1 67%	2 67%	
#ALWAYS + USUALLY (NET)	4 100%	66 66%	~	~	~100%	~100%	~	~	~	~	~100%	~	2 100%	3 100%	3 100%	1 100%	1 100%	3 100%	
TOP BOX SCORE	3 75%	50 50%	~	~	~ 50%	~100%	~	~	~	~	~100%	~	2 67%	2 67%	1 67%	1 67%	1 67%	2 67%	
NOT ANSWERED		7																	
VALID CASES	4	100			2	2					2		3	3	1	1	1	3	
NUMBER OF RESPONDENTS	4 100%	107 100%			2 100%	2 100%					2 100%		3 100%	3 100%	1 100%	1 100%	1 100%	3 100%	

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

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

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

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

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

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

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

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

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

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

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

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

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





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

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE
Q35AB NEVER		4 8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	1 50%	18 36%	~	~	~	~	1 50%	~	~	~	~	~	1 50%	~	1 100%	~	1 100%	1 100%
USUALLY		14 27%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
ALWAYS	1 50%	15 30%	~	~	~	~	1 50%	~	~	~	~	~	1 50%	~	~	1 100%	~	1 100%
NOT ANSWERED		1																
VALID CASES	2	52					2						2	1	1	1	1	1
NUMBER OF RESPONDENTS	2	52					2						2	1	1	1	1	1
	100%	100%				100%							100%	100%	100%	100%	100%	100%

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

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
Q36																					
EXCELLENT	34 12%	446 9%	13 30%~	6 13%~	3 7%~	7 10%	2 4%~	2 7%~	24 11%	1 ~	33%~	1 ~	1 ~	5 9%~	5 19%~	7 22%~	25 10%~	34 19%~	14 ~	20 11%	
VERY GOOD	61 21%	1044 20%	12 27%~	17 37%~	14 30%~	7 10%*	5 11%~	5 18%~	46 20%	2 67%~	1 33%~	2 ~	5 ~	4 15%~	4 16%~	53 22%~	61 34%*	25 ~	35 20%		
GOOD	82 28%	1716 34%	15 34%~	17 37%~	11 24%~	14 20%*	15 32%~	8 29%~	65 29%	1 33%~	1 33%~	2 ~	7 ~	7 18%~	12 27%~	67 27%~	82 46%~	28 ~	53 30%		
FAIR	73 25%	1325 26%	3 7%~	5 11%~	12 26%~	24 34%	18 38%~	9 32%~	61 27%	~	~	1 ~	3 ~	4 15%~	7 22%~	63 26%~	73 ~	25 ~	46 26%		
POOR	38 13%	590 12%	1 2%~	1 2%~	6 13%~	19 27%*	7 15%~	4 14%~	32 14%	~	~	~	~	6 ~	1 3%~	36 15%~	38 ~	14 ~	24 13%		
#EXCELLENT + VERY GOOD + GOOD (NET)	177 61%	3206 63%	40 91%~	40 87%~	28 61%~	28 39%*	22 47%~	15 54%~	135 59%	3 100%~	3 100%~	2 ~	8 73%~	16 62%~	24 75%~	145 59%~	177 100%~	67 ~	108 61%		
NOT ANSWERED	19	432		1		2	1	1	3					1	1	4		2	3		
VALID CASES	288	5122	44	46	46	71	47	28	228	3	3	1	2	11	26	32	244	177	111	106	178
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	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?

	JCC TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q37 EXCELLENT	45 16%	724 14%	12 27%	9 20%	11 24%	8 12%	3 7%	1 3%	29 13%*	1 33%	1 33%	1 ~	3 50%	8 27%	31 31%	8 28%	35 14%	39 22%*	6 6%*	20 19%	25 14%
VERY GOOD	57 20%	1207 24%	12 27%	7 15%	11 24%	10 15%	11 24%	5 17%	45 20%	1 33%	~	~	1 50%	4 36%	4 15%	3 10%	52 21%	47 27%*	10 9%*	24 23%	32 18%
GOOD	92 33%	1578 31%	15 34%	21 46%	10 22%	21 31%	11 24%	13 45%	76 33%	1 33%	2 67%	1 100%	~	2 18%	6 23%	11 38%	79 32%	63 36%	29 27%	30 28%	62 35%
FAIR	71 25%	1184 23%	4 9%	7 15%	12 26%	23 34%	17 37%	7 24%	60 26%	~	~	~	~	2 18%	8 31%	7 24%	61 25%	25 14%*	46 43%*	27 25%	43 25%
POOR	18 6%	395 8%	1 2%	2 4%	2 4%	6 9%	4 9%	3 10%	17 7%*	~	~	~	~	~	~	~	18 7%	1 0.6%*	16 15%*	5 5%	13 7%
#EXCELLENT + VERY GOOD + GOOD (NET)	194 69%	3509 69%	39 89%	37 80%	32 70%	39 57%*	25 54%	19 66%	150 66%*	3 100%	3 100%	1 100%	2 100%	9 82%	18 69%	22 76%	166 68%	149 85%*	45 42%*	74 70%	119 68%
NOT ANSWERED	24	466		1		5	2		4						1	4	3	2	4	2	6
VALID CASES	283	5088	44	46	46	68	46	29	227	3	3	1	2	11	26	29	245	175	107	106	175
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHER	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q38 #YES	110 39%	2344 47%*	10 26%~	18 38%~	9 20%~	32 44%	25 56%~	15 54%~	92 41%	1 ~	33%~	~	~	4 ~	11 41%~	9 29%~	99 41%~	55 32%*	52 49%*	38 37%	72 41%
NO	171 61%	2668 53%*	29 74%~	29 62%~	36 80%~	40 56%	20 44%~	13 46%~	131 59%	3 100%~	2 67%~	1 100%~	2 100%~	5 56%~	16 59%~	22 71%~	142 59%~	115 68%*	55 51%*	64 63%	104 59%
DON'T KNOW	8	137	5			1	1	1	5					2		1	5	5	3	5	3
NOT ANSWERED	18	405				1		2	3							1	2	2	1	1	2
VALID CASES	281	5013	39	47	45	72	45	28	223	3	3	1	2	9	27	31	241	170	107	102	176
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	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?

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC IAN	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT PAN- HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
Q39 EVERY DAY	73 25%	1219 24%	4 9%	14 30%	14 30%	22 31%	13 28%	3 10%	59 26%	~	1 ~100%	~	~	9 33%	3 9%	67 27%	33 19%*	39 36%*	33 31%	37 21%*	
SOME DAYS	23 8%	519 10%	3 7%	1 2%	4 9%	10 14%	3 6%	2 7%	21 9%*	1 33%	~	~	~	1 4%	2 6%	21 9%	10 6%	13 12%	7 7%	16 9%	
NOT AT ALL	193 67%	3357 66%	37 84%	32 68%	28 61%	40 56%*	31 66%	24 83%	148 65%	2 67%	3 100%	~	2 ~100%	11 100%	17 63%	28 85%	157 64%	133 76%*	57 52%*	67 63%	126 70%
DON'T KNOW		16																			
NOT ANSWERED	18	443				1	1		3							3	1	2	1	2	
VALID CASES	289	5095	44	47	46	72	47	29	228	3	3	1	2	11	27	33	245	176	109	107	179
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	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?

	JCC TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE
Q40 NEVER	17 19%	387 21%	3 50%~	3 20%~	4 25%~	4 13%~	2 13%~	13 17%~	~	~	~	~	~	3 30%~	1 20%~	15 18%~	10 26%~	7 14%~	14 38%~	2 4%~
SOMETIMES	20 22%	442 24%	1 17%~	2 13%~	4 25%~	9 29%~	1 6%~	2 50%~	17 22%~	~	~	~	~	2 20%~	1 20%~	18 22%~	9 23%~	11 22%~	7 19%~	12 24%~
USUALLY	23 25%	333 18%	1 17%~	6 40%~	2 13%~	7 23%~	5 31%~	1 25%~	21 28%~	~	~	~	~	1 10%~	1 20%~	21 25%~	11 28%~	12 24%~	8 22%~	14 27%~
ALWAYS	31 34%	687 37%	1 17%~	4 27%~	6 38%~	11 35%~	8 50%~	1 25%~	25 33%~	~	~100%~	~	~	4 40%~	2 40%~	29 35%~	9 23%~	21 41%~	8 22%~	23 45%~
#ALWAYS + USUALLY (NET)	54 59%	1020 55%	2 33%~	10 67%~	8 50%~	18 58%~	13 81%~	2 50%~	46 61%~	~	~100%~	~	~	5 50%~	3 60%~	50 60%~	20 51%~	33 65%~	16 43%~	37 73%~
TOP BOX SCORE	31 34%	687 37%	1 17%~	4 27%~	6 38%~	11 35%~	8 50%~	1 25%~	25 33%~	~	~100%~	~	~	4 40%~	2 40%~	29 35%~	9 23%~	21 41%~	8 22%~	23 45%~
NOT ANSWERED	5	37	1		2	1		1	4	1						5	4	1	3	2
VALID CASES	91	1849	6	15	16	31	16	4	76		1			10	5	83	39	51	37	51
NUMBER OF RESPONDENTS	96	1886	7	15	18	32	16	5	80	1	1			10	5	88	43	52	40	53
	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.

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR	MALE	FE- MALE	
Q41 NEVER	38 41%	839 45%	5 83%~	7 47%~	8 47%~	12 39%~	4 25%~	1 25%~	34 44%~	~	~	~	~	~	3 30%~	1 20%~	36 43%~	17 43%~	21 41%~	20 53%~	17 33%~
SOMETIMES	24 26%	418 23%	1 17%~	4 27%~	4 24%~	8 26%~	5 31%~	~	18 23%~	~	~	1 100%~	~	~	3 30%~	2 40%~	20 24%~	12 30%~	12 24%~	8 21%~	14 27%~
USUALLY	15 16%	263 14%	~	1 7%~	~	7 23%~	5 31%~	2 50%~	13 17%~	~	~	~	~	~	2 20%~	~	15 18%~	5 13%~	10 20%~	7 18%~	8 16%~
ALWAYS	15 16%	327 18%	~	3 20%~	5 29%~	4 13%~	2 13%~	1 25%~	12 16%~	~	~	~	~	~	2 20%~	2 40%~	13 15%~	6 15%~	8 16%~	3 8%~	12 24%~
#ALWAYS + USUALLY (NET)	30 33%	589 32%	~	4 27%~	5 29%~	11 35%~	7 44%~	3 75%~	25 32%~	~	~	~	~	~	4 40%~	2 40%~	28 33%~	11 28%~	18 35%~	10 26%~	20 39%~
TOP BOX SCORE	15 16%	327 18%	~	3 20%~	5 29%~	4 13%~	2 13%~	1 25%~	12 16%~	~	~	~	~	~	2 20%~	2 40%~	13 15%~	6 15%~	8 16%~	3 8%~	12 24%~
NOT ANSWERED	4	39	1	~	1	1	~	1	3	1	~	~	~	~	~	~	4	3	1	2	2
VALID CASES	92	1847	6	15	17	31	16	4	77	~	~	1	~	~	10	5	84	40	51	38	51
NUMBER OF RESPONDENTS	96 100%	1886 100%	7 100%	15 100%	18 100%	32 100%	16 100%	5 100%	80 100%	1	~	1 100%	~	~	10 100%	5 100%	88 100%	43 100%	52 100%	40 100%	53 100%

[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.

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q42 NEVER	47 52%	965 52%	5 83%~	7 47%~	9 53%~	17 59%~	6 38%~	1 25%~	40 53%~		1 ~100%~			4 ~40%~	2 40%~	43 52%~	19 48%~	28 57%~	24 63%~	21 43%~
SOMETIMES	24 27%	401 22%	1 17%~	3 20%~	3 18%~	8 28%~	6 38%~	2 50%~	18 24%~					5 ~50%~	1 20%~	22 27%~	12 30%~	12 24%~	9 24%~	14 29%~
USUALLY	8 9%	224 12%		1 7%~	1 6%~	3 10%~	3 19%~		8 11%~						1 20%~	7 9%~	3 8%~	5 10%~	3 8%~	5 10%~
ALWAYS	11 12%	255 14%		4 27%~	4 24%~	1 3%~	1 6%~	1 25%~	9 12%~					1 ~10%~	1 20%~	10 12%~	6 15%~	4 8%~	2 5%~	9 18%~
#ALWAYS + USUALLY (NET)	19 21%	479 26%		5 33%~	5 29%~	4 14%~	4 25%~	1 25%~	17 23%~					1 ~10%~	2 40%~	17 21%~	9 23%~	9 18%~	5 13%~	14 29%~
TOP BOX SCORE	11 12%	255 14%		4 27%~	4 24%~	1 3%~	1 6%~	1 25%~	9 12%~					1 ~10%~	1 20%~	10 12%~	6 15%~	4 8%~	2 5%~	9 18%~
NOT ANSWERED	6	40	1		1	3		1	5	1						6	3	3	2	4
VALID CASES	90	1846	6	15	17	29	16	4	75		1			10	5	82	40	49	38	49
NUMBER OF RESPONDENTS	96 100%	1886 100%	7 100%	15 100%	18 100%	32 100%	16 100%	5 100%	80 100%	1	1 100%			10 100%	5 100%	88 100%	43 100%	52 100%	40 100%	53 100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]



Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q43 YES	66 23%	1277 25%	1 2%	3 6%	6 13%	20 27%	23 49%	12 46%	55 24%	1 33%	~	~	~	1 10%	7 26%	2 6%	60 25%	24 14%*	40 37%*	28 26%	37 21%
NO	221 77%	3806 75%	43 98%	44 94%	39 87%	53 73%	24 51%	14 54%	172 76%	2 67%	3 100%	1 100%	2 100%	9 90%	20 74%	31 94%	184 75%	150 86%*	69 63%*	79 74%	140 79%
DON'T KNOW	1	62					1		1							1		1			1
NOT ANSWERED	19	409			1		1	2	3					1			3	2	2	1	3
VALID CASES	287	5083	44	47	45	73	47	26	227	3	3	1	2	10	27	33	244	174	109	107	177
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q44 YES	29 11%	646 14%	1 2%	4 9%	4 9%	11 17%	7 18%	2 8%	24 11%			1 ~100%	1 50%		2 ~7%	4 12%	24 11%	10 6%*	19 20%*	9 9%	20 12%
NO	239 89%	4029 86%	43 98%	41 91%	41 91%	53 83%	32 82%	24 92%	185 89%	3 100%	2 100%		1 ~50%	11 100%	25 93%	29 88%	200 89%	159 94%*	76 80%*	92 91%	144 88%
DON'T KNOW	22	454		2	1	9	8	2	20		1						22	8	14	7	15
NOT ANSWERED	17	424					1	1	2								2		2		2
VALID CASES	268	4675	44	45	45	64	39	26	209	3	2	1	2	11	27	33	224	169	95	101	164
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q45 YES	111 38%	2037 40%	7 16%~	13 28%~	11 24%~	32 44%	27 57%~	19 68%~	92 40%	3 100%~			2 ~100%~	1 9%	9 33%~	9 27%~	96 39%~	52 29%*	56 51%*	46 43%	63 35%
NO	179 62%	3086 60%	37 84%~	34 72%~	35 76%~	41 56%	20 43%~	9 32%~	137 60%		3 ~100%~	1 ~100%~		10 ~91%~	18 67%~	24 73%~	150 61%~	125 71%*	53 49%*	61 57%	117 65%
NOT ANSWERED	17	431					1 1	1 1	2							2		2		1 1	
VALID CASES	290	5123	44	47	46	73	47	28	229	3	3	1	2	11	27	33	246	177	109	107	180
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q46.1 YES	73 24%	1388 25%	3 7%	1 2%	10 22%	23 32%	24 50%	11 38%	66 29%*	~	~	~	1 50%	2 18%	3 11%	5 15%	65 26%*	30 17%*	42 38%*	30 28%	43 24%
NO	234 76%	4166 75%	41 93%	46 98%	36 78%	50 68%	24 50%	18 62%	165 71%*	3 100%	3 100%	1 100%	1 50%	9 82%	24 89%	28 85%	183 74%*	147 83%*	69 62%*	78 72%	138 76%
VALID CASES	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
JCC	OHP	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q46.2																					
YES	73 24%	1754 32%*	2 5%~	4 9%~	12 26%~	24 33%	16 33%~	15 52%~	62 27%*	1 33%~	1 33%~	1 ~	5 50%~	5 ~	65 19%~	5 15%~	65 26%*	27 15%*	45 41%*	31 29%	42 23%
NO	234 76%	3800 68%*	42 95%~	43 91%~	34 74%~	49 67%	32 67%~	14 48%~	169 73%*	2 67%~	2 67%~	1 100%~	1 50%~	11 100%~	22 81%~	28 85%~	183 74%*	150 85%*	66 59%*	77 71%	139 77%
VALID CASES	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q46.3																					
YES	74 24%	899 16%*	2 5%~	6 13%~	13 28%~	25 34%*	20 42%~	6 21%~	58 25%	~	~100%~	1 50%~	1 18%~	2 26%~	7 21%~	63 25%	31 18%*	43 39%*	23 21%	50 28%	
NO	233 76%	4655 84%*	42 95%~	41 87%~	33 72%~	48 66%*	28 58%~	23 79%~	173 75%	3 100%~	3 100%~	1 ~	9 50%~	20 82%~	26 74%~	185 79%~	146 82%*	68 61%*	85 79%	131 72%	
VALID CASES	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	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							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q47.1	JCC TOT ADLT	18	25	35	45	55	65															
YES	OHP TOT ADLT	24	300	2	1	9	5	6	20					2	2	20	7	17	9	15		
		8%	5%	~ 4%	~ 2%	12%	10%	21%	9%	~	~	~	~	~ 7%	6%	8%	4%*	15%*	8%	8%		
NO	OHP TOT ADLT	283	5254	44	45	45	64	43	23	211	3	3	1	2	11	25	31	228	170	94	99	166
		92%	95%	100%	~ 96%	~ 98%	~ 88%	~ 90%	~ 79%	91%	100%	~ 100%	~ 100%	~ 100%	~ 100%	~ 93%	~ 94%	~ 92%	96%*	85%*	92%	92%
VALID CASES	OHP TOT ADLT	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
NUMBER OF RESPONDENTS		307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
		100%	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							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLACK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q47.2	JCC TOT ADULT	18	25	35	45	55	65														
YES	OHP TOT ADULT	1	1	2	4	6	3	14	1				1	1		16	5	11	8	9	
		2%	2%	4%	5%	13%	10%	6%	33%	~	~	~	9%	4%	~	6%*	3%*	10%*	7%	5%	
NO	OHP TOT ADULT	43	46	44	69	42	26	217	2	3	1	2	10	26	33	232	172	100	100	172	
		98%	98%	96%	95%	88%	90%	94%	67%	100%	100%	100%	91%	96%	100%	94%*	97%*	90%*	93%	95%	
VALID CASES	OHP TOT ADULT	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181	
NUMBER OF RESPONDENTS	OHP TOT ADULT	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	



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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE			
Q47.3	JCC TOT ADULT	18	25	35	45	55	65															
YES	OHP TOT ADULT	24	34	44	54	64	OVER	WHTE	AMER	IAN	ILND	NATV	OTHR	TI	HIS- IC	HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
		13	295	4	2	1	6	11	1					1		11	4	9	6	7		
		4%	5%	~	~	2%	3%	8%	21%	5%	33%	~	~	~	4%	~	4%	2%	8%*	6%	4%	
NO		294	5259	44	47	45	71	44	23	220	2	3	1	2	11	26	33	237	173	102	102	174
		96%	95%	100%	100%	98%	97%	92%	79%	95%	67%	100%	100%	100%	100%	96%	100%	96%	98%	92%*	94%	96%
VALID CASES		307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
NUMBER OF RESPONDENTS		307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
		100%	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							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE				
Q47.4	JCC TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	AMER	IAN	ILND	NATV	AMER OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
YES	51 17%	1125 20%	3 7%	1 2%	6 13%	17 23%	15 31%	8 28%	45 19%*	~	~	~	1 50%	4 15%	6 18%	45 18%	15 8%*	35 32%*	15 14%	36 20%	
NO	256 83%	4429 80%	41 93%	46 98%	40 87%	56 77%	33 69%	21 72%	186 81%*	3 100%	3 100%	1 100%	1 50%	11 100%	23 85%	27 82%	203 82%	162 92%*	76 68%*	93 86%	145 80%
VALID CASES	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLACK OR AFR-	ASIAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHER	MULTI	HIS-IC	NOT HIS-IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE-MALE	
Q48	JCC TOT ADLT																				
YES	115 41%	1783 35%	8 18%	15 33%	16 36%	41 58%*	22 47%	12 41%	94 42%	1 33%	1 33%	1 100%	1 50%	3 27%	9 33%	11 33%	100 41%	42 25%*	72 67%*	33 32%*	82 46%*
NO	168 59%	3302 65%	36 82%	31 67%	28 64%	30 42%*	25 53%	17 59%	131 58%	2 67%	2 67%	1 ~	8 50%	18 73%	18 67%	22 67%	142 59%	128 75%*	36 33%*	71 68%*	97 54%*
NOT ANSWERED	24	469		1	2	2	1		6							6	7	3	4	2	
VALID CASES	283	5085	44	46	44	71	47	29	225	3	3	1	2	11	27	33	242	170	108	104	179
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	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.

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q49 YES	97 86%	1476 87%	8 100%	11 73%	15 94%	37 93%	18 86%	8 67%	81 88%	~	1 ~100%	3 ~100%	8 89%	10 91%	85 87%	32 78%	64 90%	29 91%	68 84%		
NO	16 14%	228 13%	~	4 27%	1 6%	3 8%	3 14%	4 33%	11 12%	1 100%	1 100%	1 ~100%	1 ~11%	1 9%	13 13%	9 22%	7 10%	3 9%	13 16%		
NOT ANSWERED	2	88				1 1		2							2	1 1		1 1			
VALID CASES	113	1703	8	15	16	40	21	12	92	1	1	1	1	3	9	11	98	41	71	32	81
NUMBER OF RESPONDENTS	115 100%	1791 100%	8 100%	15 100%	16 100%	41 100%	22 100%	12 100%	94 100%	1 100%	1 100%	1 100%	1 100%	3 100%	9 100%	11 100%	100 100%	42 100%	72 100%	33 100%	82 100%

[ASKED IF Q48 = YES]

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
JCC TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q50 YES	178 63%	3492 68%	10 23%~	19 41%~	26 57%~	59 84%*	43 91%~	21 75%~	154 68%*	1 33%~	1 33%~	1 100%~	1 50%~	1 10%~	13 48%~	14 45%~	159 65%~	79 46%*	94 89%*	58 56%	120 67%
NO	104 37%	1617 32%	33 77%~	27 59%~	20 43%~	11 16%*	4 9%~	7 25%~	72 32%*	2 67%~	2 67%~	1 ~	9 50%~	14 90%~	17 52%~	84 55%~	17 35%~	84 54%*	12 11%*	46 44%	58 33%
NOT ANSWERED	25	446	1	1		3	1	1	5				1		2	5	6	5	4	3	
VALID CASES	282	5108	43	46	46	70	47	28	226	3	3	1	2	10	27	31	243	171	106	104	178
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	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							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q51	JCC TOT ADULT																				
YES	165 95%	3137 94%	8 89%	17 94%	26 100%	55 95%	39 95%	20 95%	141 95%	1 100%	1 100%	1 100%	1 100%	1 100%	13 100%	13 93%	148 96%	71 95%	89 96%	52 98%	113 94%
NO	8 5%	193 6%	1 11%	1 6%	3 5%	2 5%	1 5%	8 5%	~	~	~	~	~	~	1 7%	6 4%	4 5%	4 4%	1 2%	7 6%	
NOT ANSWERED	5	173	1	1	1	2	5								5	4	1	5			
VALID CASES	173	3330	9	18	26	58	41	21	149	1	1	1	1	1	13	14	154	75	93	53	120
NUMBER OF RESPONDENTS	178 100%	3503 100%	10 100%	19 100%	26 100%	59 100%	43 100%	21 100%	154 100%	1 100%	1 100%	1 100%	1 100%	1 100%	13 100%	14 100%	159 100%	79 100%	94 100%	58 100%	120 100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER		
	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
NQ52																					
18 TO 24	50 16%	872 16%	44 100%	~	~	~	~	31 13%*	1 ~ 33%	~	~	4 ~ 36%	5 19%	14 42%	29 12%*	41 23%*	4 4%*	19 18%	26 14%		
25 TO 34	51 17%	867 16%	~	47 ~100%	~	~	~	35 15%	~	1 ~100%	~	1 ~ 9%	9 33%	4 12%	43 17%	41 23%*	7 6%*	13 12%	34 19%		
35 TO 44	47 15%	843 15%	~	~	46 ~100%	~	~	36 16%	2 67%	~	~	1 ~ 50%	2 18%	5 19%	3 9%	43 17%*	28 16%	18 16%	22 20%	24 13%	
45 TO 54	76 25%	1055 19%*	~	~	~	73 ~100%	~	63 27%	~	~	~	~	1 ~ 9%	7 26%	5 15%	69 28%*	29 16%*	43 39%*	31 29%	43 24%	
55 TO 64	52 17%	1061 19%	~	~	~	~	48 ~100%	41 18%	1 ~ 33%	~	~	1 ~ 50%	1 9%	1 4%	4 12%	42 17%	23 13%*	25 23%	14 13%	34 19%	
65 TO 74	21 7%	478 9%	~	~	~	~	19 ~ 66%	17 7%	1 ~ 33%	~	~	~	1 ~ 9%	~	2 6%	17 7%	9 5%	10 9%	6 6%	13 7%	
75 OR OLDER	10 3%	377 7%*	~	~	~	~	10 ~ 34%	8 3%	1 33%	~	~	~	1 ~ 9%	~	5 3%	5 2%	6 3%	4 4%	3 3%	7 4%	
VALID CASES	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	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							ETHNICITY		HEALTH STATUS		GENDER	
JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
NQ53 MALE	117 38%	2022 36%	19 43%	13 28%	22 48%	31 42%	14 29%	9 31%	83 36%	2 67%	1 33%	1 ~	7 50%	13 64%	14 48%	92 37%	69 39%	40 36%	108 100%	~	
FEMALE	190 62%	3532 64%	25 57%	34 72%	24 52%	42 58%	34 71%	20 69%	148 64%	1 33%	2 67%	1 100%	1 50%	4 36%	14 52%	19 58%	156 63%	108 61%	71 64%	181 ~100%	
VALID CASES	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

[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?

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
Q54 8TH GRADE OR LESS	16 6%	280 5%	~	~	2%~	7%	4%~	24%~	12 5%	~	~	~	~	18%~	4%~	3 9%~	11 5%~	5 3%*	11 10%*	3 3%	13 7%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	58 21%	804 16%*	19%~	28%~	35%~	14%	13%~	17%~	46 20%	~	33%~	~	50%~	9%~	22%~	25%~	21%~	20%	21%	26 25%	32 18%
HIGH SCHOOL GRADUATE OR GED	111 39%	1985 39%	67%~	38%~	28%~	31%	49%~	24%~	91 40%	2 67%~	1 33%~	~	50%~	55%~	26%~	56%~	37%~	46%*	31%*	46 44%	65 37%
SOME COLLEGE OR 2-YEAR DEGREE	80 28%	1653 32%	14%~	30%~	26%~	44%*	24%~	21%~	61 27%	1 33%~	1 33%~	1 100%~	~	9%~	44%~	3%~	32%~	25%	32%	25 24%	55 31%
4-YEAR COLLEGE GRADUATE	11 4%	237 5%	~	4%~	9%~	4%	2%~	3%~	9 4%	~	~	~	~	9%~	4%~	~	5%~	5%	2%	2 2%	9 5%
MORE THAN 4-YEAR COLLEGE DEGREE	6 2%	145 3%	~	~	~	~	7%~	10%~	6 3%*	~	~	~	~	~	~	6%~	2%~	0.6%	4%	3 3%	3 2%
NOT ANSWERED	25	450	2			2	3		6							1	5	7	4	3	4
VALID CASES	282	5104	42	47	46	71	45	29	225	3	3	1	2	11	27	32	243	170	107	105	177
NUMBER OF RESPONDENTS	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
	100%	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?

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
Q55																					
YES HISPANIC OR LATINO	33 12%	549 11%	13 31%~	4 9%~	3 7%~	5 7%	4 9%~	3 12%~	12 5%*	~	~	~	50%~	6 60%~	6 22%~	33 100%~	~	24 14%	8 7%	14 13%	19 11%
NO NOT HISPANIC OR LATINO	248 88%	4520 89%	29 69%~	43 91%~	43 93%~	68 93%	42 91%~	22 88%~	215 95%*	2 100%~	3 100%~	1 100%~	1 50%~	4 40%~	21 78%~	248 ~100%~	~	145 86%	99 93%	92 87%	156 89%
NOT ANSWERED	26	485	2				2	4	4	1				1				8	4	2	6
VALID CASES	281	5069	42	47	46	73	46	25	227	2	3	1	2	10	27	33	248	169	107	106	175
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q56.1 YES	257 84%	4288 77%*	36 82%~	44 94%~	41 89%~	68 93%*	42 88%~	25 86%~	231 100%~	~	~	~	~	~	26 96%~	18 55%~	235 95%*	151 85%	103 93%*	96 89%	161 89%*
NO	50 16%	1266 23%*	8 18%~	3 6%~	5 11%~	5 7%*	6 13%~	4 14%~	3 ~100%~	3 ~100%~	1 ~100%~	2 ~100%~	11 ~100%~	1 4%~	15 45%~	13 5%*	26 15%	8 7%*	12 11%	20 11%*	
VALID CASES	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.2 YES	7 2%	207 4%	2 5%	3 ~	1 7%	1 1%	1 ~	3 ~100%	~	~	~	~	4 ~15%	2 6%	4 2%	5 3%	1 0.9%	3 3%	4 2%		
NO	300 98%	5347 96%	42 95%	47 ~100%	43 93%	72 99%	48 100%	28 97%	231 100%	3 ~100%	1 ~100%	2 ~100%	11 ~100%	23 85%	31 94%	244 98%	172 97%	110 99%	105 97%	177 98%	
VALID CASES	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE		
Q56.3	JCC TOT ADULT																				
YES	4 1%	238 4%*	1 2%~	1 ~	1 2%~	1 ~	1 3%~	~	3 ~100%~	~	~	~	1 4%~	~	4 2%~	4 2%*	~	2 2%	2 1%		
NO	303 99%	5316 96%*	43 98%~	47 100%~	45 98%~	73 100%~	47 98%~	28 97%~	231 100%~	3 100%~	1 ~100%~	2 100%~	11 100%~	26 96%~	33 100%~	244 98%*	173 98%~	111 100%~	106 98%	179 99%	
VALID CASES	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
JCC TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	WHTE AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q56.4 YES	2 0.7%	38 0.7%	1 ~	1 2%	1 2%	1 ~	1 ~	~	~	~	1 ~100%	~	1 ~	1 4%	2 ~0.8%	1 0.6%	1 0.9%	1 0.9%	1 0.6%		
NO	305 99%	5516 99%	44 100%	46 98%	45 98%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	2 100%	11 100%	26 96%	33 100%	246 99%	176 99%	110 99%	107 99%	180 99%	
VALID CASES	307	5554	44	47	46	73	48	29	231	3	3	1	2	11	27	33	248	177	111	108	181
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q56.5 YES	22 7%	410 7%	3 7%	6 13%	5 11%	6 8%	2 4%	~	~	~	~100%	~	20 74%	4 12%	18 7%	12 7%	10 9%	10 9%	12 7%		
NO	285 93%	5144 93%	41 93%	41 87%	41 89%	67 92%	46 96%	29 100%	231 100%	3 100%	3 100%	1 100%	11 100%	7 26%	29 88%	230 93%	165 93%	101 91%	98 91%	169 93%	
VALID CASES	307	5554	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
JCC TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	WHTE AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q56.6 YES	20 7%	323 6%	7 16%	4 9%	2 4%	4 5%	1 2%	2 7%	~	~	~	~	11 100%	9 33%	10 30%	9 4%*	14 8%	5 5%	12 11%*	8 4%	
NO	287 93%	5231 94%	37 84%	43 91%	44 96%	69 95%	47 98%	27 93%	231 100%	3 100%	3 100%	1 100%	2 100%	18 67%	23 70%	239 96%*	163 92%	106 95%	96 89%*	173 96%	
VALID CASES	307	5554	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%
NUMBER OF RESPONDENTS	307 100%	5554 100%	44 100%	47 100%	46 100%	73 100%	48 100%	29 100%	231 100%	3 100%	3 100%	1 100%	2 100%	11 100%	27 100%	33 100%	248 100%	177 100%	111 100%	108 100%	181 100%



Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q57 YES	29 13%	778 19%*	5 17%~	4 13%~	3 9%~	4 7%	6 13%~	7 29%~	25 13%~	2 ~100%~	~	~	1 ~11%~	1 17%~	1 6%~	25 13%~	17 13%	11 12%	16 20%*	13 9%*	
NO	191 87%	3221 81%*	24 83%~	26 87%~	30 91%~	54 93%	40 87%~	17 71%~	167 87%~	3 100%~	~	~	8 ~89%~	5 83%~	17 94%~	169 87%~	110 87%	77 88%	64 80%*	127 91%*	
NOT ANSWERED	9	98				2	1		2					1	1	3	4	2	2	2	
VALID CASES	220	3999	29	30	33	58	46	24	192	3	2			9	6	18	194	127	88	80	140
NUMBER OF RESPONDENTS	229 100%	4097 100%	29 100%	30 100%	33 100%	60 100%	46 100%	25 100%	194 100%	3 100%	2 100%			9 100%	7 100%	19 100%	197 100%	131 100%	90 100%	82 100%	142 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q58.1	JCC TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
YES	21 72%	312 49%	3 60%	2 50%	2 67%	3 75%	5 83%	6 86%	17 68%	2 ~100%	~	1 ~100%	1 100%	1 100%	17 68%	11 65%	9 82%	10 63%	11 85%		
NO	8 28%	325 51%	2 40%	2 50%	1 33%	1 25%	1 17%	1 14%	8 32%	~	~	~	~	~	8 32%	6 35%	2 18%	6 38%	2 15%		
VALID CASES	29	637	5	4	3	4	6	7	25	2			1	1	1	25	17	11	16	13	
NUMBER OF RESPONDENTS	29	637	5	4	3	4	6	7	25	2			1	1	1	25	17	11	16	13	
	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						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.2	JCC TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
YES	11 38%	277 43%	2 40%	~	~	3 75%	1 17%	5 71%	9 36%	~	~	~	1 100%	1 100%	1 100%	9 36%	5 29%	5 45%	6 38%	5 38%
NO	18 62%	360 57%	3 60%	4 100%	3 100%	1 25%	5 83%	2 29%	16 64%	2 100%	~	~	~	~	16 64%	12 71%	6 55%	10 63%	8 62%	
VALID CASES	29	637	5	4	3	4	6	7	25	2			1	1	1	25	17	11	16	13
NUMBER OF RESPONDENTS	29	637	5	4	3	4	6	7	25	2			1	1	1	25	17	11	16	13
	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.

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	WHTE	AS- IAN	LLND	NOT PAN-	HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	
Q58.3 YES	13 45%	225 35%	2 40%	2 50%	2 67%	1 25%	3 50%	3 43%	13 52%	~	~	~	~	~	~	~	12 48%	9 53%	4 36%	10 63%	3 23%
NO	16 55%	412 65%	3 60%	2 50%	1 33%	3 75%	3 50%	4 57%	12 48%	~	2 100%	~	~	1 100%	1 100%	1 100%	13 52%	8 47%	7 64%	6 38%	10 77%
VALID CASES	29	637	5	4	3	4	6	7	25		2			1	1	1	25	17	11	16	13
NUMBER OF RESPONDENTS	29 100%	637 100%	5 100%	4 100%	3 100%	4 100%	6 100%	7 100%	25 100%		2 100%			1 100%	1 100%	1 100%	25 100%	17 100%	11 100%	16 100%	13 100%

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

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q58.4 YES	2 7%	83 13%	~	~	~	25%	17%	~	4%	~	50%	~	~	~	~	~	8%	6%	9%	~	15%
NO	27 93%	554 87%	100%	100%	100%	75%	83%	100%	96%	~	50%	~	100%	100%	100%	92%	94%	91%	100%	85%	
VALID CASES	29	637	5	4	3	4	6	7	25	2			1	1	1	25	17	11	16	13	
NUMBER OF RESPONDENTS	29	637	5	4	3	4	6	7	25	2			1	1	1	25	17	11	16	13	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	

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

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q58.5	JCC TOT ADLT																				
YES	1 3%	59 20%	1 ~	~	~	~	~	1 4%	~	~	~	~	~	~	1 4%	1 6%	~	~	1 8%		
NO	28 97%	578 91%	4 80%	4 100%	3 100%	4 100%	6 100%	7 96%	2 100%	~	1 100%	1 100%	1 100%	24 96%	16 94%	11 100%	16 100%	12 92%			
VALID CASES	29	637	5	4	3	4	6	7	2		1	1	1	25	17	11	16	13			
NUMBER OF RESPONDENTS	29	637	5	4	3	4	6	7	2		1	1	1	25	17	11	16	13			
	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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ13 0-6	43 19%	821 21%	4 17%	11 31%	6 17%	10 17%	10 23%	1 4%	33 18%	1 33%	~	~	2 100%	3 43%	2 11%	5 23%	37 19%	22 18%	20 20%	16 21%	26 18%
7-8	84 37%	1319 34%	12 50%	12 33%	15 43%	24 41%	11 25%	9 39%	69 38%	2 67%	~	~	~	1 14%	10 56%	4 18%	77 40%	47 39%	34 35%	29 38%	54 37%
9-10	98 44%	1746 45%	8 33%	13 36%	14 40%	25 42%	23 52%	13 57%	80 44%	1 100%	1 100%	~	3 43%	6 33%	13 59%	79 41%	53 43%	44 45%	32 42%	65 45%	
VALID CASES	225	3886	24	36	35	59	44	23	182	3	1	1	2	7	18	22	193	122	98	77	145
NUMBER OF RESPONDENTS	225 100%	3886 100%	24 100%	36 100%	35 100%	59 100%	44 100%	23 100%	182 100%	3 100%	1 100%	1 100%	2 100%	7 100%	18 100%	22 100%	193 100%	122 100%	98 100%	77 100%	145 100%
MEAN	2.24	2.24	2.17	2.06	2.23	2.25	2.30	2.52	2.26	1.67	3.00	3.00	1.00	2.00	2.22	2.36	2.22	2.25	2.24	2.21	2.27
p stat_(*=Sig @ p<=.05)		.901	~	~	~.908	~	~	~	~	~	~	~	~	~	~	~	~	.836	.994	.603	.514

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ23 0-6	32 15%	644 16%	6 20%	6 20%	7 21%	4 7%*	7 18%	2 13%	23 14%	2 67%	1 100%	1 50%	2 25%	1 7%	4 16%	28 16%	20 17%	12 14%	13 18%	19 14%	
7-8	40 19%	927 23%	8 27%	9 30%	5 15%	11 20%	4 10%	3 19%	36 21%	~	~	~	~	2 25%	2 13%	3 12%	37 21%	27 22%	13 15%	17 23%	23 17%
9-10	136 65%	2413 61%	16 53%	15 50%	21 64%	41 73%	29 73%	11 69%	110 65%	1 33%	1 100%	1 50%	4 50%	12 80%	18 72%	113 63%	73 61%	59 70%	43 59%	92 69%	
VALID CASES	208	3984	30	30	33	56	40	16	169	3	1	1	2	8	15	25	178	120	84	73	134
NUMBER OF RESPONDENTS	208 100%	3984 100%	30 100%	30 100%	33 100%	56 100%	40 100%	16 100%	169 100%	3 100%	1 100%	1 100%	2 100%	8 100%	15 100%	25 100%	178 100%	120 100%	84 100%	73 100%	134 100%
MEAN	2.50	2.44	2.33	2.30	2.42	2.66	2.55	2.56	2.51	1.67	3.00	1.00	2.00	2.25	2.73	2.56	2.48	2.44	2.56	2.41	2.54
p stat_(*=Sig @ p<=.05)		.281	~	~	~.036*	~	~	~	~	~	~	~	~	~	~	~	~.187	.344	.218	.257	

[ASKED IF Q15 = YES]



NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
NQ27 0-6	9 9%	230 13%	1 25%	2 17%	1 6%	3 10%	1 5%	6 8%	~	~	~	~	~	1 20%	1 20%	8 10%	3 6%	6 13%	1 3%	7 11%		
7-8	29 30%	475 27%	1 25%	2 17%	6 38%	12 41%	6 27%	2 17%	24 32%	1 33%	~	~	~	2 40%	1 20%	2 22%	27 33%	11 23%	16 33%	12 38%	17 27%	
9-10	59 61%	1078 60%	2 50%	8 67%	9 56%	14 48%	15 68%	10 83%	46 61%	2 67%	1 100%	~	~	2 100%	2 40%	3 60%	7 78%	48 58%	33 70%	26 54%	19 59%	40 63%
VALID CASES	97	1782	4	12	16	29	22	12	76	3	1	~	~	2	5	5	9	83	47	48	32	64
NUMBER OF RESPONDENTS	97 100%	1782 100%	4 100%	12 100%	16 100%	29 100%	22 100%	12 100%	76 100%	3 100%	1 100%	~	~	2 100%	5 100%	5 100%	9 100%	83 100%	47 100%	48 100%	32 100%	64 100%
MEAN	2.52	2.48	2.25	2.50	2.50	2.38	2.64	2.83	2.53	2.67	3.00	~	~	3.00	2.20	2.40	2.78	2.48	2.64	2.42	2.56	2.52
p stat_(*=Sig @ p<=.05)		.583	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

NQ35 RATING OF HEALTH PLAN

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
JCC TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
NQ35																					
0-6	52 19%	1152 23%	9 21%	8 17%	8 20%	14 22%	7 16%	3 12%	41 20%	~	~	~	~	2 18%	4 16%	5 16%	43 19%	27 17%	24 23%	16 16%	33 20%
7-8	107 40%	1595 32%*	17 40%	22 48%	21 51%	21 32%	20 45%	6 24%	87 41%	1 50%	1 33%	~	1 50%	3 27%	13 52%	8 25%	98 44%	65 40%	41 40%	41 41%	66 40%
9-10	110 41%	2187 44%	16 38%	16 35%	12 29%	30 46%	17 39%	16 64%	82 39%	1 50%	2 67%	1 100%	1 50%	6 55%	8 32%	19 59%	84 37%	69 43%	38 37%	42 42%	67 40%
VALID CASES	269	4933	42	46	41	65	44	25	210	2	3	1	2	11	25	32	225	161	103	99	166
NUMBER OF RESPONDENTS	269 100%	4933 100%	42 100%	46 100%	41 100%	65 100%	44 100%	25 100%	210 100%	2 100%	3 100%	1 100%	2 100%	11 100%	25 100%	32 100%	225 100%	161 100%	103 100%	99 100%	166 100%
MEAN	2.22	2.21	2.17	2.17	2.10	2.25	2.23	2.52	2.20	2.50	2.67	3.00	2.50	2.36	2.16	2.44	2.18	2.26	2.14	2.26	2.20
p stat_(*=Sig @ p<=.05)	.904		~	~	~.717	~	~	~.412	~	~	~	~	~	~	~	~.226	.174	.432	.764		

NQ35Z RATING OF INTERPRETER

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

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

GETTING NEEDED CARE

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
NPRBSEE4 NQ25	2.41	2.27	1.60	2.67	2.44	2.39	2.44	2.50	2.38	3.00	2.00		3.00	2.60	2.57	2.50	2.39	2.46	2.35	2.56	2.36
p stat_(*=Sig @ p<=.05)		.070	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~.433	~	~	~
NCARNES4 NQ14	2.37	2.31	2.08	2.22	2.32	2.43	2.39	2.78	2.40	2.00	2.00	2.00	2.00	2.29	2.37	2.23	2.39	2.40	2.32	2.38	2.37
p stat_(*=Sig @ p<=.05)		.264	~	~	~.411	~	~	~	~	~	~	~	~	~	~	~	~	~.420	.404	.908	.922
COMPOSITE	2.39	2.29	1.84	2.44	2.38	2.41	2.41	2.64	2.39	2.50	2.00	2.00	2.50	2.44	2.47	2.36	2.39	2.43	2.34	2.47	2.36
p stat_(*=Sig @ p<=.05)		.208	~	~	~.845	~	~	~	~	~	~	~	~	~	~	~	~	~.551	.552	.460	.664

GETTING CARE QUICKLY

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NCARSN4 NQ4	2.59	2.38	2.44	2.58	2.43	2.78	2.56	2.67	2.59	2.33	2.00	2.50	2.50	2.92	2.42	2.61	2.55	2.63	2.53	2.64	
p stat_(*=Sig @ p<=.05)		.001*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.484	~	~	~	
NAPGET4 NQ6	2.36	2.29	1.87	2.10	2.30	2.48	2.55	2.60	2.42	2.67	2.00	2.00	2.50	2.25	2.22	1.96	2.41	2.30	2.49	2.30	2.41
p stat_(*=Sig @ p<=.05)		.239	~	~	~.139	~	~	~	~	~	~	~	~	~	~	~	.290	.041*	.456	.278	
COMPOSITE	2.47	2.33	2.16	2.34	2.36	2.63	2.55	2.63	2.51	2.50	2.00	2.00	2.50	2.38	2.57	2.19	2.51	2.42	2.56	2.41	2.52
p stat_(*=Sig @ p<=.05)		.128	~	~	~.318	~	~	~	~	~	~	~	~	~	~	~	~	.566	.396	.637	.441

HOW WELL DOCTORS COMMUNICATE

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NDREXPL4 NQ17	2.65	2.60	2.50	2.72	2.61	2.57	2.72	2.76	2.69	2.33	2.00	2.00	2.00	2.20	2.50	2.50	2.64	2.67	2.61	2.59	2.66
p stat_(*=Sig @ p<=.05)		.281	~	~	~.309	~	~	~	~	~	~	~	~	~	~	~	~	.628	.410	.404	.601
NDRLSTN4 NQ18	2.64	2.57	2.52	2.50	2.77	2.63	2.63	2.71	2.65	3.00	2.00	1.00	2.50	2.20	2.69	2.71	2.62	2.66	2.61	2.59	2.66
p stat_(*=Sig @ p<=.05)		.128	~	~	~.854	~	~	~	~	~	~	~	~	~	~	~	~	.683	.471	.474	.635
NDRESPU4 NQ19	2.70	2.65	2.73	2.61	2.74	2.59	2.71	2.88	2.70	2.33	2.00	2.00	3.00	2.60	2.71	2.72	2.68	2.71	2.67	2.62	2.73
p stat_(*=Sig @ p<=.05)		.299	~	~	~.122	~	~	~	~	~	~	~	~	~	~	~	~	.750	.582	.222	.288
NDRTMEN4 NQ20	2.48	2.46	2.19	2.39	2.48	2.60	2.46	2.57	2.49	2.33	2.00	2.00	1.50	2.40	2.62	2.50	2.46	2.47	2.47	2.46	2.49
p stat_(*=Sig @ p<=.05)		.704	~	~	~.154	~	~	~	~	~	~	~	~	~	~	~	~	.927	.905	.816	.816
COMPOSITE	2.62	2.57	2.49	2.56	2.65	2.60	2.63	2.73	2.63	2.50	2.00	1.75	2.25	2.35	2.63	2.61	2.60	2.63	2.59	2.57	2.64
p stat_(*=Sig @ p<=.05)		.704	~	~	~.932	~	~	~	~	~	~	~	~	~	~	~	~	.919	.834	.773	.824

CUSTOMER SERVICE

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
NPBCLCS4 NQ31	2.23	2.14	1.83	2.00	2.40	2.29	2.13	2.56	2.23		2.00	3.00	2.00	2.50	2.73	2.14	2.09	2.35	2.32	2.21	
p stat_(*=Sig @ p<=.05)		.303	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCSRESP NQ32	2.58	2.59	2.17	2.43	2.80	2.53	2.67	2.64	2.56		2.00	2.00	2.60	3.00	2.50	2.61	2.56	2.56	2.68	2.54	
p stat_(*=Sig @ p<=.05)		.836	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.41	2.37	2.00	2.21	2.60	2.41	2.40	2.60	2.39	x	x	2.00	2.50	2.30	2.75	2.61	2.37	2.32	2.46	2.50	2.37
p stat_(*=Sig @ p<=.05)		.795	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

SHARED DECISION MAKING

	JCC TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
NRXWHY NQ10	2.23	2.23	2.27	2.06	2.28	2.26	2.23	2.20	2.23	3.00	1.00		3.00	1.33	2.27	2.17	2.22	2.17	2.28	2.17	2.26
p stat_(*=Sig @ p<=.05)		.987	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.401	.415	~	~
NRXWYNT NQ11	1.93	1.87	1.73	1.69	1.83	2.00	2.08	2.00	1.89	1.00	2.00		1.00	2.00	2.36	2.08	1.90	1.71	2.13	1.89	1.95
p stat_(*=Sig @ p<=.05)		.414	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.003*	.004*	~	~
NRXBST NQ12	2.56	2.44	2.45	2.75	2.56	2.43	2.69	2.45	2.60	1.00	3.00		1.00	2.33	2.45	2.67	2.55	2.56	2.53	2.54	2.57
p stat_(*=Sig @ p<=.05)		.142	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.994	.697	~	~
COMPOSITE	2.24	2.18	2.15	2.17	2.22	2.23	2.33	2.22	2.24	1.67	2.00	x	1.67	1.89	2.36	2.31	2.22	2.15	2.32	2.20	2.26
p stat_(*=Sig @ p<=.05)		.648	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.487	.551	~	~



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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
PRBSEE4 Q25	83%	78%	40%	92%	88%	79%	84%	100%	83%	100%	100%		100%	80%	86%	90%	82%	85%	80%	85%	83%
CARNES4 Q14	86%	82%	71%	78%	88%	88%	89%	100%	86%	67%	100%	100%	100%	86%	89%	91%	85%	88%	84%	87%	86%
AVERAGE	84.3	79.8	55.4	84.7	87.9	83.6	86.3	100	84.5	83.3	x	x	100	82.9	87.6	90.5	83.9	86.5	81.7	86.2	84.2

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
CARSN4 Q4	91%	82%	89%	89%	81%	100%	94%	92%	93%	67%		100%	100%	75%	100%	92%	92%	90%	92%	89%	93%
APGET4 Q6	80%	79%	53%	68%	77%	89%	89%	85%	83%	100%	100%	100%	100%	75%	67%	63%	83%	78%	86%	76%	83%
AVERAGE	85.6	80.1	71.1	78.6	78.8	94.6	92.0	88.3	87.9	83.3	x	x	100	75.0	83.3	77.1	87.1	84.2	88.9	82.5	88.1

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
DREXPL4 Q17	93%	92%	86%	100%	90%	89%	98%	100%	95%	67%	100%	100%	50%	80%	86%	89%	93%	93%	93%	88%	96%
DRLSTN4 Q18	90%	89%	81%	83%	100%	87%	93%	88%	91%	100%	100%	0%	100%	60%	92%	88%	90%	91%	89%	88%	91%
DRESPU4 Q19	94%	91%	95%	89%	97%	89%	98%	100%	94%	67%	100%	100%	100%	100%	93%	94%	94%	94%	94%	92%	95%
DRTMEN4 Q20	85%	86%	71%	78%	86%	88%	88%	93%	85%	100%	100%	100%	50%	80%	92%	94%	84%	87%	83%	84%	86%
AVERAGE	90.5	89.3	83.5	87.5	93.3	88.2	94.0	95.3	91.1	83.3	x	x	75.0	80.0	90.8	91.5	90.1	90.9	89.9	87.7	91.9

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
PBCLCS4 Q31	79%	73%	67%	71%	87%	76%	80%	89%	77%			100%	100%	60%	100%	100%	75%	71%	85%	79%	79%
CSRESP Q32	91%	91%	100%	93%	93%	88%	93%	82%	89%			100%	100%	100%	100%	90%	92%	94%	88%	100%	88%
AVERAGE	85.1	82.1	83.3	82.1	90.0	82.4	86.7	85.4	83.2	x	x	x	x	80.0	100	95.0	83.9	82.8	86.4	89.5	83.7

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

	JCC TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
RXWHY Q10	82%	80%	91%	75%	83%	74%	88%	90%	85%	100%	0%	100%	33%	64%	83%	81%	81%	82%	74%	85%	
RXWYNT Q11	66%	61%	64%	56%	61%	69%	73%	64%	65%	0%	100%	0%	67%	82%	75%	65%	56%	73%	63%	67%	
FRXBST Q12	78%	72%	73%	88%	78%	71%	85%	73%	80%	0%	100%	0%	67%	73%	83%	78%	78%	77%	77%	78%	
AVERAGE	75.6	70.8	75.8	72.9	74.1	71.4	82.1	75.5	76.7	x	x	x	x	55.6	72.7	80.6	74.7	72.0	77.2	71.4	77.0

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

		AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	OTH	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q1	JCC TOT CHLD																		
YES	325 100%	5863 100%	60 ~100%	93 ~100%	97 ~100%	75 ~100%	185 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	124 100%	180 100%	286 100%	19 100%	257 100%	68 ~100%
NOT ANSWERED	3	155	1		2		3							2	1	3		3	
VALID CASES	325	5863	60	93	97	75	185	3	1	1	2	19	45	124	180	286	19	257	68
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC
Q3 YES	94 29%	1775 30%	26 ~ 43%*	19 21%*	30 31%	19 26%	59 32%	2 67%~		1 ~100%~	1 50%~	2 11%~	13 29%~	24 19%*	62 34%*	76 27%~	10 53%~	62 25%*	32 47%*
NO	226 71%	4117 70%	34 ~ 57%*	70 79%*	67 69%	55 74%	127 68%	1 33%~	1 100%~		1 ~ 50%~	17 89%~	32 71%~	100 81%*	118 66%*	210 73%~	9 47%~	190 75%*	36 53%*
NOT ANSWERED	8	126	1	4	2	1	2							2	1	3		8	
VALID CASES	320	5892	60	89	97	74	186	3	1	1	2	19	45	124	180	286	19	252	68
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q4 NEVER	1 1%	28 2%	~	4%~	~	~	~	2%~	~	~	~	~	~	2%~	1%~	~	2%~	~	
SOMETIMES	6 7%	167 10%	~	4%~	5%~	11%~	6%~	4%~	~	100%~	~	~	17%~	13%~	5%~	22%~	7%~	6%~	
USUALLY	11 12%	270 16%	~	12%~	11%~	15%~	11%~	9%~	50%~	~	~	~	~	17%~	7%~	10%~	11%~	12%~	13%~
ALWAYS	71 80%	1252 73%	~	80%~	84%~	74%~	83%~	86%~	50%~	~	100%~	100%~	83%~	70%~	86%~	84%~	67%~	79%~	81%~
#ALWAYS + USUALLY (NET)	82 92%	1522 89%	~	92%~	95%~	89%~	94%~	95%~	100%~	~	100%~	100%~	83%~	87%~	93%~	93%~	78%~	91%~	94%~
TOP BOX SCORE	71 80%	1252 73%	~	80%~	84%~	74%~	83%~	86%~	50%~	~	100%~	100%~	83%~	70%~	86%~	84%~	67%~	79%~	81%~
NOT ANSWERED	5	136	1			3	1	3				1	1	3	3	1	4	1	
VALID CASES	89	1718	25	19	27	18	56	2	1	1	2	12	23	59	73	9	58	31	
NUMBER OF RESPONDENTS	94	1854	26	19	30	19	59	2	1	1	2	13	24	62	76	10	62	32	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q3 = YES]



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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q5																			
YES	190 61%	3764 65%	~ 50	~ 51	~ 53	~ 36	117	1	1		2	9	26	69	115	169	15	137	53
			~ 83%*	59%	56%	50%*	63%	33%	~100%	~	~100%	50%	59%	57%	64%	59%	83%	55%*	80%*
NO	124 39%	2063 35%	~ 10	~ 36	~ 42	~ 36	69	2		1		9	18	52	65	116	3	111	13
			~ 17%*	41%	44%	50%*	37%	67%	~	~100%	~	~ 50%	41%	43%	36%	41%	17%	45%*	20%*
NOT ANSWERED	14	192	1	6	4	3	2					1	1	5	1	4	1	12	2
VALID CASES	314	5826	60	87	95	72	186	3	1	1	2	18	44	121	180	285	18	248	66
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q6 NEVER	4 2%	57 2%	~	4%~	2%~	2%~	~0.9%	~	~	~	50%~	~	~	2% 2%	2% 2%	3 2%~	~	3 2%	1 2%	
SOMETIMES	20 11%	442 13%	~	8%~	13%~	8%~	18%~	10%	~	~	~	37%~	12%~	16% 9%	10 9%	14 9%~	6 40%~	10 8%	10 19%	
USUALLY	37 21%	870 25%	~	12%~	28%~	23%~	21%~	18% 18%	~100%~	1	~	50%~	20%~	33%* 15%*	21 15%*	16 23%~	36 7%~	1 21%~	26 21%	11 21%
ALWAYS	116 66%	2092 60%	~	75%~	57%~	67%~	62%~	80 71%* 100%~	1 100%~	~	50%~	12%~	68%~	49%* 74%*	31 74%*	81 74%*	104 66%~	8 53%~	86 69%	30 58%
#ALWAYS + USUALLY (NET)	153 86%	2961 86%	~	88%~	85%~	90%~	82%~	100 89% 100%~	1 100%~	1 100%~	50%~	62%~	88%~	83% 89%	97 89%	140 89%~	9 60%~	112 90%	41 79%	
TOP BOX SCORE	116 66%	2092 60%	~	75%~	57%~	67%~	62%~	80 71%* 100%~	1 100%~	~	50%~	12%~	68%~	49%* 74%*	31 74%*	81 74%*	104 66%~	8 53%~	86 69%	30 58%
NOT ANSWERED	13	259	2	4	5	2	5					1	1	6	6	12		12	1	
VALID CASES	177	3460	48	47	48	34	112	1	1		2	8	25	63	109	157	15	125	52	
NUMBER OF RESPONDENTS	190	3719	50	51	53	36	117	1	1		2	9	26	69	115	169	15	137	53	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q5 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q7 NONE	99 32%	1770 31%	11 ~ 19%*	32 37%	28 29%	28 39%	48 26%*	1 33%~	1 ~100%~	10 ~ 53%~	14 33%~	49 41%*	47 26%*	94 33%~	4 22%~	87 36%*	12 18%*		
1 TIME	79 25%	1587 28%	18 ~ 32%	25 29%	24 25%	12 17%*	49 26%	1 33%~	~	1 ~ 50%~	4 21%~	12 28%~	30 25%	47 26%	75 27%~	1 6%~	69 28%*	10 15%*	
2	68 22%	1212 21%	9 ~ 16%	13 15%	30 32%*	16 22%	47 25%	~	~	1 ~ 50%~	4 21%~	5 12%~	22 18%	43 24%	64 23%~	1 6%~	52 21%	16 24%	
3	27 9%	601 10%	6 ~ 11%	8 9%	5 5%	8 11%	19 10%	1 ~100%~	~	~	1 ~ 5%~	2 5%~	6 5%*	20 11%	23 8%~	3 17%~	18 7%	9 13%	
4	19 6%	266 5%	6 ~ 11%	6 7%	1 1%*	6 8%	11 6%	~	~	~	~	7 ~ 16%~	5 4%	13 7%	15 5%~	3 17%~	9 4%*	10 15%*	
5 TO 9	14 5%	243 4%	5 ~ 9%	1 1%*	6 6%	2 3%	10 5%	1 33%~	~	~	~	2 5%~	7 6%	7 4%	8 3%~	6 33%~	6 2%*	8 12%*	
10 OR MORE TIMES	4 1%	84 1%	2 ~ 4%	1 1%	1 1%	~0.5%	1 ~0.5%	~	~	~	~	1 2%~	1 0.8%	2 1%	3 1%~	~0.8%	2 ~0.8%	2 3%	
NOT ANSWERED	18	255	4	7	4	3	3					2	6	2	7	1	17	1	
VALID CASES	310	5763	57	86	95	72	185	3	1	1	2	19	43	120	179	282	18	243	67
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q8 #YES	140 67%	2722 69%	37 ~ 80%	32 ~ 60%	50 76%	21 49%	94 70%	1 ~100%	2 ~100%	5 56%	18 64%	45 63%	91 71%	127 68%	9 64%	95 62%*	45 82%*		
NO	68 33%	1206 31%	9 ~ 20%	21 40%	16 24%	22 51%	41 30%	2 100%	~	~	4 44%	10 36%	26 37%	38 29%	59 32%	5 36%	58 38%*	10 18%*	
NOT ANSWERED	3	97			1	1	1	2				1		3	2		3		
VALID CASES	208	3927	46	53	66	43	135	2	1	2	9	28	71	129	186	14	153	55	
NUMBER OF RESPONDENTS	211	4024	46	54	67	44	137	2	1	2	9	29	71	132	188	14	156	55	
	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				
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q9 NEVER	5 2%	99 3%	~	~	~	4 6%	1 2%	4 3%	~	~	~	~	~	~	4 3%	4 2%	~	5 3%*	~	
SOMETIMES	18 9%	362 9%	~	7 15%	6 11%	2 3%*	3 7%	14 10%	1 100%	~	~	~	1 11%	~	9 13%	9 7%	14 8%	4 29%	12 8%	6 11%
USUALLY	46 22%	854 22%	~	6 13%	13 24%	16 24%	11 26%	28 21%	~	~	~	~	2 22%	7 24%	21 30%	24 18%	38 20%	6 43%	30 19%	16 29%
ALWAYS	140 67%	2627 67%	~	33 72%	35 65%	44 67%	28 65%	90 66%	1 100%	~	~	2 100%	6 67%	22 76%	41 58%*	93 72%	130 70%	4 29%	107 69%	33 60%
#ALWAYS + USUALLY (NET)	186 89%	3480 88%	~	39 85%	48 89%	60 91%	39 91%	118 87%	1 100%	~	~	2 100%	8 89%	29 100%	62 87%	117 90%	168 90%	10 71%	137 89%	49 89%
TOP BOX SCORE	140 67%	2627 67%	~	33 72%	35 65%	44 67%	28 65%	90 66%	1 100%	~	~	2 100%	6 67%	22 76%	41 58%*	93 72%	130 70%	4 29%	107 69%	33 60%
NOT ANSWERED	2	83				1	1	1	1						2	2		2		
VALID CASES	209	3941		46	54	66	43	136	1	1		2	9	29	71	130	186	14	154	55
NUMBER OF RESPONDENTS	211	4024		46	54	67	44	137	2	1		2	9	29	71	132	188	14	156	55
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q10 YES	68 33%	1194 30%	15 ~ 33%	23 ~ 43%	19 29%	11 26%	45 34%	1 50%	1 100%		1 ~ 50%	3 33%	11 38%	22 31%	44 34%	58 31%	8 62%	39 25%*	29 54%*
Q10 NO	139 67%	2727 70%	30 ~ 67%	31 ~ 57%	47 71%	31 74%	88 66%	1 50%			1 ~ 50%	6 67%	18 62%	48 69%	85 66%	127 69%	5 38%	114 75%*	25 46%*
NOT ANSWERED	4	102	1		1	2	4							1	3	3	1	3	1
VALID CASES	207	3922	45	54	66	42	133	2	1		2	9	29	70	129	185	13	153	54
NUMBER OF RESPONDENTS	211 100%	4024 100%	46 100%	54 100%	67 100%	44 100%	137 100%	2 100%	1 100%		2 100%	9 100%	29 100%	71 100%	132 100%	188 100%	14 100%	156 100%	55 100%

[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					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q11																				
NOT AT ALL	4 6%	40 4%	~	2 13%	1 4%	~	1 10%	2 5%	~	~	~	~	1 33%	3 14%	1 2%	4 7%	~	4 11%	~	
A LITTLE	4 6%	110 10%	~	~	2 9%	1 5%	1 10%	3 7%	~	~	~	~	1 33%	2 10%	2 5%	4 7%	~	2 5%	2 7%	
SOME	23 34%	287 26%	~	6 40%	9 39%	6 32%	2 20%	16 36%	~	~	~	~	5 45%	8 38%	15 34%	19 33%	4 50%	15 39%	8 28%	
#A LOT	36 54%	660 60%	~	7 47%	11 48%	12 63%	6 60%	23 52%	1 100%	1 100%	~	1 100%	1 33%	6 55%	8 38%	26 59%	30 53%	4 50%	17 45%	19 66%
NOT ANSWERED	1	40					1	1						1		1		1		
VALID CASES	67	1098		15	23	19	10	44	1	1		1	3	11	21	44	57	8	38	29
NUMBER OF RESPONDENTS	68	1138		15	23	19	11	45	1	1		1	3	11	22	44	58	8	39	29
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q12 NOT AT ALL	14 21%	204 19%		4 ~ 29%	6 26%	2 11%	2 20%	10 23%					1 ~ 33%	1 9%	3 14%	10 23%	12 21%	1 13%	10 27%	4 14%
A LITTLE	14 21%	171 16%		3 ~ 21%	6 26%	5 26%		9 21%					1 ~ 33%	3 27%	2 10%	12 28%	13 23%	1 13%	10 27%	4 14%
SOME	24 36%	343 31%		4 ~ 29%	8 35%	8 42%	4 40%	16 37%	1 100%				1 ~ 33%	4 36%	14 67%	10 23%	19 34%	5 63%	12 32%	12 41%
#A LOT	14 21%	374 34%*		3 ~ 21%	3 13%	4 21%	4 40%	8 19%	1 ~100%		1 ~100%		3 ~ 27%	2 10%	11 26%	12 21%	1 13%	5 14%	9 31%	
NOT ANSWERED	2	47		1			1	2						1	1	2		2		
VALID CASES	66	1091		14	23	19	10	43	1	1		1	3	11	21	43	56	8	37	29
NUMBER OF RESPONDENTS	68	1138		15	23	19	11	45	1	1		1	3	11	22	44	58	8	39	29
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q13 #YES	47 71%	872 80%	11 ~ 73%	16 ~ 73%	13 ~ 68%	7 ~ 70%	30 70%	1 100%	1 100%		1 ~ 100%	2 67%	8 73%	16 76%	30 70%	40 71%	6 75%	24 65%	23 79%
NO	19 29%	225 20%	4 ~ 27%	6 ~ 27%	6 ~ 32%	3 ~ 30%	13 30%					1 ~ 33%	3 27%	5 24%	13 30%	16 29%	2 25%	13 35%	6 21%
NOT ANSWERED	2	42		1		1	2							1	1	2		2	
VALID CASES	66	1096	15	22	19	10	43	1	1		1	3	11	21	43	56	8	37	29
NUMBER OF RESPONDENTS	68	1138	15	23	19	11	45	1	1		1	3	11	22	44	58	8	39	29
	100%	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?

	JCC TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q14 WORST HEALTH CARE POSSIBLE	4	0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
01	5	0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
02	15	0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
03	33	0.8%	~	~	1	~	~	1	~	~	~	~	~	1	~	1	~	1			
04	53	1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
05	84	4%	~	~	1	3	4	6	~	~	~	~	1	3	5	6	2	5	3		
06	21	3%*	~	~	1	~	1	~	~	~	~	~	1	~	~	1	~	1	~		
07	126	8%	~	5	4	2	1	10	~	~	~	~	1	5	7	12	~	7	5		
08	432	23%	~	7	13	11	12	28	1	~	~	~	2	6	17	25	36	5	28	15	
09	391	22%	~	10	7	15	7	24	1	1	~	~	1	4	13	26	38	1	32	7	
BEST HEALTH CARE POSSIBLE	98	48%	~	20	27	34	17	65	~	~	~	~	2	6	15	31	63	90	4	75	23
#8-10 (NET)	180	82%*	~	37	47	60	36	117	2	1	~	~	2	9	25	61	114	164	10	135	45

Continued

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
9-10 (NET)	137 67%	2325 60%*	30 ~ 71%	34 ~ 63%	49 75%	24 57%	89 66%	1 50%	1 ~100%		2 ~100%	7 78%	19 70%	44 63%	89 70%	128 70%	5 42%	107 72%*	30 56%*
NOT ANSWERED	8	122	4		2	2	3						2	1	5	4	2	7	1
VALID CASES	203	3902	42	54	65	42	134	2	1		2	9	27	70	127	184	12	149	54
NUMBER OF RESPONDENTS	211 100%	4024 100%	46 100%	54 100%	67 100%	44 100%	137 100%	2 100%	1 100%		2 100%	9 100%	29 100%	71 100%	132 100%	188 100%	14 100%	156 100%	55 100%
MEAN	8.94	8.59	9.07	8.87	9.11	8.62	8.90	8.50	9.00		10.0	9.44	9.11	8.84	8.98	8.98	8.25	9.05	8.63
p stat_(*=Sig @ p<=.05)		.000*	~	~.679	.216		~.630	~	~	~	~	~	~	~.476	.513	~	~	~.053	.052

[ASKED IF Q7 >= 1]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
Q15 NEVER	1 0.5%	70 2%*	~	~	~	~	2%~	0.7%~	~	~	~	~	~	~	1%~	~	1 0.5%~	~	1 0.7%~	~	
SOMETIMES	18 9%	378 10%	~	5 11%~	6 11%	4 6%	3 7%~	11 8%	~	~	~	~	1 11%~	4 14%~	10 15%	8 6%	15 8%~	3 23%~	10 7%	8 15%	
USUALLY	48 24%	1179 30%*	~	12 27%~	10 19%	14 22%	12 29%~	29 22%	~	~	~	~	2 22%~	5 17%~	16 24%	30 23%	40 22%~	5 38%~	36 24%	12 23%	
ALWAYS	137 67%	2256 58%*	~	28 62%~	37 70%	46 72%	26 62%~	93 69%	2 100%~	1 100%	~	~	2 100%~	6 67%~	20 69%~	41 60%	92 71%	128 70%~	5 38%~	104 69%	33 62%
#ALWAYS + USUALLY (NET)	185 91%	3435 88%	~	40 89%~	47 89%	60 94%	38 90%~	122 91%	2 100%~	1 100%	~	~	2 100%~	8 89%~	25 86%~	57 84%*	122 94%	168 91%~	10 77%~	140 93%	45 85%
TOP BOX SCORE	137 67%	2256 58%*	~	28 62%~	37 70%	46 72%	26 62%~	93 69%	2 100%~	1 100%	~	~	2 100%~	6 67%~	20 69%~	41 60%	92 71%	128 70%~	5 38%~	104 69%	33 62%
NOT ANSWERED	7	141	~	1	1	3	2	3	~	~	~	~	~	~	3	2	4	1	5	2	
VALID CASES	204	3883	~	45	53	64	42	134	2	1	~	~	2	9	29	68	130	184	13	151	53
NUMBER OF RESPONDENTS	211 100%	4024 100%	~	46 100%	54 100%	67 100%	44 100%	137 100%	2 100%	1 100%	~	~	2 100%	9 100%	29 100%	71 100%	132 100%	188 100%	14 100%	156 100%	55 100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q16 YES	215 69%	4005 69%	11 ~ 19%*	69 79%*	76 80%*	59 82%*	132 71%	1 33%	1 100%		2 ~ 100%	12 63%	33 73%	72 59%*	134 75%*	197 69%*	11 58%	164 67%	51 76%
NO	97 31%	1827 31%	47 ~ 81%*	18 21%*	19 20%*	13 18%*	54 29%	2 67%				7 ~ 37%	12 27%	51 41%*	45 25%*	87 31%*	8 42%	81 33%	16 24%
NOT ANSWERED	16	187	3	6	4	3	2			1				3	2	5		15	1
VALID CASES	312	5831	58	87	95	72	186	3	1		2	19	45	123	179	284	19	245	67
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q17 YES	23 11%	460 12%	~	1 9%	9 14%	8 12%	5 9%	15 12%	1 ~100%	~	~	~	3 9%	9 14%	14 11%	20 11%	3 27%	10 6%	13 28%	
NO	179 89%	3425 88%	~	10 91%	56 86%	61 88%	52 91%	110 88%	1 100%	~	1 ~100%	12 100%	29 91%	57 86%	113 89%	164 89%	8 73%	146 94%	33 72%	
NOT ANSWERED	13	235			4	7	2	7			1	1	6	7	13			8	5	
VALID CASES	202	3885		11	65	69	57	125	1	1	1	12	32	66	127	184	11	156	46	
NUMBER OF RESPONDENTS	215 100%	4120 100%		11 100%	69 100%	76 100%	59 100%	132 100%	1 100%	1 100%		2 100%	12 100%	33 100%	72 100%	134 100%	197 100%	11 100%	164 100%	51 100%

[ASKED IF Q16 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q18 #YES	19 83%	368 88%	1	7	7	4	13	1				3	6	13	16	3	8	11	
			~100%	78%	88%	80%	87%	~100%	~	~	~	~100%	67%	93%	80%	100%	80%	85%	
NO	4 17%	51 12%	~	2	1	1	2	~	~	~	~	~	3	1	4	~	2	2	
			~	22%	13%	20%	13%	~	~	~	~	~	33%	7%	20%	~	20%	15%	
NOT ANSWERED		1																	
VALID CASES	23	419	1	9	8	5	15	1				3	9	14	20	3	10	13	
NUMBER OF RESPONDENTS	23	420	1	9	8	5	15	1				3	9	14	20	3	10	13	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q16 = YES AND Q17 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q19 YES	14 5%	202 3%	~	5 9%	6 7%	~	3 4%	8 4%	~	~	~	~	1 5%	4 9%	3 2%	10 6%	11 4%	2 11%	5 2%*	9 13%*
NO	297 95%	5625 97%	~	53 91%	81 93%	93 100%	70 96%	177 96%	3 100%	1 100%	1 100%	2 100%	18 95%	41 91%	119 98%	169 94%	272 96%	17 89%	239 98%*	58 87%*
NOT ANSWERED	17	191		3	6	6	2	3							4	2	6		16	1
VALID CASES	311	5827		58	87	93	73	185	3	1	1	2	19	45	122	179	283	19	244	67
NUMBER OF RESPONDENTS	328 100%	6018 100%		61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q20 NEVER	2 15%	22 11%	~	25%~	~	~	33%~	25%~	~	~	~	~	~	~	20%~	2	20%~	~	25%~	2
SOMETIMES	1 8%	27 13%	~	~	17%~	~	~	~	~	~	~	~	100%~	~	50%~	~	~	50%~	~	13%~
USUALLY	5 38%	51 24%	~	50%~	17%~	~	67%~	38%~	~	~	~	~	67%~	2	50%~	4	40%~	40%~	50%~	2 38%~
ALWAYS	5 38%	109 52%	~	25%~	67%~	~	~	38%~	~	~	~	~	33%~	1	~	4	40%~	40%~	~	3 25%~
#ALWAYS + USUALLY (NET)	10 77%	160 76%	~	75%~	83%~	~	67%~	75%~	~	~	~	~	100%~	3	50%~	8	80%~	50%~	100%~	5 63%~
TOP BOX SCORE	5 38%	109 52%	~	25%~	67%~	~	~	38%~	~	~	~	~	33%~	1	~	4	40%~	40%~	~	3 25%~
NOT ANSWERED	1	12	~	~	~	~	~	~	~	~	~	~	~	1	~	1	~	~	~	1
VALID CASES	13	210	~	4	6	~	3	8	~	~	~	~	1	3	2	10	10	2	5	8
NUMBER OF RESPONDENTS	14	222	~	5	6	~	3	8	~	~	~	~	1	4	3	10	11	2	5	9
	100%	100%	~	100%	100%	~	100%	100%	~	~	~	~	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q21 #YES	10 83%	178 86%	~	1 33%	6 100%	~	3 100%	6 86%	~	~	~	~	1 100%	2 67%	2 100%	7 78%	8 89%	1 50%	3 60%	7 100%
NO	2 17%	30 14%	~	2 67%	~	~	1 14%	~	~	~	~	~	1 33%	2 22%	~	1 11%	1 50%	2 40%	~	
NOT ANSWERED	2	14		2			1						1	1	1	2			2	
VALID CASES	12	208		3	6		3	7					1	3	2	9	9	2	5	7
NUMBER OF RESPONDENTS	14	222		5	6		3	8					1	4	3	10	11	2	5	9
	100%	100%		100%	100%		100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q22 YES	26 8%	474 8%	~ 10%	6 16%*	14 2%*	2 5%	4 7%	13 7%	1 33%~	~	~	~	2 11%~	5 11%~	19 15%*	6 3%*	23 8%~	2 11%~	13 5%*	13 19%*
NO	288 92%	5319 92%	~ 90%	52 84%*	72 98%*	94 95%*	70 93%	174 93%	2 67%~	1 100%~	1 100%~	2 100%~	17 89%~	40 89%~	104 85%*	175 97%*	263 92%~	17 89%~	233 95%*	55 81%*
NOT ANSWERED	14	225	3	7	3	1	1	1							3	3	14			
VALID CASES	314	5793	58	86	96	74	187	3	1	1	2	19	45	123	181	286	19	246	68	
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC
Q23 NEVER	3 13%	60 14%	~	~	2 14%	1 100%	2 17%	~	~	~	~	~	~	1 6%	1 17%	2 10%	~	1 8%	2 17%
SOMETIMES	5 21%	71 17%	~	1 17%	2 14%	2 67%	4 33%	~	~	~	~	~	~	2 12%	3 50%	5 24%	~	3 25%	2 17%
USUALLY	2 8%	110 26%	~	~	2 14%	~	2 17%	~	~	~	~	~	~	1 6%	1 17%	2 10%	~	1 8%	1 8%
ALWAYS	14 58%	179 43%	~	5 83%	8 57%	1 33%	4 33%	1 100%	~	~	~	2 100%	5 100%	13 76%	1 17%	12 57%	2 100%	7 58%	7 58%
#ALWAYS + USUALLY (NET)	16 67%	289 69%	~	5 83%	10 71%	1 33%	6 50%	1 100%	~	~	~	2 100%	5 100%	14 82%	2 33%	14 67%	2 100%	8 67%	8 67%
TOP BOX SCORE	14 58%	179 43%	~	5 83%	8 57%	1 33%	4 33%	1 100%	~	~	~	2 100%	5 100%	13 76%	1 17%	12 57%	2 100%	7 58%	7 58%
NOT ANSWERED	2	24				1 1	1							2		2		1	1
VALID CASES	24	420		6 100%	14 100%	1 100%	3 100%	12 100%	1 100%			2 100%	5 100%	17 100%	6 100%	21 100%	2 100%	12 100%	12 100%
NUMBER OF RESPONDENTS	26 100%	444 100%		6 100%	14 100%	2 100%	4 100%	13 100%	1 100%			2 100%	5 100%	19 100%	6 100%	23 100%	2 100%	13 100%	13 100%

[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?

	JCC TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q24 #YES	16 70%	291 69%	6 ~100%	7 54%	3 ~100%	8 67%	1 100%	~	~	~	2 ~100%	2 50%	10 63%	5 83%	13 65%	2 100%	9 75%	7 64%
NO	7 30%	132 31%	~	6 46%	1 100%	4 33%	~	~	~	~	2 50%	6 38%	1 17%	7 35%	~	3 25%	4 36%	
NOT ANSWERED	3	21		1	1	1	1				1	3		3		1	2	
VALID CASES	23	423	6	13	1	3	12	1		2	4	16	6	20	2	12	11	
NUMBER OF RESPONDENTS	26	444	6	14	2	4	13	1		2	5	19	6	23	2	13	13	
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q22 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q25 YES	39 12%	682 12%	~	3 5%*	11 13%	12 13%	13 18%	23 12%	1 ~100%	1 ~100%	2 ~ 11%	6 13%	14 11%	25 14%	36 13%	3 16%	15 6%*	24 35%*		
NO	274 88%	5109 88%	~	55 95%*	75 87%	83 87%	61 82%	163 88%	3 100%	~	2 ~100%	17 89%	39 87%	109 89%	155 86%	249 87%	16 84%	230 94%*	44 65%*	
NOT ANSWERED	15	227		3	7	4	1	2					3	1	4		15			
VALID CASES	313	5791		58	86	95	74	186	3	1	1	2	19	45	123	180	285	19	245	68
NUMBER OF RESPONDENTS	328 100%	6018 100%		61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV PAC ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q26 NEVER	7 20%	90 14%	~	33%~	18%~	27%~	10%~	19%~	~	~	100%~	~	~	20%~	17%~	22%~	22%~	~	33%~	13%~
SOMETIMES	6 17%	121 19%	~	~	18%~	9%~	30%~	14%~	~	~	~	~	50%~	20%~	25%~	13%~	12%~	67%~	17%~	17%~
USUALLY	6 17%	156 24%	~	33%~	18%~	9%~	20%~	19%~	~	~	~	~	40%~	8%~	22%~	19%~	~	~	~	26%~
ALWAYS	16 46%	284 44%	~	33%~	45%~	55%~	40%~	48%~	~	100%~	~	~	50%~	20%~	50%~	43%~	47%~	33%~	50%~	43%~
#ALWAYS + USUALLY (NET)	22 63%	440 68%	~	67%~	64%~	64%~	60%~	67%~	~	100%~	~	~	50%~	60%~	58%~	65%~	66%~	33%~	50%~	70%~
TOP BOX SCORE	16 46%	284 44%	~	33%~	45%~	55%~	40%~	48%~	~	100%~	~	~	50%~	20%~	50%~	43%~	47%~	33%~	50%~	43%~
NOT ANSWERED	4	25				1	3	2					1	2	2	4		3	1	
VALID CASES	35	651		3	11	11	10	21	1	1			2	5	12	23	32	3	12	23
NUMBER OF RESPONDENTS	39	676		3	11	12	13	23	1	1			2	6	14	25	36	3	15	24
	100%	100%		100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q27 #YES	18 51%	347 53%	~	33%~	55%~	45%~	60%~	38%~	~	100%~	100%~	~	100%~	83%~	55%~	50%~	47%~	100%~	50%~	52%~
NO	17 49%	304 47%	~	67%~	45%~	55%~	40%~	62%~	~	~	~	~	~	17%~	45%~	50%~	53%~	~	50%~	48%~
NOT ANSWERED	4	25				1	3	2							3	1	4		3	1
VALID CASES	35	651		3	11	11	10	21		1	1		2	6	11	24	32	3	12	23
NUMBER OF RESPONDENTS	39	676		3	11	12	13	23		1	1		2	6	14	25	36	3	15	24
	100%	100%		100%	100%	100%	100%	100%		100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]



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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q28 YES	44 14%	1072 19%*	~	21%	9%	12%	18%	27 15%	2 67%~	~	~	~	~	18%~	16 13%	27 15%	38 13%~	5 26%~	24 10%*	20 30%*
NO	266 86%	4688 81%*	~	79%	91%	88%	82%	159 85%	1 33%~	1 100%~	1 100%~	2 100%~	19 100%~	37 82%~	104 87%	153 85%	244 87%~	14 74%~	219 90%*	47 70%*
NOT ANSWERED	18	257		3	8	4	3	2							6	1	7		17	1
VALID CASES	310	5761		58	85	95	72	186	3	1	1	2	19	45	120	180	282	19	243	67
NUMBER OF RESPONDENTS	328 100%	6018 100%		61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q29 #YES	26 60%	609 56%	~	5 45%	5 63%	7 64%	9 69%	17 65%	1 50%	~	~	~	~	4 50%	9 56%	16 62%	21 57%	4 80%	14 61%	12 60%
NO	17 40%	471 44%	~	6 55%	3 38%	4 36%	4 31%	9 35%	1 50%	~	~	~	~	4 50%	7 44%	10 38%	16 43%	1 20%	9 39%	8 40%
NOT ANSWERED	1	35	1					1							1	1		1		
VALID CASES	43	1080	11	8	11	13	26	2					8	16	26	37	5	23	20	
NUMBER OF RESPONDENTS	44	1115	12	8	11	13	27	2					8	16	27	38	5	24	20	
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q28 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q30																			
YES	272 87%	4998 86%	~ 53 93%	76 86%	85 90%	58 79%	166 89%	2 67%	1 100%		2 100%	12 63%	42 95%	98 80%*	165 92%*	247 87%	18 95%	207 84%*	65 97%*
NO	40 13%	790 14%	~ 4 7%	12 14%	9 10%	15 21%	20 11%	1 33%~	~	~	~	7 37%~	2 5%~	25 20%*	14 8%*	38 13%~	1 5%~	38 16%*	2 3%*
NOT ANSWERED	16	230	4	5	5	2	2			1			1	3	2	4		15	1
VALID CASES	312	5788	57	88	94	73	186	3	1		2	19	44	123	179	285	19	245	67
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q31 NONE	61 23%	1324 27%	~	3 6%*	22 30%	19 24%	17 30%	33 20%	~	~	~	~	4 36%~	13 32%~	24 26%	34 21%	58 24%~	3 17%~	54 28%*	7 11%*
1 TIME	85 33%	1651 34%	~	19 37%	26 36%	25 31%	15 26%	51 32%	1 50%~	~	~	1 50%~	4 36%~	12 29%~	30 33%	54 34%	83 35%~	1 6%~	67 34%	18 28%
2	60 23%	1029 21%	~	9 18%	13 18%	24 30%	14 25%	44 27%*	~	~	~	1 50%~	3 27%~	4 10%~	17 18%	40 25%	54 23%~	3 17%~	43 22%	17 26%
3	26 10%	462 9%	~	7 14%	6 8%	8 10%	5 9%	15 9%	1 50%~	1 100%~	~	~	~	4 10%~	9 10%	16 10%	19 8%~	6 33%~	16 8%	10 15%
4	19 7%	201 4%*	~	6 12%	5 7%	2 2%*	6 11%	13 8%	~	~	~	~	~	5 12%~	6 7%	13 8%	15 6%~	4 22%~	10 5%	9 14%
5 TO 9	8 3%	173 4%	~	5 10%	1 1%	2 2%	~	4 2%	~	~	~	~	~	2 5%~	6 7%*	2 1%	7 3%~	1 6%~	5 3%	3 5%
10 OR MORE TIMES	2 0.8%	32 0.6%	~	2 4%~	~	~	~	1 0.6%	~	~	~	~	~	1 2%~	~	2 1%~	2 0.8%~	~	1 0.5%~	1 2%
NOT ANSWERED	11	181		2	3	5	1	5					1	1	6	4	9		11	
VALID CASES	261	4872		51	73	80	57	161	2	1		2	11	41	92	161	238	18	196	65
NUMBER OF RESPONDENTS	272	5053		53	76	85	58	166	2	1		2	12	42	98	165	247	18	207	65
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q31A ALWAYS	3 2%	68 2%	~	2%~	2 4%	~	1 0.8%	~	~	~	~	~	~	2 3%	1 0.8%	3 2%~	~	3 2%~	~	
USUALLY	3 2%	51 1%	~	~	2 4%	~	1 0.8%	~	~	~	~	~	~	3 4%~	~	3 2%~	~	3 2%~	~	
SOMETIMES	10 5%	288 8%*	~	3 6%~	1 2%	5 8%	1 2%~	4 3%	~	~	~	2 29%~	~	10 15%*	~	7 4%~	3 20%~	8 6%	2 3%	
NEVER	183 92%	3102 88%	~	44 92%~	46 90%	55 92%	38 95%~	121 95%*	2 100%~	1 100%~	~	2 100%~	5 71%~	28 100%~	53 78%*	125 99%*	166 93%~	12 80%~	127 90%	56 97%
#NEVER + SOMETIMES (NET)	193 97%	3390 97%	~	47 98%~	47 92%	60 100%~	39 98%	125 98%	2 100%	1 100%	~	2 100%	7 100%	28 100%	63 93%*	125 99%*	173 97%~	15 100%~	135 96%*	58 100%~
TOP BOX SCORE	183 92%	3102 88%	~	44 92%~	46 90%	55 92%	38 95%~	121 95%*	2 100%~	1 100%~	~	2 100%	5 71%~	28 100%	53 78%*	125 99%*	166 93%~	12 80%~	127 90%	56 97%
NOT ANSWERED	1	31				1	1							1		1		1		
VALID CASES	199	3509		48	51	60	40	127	2	1		2	7	28	68	126	179	15	141	58
NUMBER OF RESPONDENTS	200	3540		48	51	61	40	128	2	1		2	7	28	68	127	180	15	142	58
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q32 NEVER	3 2%	74 2%	~	2%~	1 2%	1 2%	1 2%	3 2%	~	~	~	~	~	3 2%	3 2%~	1 0.7%	2 3%			
SOMETIMES	10 5%	183 5%	~	2%~	4 8%	2 3%	3 7%	4 3%	~	~	~	2 29%~	8 12%*	2 2%*	8 4%~	2 13%~	7 5%	3 5%		
USUALLY	23 12%	573 16%*	~	12%~	6 16%	8 9%	5 10%	4 11%	14 11%	~	~	1 14%~	3 11%~	8 12%	14 11%	20 11%~	2 13%~	16 12%	7 12%	
ALWAYS	161 82%	2676 76%*	~	83%~	40 75%	38 86%	50 83%	33 83%	106 83%	1 100%	1 100%	2 100%	4 57%~	25 89%~	52 76%	106 85%	147 83%~	11 73%~	115 83%	46 79%
#ALWAYS + USUALLY (NET)	184 93%	3249 93%	~	96%~	46 90%	46 95%	55 93%	37 94%	120 94%	1 100%	1 100%	2 100%	5 71%~	28 100%~	60 88%	120 96%	167 94%~	13 87%~	131 94%	53 91%
TOP BOX SCORE	161 82%	2676 76%*	~	83%~	40 75%	38 86%	50 83%	33 83%	106 83%	1 100%	1 100%	2 100%	4 57%~	25 89%~	52 76%	106 85%	147 83%~	11 73%~	115 83%	46 79%
NOT ANSWERED	3	33				3		1	1					2	2		3			
VALID CASES	197	3507		48	51	58	40	127	1	1		2	7	28	68	125	178	15	139	58
NUMBER OF RESPONDENTS	200	3540		48	51	61	40	128	2	1		2	7	28	68	127	180	15	142	58
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
Q33 NEVER	2 1%	29 0.8%	~	~	~	2%	2%	2%	~	~	~	~	~	~	2%	2	2	~	~	2	3%
SOMETIMES	8 4%	199 6%	~	3%~	2%~	3%	2%	4%	~	~	~	~	~	4%	3	5	7	1	5	3	
USUALLY	24 12%	611 17%*	~	4%~	8%~	8%~	4%~	16%~	~	~	~	~	29%~	7%~	11	13	23	1	18	6	
ALWAYS	164 83%	2666 76%*	~	41%~	41%~	48%~	34%~	104%~	2%~	1%~	~	2%~	5%~	25%~	54	106	147	13	117	47	
#ALWAYS + USUALLY (NET)	188 95%	3277 93%	~	45%~	49%~	56%~	38%~	120%~	2%~	1%~	~	2%~	7%~	27%~	65	119	170	14	135	53	
TOP BOX SCORE	164 83%	2666 76%*	~	41%~	41%~	48%~	34%~	104%~	2%~	1%~	~	2%~	5%~	25%~	54	106	147	13	117	47	
NOT ANSWERED	2	34				2		1							1		1		2		
VALID CASES	198	3506		48	51	59	40	127	2	1		2	7	28	68	126	179	15	140	58	
NUMBER OF RESPONDENTS	200 100%	3540 100%		48 100%	51 100%	61 100%	40 100%	128 100%	2 100%	1 100%		2 100%	7 100%	28 100%	68 100%	127 100%	180 100%	15 100%	142 100%	58 100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV ILND	AMER IND/PAC ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
Q34 NEVER	2 1%	22 0.6%	~	~	~	2%	2%	2%	~	~	~	~	~	~	2%	2	1%~	~	~	2	3%~
SOMETIMES	7 4%	152 4%	~	3 6%	1 2%	2 3%	1 2%	5 4%	~	~	~	~	1 14%	~	3 4%	4 3%	5 3%	2 13%	3 2%	4 7%	
USUALLY	24 12%	469 13%	~	6 12%	7 14%	6 10%	5 12%	15 12%	~	~	~	~	1 14%	2 7%	9 13%	15 12%	23 13%	1 7%	16 11%	8 14%	
ALWAYS	165 83%	2859 82%	~	39 81%	43 84%	50 85%	33 83%	105 83%	2 100%	1 100%	~	~	2 100%	5 71%	26 93%	56 82%	105 83%	149 83%	12 80%	121 86%	44 76%
#ALWAYS + USUALLY (NET)	189 95%	3328 95%	~	45 94%	50 98%	56 95%	38 95%	120 94%	2 100%	1 100%	~	~	2 100%	6 86%	28 100%	65 96%	120 95%	172 96%	13 87%	137 98%	52 90%
TOP BOX SCORE	165 83%	2859 82%	~	39 81%	43 84%	50 85%	33 83%	105 83%	2 100%	1 100%	~	~	2 100%	5 71%	26 93%	56 82%	105 83%	149 83%	12 80%	121 86%	44 76%
NOT ANSWERED	2	38				2		1							1		1		2		
VALID CASES	198	3502		48	51	59	40	127	2	1			2	7	28	68	126	179	15	140	58
NUMBER OF RESPONDENTS	200	3540		48	51	61	40	128	2	1			2	7	28	68	127	180	15	142	58
	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							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q35 YES	129 65%	2353 68%	6 ~ 12%	34 ~ 67%	50 86%*	39 98%	82 65%	1 50%	~	1 ~ 50%	6 86%	17 61%	43 63%	83 66%	117 66%	9 60%	92 66%	37 64%
NO	68 35%	1128 32%	42 ~ 88%	17 ~ 33%	8 14%*	1 2%	44 35%	1 50%	1 ~ 100%	1 ~ 50%	1 14%	11 39%	25 37%	42 34%	61 34%	6 40%	47 34%	21 36%
NOT ANSWERED	3	60			3		2							2	2		3	
VALID CASES	197	3480	48	51	58	40	126	2	1	2	7	28	68	125	178	15	139	58
NUMBER OF RESPONDENTS	200 100%	3540 100%	48 100%	51 100%	61 100%	40 100%	128 100%	2 100%	1 100%	2 100%	7 100%	28 100%	68 100%	127 100%	180 100%	15 100%	142 100%	58 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC		
Q35A ALWAYS	3 2%	43 2%	~	~	1 3%	1 2%	1 3%	~	~	~	~	~	1 17%	~	3 7%	~	2 2%	1 11%	2 2%	1 3%	
USUALLY	2 2%	47 2%	~	~	1 3%	~	1 3%	1 1%	~	~	~	~	~	~	1 2%	1 1%	2 2%	~	2 2%	~	
SOMETIMES	4 3%	152 7%*	~	1 17%	2 6%	1 2%	~	~	~	~	~	~	2 33%	~	4 9%	~	4 4%	~	4 5%	~	
NEVER	115 93%	2045 89%	~	5 83%	29 88%	45 96%	36 95%	78 99%	1 100%	~	~	~	1 50%	3 100%	16 50%	35 81%	78 99%	105 93%	8 89%	80 91%	35 97%
#NEVER + SOMETIMES (NET)	119 96%	2197 96%	~	6 100%	31 94%	46 98%	36 95%	78 99%	1 100%	~	~	~	1 83%	5 100%	16 83%	39 91%	78 99%	109 96%	8 89%	84 95%	35 97%
TOP BOX SCORE	115 93%	2045 89%	~	5 83%	29 88%	45 96%	36 95%	78 99%	1 100%	~	~	~	1 50%	3 100%	16 50%	35 81%	78 99%	105 93%	8 89%	80 91%	35 97%
NOT ANSWERED	5	49			1	3	1	3						1		4		4		4	1
VALID CASES	124	2287		6	33	47	38	79	1				1	6	16	43	79	113	9	88	36
NUMBER OF RESPONDENTS	129	2336		6	34	50	39	82	1				1	6	17	43	83	117	9	92	37
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q36 NEVER	4 3%	72 3%	1 ~ 17%	2 ~ 4%	1 3%	3 4%	~	~	~	~	~	1 2%	3 4%	4 4%	2 2%	2 5%		
SOMETIMES	10 8%	148 6%	6 ~ 18%	3 6%	1 3%	6 8%	~	~	~	2 33%	1 6%	5 12%	5 6%	7 6%	3 33%	5 6%	5 14%	
USUALLY	18 14%	454 20%	7 ~ 21%	6 12%	5 13%	9 11%	~	~	1 ~ 100%	~	2 12%	8 19%	10 12%	18 16%	~	15 17%	3 8%	
ALWAYS	93 74%	1606 70%	5 ~ 83%	20 61%	37 77%	31 82%	61 77%	1 100%	~	~	4 67%	14 82%	29 67%	62 78%	85 75%	6 67%	66 75%	27 73%
#ALWAYS + USUALLY (NET)	111 89%	2060 90%	5 ~ 83%	27 82%	43 90%	36 95%	70 89%	1 100%	~	1 ~ 100%	4 67%	16 94%	37 86%	72 90%	103 90%	6 67%	81 92%	30 81%
TOP BOX SCORE	93 74%	1606 70%	5 ~ 83%	20 61%	37 77%	31 82%	61 77%	1 100%	~	~	4 67%	14 82%	29 67%	62 78%	85 75%	6 67%	66 75%	27 73%
NOT ANSWERED	4	56		1	2	1	3						3	3		4		
VALID CASES	125	2280	6	33	48	38	79	1		1	6	17	43	80	114	9	88	37
NUMBER OF RESPONDENTS	129	2336	6	34	50	39	82	1		1	6	17	43	83	117	9	92	37
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q37 NEVER	9 5%	98 3%	~	3 6%	4 8%	1 2%	1 2%	4 3%	~	~	~	~	~	2 7%	7 10%*	2 2%*	9 5%~	~	5 4%	4 7%
SOMETIMES	25 13%	385 11%	~	8 17%	9 18%	5 9%	3 7%	16 13%	1 50%~	~	~	~	2 29%~	3 11%~	11 16%	14 11%	18 10%~	7 47%~	16 12%	9 16%
USUALLY	45 23%	856 25%	~	10 21%	12 24%	13 22%	10 25%	31 24%	~	~	~	~	1 14%~	5 18%~	18 26%	27 21%	44 25%~	1 7%~	33 24%	12 21%
ALWAYS	118 60%	2135 61%	~	27 56%	26 51%	39 67%	26 65%	76 60%	1 50%~	1 100%~	~	2 ~100%	4 57%~	18 64%~	32 47%*	83 66%*	108 60%~	7 47%~	85 61%	33 57%
#ALWAYS + USUALLY (NET)	163 83%	2991 86%	~	37 77%	38 75%	52 90%	36 90%	107 84%	1 50%~	1 100%~	~	2 ~100%	5 71%~	23 82%~	50 74%*	110 87%*	152 85%~	8 53%~	118 85%	45 78%
TOP BOX SCORE	118 60%	2135 61%	~	27 56%	26 51%	39 67%	26 65%	76 60%	1 50%~	1 100%~	~	2 ~100%	4 57%~	18 64%~	32 47%*	83 66%*	108 60%~	7 47%~	85 61%	33 57%
NOT ANSWERED	3	67				3		1							1		1		3	
VALID CASES	197	3473		48	51	58	40	127	2	1		2	7	28	68	126	179	15	139	58
NUMBER OF RESPONDENTS	200	3540		48	51	61	40	128	2	1		2	7	28	68	127	180	15	142	58
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q38 #YES	153 78%	2956 85%*	~	47 98%	40 78%	42 74%	24 60%	100 79%	1 ~100%		2 ~100%	3 43%	24 86%	49 72%	102 81%	139 78%	12 80%	111 80%	42 72%
NO	43 22%	518 15%*	~	1 2%	11 22%	15 26%	16 40%	27 21%	2 100%	~	~	4 ~57%	4 14%	19 28%	24 19%	40 22%	3 20%	27 20%	16 28%
NOT ANSWERED	4	66				4	1							1		1		4	
VALID CASES	196	3474		48	51	57	40	127	2	1	2	7	28	68	126	179	15	138	58
NUMBER OF RESPONDENTS	200 100%	3540 100%		48 100%	51 100%	61 100%	40 100%	128 100%	2 100%	1 100%	2 100%	7 100%	28 100%	68 100%	127 100%	180 100%	15 100%	142 100%	58 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q39 YES	65 33%	1340 39%	~	33%	33%	26%	43%	34%	~	~	~	~	14%	43%	40%	29%	30%	67%	27%*	48%*
Q39 NO	131 67%	2127 61%	~	67%	67%	74%	58%	66%	100%	~100%	~	~100%	86%	57%	60%	71%	70%	33%	73%*	52%*
NOT ANSWERED	4	73				4	1								1	1			4	
VALID CASES	196	3467		48	51	57	40	127	2	1		2	7	28	68	126	179	15	138	58
NUMBER OF RESPONDENTS	200 100%	3540 100%		48 100%	51 100%	61 100%	40 100%	128 100%	2 100%	1 100%		2 100%	7 100%	28 100%	68 100%	127 100%	180 100%	15 100%	142 100%	58 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q40 NEVER	4 6%	102 8%	~	~	1 6%	1 7%	2 12%	3 7%	~	~	~	~	1 8%	1 4%	3 8%	4 8%	~	1 3%	3 11%	
SOMETIMES	10 16%	189 15%	~	3 19%	~	4 29%	3 18%	7 17%	~	~	~	~	1 100%	1 8%	5 19%	5 14%	5 10%	5 50%	3 9%	7 25%
USUALLY	15 24%	353 28%	~	4 25%	6 38%	2 14%	3 18%	9 21%	~	~	~	~	3 25%	5 19%	10 28%	14 27%	1 10%	8 23%	7 25%	
ALWAYS	34 54%	630 49%	~	9 56%	9 56%	7 50%	9 53%	23 55%	~	~	~	~	7 58%	15 58%	18 50%	29 56%	4 40%	23 66%	11 39%	
#ALWAYS + USUALLY (NET)	49 78%	983 77%	~	13 81%	15 94%	9 64%	12 71%	32 76%	~	~	~	~	10 83%	20 77%	28 78%	43 83%	5 50%	31 89%	18 64%	
TOP BOX SCORE	34 54%	630 49%	~	9 56%	9 56%	7 50%	9 53%	23 55%	~	~	~	~	7 58%	15 58%	18 50%	29 56%	4 40%	23 66%	11 39%	
NOT ANSWERED	2	48			1	1		1						1	1	2		2		
VALID CASES	63	1274		16	16	14	17	42				1	12	26	36	52	10	35	28	
NUMBER OF RESPONDENTS	65	1322		16	17	15	17	43				1	12	27	37	54	10	37	28	
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q41 WORST PERSONAL DOCTOR POSSIBLE	7	0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01	17	0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02	17	0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
03	2	0.8%	~	~	1%	1%	~	2%	~	~	~	~	~	~	2%	2%	~	~	2%
04	1	0.4%	~	2%	~	~	~	~	~	~	~	~	~	1%	~	1%	~	~	1%
05	7	3%	~	4%	2%	2%	2%	1%	7%	~	~	~	~	1%	6%	6%	1%	5%	2%
06	1	0.4%	~	~	1%	~	~	1%	~	~	~	~	~	~	1%	1%	~	~	1%
07	20	8%	~	8%	6%	6%	4%	11%	~	~	~	~	~	5%	8%	12%	19%	1%	14%
08	35	13%	~	10%	5%	10%	9%	11%	26%	~	~	~	~	4%	15%	20%	31%	4%	26%
09	46	18%	~	17%	9%	17%	13%	7%	24%	1%	1%	~	~	5%	6%	21%	25%	44%	2%
BEST PERSONAL DOCTOR POSSIBLE	149	57%	~	60%	31%	38%	47%	33%	90%	1%	~	~	~	2%	6%	26%	49%	94%	136%
#8-10 (NET)	230	88%	~	87%	45%	65%	69%	51%	140%	2%	1%	~	~	2%	11%	36%	85%	139%	211%
			~	87%	87%	88%	91%	87%	100%	100%	100%	~	~	100%	100%	88%	89%	89%	89%

Continued



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	NO CCC	CCC
9-10 (NET)	195 75%	3346 70%	40 ~ 77%	55 73%	60 77%	40 71%	114 71%	2 100%	1 ~100%	2 ~100%	11 ~100%	32 78%	70 74%	119 74%	180 75%	12 67%	150 76%	45 70%
NOT ANSWERED	11	249	1	1	7	2	5				1	1	3	5	7		10	1
VALID CASES	261	4804	52	75	78	56	161	2	1	2	11	41	95	160	240	18	197	64
NUMBER OF RESPONDENTS	272 100%	5053 100%	53 100%	76 100%	85 100%	58 100%	166 100%	2 100%	1 100%	2 100%	12 100%	42 100%	98 100%	165 100%	247 100%	18 100%	207 100%	65 100%
MEAN	9.10	8.87	9.10	8.99	9.15	9.18	8.99	9.50	9.00	10.0	9.55	9.29	9.09	9.07	9.10	9.00	9.16	8.92
p stat_(*=Sig @ p<=.05)		.008*	~.984	.408	.675	.586	.088	~	~	~	~	~	~.965	.645	~	~	~.230	.229

[ASKED IF Q30 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q42 YES	58 22%	1181 24%	~	17%	24%	21%	27%	39 24%	1 50%	1 100%	~	1 50%	11 27%	19 20%	38 24%	46 19%	11 61%	12 6%*	46 72%*	
NO	200 78%	3655 76%	~	83%	76%	79%	73%	122 76%	1 50%	~	~	1 50%	11 100%	30 73%	75 80%	122 76%	193 81%	7 39%	182 94%*	18 28%*
NOT ANSWERED	14	217		1	2	9	2	5				1	1	4	5	8		13	1	
VALID CASES	258	4836		52	74	76	56	161	2	1		2	11	41	94	160	239	18	194	64
NUMBER OF RESPONDENTS	272 100%	5053 100%		53 100%	76 100%	85 100%	58 100%	166 100%	2 100%	1 100%		2 100%	12 100%	42 100%	98 100%	165 100%	247 100%	18 100%	207 100%	65 100%

[ASKED IF Q30 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q43 #YES	48 84%	1018 86%	6 ~ 67%	15 ~ 83%	12 ~ 80%	15 ~ 100%	31 79%	1 100%	1 100%	1 ~ 100%	1 ~ 100%	11 ~ 100%	16 89%	31 82%	37 82%	10 91%	10 83%	38 84%		
NO	9 16%	160 14%	3 ~ 33%	3 ~ 17%	3 ~ 20%		8 21%							2 11%	7 18%	8 18%	1 9%	2 17%	7 16%	
NOT ANSWERED	1	36			1									1		1			1	
VALID CASES	57	1178	9	18	15	15	39	1	1	1	11	18	38	45	11	12	45			
NUMBER OF RESPONDENTS	58	1214	9	18	16	15	39	1	1	1	11	19	38	46	11	12	46			
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q44 #YES	46 81%	992 85%	6 ~ 67%	14 ~ 78%	11 ~ 73%	15 ~ 100%	31 79%	1 100%	1 100%		1 ~ 100%		9 ~ 82%	13 72%	32 84%	36 80%	9 82%	10 83%	36 80%
NO	11 19%	179 15%	3 ~ 33%	4 ~ 22%	4 ~ 27%		8 ~ 21%						2 ~ 18%	5 28%	6 16%	9 20%	2 18%	2 17%	9 20%
NOT ANSWERED	1	43			1									1		1			1
VALID CASES	57	1171	9	18	15	15	39	1	1		1		11	18	38	45	11	12	45
NUMBER OF RESPONDENTS	58 100%	1214 100%	9 100%	18 100%	16 100%	15 100%	39 100%	1 100%	1 100%		1 100%		11 100%	19 100%	38 100%	46 100%	11 100%	12 100%	46 100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC			
Q45																					
YES	37 12%	817 14%	~	10%	9%	11%	18%	29 16%*	1 33%~	~	~	~	~	~	9%~	11%	13%	27 9%~	9 47%~	21 9%*	16 24%*
NO	269 88%	4882 86%	~	90%	91%	89%	82%	156 84%*	2 67%~	1 100%~	1 100%~	2 100%~	19 100%~	41 91%~	110 89%	156 87%	258 91%~	10 53%~	218 91%*	51 76%*	
NOT ANSWERED	22	319	3	7	9	3	3							3	2	4		21	1		
VALID CASES	306	5699	58	86	90	72	185	3	1	1	2	19	45	123	179	285	19	239	67		
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%		

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q46 NEVER	2 5%	42 5%	~ 17%	~ 10%	1	1	2	~ 7%	~	~	~	~	~	1	1	1	1	1	1	1
SOMETIMES	8 22%	149 19%	~ 33%	~ 13%	2	2	3	5	~ 17%	~	~	~	~ 50%	2	6	2	6	2	2	6
USUALLY	10 27%	195 25%	~ 17%	~ 25%	1	2	3	4	9	~ 31%	~	~	~ 25%	1	3	7	6	4	5	5
ALWAYS	17 46%	401 51%	~ 33%	~ 63%	2	5	4	6	13	1	~ 45%	~ 100%	~ 25%	1	7	9	14	2	13	4
#ALWAYS + USUALLY (NET)	27 73%	596 76%	~ 50%	~ 88%	3	7	7	10	22	1	~ 76%	~ 100%	~ 50%	2	10	16	20	6	18	9
TOP BOX SCORE	17 46%	401 51%	~ 33%	~ 63%	2	5	4	6	13	1	~ 45%	~ 100%	~ 25%	1	7	9	14	2	13	4
NOT ANSWERED		26																		
VALID CASES	37	787	6	8	10	13	29	1					4	13	23	27	9	21	16	
NUMBER OF RESPONDENTS	37	813	6	8	10	13	29	1					4	13	23	27	9	21	16	
	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			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q47 NONE	1 3%	60 8%	~	17%	~	~	~	1 3%	~	~	~	~	~	1 4%	1 4%	~	1 5%	~	
1 SPECIALIST	26 70%	510 64%	~	50%	88%	70%	69%	19 66%	1 100%	~	~	~	3 75%	11 85%	14 61%	20 74%	5 56%	16 76%	10 63%
2	10 27%	153 19%	~	33%	13%	30%	31%	9 31%	~	~	~	~	1 25%	2 15%	8 35%	6 22%	4 44%	4 19%	6 38%
3		36 5%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
4		16 2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
5 OR MORE SPECIALISTS		17 2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED		21																	
VALID CASES	37	792		6	8	10	13	29	1				4	13	23	27	9	21	16
NUMBER OF RESPONDENTS	37	813		6	8	10	13	29	1				4	13	23	27	9	21	16
	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					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AMER IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q48 WORST SPECIALIST POSSIBLE	13%	30.4%	~	~	~	~	18%	~	~	~	~	~	25%	18%	~	~	11%	~	6%	
01		20.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02		10.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03		20.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
04	13%	50.6%	~	113%	~	~	14%	~	~	~	~	~	~	15%	14%	~	5%	~	~	
05	13%	223%	~	120%	~	~	14%	~	~	~	~	~	~	15%	14%	~	5%	~	~	
06	26%	345%	~	~	~	~	217%	27%	~	~	~	~	~	210%	14%	11%	15%	16%	~	
07	411%	538%	~	~	~	220%	217%	415%	~	~	~	~	~	18%	314%	311%	15%	319%	~	
08	617%	12117%	~	120%	338%	220%	~	415%	~	~	~	~	125%	18%	524%	511%	11%	225%	~	
09	411%	14420%	~	120%	225%	~	18%	27%	~	~	~	~	125%	15%	210%	311%	12%	119%	~	
BEST SPECIALIST POSSIBLE	1646%	32445%	~	240%	225%	660%	650%	1348%	1100%	~	~	~	~	125%	862%	733%	1144%	444%	1225%	4

Continued



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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & FAIR & POOR	NO CCC	CCC
#8-10 (NET)	26 74%	589 83%	4 ~ 80%	7 88%	8 80%	7 58%	19 70%	1 100%	~	~	~	~	3 75%	11 85%	14 67%	19 76%	6 67%	15 79%	11 69%
9-10 (NET)	20 57%	468 66%	3 ~ 60%	4 50%	6 60%	7 58%	15 56%	1 100%	~	~	~	~	2 50%	10 77%	9 43%	14 56%	5 56%	13 68%	7 44%
NOT ANSWERED	1	9				1	1							1	1			1	
VALID CASES	35	712	5	8	10	12	27	1					4	13	21	25	9	19	16
NUMBER OF RESPONDENTS	36 100%	721 100%	5 100%	8 100%	10 100%	13 100%	28 100%	1 100%					4 100%	13 100%	22 100%	26 100%	9 100%	20 100%	16 100%
MEAN	8.37	8.75	8.40	8.25	9.00	7.92	8.48	10.0					6.75	8.69	8.10	8.52	7.78	8.79	7.88
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q49 YES	72 24%	1474 26%	~	17%	23%	30%	22%	35 19%*	~	~100%~	1 ~	6 33%~	13 29%~	41 34%*	31 17%*	64 23%~	8 42%~	56 24%	16 24%	
NO	233 76%	4149 74%	~	83%	77%	70%	78%	149 81%*	3 100%~	1 100%~	2 ~100%~	12 67%~	32 71%~	81 66%*	148 83%*	220 77%~	11 58%~	182 76%	51 76%	
NOT ANSWERED	23	395		3	6	11	3	4				1		4	2	5		22	1	
VALID CASES	305	5623		58	87	88	72	184	3	1	1	2	18	45	122	179	284	19	238	67
NUMBER OF RESPONDENTS	328 100%	6018 100%		61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q50 NEVER	2 3%	37 3%	~	~	1 5%	~	1 6%	1 3%	~	~	~	~	~	2 5%	~	2 3%	~	2 4%	~	
SOMETIMES	13 19%	224 17%	~	3 33%	2 10%	5 21%	3 19%	8 24%	~	~	~	~	4 31%	4 11%	9 29%	11 18%	2 25%	8 15%	5 31%	
USUALLY	19 28%	391 30%	~	2 22%	7 35%	5 21%	5 31%	6 18%	~	~	~	~	2 33%	4 31%	12 32%	7 23%	19 31%	~	16 30%	3 19%
ALWAYS	35 51%	645 50%	~	4 44%	10 50%	14 58%	7 44%	18 55%	~	~	1 100%	~	4 67%	5 38%	20 53%	15 48%	29 48%	6 75%	27 51%	8 50%
#ALWAYS + USUALLY (NET)	54 78%	1037 80%	~	6 67%	17 85%	19 79%	12 75%	24 73%	~	~	1 100%	~	6 100%	9 69%	32 84%	22 71%	48 79%	6 75%	43 81%	11 69%
TOP BOX SCORE	35 51%	645 50%	~	4 44%	10 50%	14 58%	7 44%	18 55%	~	~	1 100%	~	4 67%	5 38%	20 53%	15 48%	29 48%	6 75%	27 51%	8 50%
NOT ANSWERED	3	44	~	1	~	2	~	2	~	~	~	~	~	3	~	3	~	3	~	
VALID CASES	69	1297	~	9	20	24	16	33	~	~	1	~	6	13	38	31	61	8	53	16
NUMBER OF RESPONDENTS	72	1341	~	10	20	26	16	35	~	~	1	~	6	13	41	31	64	8	56	16
	100%	100%	~	100%	100%	100%	100%	100%	~	~	100%	~	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC			
Q51 NEVER	3 4%	31 2%	~	11%~	~	4%~	6%~	6%~	~	~	~	~	8%~	1 3%~	2 6%~	2 3%~	1 13%~	3 6%~	~		
SOMETIMES	4 6%	120 9%	~	~	5%~	8%~	6%~	6%~	~	~	~	~	8%~	3 8%~	1 3%~	3 5%~	1 13%~	3 6%~	1 6%~		
USUALLY	13 19%	278 21%	~	22%~	2 16%~	3 17%~	4 25%~	4 21%~	7 ~	~	~	~	33%~	2 8%~	1 22%~	8 16%~	5 20%~	12 13%~	1 17%~	9 25%~	4 ~
ALWAYS	48 71%	871 67%	~	67%~	6 79%~	15 71%~	17 62%~	10 68%~	23 ~	1 ~100%~	~	~	4 ~67%~	10 77%~	25 68%~	23 74%~	43 72%~	5 63%~	37 71%~	11 69%~	
#ALWAYS + USUALLY (NET)	61 90%	1149 88%	~	89%~	8 95%~	18 88%~	21 88%~	14 88%~	30 88%~	1 ~100%~	~	~	6 ~100%~	11 85%~	33 89%~	28 90%~	55 92%~	6 75%~	46 88%~	15 94%~	
TOP BOX SCORE	48 71%	871 67%	~	67%~	6 79%~	15 71%~	17 62%~	10 68%~	23 ~	1 ~100%~	~	~	4 ~67%~	10 77%~	25 68%~	23 74%~	43 72%~	5 63%~	37 71%~	11 69%~	
NOT ANSWERED	4	41		1	1	2		1						4		4		4			
VALID CASES	68	1300		9	19	24	16	34		1		6	13	37	31	60	8	52	16		
NUMBER OF RESPONDENTS	72	1341		10	20	26	16	35		1		6	13	41	31	64	8	56	16		
	100%	100%		100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%		

[ASKED IF Q49 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
Q52 YES	88 30%	1596 29%	~	27%	34%	28%	29%	47 26%	1 33%	1 100%	1 100%	8 44%	10 23%	51 43%*	37 21%*	82 29%	6 33%	72 31%	16 25%	
NO	210 70%	3983 71%	~	73%	66%	72%	71%	136 74%	2 67%	~	2 100%	10 56%	34 77%	68 57%*	139 79%*	197 71%	12 67%	162 69%	48 75%	
NOT ANSWERED	30	439		5	10	10	5	5				1	1	7	5	10	1	26	4	
VALID CASES	298	5579		56	83	89	70	183	3	1	1	2	18	44	119	176	279	18	234	64
NUMBER OF RESPONDENTS	328 100%	6018 100%		61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
PQ53 NEVER	4 1%	65 1%	~	~	2%	~	3%	2 1%	~	~	~	~	~	2%~	2 2%	2 1%	4 1%~	~	3 1%	1 2%
SOMETIMES	13 4%	282 5%	~	2%	6%	3%	6%	8 4%	~	~	~	~	6%~	2%~	1 6%	1 3%	13 5%~	~	12 5%	1 2%
USUALLY	33 11%	520 9%	~	14%	10%	8%	14%	19 10%	~	~	~	~	18%~	5%~	3 16%*	2 8%*	19 11%~	14 17%~	25 11%	8 12%
ALWAYS	246 83%	4656 84%	~	84%	82%	89%	77%	153 84%	3 100%	1 ~100%	1 ~100%	2 ~100%	13 76%~	40 91%~	89 76%*	154 88%*	230 83%~	15 83%~	192 83%	54 84%
#ALWAYS + USUALLY (NET)	279 94%	5175 94%	~	98%*	92%	97%	91%	172 95%	3 100%	1 ~100%	1 ~100%	2 ~100%	16 94%~	42 95%~	108 92%	168 95%	260 94%~	18 100%~	217 94%	62 97%
TOP BOX SCORE	246 83%	4656 84%	~	84%	82%	89%	77%	153 84%	3 100%	1 ~100%	1 ~100%	2 ~100%	13 76%~	40 91%~	89 76%*	154 88%*	230 83%~	15 83%~	192 83%	54 84%
NOT ANSWERED	2	67				2		1					1		2		2		2	
VALID CASES	296	5523		56	83	87	70	182	3	1	1	2	17	44	117	176	277	18	232	64
NUMBER OF RESPONDENTS	298 100%	5590 100%		56 100%	83 100%	89 100%	70 100%	183 100%	3 100%	1 100%	1 100%	2 100%	18 100%	44 100%	119 100%	176 100%	279 100%	18 100%	234 100%	64 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q54 WORST HEALTH PLAN POSSIBLE	1	18	~	~	~	1%	~	~	~	~	~	~	~	~	1	1	~	~	1		
	0.3%	0.3%					~0.5%								~0.6%	~0.4%			~2%		
01	1	11	~	~	~	~	1%	~	~	~	~	~	~	~	1	1	~	~	1		
	0.3%	0.2%					~0.5%								~0.6%	~0.4%			~0.4%		
02		27	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
		0.5%																			
03	2	40	~	2%	~	1%	~	~	~	~	~	~	1	~	2	2	~	~	2		
	0.7%	0.7%					~0.5%						2%	~	1%	~0.7%			~0.8%		
04		53	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
		0.9%																			
05	8	288	~	3%	2	3	1	2	4	~	~	~	~	3	4	4	7	1	4	4	
	3%	5%*			4%	1%	3%	2%	~	~	~	~	7%	3%	2%	2%	5%	2%	6%		
06	11	265	~	2%	2	2	5	3	7	~	~	~	~	2	2	3	8	9	2	6	5
	4%	5%			6%	4%	4%	~	~	~	~	11%	5%	2%	5%	3%	11%	3%	11%	3%	8%
07	25	565	~	7%	4	7	6	8	19	~	~	~	~	1	2	7	18	25	~	14	11
	8%	10%			8%	7%	11%	10%	~	~	~	5%	5%	6%	10%	9%	~	~	6%*	17%*	
08	50	980	~	14%	8	11	17	14	36	~	~	~	~	6	15	35	46	4	41	9	
	17%	18%			13%	19%	20%	20%	~	~	~	~	14%	12%	20%*	16%	21%	17%	14%		
09	45	1008	~	9%	5	15	14	11	28	1	1	~	~	4	6	19	25	42	3	35	10
	15%	18%			18%	16%	15%	15%	33%	~100%	~	~	21%	14%	15%	14%	15%	16%	15%	15%	
BEST HEALTH PLAN POSSIBLE	158	2334	~	64%*	37	46	43	32	86	2	1	2	12	22	76	79	148	9	133	25	
	52%	42%*			55%	49%	45%	47%*	67%	~100%	~100%	~63%	~52%	61%*	46%*	53%	47%	56%*	38%*		
#8-10 (NET)	253	4322	~	86%	50	72	74	57	150	3	1	1	2	16	34	110	139	236	16	209	44
	84%	77%*			86%	84%	80%	82%	100%	~100%	~100%	~100%	~84%	~81%	89%	80%*	84%	84%	89%*	68%*	

Continued

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	NO CCC	CCC		
9-10 (NET)	203 67%	3342 60%*	~	42 72%	61 73%	57 65%	43 61%	114 62%*	3 100%	1 ~100%	1 ~100%	2 ~100%	16 84%~	28 67%~	95 77%*	104 60%*	190 68%~	12 63%~	168 71%*	35 54%*
NOT ANSWERED	27	430	3	9	11	4	5					3	2	8	8		24	3		
VALID CASES	301	5588		58	84	88	71	183	3	1	1	2	19	42	124	173	281	19	236	65
NUMBER OF RESPONDENTS	328 100%	6018 100%		61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%
MEAN	8.88	8.52	9.07	9.04	8.77	8.68	8.74	9.67	9.00	10.0	10.0	9.21	8.71	9.18	8.65	8.89	8.74	9.04	8.29	
p stat_(*=Sig @ p<=.05)		.000*	~.309	.247	.448	.231	.045*	~	~	~	~	~	~	~.004*	.002*	~	~	~.004*	.004*	



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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q55 YES	112 37%	2224 39%	~	26 45%	33 38%	31 34%	22 31%	70 38%	2 67%	1 100%	1 ~	1 50%	2 11%	22 49%	42 34%	69 39%	98 34%	13 68%	67 28%*	45 67%*
NO	194 63%	3434 61%	~	32 55%	53 62%	59 66%	50 69%	115 62%	1 33%	1 ~	1 100%	1 50%	17 89%	23 51%	81 66%	110 61%	187 66%	6 32%	172 72%*	22 33%*
NOT ANSWERED	22	359		3	7	9	3	3							3	2	4		21	1
VALID CASES	306	5659		58	86	90	72	185	3	1	1	2	19	45	123	179	285	19	239	67
NUMBER OF RESPONDENTS	328 100%	6018 100%		61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER					
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC				
Q56 NEVER	1 0.9%	36 2%	~	~	~	3%	~	~	~	~	~	~	1 5%	1 1%	1 8%	~	2%	1				
SOMETIMES	7 6%	208 9%	~	4%	3%	10%	9%	~	~	~	~	~	1 5%	7 10%	6 8%	1 8%	2 3%	5 11%				
USUALLY	23 21%	522 24%	~	15%	10%	31%	10%	6 27%	11 16%	1 ~100%	~	~	1 50%	7 32%	9 22%	14 21%	19 20%	4 31%	12 18%	11 25%		
ALWAYS	78 72%	1443 65%	~	81%	21 66%	21 76%	22 64%	14 64%	51 75%	2 100%	~	~	1 100%	1 50%	13 59%	32 78%	45 67%	70 74%	7 54%	51 78%	27 61%	
#ALWAYS + USUALLY (NET)	101 93%	1964 89%	~	96%	25 97%	31 97%	25 86%	20 91%	62 91%	2 100%	1 100%	~	~	1 100%	2 100%	20 91%	41 100%	59 88%	89 94%	11 85%	63 97%	38 86%
TOP BOX SCORE	78 72%	1443 65%	~	81%	21 66%	21 76%	22 64%	14 64%	51 75%	2 100%	~	~	~	1 100%	1 50%	13 59%	32 78%	45 67%	70 74%	7 54%	51 78%	27 61%
NOT ANSWERED	3	47			1	2		2						1	2	3		2	1			
VALID CASES	109	2208		26	32	29	22	68	2	1			1	2	22	41	67	95	13	65	44	
NUMBER OF RESPONDENTS	112	2255		26	33	31	22	70	2	1			1	2	22	42	69	98	13	67	45	
	100%	100%		100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q55 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q57 #YES	64 58%	1308 61%	~	14 54%	21 66%	18 60%	11 50%	40 58%	1 50%	1 100%	1 100%	2 100%	10 45%	28 68%	35 51%	54 56%	9 69%	40 61%	24 55%	
NO	46 42%	853 39%	~	12 46%	11 34%	12 40%	11 50%	29 42%	1 50%	~	~	~	12 55%	13 32%	33 49%	42 44%	4 31%	26 39%	20 45%	
NOT ANSWERED	2	94			1	1		1						1	1	2		1	1	
VALID CASES	110	2161		26	32	30	22	69	2	1		1	2	22	41	68	96	13	66	44
NUMBER OF RESPONDENTS	112 100%	2255 100%		26 100%	33 100%	31 100%	22 100%	70 100%	2 100%	1 100%		1 100%	2 100%	22 100%	42 100%	69 100%	98 100%	13 100%	67 100%	45 100%

[ASKED IF Q55 = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/PAC	AMER INDIAN/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q58																				
EXCELLENT	127 41%	2291 40%	30 ~ 51%	35 41%	34 38%	28 38%	76 40%	1 33%~	~	~	1 50%~	4 21%~	23 52%~	45 36%	81 45%	127 44%~	~	111 46%*	16 24%*	
VERY GOOD	105 34%	2006 35%	20 ~ 34%	34 40%	30 34%	21 28%	69 37%	1 33%~	1 100%~	1 100%~	1 50%~	6 32%~	13 30%~	34 27%*	70 39%*	105 36%~	~	86 36%	19 28%	
GOOD	57 19%	1106 20%	7 ~ 12%	16 19%	18 20%	16 22%	33 18%	~	~	~	~	6 32%~	5 11%~	32 26%*	24 13%*	57 20%~	~	37 15%*	20 29%*	
FAIR	18 6%	239 4%	2 ~ 3%	1 1%*	6 7%	9 12%*	9 5%	1 33%~	~	~	~	3 16%~	3 7%~	13 10%*	5 3%*	~	18 95%~	6 2%*	12 18%*	
POOR	1 0.3%	17 0.3%	~	~	~	1 1%	1 0.5%	~	~	~	~	~	~	1 0.8%	~	~	1 5%~	~	1 1%	
#EXCELLENT + VERY GOOD + GOOD (NET)	289 94%	5403 95%	57 ~ 97%	85 99%*	82 92%	65 88%	178 95%	2 67%~	1 100%~	1 100%~	2 100%~	16 84%~	41 93%~	111 89%*	175 97%*	289 100%~	~	234 98%*	55 81%*	
NOT ANSWERED	20	359	2	7	10	1							1	1	1			20		
VALID CASES	308	5659	59	86	89	74	188	3	1	1	2	19	44	125	180	289	19	240	68	
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%	

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR-AMER	AS-IAN	NATV HAW/PAC	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q59 EXCELLENT	130 42%	2506 44%	38 ~ 64%*	40 47%	34 38%	18 25%*	78 41%	2 67%~	~	~	1 50%~	8 42%~	21 47%~	56 45%	74 41%	126 44%~	4 21%~	124 51%*	6 9%*
VERY GOOD	99 32%	1630 29%	12 ~ 20%*	30 35%	37 41%*	20 27%	62 33%	1 33%~	1 100%~	1 100%~	1 50%~	4 21%~	14 31%~	33 27%	63 35%	97 34%~	1 5%~	77 32%	22 33%
GOOD	53 17%	1044 18%	6 ~ 10%	13 15%	10 11%*	24 33%*	31 16%	~	~	~	~	6 32%~	5 11%~	22 18%	31 17%	47 16%~	6 32%~	31 13%*	22 33%*
FAIR	21 7%	420 7%	2 ~ 3%	2 2%*	8 9%	9 12%	14 7%	~	~	~	~	1 5%~	3 7%~	12 10%	9 5%	15 5%~	6 32%~	9 4%*	12 18%*
POOR	5 2%	74 1%	1 ~ 2%	1 1%	1 1%	2 3%	3 2%	~	~	~	~	~	2 4%~	1 0.8%	4 2%	3 1%~	2 11%~	~	5 7%~
#EXCELLENT + VERY GOOD + GOOD (NET)	282 92%	5181 91%	56 ~ 95%	83 97%*	81 90%	62 85%	171 91%	3 100%~	1 100%~	1 100%~	2 100%~	18 95%~	40 89%~	111 90%	168 93%	270 94%~	11 58%~	232 96%*	50 75%*
NOT ANSWERED	20	344	2	7	9	2								2		1		19	1
VALID CASES	308	5674	59	86	90	73	188	3	1	1	2	19	45	124	181	288	19	241	67
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q60 YES	60 20%	1197 21%	~	14%	21%	20%	22%	40 22%	1 ~100%	~	~	3 ~ 16%	10 22%	18 15%	42 23%*	50 17%	10 53%	18 8%*	42 62%*	
NO	246 80%	4478 79%	~	86%	79%	80%	78%	146 78%	3 100%	~	1 ~100%	2 ~100%	16 84%	35 78%	105 85%	138 77%*	236 83%	9 47%	220 92%*	26 38%*
NOT ANSWERED	22	343		3	8	9	2	2						3	1	3		22		
VALID CASES	306	5675		58	85	90	73	186	3	1	1	2	19	45	123	180	286	19	238	68
NUMBER OF RESPONDENTS	328 100%	6018 100%		61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q61 YES	44 76%	945 79%	4 ~ 50%	10 63%	16 89%	14 88%	31 82%	1 ~100%				2 ~ 67%	7 70%	11 65%	33 80%	35 73%	9 90%	5 29%	39 95%
NO	14 24%	248 21%	4 ~ 50%	6 38%	2 11%	2 12%	7 18%					1 ~ 33%	3 30%	6 35%	8 20%	13 27%	1 10%	12 71%	2 5%
NOT ANSWERED	2	41			2		2							1	1	2		1	1
VALID CASES	58	1192	8	16	18	16	38	1				3	10	17	41	48	10	17	41
NUMBER OF RESPONDENTS	60 100%	1233 100%	8 100%	18 100%	18 100%	16 100%	40 100%	1 100%				3 100%	10 100%	18 100%	42 100%	50 100%	10 100%	18 100%	42 100%

[ASKED IF Q60 = YES]

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q62 YES	37 84%	867 92%	~	3 75%	7 70%	14 88%	13 93%	26 84%	1 ~100%	~	~	1 50%	7 100%	8 73%	29 88%	28 80%	9 100%	~	37 95%
NO	7 16%	75 8%	~	1 25%	3 30%	2 12%	1 7%	5 16%	~	~	~	1 50%	~	3 27%	4 12%	7 20%	~	5 100%	2 5%
NOT ANSWERED		13																	
VALID CASES	44	942		4	10	16	14	31	1			2	7	11	33	35	9	5	39
NUMBER OF RESPONDENTS	44	955		4	10	16	14	31	1			2	7	11	33	35	9	5	39
	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					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q63 YES	39 13%	872 15%	~	12%	12%	13%	14%	25 13%	1 33%	1 100%	1 ~	1 50%	9 ~	20%	12 10%	27 15%	32 11%	7 39%	6 3%	33 50%*	
NO	265 87%	4772 85%	~	88%	88%	87%	86%	162 87%	2 67%	1 ~	1 100%	1 50%	19 ~	35 100%	80%	109 90%	153 85%	253 89%	11 61%	232 97%*	33 50%*
NOT ANSWERED	24	374	4	8	10	2	1	1					1	5	1	4	1	22	2		
VALID CASES	304	5644	57	85	89	73	187	3	1	1	2	19	44	121	180	285	18	238	66		
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%		

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q64 YES	31 89%	716 83%	~	4 67%	9 90%	10 100%	8 89%	21 95%	1 100%	1 100%	1 100%	7 78%	8 80%	23 92%	24 86%	7 100%	1 33%	30 94%
NO	4 11%	150 17%	~	2 33%	1 10%	1 11%	1 5%	~	~	~	~	2 22%	2 20%	2 8%	4 14%	~	2 67%	2 6%
NOT ANSWERED	4	15		1		2	1	3					2	2	4		3	1
VALID CASES	35	866		6	10	10	9	22	1	1	1	9	10	25	28	7	3	32
NUMBER OF RESPONDENTS	39	881		7	10	12	10	25	1	1	1	9	12	27	32	7	6	33
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q65 YES	29	679		3	9	10	7	20	1	1		1	6	7	22	23	6		29
	97%	96%		~ 75%	~ 100%	~ 100%	~ 100%	95%	~ 100%	~ 100%	~ 100%	~ 100%	~ 100%	~ 100%	96%	96%	~ 100%	~ 100%	~ 100%
NO	1	29		1				1							1	1		1	
	3%	4%		~ 25%	~	~	~	5%	~	~	~	~	~	~	4%	4%	~ 100%	~	~
NOT ANSWERED	1	17					1						1	1			1		1
VALID CASES	30	708		4	9	10	7	21	1	1		1	6	7	23	24	6	1	29
NUMBER OF RESPONDENTS	31	725		4	9	10	8	21	1	1		1	7	8	23	24	7	1	30
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES AND Q64 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q66 YES	29 10%	674 12%	~	11%	9%	8%	8%	19 10%	1 33%	1 100%	1 ~	1 50%	1 5%	5 11%	12 10%	17 9%	21 7%	8 44%	5 2%*	24 36%*
NO	274 90%	4980 88%	~	89%	91%	80%	91%	166 90%	2 67%	1 ~	1 100%	1 50%	18 95%	39 89%	108 90%	163 91%	263 93%	10 56%	232 98%*	42 64%*
NOT ANSWERED	25	364	4	8	11	2	3						1	6	1	5	1	23	2	
VALID CASES	303	5654	57	85	88	73	185	3	1	1	2	19	44	120	180	284	18	237	66	
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%	

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q67 YES	24 83%	505 79%	4 ~ 67%	8 ~ 100%	6 ~ 75%	6 ~ 86%	16 84%	1 100%	1 100%	1 100%	1 100%	5 ~ 100%	8 67%	16 94%	17 81%	7 88%	1 20%	23 96%
NO	5 17%	133 21%	2 ~ 33%	2 ~ 25%	1 14%	3 16%	~	~	~	~	1 100%	~	4 33%	1 6%	4 19%	1 13%	4 80%	1 4%
NOT ANSWERED		30																
VALID CASES	29	638	6	8	8	7	19	1	1	1	1	5	12	17	21	8	5	24
NUMBER OF RESPONDENTS	29	668	6	8	8	7	19	1	1	1	1	5	12	17	21	8	5	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q68 YES	22 92%	510 96%	3 ~ 75%	7 ~ 88%	6 ~ 100%	6 ~ 100%	15 94%	1 100%	1 100%	1 ~ 100%	4 ~ 80%	7 88%	15 94%	15 88%	7 100%	22 ~ 96%			
NO	2 8%	19 4%	1 ~ 25%	1 13%	~	~	1 6%	~	~	~	~	1 20%	1 13%	1 6%	2 12%	1 100%	1 4%		
NOT ANSWERED		5																	
VALID CASES	24	529	4	8	6	6	16	1	1	1	5	8	16	17	7	1	23		
NUMBER OF RESPONDENTS	24	534	4	8	6	6	16	1	1	1	5	8	16	17	7	1	23		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES AND Q67 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q69 YES	31 10%	583 10%	~	12%	15%	8%	5%	18 10%	1 33%	1 100%	1 ~	1 50%	1 5%	6 13%	18 15%*	13 7%	27 9%	4 21%	11 5%*	20 30%*
NO	275 90%	5081 90%	~	88%	85%	92%	95%	168 90%	2 67%	1 ~	1 100%	1 50%	18 95%	39 87%	105 85%*	167 93%	258 91%	15 79%	228 95%*	47 70%*
NOT ANSWERED	22	354		3	8	9	2	2							3	1	4		21	1
VALID CASES	306	5664		58	85	90	73	186	3	1	1	2	19	45	123	180	285	19	239	67
NUMBER OF RESPONDENTS	328 100%	6018 100%		61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q70 YES	18 60%	317 61%	~ 29%	~ 69%	~ 67%	~ 75%	11 65%	1 100%	1 100%	1 100%	1 100%	1 100%	3 50%	8 47%	10 77%	14 54%	4 100%	~ 90%	18
NO	12 40%	205 39%	~ 71%	~ 31%	~ 33%	~ 25%	6 35%	~	~	~	~	~	3 50%	9 53%	3 23%	12 46%	~ 100%	10 100%	2 10%
NOT ANSWERED	1	42			1		1							1		1		1	
VALID CASES	30	522	7	13	6	4	17	1	1	1	1	6	17	13	26	4	10	20	
NUMBER OF RESPONDENTS	31 100%	564 100%	7 100%	13 100%	7 100%	4 100%	18 100%	1 100%	1 100%	1 100%	1 100%	6 100%	18 100%	13 100%	27 100%	4 100%	11 100%	20 100%	

[ASKED IF Q69 = YES]



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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q71 YES	17	315	2	9	4	2	10	1	1	1	1	3	7	10	14	3	17	
	94%	96%	~100%	~100%	~100%	67%	91%	~100%	~100%	~100%	~100%	~100%	88%	~100%	~100%	75%	~94%	
NO	1	14				1	1						1		1		1	
	6%	4%	~	~	~	33%	9%	~	~	~	~	~	13%	~	~25%	~	6%	
NOT ANSWERED		6																
VALID CASES	18	330	2	9	4	3	11	1	1	1	1	3	8	10	14	4	18	
NUMBER OF RESPONDENTS	18	336	2	9	4	3	11	1	1	1	1	3	8	10	14	4	18	
	100%	100%	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						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q72 YES	44 14%	799 14%	~	5 9%	12 14%	16 18%	11 15%	28 15%	1 33%	1 100%	1 ~	2 50%	5 11%	21 17%	23 13%	35 12%	9 47%	7 3%*	37 54%*	
NO	263 86%	4843 86%	~	53 91%	73 86%	75 82%	62 85%	158 85%	2 67%	1 ~	1 100%	17 50%	40 89%	103 83%	157 87%	251 88%	10 53%	232 97%*	31 46%*	
NOT ANSWERED	21	376		3	8	8	2	2						2	1	3		21		
VALID CASES	307	5642		58	85	91	73	186	3	1	1	2	19	45	124	180	286	19	239	68
NUMBER OF RESPONDENTS	328 100%	6018 100%		61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q73 YES	37 90%	744 94%	~100%	5 83%	10 92%	12 91%	10 91%	24 92%	1 100%	1 100%	1 ~100%	1 50%	5 100%	16 89%	21 91%	28 88%	9 100%	37 ~100%		
NO	4 10%	48 6%	~	~	2 17%	1 8%	1 9%	2 8%	~	~	~	~	1 50%	2 11%	2 9%	4 12%	~	4 ~100%	~	
NOT ANSWERED	3	31				3	2						3		3		3			
VALID CASES	41	793		5	12	13	11	26	1	1		1	2	5	18	23	32	9	4	37
NUMBER OF RESPONDENTS	44	824		5	12	16	11	28	1	1		1	2	5	21	23	35	9	7	37
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

	JCC TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
NQ74 LESS THAN 1 YEAR OLD	27 0.4%		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
1 TO 3 YEARS OLD	61 19%	1125 19%	61 ~100%	~	~	~	37 20%	2 67%	~	~	~	1 5%	11 24%	23 18%	36 20%	57 20%	2 11%	52 20%	9 13%
4 TO 7 YEARS OLD	93 28%	1651 27%	~	93 ~100%	~	~	45 24%*	~	~	~	1 50%	9 47%	15 33%	40 32%	45 25%	85 29%	1 5%	73 28%	20 29%
8 TO 12 YEARS OLD	99 30%	1813 30%	~	~	99 ~100%	~	59 31%	1 33%	1 100%	1 100%	~	5 26%	10 22%	33 26%	58 32%	82 28%	7 37%	79 30%	20 29%
13 OR OLDER	75 23%	1402 23%	~	~	~	75 ~100%	47 25%	~	~	~	1 50%	4 21%	9 20%	30 24%	42 23%	65 22%	9 47%	56 22%	19 28%
VALID CASES	328	6018	61	93	99	75	188	3	1	1	2	19	45	126	181	289	19	260	68
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ75 MALE	161 49%	3120 52%	~ 27	44% 50	54% 45	45% 39	52% 95	51%	~	~	~	~	42% 8	42% 19	52% 65	46% 84	49% 143	42% 8	49% 128	49% 33
FEMALE	167 51%	2898 48%	~ 34	56% 43	46% 54	55% 36	48% 93	100% 3	100% 1	100% 1	100% 2	58% 11	58% 26	48% 61	54% 97	51% 146	58% 11	51% 132	51% 35	
VALID CASES	328	6018	61	93	99	75	188	3	1	1	2	19	45	126	181	289	19	260	68	
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%	

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

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q76																				
HISPANIC OR LATINO	126 41%	2443 43%	~	23 39%	40 47%	33 36%	30 42%	41 22%*	2 67%~	~	~	18 ~100%~	15 34%~	126 100%~	~	111 39%~	14 74%~	103 43%	23 34%	
NOT HISPANIC OR LATINO	181 59%	3183 57%	~	36 61%	45 53%	58 64%	42 58%	147 78%*	1 33%~	1 100%~	1 100%~	2 ~	29 66%~	181 100%~	~	175 61%~	5 26%~	136 57%	45 66%	
NOT ANSWERED	21	391		2	8	8	3					1	1			3		21		
VALID CASES	307	5627		59	85	91	72	188	3	1	1	2	18	44	126	181	286	19	239	68
NUMBER OF RESPONDENTS	328 100%	6018 100%		61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

		AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHITE	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q77.1	JCC TOT CHLD																		
YES	231 70%	3921 65%*	48 ~ 79%	59 63%	68 69%	56 75%	188 100%~	~	~	~	~	43 ~ 96%	54 43%*	176 97%*	217 75%~	13 68%~	174 67%*	57 84%*	
NO	97 30%	2097 35%*	13 ~ 21%	34 37%	31 31%	19 25%	3 ~100%	1 ~100%	1 ~100%	2 ~100%	19 ~100%	2 4%~	72 57%*	5 3%*	72 25%~	6 32%~	86 33%*	11 16%*	
VALID CASES	328	6018	61	93	99	75	188	3	1	1	2	19	45	126	181	289	19	260	68
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

		AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- AMER	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q77.2	JCC TOT CHLD																		
YES	13 4%	320 5%	6 ~ 10%	4 4%	3 3%	3 ~ 100%					10 ~ 22%	5 4%	8 4%	11 4%	2 11%	10 4%	3 4%		
NO	315 96%	5698 95%	55 ~ 90%	89 96%	96 97%	75 100%	188 100%	1 ~ 100%	1 ~ 100%	2 ~ 100%	19 ~ 100%	35 78%	121 96%	173 96%	278 96%	17 89%	250 96%	65 96%	
VALID CASES	328	6018	61	93	99	75	188	3	1	1	2	19	45	126	181	289	19	260	68
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%



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

		AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.3	JCC TOT CHLD																		
YES	4 1%	238 4%*	1 ~	1 2%	2 1%	2 2%	~	1 ~100%	~	~	~	3 7%	~	4 2%*	3 1%~	~	3 1%	1 1%	
NO	324 99%	5780 96%*	60 ~	92 98%	97 99%	75 100%	188 100%	3 100%	1 100%	2 100%	19 100%	42 93%	126 100%	177 98%*	286 99%	19 100%	257 99%	67 99%	
VALID CASES	328	6018	61	93	99	75	188	3	1	1	2	19	45	126	181	289	19	260	68
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

		AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.4	JCC TOT CHLD																		
YES	5 2%	104 2%	1 ~ 2%	1 1%	2 2%	1 1%	~	~	1 ~100%	~	~	4 9%	1 0.8%	4 2%	5 2%	~	3 1%	2 3%	
NO	323 98%	5914 98%	60 ~ 98%	92 99%	97 98%	74 99%	188 100%	3 100%	1 100%	2 ~100%	19 100%	41 91%	125 99%	177 98%	284 98%	19 100%	257 99%	66 97%	
VALID CASES	328	6018	61	93	99	75	188	3	1	1	2	19	45	126	181	289	19	260	68
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

		AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.5	JCC TOT CHLD																		
YES	20 6%	339 6%	5 ~	9 8%	1 10%	5 1%*			2 ~100%		18 ~ 40%	2 2%*	18 10%*	19 7%~		16 6%	4 6%		
NO	308 94%	5679 94%	56 ~	84 92%	98 90%	70 99%*	188 100%	3 ~100%	1 ~100%	1 ~100%	19 ~100%	27 60%~	124 98%*	163 90%*	270 93%~	19 100%~	244 94%	64 94%	
VALID CASES	328	6018	61	93	99	75	188	3	1	1	2	19	45	126	181	289	19	260	68
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

		AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	HIS- PAN- IC	NOT GOOD & POOR	VERY FAIR & POOR	NO CCC	CCC	
Q77.6	JCC TOT CHLD																		
YES	38 12%	629 10%	3 ~ 5%*	14 15%	12 12%	9 12%	~	~	~	~	19 ~100%	19 42%	31 25%*	5 3%*	33 11%~	5 26%~	28 11%	10 15%	
NO	290 88%	5389 90%	58 ~ 95%*	79 85%	87 88%	66 88%	188 100%	3 100%	1 100%	1 100%	2 100%	26 ~ 58%	95 75%*	176 97%*	256 89%~	14 74%~	232 89%	58 85%	
VALID CASES	328	6018	61	93	99	75	188	3	1	1	2	19	45	126	181	289	19	260	68
NUMBER OF RESPONDENTS	328 100%	6018 100%	61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

Q78 WHAT IS YOUR AGE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/PAC ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q78 UNDER 18	11 4%	209 4%	~	2 3%	~	5 6%	4 5%	7 4%	~	~	~	1 50%	~	~	3 2%	8 4%	11 4%	~	9 4%	2 3%	
18 TO 24	13 4%	307 5%	~	6 10%	6 7%	1 1%*	~	7 4%	~	~	~	~	~	3 7%	6 5%	7 4%	12 4%	1 5%	11 5%	2 3%	
25 TO 34	114 38%	2087 37%	~	34 58%*	51 62%*	20 22%*	9 12%*	75 40%	2 67%	~	~	1 50%	6 33%	18 41%	44 36%	69 38%	109 39%	4 21%	95 40%	19 28%	
35 TO 44	100 33%	2042 36%	~	12 20%*	14 17%*	39 43%*	35 48%*	58 31%	~	~	~	~	8 44%	11 25%	45 37%	54 30%	90 32%	10 53%	77 33%	23 34%	
45 TO 54	48 16%	708 13%	~	4 7%*	5 6%*	22 24%*	17 23%	27 14%	1 33%	1 100%	1 100%	~	3 17%	10 23%	16 13%	31 17%	45 16%	2 11%	35 15%	13 19%	
55 TO 64	12 4%	233 4%	~	1 2%	3 4%	2 2%	6 8%	8 4%	~	~	~	~	1 6%	2 5%	6 5%	6 3%	10 4%	2 11%	6 3%	6 9%	
65 TO 74	5 2%	39 0.7%	~	~	3 4%	1 1%	1 1%	4 2%	~	~	~	~	~	~	~	1 0.8%	4 2%	5 2%	~	2 0.8%	3 4%
75 OR OLDER	1 0.3%	12 0.2%	~	~	~	~	1 1%	1 0.5%	~	~	~	~	~	~	~	1 0.6%	1 0.4%	1 0.4%	~	1 0.4%	~
NOT ANSWERED	24	382		2	11	9	2	1					1	1	5	1	6		24		
VALID CASES	304	5636		59	82	90	73	187	3	1	1	2	18	44	121	180	283	19	236	68	
NUMBER OF RESPONDENTS	328	6018		61	93	99	75	188	3	1	1	2	19	45	126	181	289	19	260	68	
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q79 ARE YOU MALE OR FEMALE?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q79 MALE	39 13%	691 12%	~	10%	13%	12%	15%	29 16%	~	~	~	~	~	4 9%	10 8%*	29 16%*	39 14%~	~	31 13%	8 12%
FEMALE	267 87%	4976 88%	~	90%	87%	88%	85%	158 84%	3 100%	1 100%	1 100%	2 100%	19 100%	40 91%	114 92%*	150 84%*	246 86%~	19 100%~	207 87%	60 88%
NOT ANSWERED	22	352		3	8	9	2	1						1	2	2	4		22	
VALID CASES	306	5666		58	85	90	73	187	3	1	1	2	19	44	124	179	285	19	238	68
NUMBER OF RESPONDENTS	328 100%	6018 100%		61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q80																				
8TH GRADE OR LESS	43 14%	729 13%	~	10%	14%	11%	21%	15 8%*	1 33%~	~	~	~	33%~	2%~	42 35%*	1 0.6%*	36 13%~	7 37%~	37 16%	6 9%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	47 16%	659 12%	~	17%	18%	12%	15%	27 14%	~	~	~	~	28%~	14%~	23 19%	22 12%	40 14%~	7 37%~	36 15%	11 17%
HIGH SCHOOL GRADUATE OR GED	89 29%	1741 31%	~	28%	30%	36%	22%	52 28%	~	~	~	100%~	33%~	32%~	35 29%	53 29%	83 29%~	4 21%~	76 32%*	13 20%*
SOME COLLEGE OR 2-YEAR DEGREE	95 31%	1785 32%	~	34%	27%	28%	38%	70 37%*	2 67%~	1 100%~	1 100%~	~	1 6%~	19 43%~	17 14%*	78 43%*	95 34%~	~	65 27%*	30 45%*
4-YEAR COLLEGE GRADUATE	19 6%	395 7%	~	5%	8%	9%	1%*	15 8%	~	~	~	~	7%~	3 2%*	2 9%*	17 9%*	18 6%~	1 5%~	16 7%	3 5%
MORE THAN 4-YEAR COLLEGE DEGREE	10 3%	239 4%	~	5%	2%	3%	3%	9 5%*	~	~	~	~	2%~	1 0.8%*	1 5%*	9 5%*	10 4%~	~	7 3%	3 5%
NOT ANSWERED	25	471		3	9	10	3						1	1	6	1	7		23	2
VALID CASES	303	5547		58	84	89	72	188	3	1	1	2	18	44	120	180	282	19	237	66
NUMBER OF RESPONDENTS	328 100%	6018 100%		61 100%	93 100%	99 100%	75 100%	188 100%	3 100%	1 100%	1 100%	2 100%	19 100%	45 100%	126 100%	181 100%	289 100%	19 100%	260 100%	68 100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AMER AFR-	AS- IAN	NATV PAC ILND	AMER ALSK	OTH	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q81																				
MOTHER OR FATHER	279 92%	5300 95%	55 ~ 93%	77 92%	82 91%	65 92%	168 91%	1 33%~	1 ~	1 ~	1 ~	2 ~	18 95%~	37 86%~	119 95%	158 89%*	261 92%~	17 89%~	224 95%*	55 82%*
GRANDPARENT	10 3%	137 2%	1 ~ 2%	2 2%	4 4%	3 4%	7 4%	1 33%~	~	~	~	~	~	2 5%~	2 2%	8 5%	9 3%~	1 5%~	5 2%	5 7%
AUNT OR UNCLE	4 1%	36 0.6%	2 ~ 3%	1 1%	~	1 1%	1 0.5%	~	~	~	~	~	~	3 7%~	2 2%	2 1%	4 1%~	~	2 0.8%	2 3%
OLDER BROTHER OR SISTER	1 0.3%	4 0.1%	~	1 ~ 1%	~	~	~	~	~	~	~	~	1 5%~	~	1 0.8%	~	1 0.4%~	~	1 0.4%	~
OTHER RELATIVE	1 0.3%	6 0.1%	~	1 2%	~	~	~	1 33%~	~	~	~	~	~	~	1 0.8%	~	~	1 5%~	~	1 1%
LEGAL GUARDIAN	9 3%	77 1%	~	3 4%	4 4%	2 3%	8 4%*	~	~	~	~	~	~	1 2%	~	9 5%~	8 3%~	~	5 2%	4 6%
SOMEONE ELSE		44 0.8%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	24	415	2	9	9	4	4							2	1	4	6		23	1
VALID CASES	304	5603	59	84	90	71	184	3	1	1	2	19	43	125	177	283	19	237	67	
NUMBER OF RESPONDENTS	328	6018	61	93	99	75	188	3	1	1	2	19	45	126	181	289	19	260	68	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q82 YES	5 3%	157 5%	~	~	1 2%	2 3%	2 4%	3 2%	~	~	~	~	1 11%	~	3 4%	2 2%	4 2%	1 10%	3 2%	2 5%
NO	179 97%	3319 95%	~	30 100%	49 98%	57 97%	43 96%	123 98%	~	~	1 100%	2 100%	8 89%	14 100%	67 96%	111 98%	168 98%	9 90%	142 98%	37 95%
NOT ANSWERED	2	40		1		1							1	1	1	2		1	1	
VALID CASES	184	3476		30	50	59	45	126		1	2	9	14	70	113	172	10	145	39	
NUMBER OF RESPONDENTS	186	3516		31	50	59	46	126		1	2	9	15	71	114	174	10	146	40	
	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					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q83.1 YES	3 60%	68 57%	~	~	100%	50%	50%	33%	~	~	~	100%	~	67%	50%	75%	~	100%	~
NO	2 40%	51 43%	~	~	~	50%	50%	67%	~	~	~	~	~	33%	50%	25%	100%	~	100%
VALID CASES	5	119			1	2	2	3				1		3	2	4	1	3	2
NUMBER OF RESPONDENTS	5	119			1	2	2	3				1		3	2	4	1	3	2
	100%	100%			100%	100%	100%	100%				100%		100%	100%	100%	100%	100%	100%

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

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

		AGE					RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER				
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q83.2	JCC TOT CHLD																		
YES	OHP TOT CHLD	52 44%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	JCC TOT CHLD	5 100%	~	1 ~100%	2 ~100%	2 ~100%	3 ~100%	~	~	~	~	1 ~100%	~	3 ~100%	2 ~100%	4 ~100%	1 ~100%	3 ~100%	2 ~100%
VALID CASES	OHP TOT CHLD	5 100%	119 100%	1 100%	2 100%	2 100%	3 100%					1 100%		3 100%	2 100%	4 100%	1 100%	3 100%	2 100%

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

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

		AGE					RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.3	JCC TOT CHLD																
YES	1 20%	9 7%	~	~	~	1 50%	1 33%	~	~	~	~	~	1 50%	1 25%	~	~	1 50%
NO	4 80%	110 93%	~	~100%	~100%	1 50%	2 67%	~	~	~	~100%	1 50%	3 75%	1 100%	~100%	3 100%	1 50%
VALID CASES	5	119		1	2	2	3			1		3	2	4	1	3	2
NUMBER OF RESPONDENTS	5 100%	119 100%		1 100%	2 100%	2 100%	3 100%			1 100%		3 100%	2 100%	4 100%	1 100%	3 100%	2 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC
Q83.4 YES	1	31				1	1							1		1		1
	20%	26%	~	~	~	50%	33%	~	~	~	~	~	~	33%	~	~100%	~	50%
NO	4	88		1	1	2	2				1		2	2	4		3	1
	80%	74%	~	~100%	~	50%	67%	~	~	~	~100%	~	67%	~100%	~100%	~	~100%	50%
VALID CASES	5	119		1	2	2	3				1		3	2	4	1	3	2
NUMBER OF RESPONDENTS	5	119		1	2	2	3				1		3	2	4	1	3	2
	100%	100%		100%	100%	100%	100%				100%		100%	100%	100%	100%	100%	100%

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

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q83.5	JCC TOT CHLD																		
YES	OHP TOT CHLD	11																	
		9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	JCC TOT CHLD	5		1	2	2	3				1			3	2	4	1	3	2
	OHP TOT CHLD	108	~	~100%	~100%	~100%	~100%	~	~	~	~100%	~	~100%	~100%	~100%	~100%	~100%	~100%	~100%
		91%																	
VALID CASES	JCC TOT CHLD	5		1	2	2	3				1			3	2	4	1	3	2
NUMBER OF RESPONDENTS	OHP TOT CHLD	119		1	2	2	3				1			3	2	4	1	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							ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
NQ14 0-6	11 5%	375 10%*	~	~	3 6%	3 5%	5 12%	7 5%	~	~	~	~	~	4 6%	6 5%	8 4%	2 17%	7 5%	4 7%	
7-8	55 27%	1202 31%	~	12 29%	17 31%	13 20%	13 31%	38 28%	1 50%	~	~	2 22%	7 26%	22 31%	32 25%	48 26%	5 42%	35 23%	20 37%	
9-10	137 67%	2325 60%*	~	30 71%	34 63%	49 75%	24 57%	89 66%	1 50%	1 100%	~	2 100%	7 78%	19 70%	44 63%	89 70%	128 70%	5 42%	107 72%*	30 56%*
VALID CASES	203	3902		42	54	65	42	134	2	1		2	9	27	70	127	184	12	149	54
NUMBER OF RESPONDENTS	203 100%	3902 100%		42 100%	54 100%	65 100%	42 100%	134 100%	2 100%	1 100%		2 100%	9 100%	27 100%	70 100%	127 100%	184 100%	12 100%	149 100%	54 100%
MEAN	2.62	2.50		2.71	2.57	2.71	2.45	2.61	2.50	3.00		3.00	2.78	2.67	2.57	2.65	2.65	2.25	2.67	2.48
p stat_(*=Sig @ p<=.05)		.004*	~	~.498	.149		~.770	~	~	~	~	~	~	~.388	.305	~	~	~.042*	.042*	

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
NQ41 0-6	11 4%	353 7%*	~	3 6%	4 5%	3 4%	1 2%	10 6%*	~	~	~	~	~	2 2%	9 6%	10 4%~	1 6%~	7 4%	4 6%	
7-8	55 21%	1106 23%	~	9 17%	16 21%	15 19%	15 27%	37 23%	~	~	~	~	9 22%~	23 24%	32 20%	50 21%~	5 28%~	40 20%	15 23%	
9-10	195 75%	3349 70%	~	40 77%	55 73%	60 77%	40 71%	114 71%	2 100%	1 100%	~	2 100%	11 100%	32 78%~	70 74%	119 74%	180 75%~	12 67%~	150 76%	45 70%
VALID CASES	261	4809		52	75	78	56	161	2	1		2	11	41	95	160	240	18	197	64
NUMBER OF RESPONDENTS	261 100%	4809 100%		52 100%	75 100%	78 100%	56 100%	161 100%	2 100%	1 100%		2 100%	11 100%	41 100%	95 100%	160 100%	240 100%	18 100%	197 100%	64 100%
MEAN	2.70	2.62		2.71	2.68	2.73	2.70	2.65	3.00	3.00		3.00	3.00	2.78	2.72	2.69	2.71	2.61	2.73	2.64
p stat_(*=Sig @ p<=.05)		.015*		~.923	.649	.611	.888	.016*	~	~		~	~	~	.808	.513	~	~	.276	.275

[ASKED IF Q30 = YES]



NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
NQ48 0-6	5 14%	69 10%	~	20%~	13%~	~	25%~	15%~	~	~	~	~	25%~	8%~	19%~	12%~	22%~	16%~	13%~
7-8	10 29%	173 25%	~	20%~	38%~	40%~	17%~	30%~	~	~	~	~	25%~	15%~	38%~	32%~	22%~	16%~	44%~
9-10	20 57%	464 66%	~	60%~	50%~	60%~	58%~	56%~	100%~	~	~	~	50%~	77%~	43%~	56%~	56%~	68%~	44%~
VALID CASES	35	706		5	8	10	12	27	1				4	13	21	25	9	19	16
NUMBER OF RESPONDENTS	35 100%	706 100%		5 100%	8 100%	10 100%	12 100%	27 100%	1 100%				4 100%	13 100%	21 100%	25 100%	9 100%	19 100%	16 100%
MEAN	2.43	2.56		2.40	2.38	2.60	2.33	2.41	3.00				2.25	2.69	2.24	2.44	2.33	2.53	2.31
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

NQ54 RATING OF CHILD'S HEALTH PLAN

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
NQ54 0-6	23 8%	702 13%*	~	4 7%	5 6%	8 9%	6 8%	14 8%	~	~	~	~	2 11%	6 14%	7 6%	16 9%	20 7%	3 16%	13 6%*	10 15%*
7-8	75 25%	1548 28%	~	12 21%	18 21%	23 26%	22 31%	55 30%*	~	~	~	~	1 5%	8 19%	22 18%*	53 31%*	71 25%	4 21%	55 23%	20 31%
9-10	203 67%	3348 60%*	~	42 72%	61 73%	57 65%	43 61%	114 62%*	3 100%	1 100%	1 100%	2 100%	16 84%	28 67%	95 77%*	104 60%*	190 68%	12 63%	168 71%*	35 54%*
VALID CASES	301	5598		58	84	88	71	183	3	1	1	2	19	42	124	173	281	19	236	65
NUMBER OF RESPONDENTS	301 100%	5598 100%		58 100%	84 100%	88 100%	71 100%	183 100%	3 100%	1 100%	1 100%	2 100%	19 100%	42 100%	124 100%	173 100%	281 100%	19 100%	236 100%	65 100%
MEAN	2.60	2.47		2.66	2.67	2.56	2.52	2.55	3.00	3.00	3.00	3.00	2.74	2.52	2.71	2.51	2.60	2.47	2.66	2.38
p stat_(*=Sig @ p<=.05)		.001*		~.432	.221	.466	.253	.074	~	~	~	~	~	~	~.008*	.003*	~	~	~.008*	.008*

GETTING NEEDED CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC
NPRBSEE4 NQ46	2.19	2.27	1.83	2.50	2.10	2.23	2.21	3.00					1.75	2.31	2.09	2.26	1.89	2.48	1.81
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCARNES4 NQ15	2.58	2.47	2.51	2.58	2.66	2.52	2.60	3.00	3.00		3.00	2.56	2.55	2.44	2.65	2.61	2.15	2.62	2.47
p stat_(*=Sig @ p<=.05)		.019*	~	~.934	.232	~	.442	~	~	~	~	~	~	.053	.068	~	~	.214	.212
COMPOSITE	2.38	2.37	x 2.17	2.54	2.38	2.38	2.41	3.00	3.00	x 3.00	2.56	2.15	2.37	2.37	2.43	2.02	2.55	2.14	
p stat_(*=Sig @ p<=.05)		.739	~	~.062	.939	~	.540	~	~	~	~	~	~	.896	.662	~	~	.000*	.004*

GETTING CARE QUICKLY

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER PAC ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NCARSN4 NQ4	2.72	2.61	2.72	2.79	2.63	2.78	2.80	2.50			1.00	3.00	3.00	2.67	2.57	2.80	2.77	2.44	2.71	2.74
p stat_(*=Sig @ p<=.05)		.145	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NAPGET4 NQ6	2.52	2.46	2.63	2.43	2.56	2.44	2.61	3.00	2.00		2.00	1.75	2.56	2.32	2.63	2.55	2.13	2.58	2.37	
p stat_(*=Sig @ p<=.05)		.277	~	~	~	~	~.043*	~	~	~	~	~	~	~.007*	.008*	~	~	~.068	.068	
COMPOSITE	2.62	2.54	x 2.67	2.61	2.60	2.61	2.71	2.75	2.00	1.00	2.50	2.38	2.61	2.44	2.71	2.66	2.29	2.65	2.55	
p stat_(*=Sig @ p<=.05)		.260	~.667	.915	.834	~.109	~	~	~	~	~	~	~	~.063	.077	~	~	~.592	.590	

HOW WELL DOCTORS COMMUNICATE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC
NDREXPL4 NQ32	2.75	2.69	2.79	2.65	2.81	2.75	2.78	3.00	3.00		3.00	2.29	2.89	2.65	2.81	2.76	2.60	2.77	2.71
p stat_(*=Sig @ p<=.05)	.146		~	~.172	.319		~.348	~	~	~	~	~	~	~.092	.091	~	~	~.480	.479
NDRLSTN4 NQ33	2.78	2.70	2.79	2.76	2.76	2.80	2.76	3.00	3.00		3.00	2.71	2.86	2.75	2.79	2.77	2.80	2.80	2.72
p stat_(*=Sig @ p<=.05)	.028*		~	~.835	.793		~.609	~	~	~	~	~	~	~.592	.778	~	~	~.406	.405
NDRESPU4 NQ34	2.79	2.77	2.75	2.82	2.80	2.77	2.77	3.00	3.00		3.00	2.57	2.93	2.78	2.79	2.79	2.67	2.84	2.66
p stat_(*=Sig @ p<=.05)	.565		~	~.524	.876		~.533	~	~	~	~	~	~	~.866	.937	~	~	~.051	.050*
NDRTMEN4 NQ37	2.43	2.48	2.33	2.25	2.57	2.55	2.44	2.00	3.00		3.00	2.29	2.46	2.21	2.53	2.45	2.00	2.46	2.34
p stat_(*=Sig @ p<=.05)	.335		~	~.086	.074		~.722	~	~	~	~	~	~	~.003*	.015*	~	~	~.339	.339
COMPOSITE	2.69	2.66	x 2.67	2.62	2.73	2.72	2.69	2.75	3.00	x 3.00	2.46	2.79		2.60	2.73	2.70	2.52	2.72	2.61
p stat_(*=Sig @ p<=.05)	.772		~	~.689	.741		~.964	~	~	~	~	~	~	~.490	.556	~	~	~.600	.601

CUSTOMER SERVICE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
NPBCLCS4 NQ50	2.29	2.30	2.11	2.35	2.38	2.19	2.27				3.00	2.67	2.08	2.37	2.19	2.26	2.50	2.32	2.19
p stat_(*=Sig @ p<=.05)	.944		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ51	2.60	2.55	2.56	2.74	2.58	2.50	2.56				3.00	2.67	2.62	2.57	2.65	2.63	2.38	2.60	2.63
p stat_(*=Sig @ p<=.05)	.554		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.45	2.43	x 2.33	2.54	2.48	2.34	2.42	x	x	3.00	x 2.67	2.35		2.47	2.42	2.45	2.44	2.46	2.41
p stat_(*=Sig @ p<=.05)	.876		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
NRXWHY NQ11	2.42	2.46		2.33	2.35	2.58	2.40	2.41	3.00	3.00		3.00	1.67	2.55	2.14	2.52	2.39	2.50	2.29	2.59
p stat_(*=Sig @ p<=.05)		.594	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXWYNT NQ12	1.79	2.00		1.71	1.61	1.84	2.20	1.74	2.00	3.00		3.00	1.33	1.91	1.86	1.74	1.77	1.88	1.59	2.03
p stat_(*=Sig @ p<=.05)		.036*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXBST NQ13	2.42	2.59		2.47	2.45	2.37	2.40	2.40	3.00	3.00		3.00	2.33	2.45	2.52	2.40	2.43	2.50	2.30	2.59
p stat_(*=Sig @ p<=.05)		.139	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.21	2.35	x	2.17	2.14	2.26	2.33	2.18	2.67	3.00	x	3.00	1.78	2.30	2.17	2.22	2.19	2.29	2.06	2.40
p stat_(*=Sig @ p<=.05)		.410	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

ACCESS TO SPECIALIZED SERVICES

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
NEZMDEQ NQ20	2.15	2.28	2.00	2.50		1.67	2.13				1.00	2.33	1.50	2.20	2.20	1.50	2.60	1.88
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTHP NQ23	2.25	2.11	2.67	2.29	1.00	1.67	1.83	3.00			3.00	3.00	2.59	1.50	2.24	3.00	2.25	2.25
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTC NQ26	2.09	2.11	2.00	2.09	2.18	2.00	2.14	3.00	1.00		2.00	1.80	2.08	2.09	2.13	1.67	2.00	2.13
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.16	2.17	x 2.22	2.29	1.59	1.78	2.03	3.00	3.00	1.00	x 2.00	2.38	2.06	1.93	2.19	2.06	2.28	2.09
p stat_(*=Sig @ p<=.05)		.939	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
PRBSEE4 Q46	73%	76%	50%	88%	70%	77%	76%	100%				50%	77%	70%	74%	67%	86%	56%		
CARNES4 Q15	91%	88%	89%	89%	94%	90%	91%	100%	100%	100%	89%	86%	84%	94%	91%	77%	93%	85%		
AVERAGE	81.8	82.1	x	69.4	88.1	81.9	83.7	83.5	100	x	x	100	88.9	68.1	80.4	81.7	82.7	71.8	89.2	70.6

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
CARSN4 Q4	92%	89%	92%	95%	89%	94%	95%	100%	0%	100%	100%	83%	87%	93%	93%	78%	91%	94%		
APGET4 Q6	86%	86%	88%	85%	90%	82%	89%	100%	100%	50%	62%	88%	83%	89%	89%	60%	90%	79%		
AVERAGE	89.3	87.1	x	89.8	89.9	89.2	88.4	92.0	100	x	x	50.0	81.3	85.7	84.7	91.1	91.2	68.9	90.5	86.2

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
DREXPL4 Q32	93%	93%	96%	90%	95%	93%	94%	100%	100%	100%	71%	100%	88%	96%	94%	87%	94%	91%
DRLSTN4 Q33	95%	93%	94%	96%	95%	95%	94%	100%	100%	100%	100%	96%	96%	94%	95%	93%	96%	91%
DRESPU4 Q34	95%	95%	94%	98%	95%	95%	94%	100%	100%	100%	86%	100%	96%	95%	96%	87%	98%	90%
DRTMEN4 Q37	83%	86%	77%	75%	90%	90%	84%	50%	100%	100%	71%	82%	74%	87%	85%	53%	85%	78%
AVERAGE	91.6	91.8	x 90.1	89.7	93.6	93.1	91.9	83.3	x	x 100	82.1	94.6	88.2	93.2	92.4	80.0	93.4	87.5

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
PBCLCS4 Q50	78%	80%	67%	85%	79%	75%	73%		100%	100%	69%	84%	71%	79%	75%	81%	69%	
CSRESP Q51	90%	88%	89%	95%	88%	88%	88%		100%	100%	85%	89%	90%	92%	75%	88%	94%	
AVERAGE	84.0	84.1	x 77.8	89.9	83.3	81.3	80.5	x	x	x	x 100	76.9	86.7	80.6	85.2	75.0	84.8	81.3

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
RXWHY Q11	88%	86%	87%	87%	95%	80%	89%	100%	100%	100%	33%	100%	76%	93%	86%	100%	84%	93%		
RXWYNT Q12	58%	66%	50%	48%	63%	80%	56%	100%	100%	100%	33%	64%	76%	49%	55%	75%	46%	72%		
FRXBST Q13	71%	80%	73%	73%	68%	70%	70%	100%	100%	100%	67%	73%	76%	70%	71%	75%	65%	79%		
AVERAGE	72.3	77.2	x	70.0	69.2	75.4	76.7	71.4	x	x	x	x	44.4	78.8	76.2	70.6	70.9	83.3	65.0	81.6

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
EZMDEQ Q20	77%	76%	75%	83%		67%	75%					0%	100%	50%	80%	80%	50%	100%	63%	
EZTHP Q23	67%	69%	83%	71%	0%	33%	50%	100%				100%	100%	82%	33%	67%	100%	67%	67%	
EZTC Q26	63%	68%	67%	64%	64%	60%	67%		100%	0%		50%	60%	58%	65%	66%	33%	50%	70%	
AVERAGE	68.8	70.9	x	75.0	72.8	63.6	53.3	63.9	x	x	x	x	75.0	86.7	63.6	59.5	70.8	61.1	72.2	66.2

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
DRTLKU Q38	78%	85%	98%	78%	74%	60%	79%	0%	100%	100%	43%	86%	72%	81%	78%	80%	80%	72%	
DRUNCON Q43	84%	86%	67%	83%	80%	100%	79%	100%	100%	100%		100%	89%	82%	82%	91%	83%	84%	
DRUNFAM Q44	81%	85%	67%	78%	73%	100%	79%	100%	100%	100%		82%	72%	84%	80%	82%	83%	80%	
AVERAGE	81.0	85.4	x	77.1	79.8	75.7	86.7	79.2	x	x	100	42.9	89.2	77.7	82.2	80.0	84.2	82.4	79.0

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	JCC TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
HELPCONT Q18	83%	88%	100%	78%	88%	80%	87%	100%				100%	67%	93%	80%	100%	80%	85%		
HLPCOORD Q29	60%	56%	45%	63%	64%	69%	65%	50%				50%	56%	62%	57%	80%	61%	60%		
AVERAGE	71.5	72.1	x	45.5	70.1	75.6	74.6	76.0	50.0	x	x	x	x	75.0	61.5	77.2	68.4	90.0	70.4	72.3



INDEX OF ADULT TABLES

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

PAGE QUESTION TITLE

3. YOUR PERSONAL DOCTOR

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

4. GETTING HEALTH CARE FROM SPECIALISTS

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

PAGE QUESTION TITLE

5. YOUR HEALTH PLAN

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

PAGE QUESTION TITLE

8. RATINGS

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

9. COMPOSITES

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

10. GLOBAL PROPORTION COMPOSITES

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

INDEX OF CHILD TABLES

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



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

3. SPECIALIZED SERVICES

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

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

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

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

6. YOUR CHILD'S HEALTH PLAN

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

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

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

8. ABOUT YOUR CHILD AND YOU

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

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

PAGE	QUESTION	TITLE
------	----------	-------

9. RATINGS

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

10. COMPOSITES

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

11. GLOBAL PROPORTION COMPOSITES

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

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

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

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

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

**SURVEY INSTRUCTIONS**

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

Correct  
Mark 

Incorrect  
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

- Yes → *Go to Question 3*
- No

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

\_\_\_\_\_

## YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

- Yes
- No → *Go to Question 5*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 7*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No

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

- Yes
- No → *Go to Question 13*

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

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



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

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

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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

## YOUR PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 24*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 23*

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

- Never
- Sometimes
- Usually
- Always

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

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

## GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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



## YOUR HEALTH PLAN

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

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

- Yes
- No → *Go to Question 30*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 33*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 35*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → *Go to Question 35c*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 35e*

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

- Never
- Sometimes
- Usually
- Always

### CULTURAL COMPETENCY

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No



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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

### HEALTH LITERACY

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

### INTERPRETER SERVICES

35r. What is your preferred language?

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

35s. How well do you speak English?

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

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

- Never
- Sometimes
- Usually
- Always



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

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

- Yes
- No → **Go to Question 36**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always

## ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Yes
- No
- Don't know

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No
- Don't know

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

- Yes
- No
- Don't know

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

- Yes
- No

◆

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**



448-12



12

CTYAD

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

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

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

**SURVEY INSTRUCTIONS**

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

Correct  
Mark 

Incorrect  
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

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

\_\_\_\_\_

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

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

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

- 7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
  - None → *Go to Question 16*
  - 1 time
  - 2
  - 3
  - 4
  - 5 to 9
  - 10 or more times
  
- 8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
  - Yes
  - No
  
- 9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health provider?
  - Never
  - Sometimes
  - Usually
  - Always
  
- 10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
  - Yes
  - No → *Go to Question 14*
  
- 11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?
  - Not at all
  - A little
  - Some
  - A lot



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

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

**SPECIALIZED SERVICES**

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



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

- Yes
- No → *Go to Question 25*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

### **YOUR CHILD'S PERSONAL DOCTOR**

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 37**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → **Go to Question 41**

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

- Never
- Sometimes
- Usually
- Always



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

0 1 2 3 4 5 6 7 8 9 10

Worst Personal Doctor Possible Best Personal Doctor Possible

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

- Yes
- No → **Go to Question 45**

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

- Yes
- No

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

- Yes
- No

## GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → **Go to Question 49**

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

- Never
- Sometimes
- Usually
- Always

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

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



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

0 1 2 3 4 5 6 7 8 9 10

Worst Specialist Possible                      Best Specialist Possible

**YOUR CHILD'S HEALTH PLAN**

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

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

Yes  
 No → *Go to Question 52*

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

Never  
 Sometimes  
 Usually  
 Always

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

Never  
 Sometimes  
 Usually  
 Always

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

Yes  
 No → *Go to Question 54*

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

Never  
 Sometimes  
 Usually  
 Always

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

0 1 2 3 4 5 6 7 8 9 10

Worst Health Plan Possible                      Best Health Plan Possible

**PRESCRIPTION MEDICINES**

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

Yes  
 No → *Go to Question 58*

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

Never  
 Sometimes  
 Usually  
 Always



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

- Yes
- No

**ABOUT YOUR CHILD AND YOU**

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No

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

- Yes
- No → *Go to Question 72*



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

- Yes
- No → *Go to Question 72*

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

- Yes
- No

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

- Yes
- No → *Go to Question 74*

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

- Yes
- No

74. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

75. Is your child male or female?

- Male
- Female

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

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

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

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

78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

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

81. How are you related to the child?

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



82. Did someone help you complete this survey?

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

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

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

## THANK YOU

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

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

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







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

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

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

**INSTRUCCIONES PARA EL CUESTIONARIO**

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

Marca  
Correcta

Marca  
Incorrecta

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

Sí → *Pase a la Pregunta 1*  
 No

↓ **COMIENCE AQUI** ↓

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

- Sí → *Pase a la pregunta 3*
- No

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

\_\_\_\_\_

## LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

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

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

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









## CAPACIDAD CULTURAL

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

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

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

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

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 35c*

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

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

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

- Sí
- No → *Pase a la pregunta 35e*

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

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

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

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

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

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

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

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

### COMPRESIÓN DE INFORMACIÓN DE SALUD

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

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

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



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

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

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

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

### SERVICIOS DE INTÉRPRETE

35r. ¿Qué idioma prefiere hablar usted?

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

35s. ¿Qué tan bien habla inglés?

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

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

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

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

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

- Sí
- No → *Pase a la Pregunta 36*

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### ACERCA DE USTED

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Sí
- No
- No sé

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

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

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

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

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

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

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

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

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

- Sí
- No
- No sé

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

- Sí
- No
- No sé

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

- Sí
- No

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 50*

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

- Sí
- No



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

- Sí
- No → **Pase a la pregunta 52**

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

- Sí
- No

52. ¿Qué edad tiene?

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

53. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

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

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

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

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

57. ¿Le ayudó alguien a completar esta encuesta?

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

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

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

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

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

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



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

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

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

**INSTRUCCIONES PARA EL CUESTIONARIO**

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

Marca  
Correcta ●

Marca  
Incorrecta   

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

● Sí → *Pase a la Pregunta 1*  
○ No

↓ **COMIENCE AQUI** ↓

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

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

○ Sí → *Pase a la pregunta 3*  
○ No

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

\_\_\_\_\_

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

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

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

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

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

- Para nada
- Un poco
- Algo
- Mucho

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

- Para nada
- Un poco
- Algo
- Mucho

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

- Sí
- No

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No

**SERVICIOS ESPECIALIZADOS**

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

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

- Sí
- No → *Pase a la pregunta 22*



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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 25*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 30*

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

- Sí
- No

### **EL DOCTOR PERSONAL DE SU NIÑO**

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

- Sí
- No → *Pase a la pregunta 45*

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

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

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

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

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

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

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

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

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

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

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

- Sí
- No → **Pase a la pregunta 37**

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

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

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

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

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

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



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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 41*

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 45*

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

- Sí
- No

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

- Sí
- No

### LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 49*

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

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





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

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

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

- Sí
- No

### ACERCA DE USTED Y DE SU NIÑO

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Sí
- No → *Pase a la pregunta 63*

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

- Sí
- No → *Pase a la pregunta 63*

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 66*

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

- Sí
- No → *Pase a la pregunta 66*

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 69*

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

- Sí
- No → *Pase a la pregunta 69*

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 72*

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

- Sí
- No → *Pase a la pregunta 72*

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

- Sí
- No

72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

- Sí
- No → *Pase a la pregunta 74*

73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

- Sí
- No

74. ¿Qué edad tiene su niño?

- Menos de un año

AÑOS (escriba la respuesta)

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

- Masculino
- Femenino

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

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

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

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

78. ¿Qué edad tiene usted?

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

79. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

◆

**81. ¿Qué relación tiene con el niño?**

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

**82. ¿Le ayudó alguien a completar esta encuesta?**

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

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

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

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

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

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

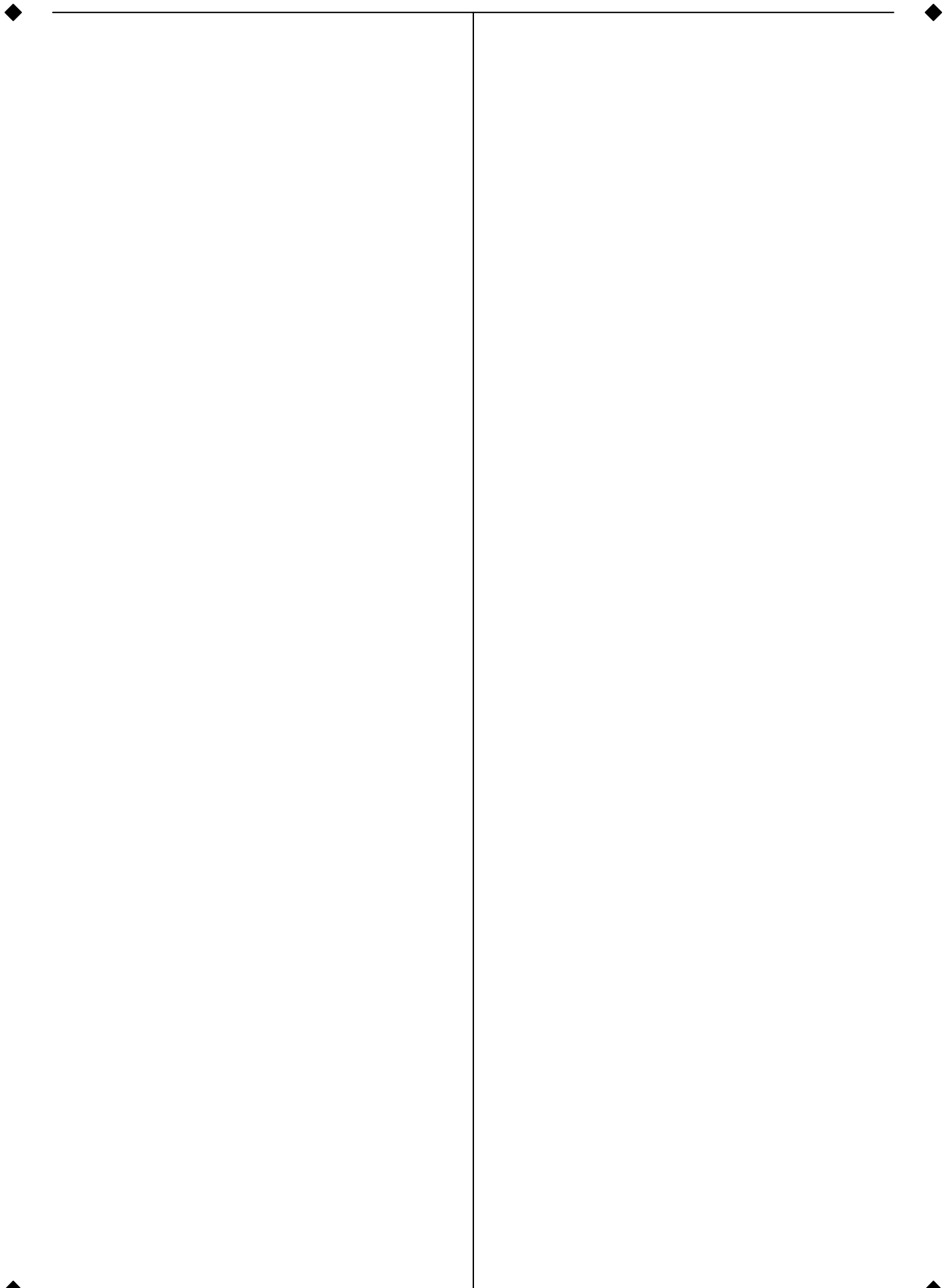


451-11



11

CTYSCCCC



DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE [NAMED  
RESPONDENT

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS NOT A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with [MEMBER FIRST NAME] [MEMBER LAST NAME]?

(IF NEEDED: "We are conducting an important study to find out how satisfied people are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.")

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your health care or benefits in any way.")

(IF NEEDED: "This is purely a research study -- we are polling people about their health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

## MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN  
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people about their health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO  
RETURN TO COVERSHEET

## RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED  
PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied people are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will not affect your health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people about their health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS



SEX

SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

- 1. MALE
- 2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

- 1. Spanish
- 2. English

MEMBER

1. / MEMBER

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

("DK" NOT ALLOWED)

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF Oregon Health Plan, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

NPLNAME

2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

(IF R SAYS SOMETHING CLOSE TO Oregon Health Plan, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. [RESPONDENT] NO LONGER INSURED -----> NO.INSUR
- 5. [RESPONDENT] INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR  
KNOW PLAN NAME
- 6. [RESPONDENT] INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

\_\_\_\_\_

CK.PLMSTCR:

-----

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your own health care. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

INCARE

3. / INCARE

In the last 6 months, did you have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

4. / CARSN4

In the last 6 months, when you NEEDED CARE RIGHT AWAY, how often did you get care as soon as you needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic?

- 1. YES
- 2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic, how often did you get an appointment as soon as you needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

7. / OFCTIM4

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

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care you received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE,
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4  
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5

8. / PRVENT5

A health provider is the person you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXSTP

9. / RXSTP

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

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY

10. / RXWHY

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT

11. / RXWYNT

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST

12. / RXBST

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

13. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care you may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH CARE										HEALTH CARE
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4

14. / CARNES4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PRSNLD4

15. / PRSNLD4

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

Do you have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

## DRTMS

16. / DRTMS

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

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE, -----> RATEDR4
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

## DREXPL4

17. / DREXPL4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## DRLSTN4

18. / DRLSTN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

19. / DRESPU4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

20. / DRTMEN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR

21. / DIFFDR

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

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO

22. / DRINFO

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

23. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

NDSPDR4

24. / NDSPDR4

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

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

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does my (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN



PRBSEE4

25. / PRBSEE4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

26. / SPDRS

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

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say you've seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

27. / RTSPDR4

We want to know your rating of the specialist you saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- |            |    |    |    |    |    |    |    |    |    |            |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00         | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10         |
| WORST      |    |    |    |    |    |    |    |    |    | BEST       |
| SPECIALIST |    |    |    |    |    |    |    |    |    | SPECIALIST |
| POSSIBLE   |    |    |    |    |    |    |    |    |    | POSSIBLE   |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN

INTRO.PLAN

Now I'm going to ask you some questions about your experience with your health plan.

LOOMAT4

28. / LOOMAT4

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

- 1. YES
- 2. NO -----> CLCSR4

DK/REFUSAL/NOT ASCERTAINED --> CLCSR4

UNDINF4

29. / UNDINF4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSR4

30. / CLCSR4

In the last 6 months, did you get information or help from [your health plan's customer service/customer service at 's health plan] ?

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4

31. / PBCLCS4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

32. / CSRESP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

33. / PLPRWK4

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

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

34. / PBPLPW4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

35. / RTPLEXP

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

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH PLAN										HEALTH PLAN
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HPMDEQ

35a. / HPMDEQ

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

(READ LIST)

- 1. YES
- 2. NO -----> POSTHP

DK/REFUSAL/NOT ASCERTAINED

EZMDHP

35b. / EZMDHP

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

(READ LIST)

- 1. NEVER
- 2. SOMETIMES
- 3. USUALLY
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

POSTHP

35c. / POSTHP

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

(READ LIST)

- 1. YES
- 2. NO -----> INTRO.DTLKTF

DK/REFUSAL/NOT ASCERTAINED

EZPOST

35d. / EZPOST

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

- 1. NEVER
- 2. SOMETIMES
- 3. USUALLY
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

INTRO.DTLKTF

INTRO.DTLKTF

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

DTLKTF

35e. / DTLKTF

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

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DINTER

35f. / DINTER

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DRRUDE

35g. / DRRUDE

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DRTELL

35h. / DRTELL

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DTRUST

35i. / DTRUST

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DTRUTH

35j. / DTRUTH

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DCAREH

35k. / DCAREH

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DCAREP

35l. / DCAREP

In the last 6 months, did you feel this provider cared about you as a person? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

UNFETH

35m. / UNFETH

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

UNFINS

35n. / UNFINS

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

INTRO.ALLINF

INTRO.ALLINF

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

ALLINF

35o. / ALLINF

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

TLKQS

35p. / TLKQS

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DMEDW

35q. / DMEDW

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

PRFLANG

35r. / PRFLANG

What is your preferred language? Would you say..

(READ LIST)

1. ENGLISH, -----> HLTSTA4
2. SPANISH, or
3. SOME OTHER LANGUAGE

DK/REFUSAL/NOT ASCERTAINED



SPKENG

35s. / SPKENG

How well do you speak English? Would you say...

(READ LIST)

- 1. VERY WELL,
- 2. WELL,
- 3. NOT WELL, or
- 4. NOT AT ALL

DK/REFUSAL/NOT ASCERTAINED

DSPKPRF

35t. / DSPKPRF

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

NDINTRP

35u. / NDINTRP

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

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

- 1. YES
- 2. NO -----> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED

FRTRAN

35v. / FRTRAN

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

INTROFC

35w. / INTROFC

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

(READ LIST)

- 1. NEVER, -----> INTRFRD
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

MOTRAN

35x. / MOTRAN

In the last 6 months, when you used an interpreter provided by your health plan, who was it? Was it..

(READ LIST)

- 1. A STAFF MEMBER FROM THE HEALTH PLAN
- 2. AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN
- 3. A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN
- 4. SOMEONE ELSE PROVIDED BY THE HEALTH PLAN
- 5. DON'T KNOW OR UNSURE

REFUSAL/NOT ASCERTAINED

CRTRAN

35y. / CRTRAN

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

RATEINT

35z. / RATEINT

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

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
INTERPRETER										INTERPRETER
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## INTRFRD

35aa. / INTRFRD

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

(READ LIST)

1. NEVER, -----> HLTSTA4
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

## FRDPREF

35ab. / FRDPREF

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

## HLTSTA4

36. / HLTSTA4

In general, how would you rate your overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

37. / MNTLSTAT

In general, how would you rate your overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

FLUSHOTQ

38. / FLUSHOTQ

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

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

NOWSMOK

39. / NOWSMOK

Do you now smoke cigarettes or use tobacco...

(READ LIST)

- 1. EVERY DAY,
- 2. SOME DAYS, OR
- 3. NOT AT ALL? -----> ASPDAY
- 4. DON'T KNOW (DO NOT READ) -----> ASPDAY
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ) --> ASPDAY

ADVQUIT9

40. / ADVQUIT9

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## PATCH9

41. / PATCH9

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## WILLPWR9

42. / WILLPWR9

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## ASPDAY

43. / ASPDAY

Do you take aspirin daily or every other day?

(IF NEEDED: "Would you say YES or NO?")

(IWER: If the R asks about whether a particular medication or Brand name is considered aspirin, you may provide the following clarification:

Aspirin: Bayer and Bufferin

Not Aspirin: Tylenol, Motrin, Aleve, Advil, ibuprofen and acetaminophen)

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPUSF

44. / ASPUSF

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

(IF NEEDED: "Would you say YES or NO?")

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPPRV

45. / ASPPRV

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.AWCOND

INTRO.AWCOND

When I read the following list, please tell me if you are aware that you have any of these conditions.

PHAWCD.(1-3)

46.(1-3) / PHAWCD.(1-3)

[First,/(Next/How About...)]

1. "High cholesterol"
2. "High blood pressure"
3. "Parent or sibling who had a heart attack before the age of 60"?

(IWER IF NECESSARY: "Are you aware that you have this condition?")

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.DRCOND

INTRO.DRCOND

When I read the following list, please tell me if a doctor has ever told you that you have any of these conditions.

PHDRCD.(1-4)

47.(1-4) / PHDRCD.(1-4)

[First,/(Next/How About...)]

- 1. "A heart attack"
- 2. "Angina or coronary heart disease"
- 3. "A stroke"
- 4. "Any kind of diabetes or high blood sugar"?

(IWER IF NECESSARY: "Has a doctor ever told you that you have this condition?")

[FOR PHDRCD.2: (IWER IF NEEDED, CLARIFY: Angina pectoris (an-JYE-nuh or AN-jin-uh PECK-ter-iss) is severe pain in the chest associated with insufficient blood supply to the heart.)]

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SMPROB

48. / SMPROB

[I have just a few more questions.]

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

- 1. YES
- 2. NO -----> TKMED

DK/REFUSAL/NOT ASCERTAINED

PRBLST

49. / PRBLST

Is this a condition or problem that has lasted for at least 3 months? [Please do NOT include pregnancy or menopause.]

[IWER IF NEEDED, CLARIFY: Menopause (men-ne-paws) is the time in a woman's life when she stops having menstrual periods. It is sometimes called 'the change of life' or 'the change'.)]

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

## TKMED

50. / TKMED

Do you now need or take medicine prescribed by a doctor? [Please do NOT include birth control.]

1. YES
2. NO -----> QAGE4

DK/REFUSAL\NOT ASCERTAINED

## TRTCOND

51. / TRTCOND

Is this medicine to treat a condition that has lasted for at least three months? Please do NOT include pregnancy or menopause.

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

52. / QAGE4

What is your age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ LIST IF NEEDED, "Are you...")

1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## QGENDER

53. / QGENDER

(IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

(ASK IF NECESSARY, "Are you male or female?")

1. MALE
2. FEMALE



## EDUCAT

54. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?  
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## LATINO

55. / LATINO

Are you of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

## INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your race. I must ask you about all categories in case more than one applies.

## PQRACE3.(1-6)

56.(1-6) / PQRACE3.(1-6)

[(Are you)]

1. "White"
2. "Black or African-American"
3. "Asian"
4. "Native Hawaiian or other Pacific Islander"
5. "American Indian or Alaska Native"
6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY RACE?" SAY  
"We ask about your race for demographic purposes only.  
We want to be sure that the people we survey accurately represent the  
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"  
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH  
(What is your race?)

---

ALL.DONE  
THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG  
(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH  
EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

- 1) QUESTION NUMBER(S)
  - 2) WHAT WAS ENTERED
  - 3) WHAT NEEDS TO BE CHANGED
- 

CK.END.EDIT  
LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

( RC = [RC%] )

RETURN TO COVERSHEET

TRANS.SCRN

INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT ENTER "1"
2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG

INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

---

DK

GOOD.BYE

INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS A LANGUAGE PROBLEM]

[( RC = 80 )/( RC = 63 )]

## DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE PARENT OR GUARDIAN WHO KNOWS MOST ABOUT [MEMBER NAME]'S HEALTH CARE]

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with the person who knows the most about [NAME OF CHILD]'s health care]?

(IF NEEDED: "We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.")

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

## MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN  
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO  
RETURN TO COVERSHEET

## RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED  
PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX

SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

- 1. MALE
- 2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

- 1. Spanish
- 2. English

MEMBER

1. / MEMBER

[I will be asking you about [NAME OF CHILD]'s health care. Please answer these questions based on the experiences you have had in getting health care for [NAME OF CHILD], and NOT on any experiences you may have had getting care for yourself or other members of your family.]

Our records show that your child is now in Oregon Health Plan. Is that right?

("DK" NOT ALLOWED)

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF OREGON HEALTH PLAN, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

NPLNAME

2. / NPLNAME

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

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS OREGON HEALTH PLAN]

(IF R SAYS SOMETHING CLOSE TO OREGON HEALTH PLAN, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. CHILD NO LONGER INSURED -----> NO.INSUR
- 5. CHILD INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR  
KNOW PLAN NAME
- 6. CHILD INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

\_\_\_\_\_

CK.PLMSTCR:

-----

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your child's health care. When you answer these questions, please do NOT include dental visits or care your child got when [he/she] stayed overnight in a hospital.

INCARE

3. / INCARE

In the last 6 months, did your child have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

4. / CARSN4

In the last 6 months, when your child NEEDED CARE RIGHT AWAY, how often did your child get care as soon as [he/she] needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic?

1. YES
2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

7. / OFCTIM4

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

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care your child received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4  
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL



PRVENT5

8. / PRVENT5

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

OFTQUES

9. / OFTQUES

In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXSTP

10. / RXSTP

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

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY

11. / RXWHY

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT

12. / RXWYNT

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST

13. / RXBST

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

14. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care your child may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH CARE										HEALTH CARE
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4

15. / CARNES4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHSCHL

16. / CHSCHL

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

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

CONTSCHL

17. / CONTSCHL

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

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

HELPCONT

18. / HELPCONT

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MEDEQUIP

19. / MEDEQUIP

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- 1. YES
- 2. NO -----> SPCTHY

DK/REFUSAL/NOT ASCERTAINED --> SPCTHY

EZMDEQ

20. / EZMDEQ

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPMDEQ

21. / HELPMDEQ

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPCTHY

22. / SPCTHY

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

- 1. YES
- 2. NO -----> TCPBLM

DK/REFUSAL/NOT ASCERTAINED --> TCPBLM

EZTHP

23. / EZTHP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTH

24. / HELPTH

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

TCPBLM

25. / TCPBLM

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

- 1. YES
- 2. NO -----> PLUSCARE

DK/REFUSAL/NOT ASCERTAINED --> PLUSCARE

EZTC

26. / EZTC

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTC

27. / HELPTC

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLUSCARE

28. / PLUSCARE

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

- 1. YES
- 2. NO -----> PRSNLD4

DK/REFUSAL/NOT ASCERTAINED --> PRSNLD4

HLPCOORD

29. / HLPCOORD

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

PRSNLD4

30. / PRSNLD4

A personal doctor is the one your child would see if [he/she] needs a check-up, has a health problem, or gets sick or hurt.

Does your child have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

31. / DRTMS

In the last 6 months, how many times did your child visit [his/her] personal doctor for care ?

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> RATEDR4
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

PBDRNG

31a. /PBDRNG

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

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY,
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DREXPL4

32. / DREXPL4

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRLSTN4

33. / DRLSTN4

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRESPU4

34. / DRESPU4

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CABLTLK

35. / CABLTLK

Is your child able to talk with doctors about [his/her] health care?

- 1. YES
- 2. NO -----> DRTMEN4

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

CPBDRLN

35a. / CPBDRLN

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

CDREXPL

36. / CDREXPL

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

37. / DRTMEN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTLKU

38. / DRTLKU

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)



DIFFDR

39. / DIFFDR

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

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO

40. / DRINFO

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

41. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

COND3MO

42. / COND3MO

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

(IWER: "We are looking for a condition that the child CURRENTLY HAS that has lasted for more than 3 months." )

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRUNCON

43. / DRUNCON

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRUNFAM

44. / DRUNFAM

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care your child got when (he/she) stayed overnight in a hospital.

NDSPDR4

45. / NDSPDR4

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

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

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does a (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

46. / PRBSEE4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

47. / SPDRS

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

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say your child has seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

48. / RTSPDR4

We want to know your rating of the specialist your child saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- |            |    |    |    |    |    |    |    |    |    |            |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00         | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10         |
| WORST      |    |    |    |    |    |    |    |    |    | BEST       |
| SPECIALIST |    |    |    |    |    |    |    |    |    | SPECIALIST |
| POSSIBLE   |    |    |    |    |    |    |    |    |    | POSSIBLE   |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN  
INTRO.PLAN

Now I'm going to ask you some questions about your experience with your child's health plan.

CLCSR4  
49. / CLCSR4

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

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4  
50. / PBCLCS4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP  
51. / CSRESP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4  
52. / PLPRWK4

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

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

53. / PBPLPW4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

54. / RTPLEXP

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

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH PLAN										HEALTH PLAN
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHPRES

55. / CHPRES

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

- 1. YES
- 2. NO -----> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED --> HLTSTA4

EZPRES

56. / EZPRES

In the last 6 months, how often was it easy to get prescription medicines for your child through [his/her] health plan? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPPRES

57. / HELPPRES

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

58. / HLTSTA4

In general, how would you rate your child's overall health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

59. / MNTLSTAT

In general, how would you rate your child's overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CUSEMED

60. / CUSEMED

Other than vitamins, does your child currently need or use medicine prescribed by a doctor?

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDA

61. / WHYMEDA

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

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDB

62. / WHYMEDB

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MOREMED

63. / MOREMED

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

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREA

64. / WHYMOREA

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

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREB

65. / WHYMOREB

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

LIMITED

66. / LIMITED

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

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMA

67. / WHYLIMA

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

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMB

68. / WHYLIMB

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPECTHP

69. / SPECTHP

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

- 1. YES
- 2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTA

70. / WHYSTA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS



WHYSTB

71. / WHYSTB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CHCOUNS

72. / CHCOUNS

Does your child have any kind of emotional, developmental, or behavioral problem for which [he/she] needs or gets treatment or counseling?

- 1. YES
- 2. NO -----> CAGE

DK/REFUSAL/NOT ASCERTAINED --> CAGE

TIMCOUNA

73. / TIMCOUNA

Has this problem lasted or is it expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CAGE

74. / CAGE

I have just a few more questions.

What is YOUR CHILD'S age?

(IWER: ENTER 00 IF LESS THAN 1 YEAR OLD)

(IWER: IF NEEDED CLARIFY, "Please answer based on your child's age as of their last birthday.")

\_\_\_ ENTER CHILD'S AGE

DK/REFUSAL/NOT ASCERTAINED

IF CAGE<19 THEN GO TO CGENDER

CAGE.CK

74a. / CAGE.CK

I have entered that [NAME OF CHILD] is [CAGE]. Is that correct?

("DK" NOT ALLOWED)

- 1. YES-AGE ENTERED CORRECTLY
- 2. NO-CORRECT AGE -----> CAGE

CGENDER

75. / CGENDER

(IF NEEDED: "Is your child male or female?")

- 1. MALE
- 2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO

76. / LATINO

Is your child of Hispanic or Latino origin or descent?

- 1. YES / HISPANIC OR LATINO
- 2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your child's race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

77.(1-6) / PQRACE3.(1-6)

[Is your child)]

- 1. "White"
- 2. "Black or African-American"
- 3. "Asian"
- 4. "Native Hawaiian or other Pacific Islander"
- 5. "American Indian or Alaska Native"
- 6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY CHILD'S RACE?" SAY  
"We ask about your child's race for demographic purposes only.  
We want to be sure that the people we survey accurately represent the  
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"  
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH  
(What is your child's race?)

---

PAGE  
78. / PAGE

Now I have a few questions about you. What is YOUR age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your  
last birthday.")

(READ IF NEEDED, "Are you...")

0. UNDER 18,
1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PGENDER  
79. / PGENDER

(IWER: ENTER RESPONDENT'S SEX. "DK" NOT ALLOWED.)

(IWER: IF NECESSARY ASK, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

80. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?  
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE  
SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT  
LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS  
SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH  
SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHRELT

81. / CHRELT

How are you related to the child?

(READ IF NEEDED: "Are you the ...")

1. MOTHER OR FATHER,
2. GRANDPARENT,
3. AUNT OR UNCLE,
4. OLDER BROTHER OR SISTER,
5. OTHER RELATIVE,
6. LEGAL GUARDIAN, OR
7. SOMEONE ELSE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ALL.DONE

THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG

(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH

EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

- 1) QUESTION NUMBER(S)
  - 2) WHAT WAS ENTERED
  - 3) WHAT NEEDS TO BE CHANGED
- 

CK.END.EDIT

LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

( RC = [RC%] )

RETURN TO COVERSHEET

TRANS.SCRN

INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR  
A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT  
ENTER "1"
2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG

INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

---

DK

GOOD.BYE

INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS  
NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS  
A LANGUAGE PROBLEM]

[( RC = 80 )/( RC = 63 )]

