



PacificSource Gorge
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2015



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METHODOLOGY

Introduction

This banner book report summarizes the results of the 2015 CAHPS® Medicaid survey of PacificSource Gorge members. PacificSource Gorge is one of 17 CCOs that participated in the survey. It was administered over a 10-week period using a mixed-mode (mail and telephone) five-wave protocol. This protocol consisted of a pre-notification letter, an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and reminder postcard to non-respondents. Phone follow-up was conducted for members who had not responded to the mailings. Respondents were surveyed in English and Spanish. DataStat administered the survey under contract with the State of Oregon Department of Human Services.

Survey Milestones

Pre-notification letters mailed:	February 19, 2015
1st mailing of survey packets:	February 26, 2015
1st mailing of reminder postcards:	March 5, 2015
2nd mailing of survey packets:	March 24, 2015
2nd mailing of reminder postcards:	April 2, 2015
Phone follow-up start:	April 9, 2015
Mail and phone field terminated:	May 4, 2015

Sampling

The sampling plan for the adult and child surveys called for a random sample of 900 eligible members per CCO in each age group. Adults were defined as members aged 18 years or older and children as 17 years old or younger, both as of December 31, 2014. To be eligible, members had to have been enrolled in Oregon Health Plan for at least six months as of December 31, 2014. The final selected sample consisted of 15,300 adult OHP enrollees and 15,300 child OHP enrollees.

Questionnaires

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

Selection of Cases for Analysis

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

Composites, Overall Ratings, and Measures for Reporting

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

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

Composite: Getting Needed Care

Q14/15. Got care, tests or treatment you thought you needed

Q25/46. Getting appointments with specialists

Composite: Getting Care Quickly

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

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

Composite: How Well Doctors Communicate

Q17/32. Personal doctor explained things in a way that was easy to understand

Q18/33. Personal doctor listened carefully to you

Q29/34. Personal doctor showed respect for what you had to say

Q20/37. Personal doctor spent enough time with you

Composite: Customer Service

Q31/50. Health plan's customer service gave needed information or help

Q32/51. Treated with courtesy and respect by health plan's customer service staff

Composite: Shared Decision Making

Q10/11. Doctor talked about reasons you might want to take a medicine

Q11/12. Doctor talked about reasons you might not want to take a medicine

Q12/13. Doctor talked about what you thought was best for you when discussing a medication

Rating Questions

Q13/14. Rating of all health care

Q23/41. Rating of personal doctor

Q27/47. Rating of specialist doctor

Q35/54. Rating of health plan

Composite: Access to Specialized Services (Child only)

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

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

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

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

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

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

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

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

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

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

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	
	PacificSource Gorge	Overall	PacificSource Gorge	Overall
**First mailing - sent	900	15300	900	15300
*First mailing - usable survey returned	207	3240	196	2377
Second mailing - sent	707	12007	731	12648
*Second mailing - usable survey returned	62	979	63	987
*Phone - usable surveys	78	1234	156	1999
Total - usable surveys	347	5453	415	5363
†Ineligible: According to population criteria‡	19	261	7	158
†Ineligible: Deceased	1	39	0	1
†Ineligible: Mentally or physically unable to complete survey	8	207	0	0
†Ineligible: Language barrier	2	52	2	40
Incorrect address AND incorrect phone number	55	1173	42	1296
Refusal/Returned survey blank	28	667	25	729
Nonresponse - Unavailable by mail or phone	440	7448	409	7713
Adjusted Response Rate	39.9%	37.0%	46.6%	35.5%

*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

Response/Non-Response Comparison

Presented below is a comparison, by age and gender within each age category, of respondents and non-respondents, all of whom were part of the random sample for the Oregon CAHPS© 2015 survey.

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

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

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

Adult

Gender / Age	Non-Respondents	Respondents	Difference
Male	186 39.7%	142 40.9%	1.18%
Female	282 60.3%	205 59.1%	-1.18%
18-24	138 29.5%	53 15.3%	-14.21%
25-34	108 23.1%	48 13.8%	-9.24%
35-44	83 17.7%	55 15.9%	-1.88%
45-54	75 16.0%	71 20.5%	4.44%
55-64	49 10.5%	98 28.2%	17.77%
65-74	6 1.3%	13 3.7%	2.46%
75 or Older	9 1.9%	9 2.6%	0.67%

Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	225 51.8%	209 50.4%	-1.48%
Female	209 48.2%	206 49.6%	1.48%
<3	95 21.9%	68 16.4%	-5.50%
4-7	113 26.0%	101 24.3%	-1.70%
8-12	115 26.5%	138 33.3%	6.76%
13 or older	111 25.6%	108 26.0%	0.45%

Q1 OUR RECORDS SHOW THAT YOU ARE NOW IN <PACIFIC SOURCE GORGE>. IS THAT RIGHT?

	PCG 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	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE
Q1 YES	340 100%	5345 100%	46 100%	44 100%	50 100%	68 100%	92 100%	21 100%	251 100%	2 100%	2 100%	2 100%	17 100%	20 100%	95 100%	222 100%	224 100%	94 100%	129 100%	190 100%
NOT ANSWERED	7	108	2	2	2	1	6							4	3	4	3	2	5	
VALID CASES	340	5345	46	44	50	68	92	21	251	2	2	2	17	20	95	222	224	94	129	190
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

	AGE								RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PCG 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-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE			
Q3 YES	122 37%	2233 43%*	15 32%~	19 42%~	16 34%~	24 36%	30 33%	11 52%~	91 36%	~	~	~	~	8 50%~	7 35%~	33 35%	82 37%	65 29%*	48 53%*	46 36%	69 37%
NO	209 63%	2997 57%*	32 68%~	26 58%~	31 66%~	43 64%	62 67%	10 48%~	160 64%	~100%~	2 100%~	2 100%~	1 100%~	8 50%~	13 65%~	62 65%	139 63%	160 71%*	43 47%*	83 64%	119 63%
NOT ANSWERED	16	223	1	1	3	3	1		6					1	1	4	4	3	6	2	7
VALID CASES	331	5230	47	45	47	67	92	21	251		2	2	1	16	20	95	221	225	91	129	188
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257		2	2	2	17	20	99	225	228	97	131	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	PCG 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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
Q4 NEVER	2 2%	63 3%	1 7%	~	~	~	~	~	1 1%	~	~	~	~	~	1 1%	1 2%	~	~	1 2%	~
SOMETIMES	24 21%	285 14%	2 14%	5 28%	3 20%	9 38%	3 11%	2 18%	18 21%	~	~	~	2 25%	2 29%	5 17%	19 24%	9 15%	15 32%	6 14%	18 27%
USUALLY	30 26%	563 28%	5 36%	5 28%	5 33%	4 17%	6 22%	4 36%	22 25%	~	~	~	4 50%	~	13 43%	16 20%	18 30%	11 23%	11 26%	18 27%
ALWAYS	59 51%	1115 55%	6 43%	8 44%	7 47%	11 46%	18 67%	5 45%	46 53%	~	~	~	2 25%	5 71%	12 40%	43 54%	33 54%	21 45%	24 57%	31 46%
#ALWAYS + USUALLY (NET)	89 77%	1678 83%	11 79%	13 72%	12 80%	15 63%	24 89%	9 82%	68 78%	~	~	~	6 75%	5 71%	25 83%	59 75%	51 84%	32 68%	35 83%	49 73%
TOP BOX SCORE	59 51%	1115 55%	6 43%	8 44%	7 47%	11 46%	18 67%	5 45%	46 53%	~	~	~	2 25%	5 71%	12 40%	43 54%	33 54%	21 45%	24 57%	31 46%
NOT ANSWERED	7	220	1	1	1		3		4						3	3	4	1	4	2
VALID CASES	115	2026	14	18	15	24	27	11	87				8	7	30	79	61	47	42	67
NUMBER OF RESPONDENTS	122 100%	2246 100%	15 100%	19 100%	16 100%	24 100%	30 100%	11 100%	91 100%				8 100%	7 100%	33 100%	82 100%	65 100%	48 100%	46 100%	69 100%

[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?

	PCG 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	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q5 YES	215 65%	3616 70%	26 55%~	24 53%~	31 66%~	45 67%	65 71%	17 81%~	167 67%	1 ~	1 50%~	1 50%~	8 ~	15 50%~	60 64%	146 66%	131 58%*	75 83%*	76 60%	131 69%	
NO	114 35%	1586 30%	21 45%~	21 47%~	16 34%~	22 33%	26 29%	4 19%~	84 33%	1 ~	1 50%~	1 50%~	1 100%~	8 50%~	5 25%~	34 36%	75 34%	94 42%*	15 17%*	51 40%	58 31%
NOT ANSWERED	18	251	1	1	3	3	2		6				1	1		4	3	7	4	6	
VALID CASES	329	5202	47	45	47	67	91	21	251	2	2	1	16	20	94	221	225	90	127	189	
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%	

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?

	PCG 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- WHTE	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE
Q6 NEVER	11 6%	100 3%	2 8%	1 4%	4 13%	1 2%	1 2%	1 6%	4 3%	1 ~100%	~	~	~	3 ~21%	2 4%	8 6%	6 5%	4 6%	4 6%	6 5%
SOMETIMES	38 19%	562 17%	6 25%	6 25%	5 16%	7 17%	12 21%	2 12%	30 19%	~	~	~	3 ~38%	2 14%	16 29%*	22 16%	21 17%	15 21%	12 17%	26 21%
USUALLY	47 24%	870 27%	6 25%	8 33%	2 6%	10 24%	16 28%	4 24%	42 27%	~	~	~	3 ~38%	~	16 29%	30 22%	33 27%	13 18%	14 20%	32 26%
ALWAYS	103 52%	1715 53%	10 42%	9 38%	20 65%	23 56%	28 49%	10 59%	81 52%	~	~100%	~	2 ~25%	9 64%	21 38%*	77 56%	61 50%	39 55%	41 58%	58 48%
#ALWAYS + USUALLY (NET)	150 75%	2585 80%	16 67%	17 71%	22 71%	33 80%	44 77%	14 82%	123 78%	~	~100%	~	5 ~63%	9 64%	37 67%	107 78%	94 78%	52 73%	55 77%	90 74%
TOP BOX SCORE	103 52%	1715 53%	10 42%	9 38%	20 65%	23 56%	28 49%	10 59%	81 52%	~	~100%	~	2 ~25%	9 64%	21 38%*	77 56%	61 50%	39 55%	41 58%	58 48%
NOT ANSWERED	16	326	2			4	8		10					1	5	9	10	4	5	9
VALID CASES	199	3247	24	24	31	41	57	17	157	1	1		8	14	55	137	121	71	71	122
NUMBER OF RESPONDENTS	215	3573	26	24	31	45	65	17	167	1	1		8	15	60	146	131	75	76	131
	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?

	PCG 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	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE					
Q7 NONE	90 28%	1271 25%	16 34%~	17 40%~	13 28%~	18 28%	20 23%	5 24%~	66 27%	1 ~	2 50%~	1 100%~	6 100%~	2 40%~	31 33%	57 27%	76 34%*	12 14%*	46 37%*	42 23%*	
1 TIME	53 17%	975 19%	7 15%~	4 9%~	5 11%~	13 20%	20 23%	2 10%~	37 15%	~	~	~	~	1 7%~	5 31%~	16 17%	35 16%	15 17%	15 12%	36 20%	
2	67 21%	973 19%	10 21%~	9 21%~	7 15%~	16 25%	18 21%	5 24%~	59 24%*	~	~	~	~	2 13%~	2 13%~	17 18%	48 22%	50 23%	14 16%	28 22%	37 20%
3	38 12%	600 12%	4 9%~	6 14%~	8 17%~	4 6%	14 16%	2 10%~	31 13%	~	~	~	~	~	4 25%~	10 11%	28 13%	25 11%	13 15%	17 14%	21 11%
4	25 8%	448 9%	5 11%~	2 5%~	3 6%~	5 8%	5 6%	2 10%~	17 7%	1 ~	50%~	~	~	2 13%~	~	10 11%	12 6%	12 5%*	9 10%	5 4%*	17 9%
5 TO 9	34 11%	631 12%	2 4%~	4 9%~	8 17%~	9 14%	7 8%	3 14%~	29 12%	~	~	~	~	3 20%~	1 6%~	7 8%	26 12%	16 7%*	18 21%*	8 6%*	25 14%*
10 OR MORE TIMES	13 4%	265 5%	3 6%~	1 2%~	3 6%~	~	3 3%	2 10%~	8 3%	~	~	~	~	1 7%~	2 13%~	2 2%	10 5%	7 3%	5 6%	6 5%	6 3%
NOT ANSWERED	27	290	1	3	3	5	6		10				1	2	4	6	10	7	11	6	11
VALID CASES	320	5163	47	43	47	65	87	21	247	2	2	1	15	16	93	215	221	86	125	184	
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	PCG 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		
Q8 #YES	170 75%	2683 71%	18 60%~	22 85%~	26 76%~	36 78%~	47 72% 88%~	14 75%~	133 75%~	1 ~100%~	~	~	7 ~ 78%~	12 86%~	43 72%	119 76%	106 75%	56 77%	59 76%	104 75%
NO	56 25%	1081 29%	12 40%~	4 15%~	8 24%~	10 22%~	18 28% 12%~	2 25%~	45 25%~	~	~	~	2 ~ 22%~	2 14%~	17 28%	37 24%	36 25%	17 23%	19 24%	35 25%
NOT ANSWERED	4	79	1			1 2		3						2	2	3	1	1	3	
VALID CASES	226	3764	30	26	34	46	65	16	178	1			9	14	60	156	142	73	78	139
NUMBER OF RESPONDENTS	230 100%	3843 100%	31 100%	26 100%	34 100%	47 100%	67 100%	16 100%	181 100%	1 100%			9 100%	14 100%	62 100%	158 100%	145 100%	74 100%	79 100%	142 100%

[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?

	PCG 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	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
Q9 YES	115 51%	2125 57%	10 32%~	16 64%~	23 68%~	16 36%~	34 52% 81%~	13 51%~	90 51%~	1 ~100%~		7 ~	9 ~	25 42%	87 56%*	64 45%*	47 64%*	40 51%	72 52%	
NO	110 49%	1611 43%	21 68%~	9 36%~	11 32%~	29 64%~	31 48% 19%~	3 49%~	87 49%~				2 ~	5 ~	34 58%	69 44%*	77 55%*	26 36%*	38 49%	66 48%
NOT ANSWERED	5	107		1		2	2		4						3	2	4	1	1	4
VALID CASES	225	3736	31	25	34	45	65	16	177	1			9	14	59	156	141	73	78	138
NUMBER OF RESPONDENTS	230 100%	3843 100%	31 100%	26 100%	34 100%	47 100%	67 100%	16 100%	181 100%	1 100%			9 100%	14 100%	62 100%	158 100%	145 100%	74 100%	79 100%	142 100%

[ASKED IF Q7 >= 1 TIME]

Q10 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE?

	PCG 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	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q10 #YES	90 86%	1887 92%	7 88%	14 93%	19 86%	10 77%	29 91%	9 75%	75 88%	1 ~100%		2 ~	7 ~	13 81%	75 87%	53 87%	34 85%	28 80%	60 90%	
NO	15 14%	166 8%	1 13%	1 7%	3 14%	3 23%	3 9%	3 25%	10 12%	~	~	~	1 ~	2 22%	3 19%	11 13%	8 13%	6 15%	7 20%	7 10%
NOT ANSWERED	42	436	3	5	4	10	10	1	19			1	6	4	18	13	14	19	12	20
VALID CASES	105	2053	8	15	22	13	32	12	85	1		3	9	16	86	61	40	35	67	
NUMBER OF RESPONDENTS	147 100%	2489 100%	11 100%	20 100%	26 100%	23 100%	42 100%	13 100%	104 100%	1 100%		1 100%	9 100%	13 100%	34 100%	99 100%	75 100%	59 100%	47 100%	87 100%

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

Q11 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT TO TAKE A MEDICINE?

	PCG 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 PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q11 #YES	82 78%	1488 73%	8 100%~	11 73%~	16 73%~	11 73%~	26 81%~	8 73%~	68 79%~	~	~	~	~	2 67%~	8 89%~	10 63%~	70 80%~	46 75%~	33 80%~	24 67%~	56 84%~
NO	23 22%	562 27%	~	4 27%~	6 27%~	4 27%~	6 19%~	3 27%~	18 21%~	1 ~100%~	~	~	~	1 33%~	1 11%~	6 38%~	17 20%~	15 25%~	8 20%~	12 33%~	11 16%~
NOT ANSWERED	10	44	2	1	1	1	2	2	4					4		9		3	6	4	5
VALID CASES	105	2050	8	15	22	15	32	11	86	1				3	9	16	87	61	41	36	67
NUMBER OF RESPONDENTS	115	2094	10	16	23	16	34	13	90	1				7	9	25	87	64	47	40	72
	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?

	PCG 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	FE- MALE		
Q12 #YES	90 79%	1534 75%	10 100%~	13 81%~	16 70%~	12 80%~	26 76%~	10 77%~	72 80%~	~	~	~	5 ~ 83%~	6 67%~	22 92%~	65 75%~	53 83%	33 72%~	32 80%~	55 77%~
NO	24 21%	511 25%	~	3 19%~	7 30%~	3 20%~	8 24%~	3 23%~	18 20%~	1 ~100%~	~	~	1 ~ 17%~	3 33%~	2 8%~	22 25%~	11 17%	13 28%~	8 20%~	16 23%~
NOT ANSWERED	1	49				1							1		1		1		1	
VALID CASES	114	2045	10	16	23	15	34	13	90	1			6	9	24	87	64	46	40	71
NUMBER OF RESPONDENTS	115	2094	10	16	23	16	34	13	90	1			7	9	25	87	64	47	40	72
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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

	PCG 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	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
Q13 WORST HEALTH CARE POSSIBLE	1 0.4%	29 0.8%	~	~	~	~	2%~	~0.6%~	~	~	~	~	~	~	~	1 ~0.6%	1 ~ 1%	1 ~0.7%~	
01	1 0.4%	27 0.7%	3%~	~	~	~	~	~0.6%~	~	~	~	~	~	~	~	1 ~0.6%	1 0.7%~	1 ~ 1%	
02	5 2%	39 1%	~	~	3%~	1 2%~	2 3%	~	2%~	~	~	~	~	~	~	1 2%	3 2%	4 5%	
03	4 2%	70 2%	3%~	1 4%~	1 3%~	1 ~	1 2%	~	2%~	~	~	~	~	~	~	1 2%	3 2%	2 1%	
04	6 3%	85 2%	~	1 4%~	2 6%~	1 2%~	1 2%	1 7%~	3 2%	1 ~100%~	~	1 ~ 11%~	1 7%~	1 2%	5 3%	3 2%	3 4%	3 4%	
05	8 4%	285 8%*	~	1 4%~	3 9%~	1 2%~	2 3%	1 7%~	7 4%~	~	~	~	~	~	1 7%~	1 2%	7 4%	4 3%	
06	12 5%	223 6%	3%~	1 4%~	1 9%~	3 2%~	1 3%	2 13%~	2 4%~	7 4%~	~	~	~	~	2 22%~	3 5%	7 4%	4 3%	
07	26 12%	493 13%	10%~	3 23%~	6 15%~	5 15%~	7 5%*	3 13%~	2 14%~	25 14%~	~	~	~	~	~	3 5%*	22 14%*	13 9%	
08	49 22%	772 21%	23%~	7 12%~	3 12%~	4 12%~	10 22%~	22 34%*	2 13%~	42 24%~	~	~	~	~	4 29%~	14 23%	34 22%	34 24%	
09	41 18%	616 16%	32%~	10 27%~	7 27%~	5 15%~	6 13%~	9 14%	1 7%~	31 17%~	~	~	~	~	2 22%~	2 14%~	15 25%	23 15%	
BEST HEALTH CARE POSSIBLE	73 32%	1096 29%	26%~	8 23%~	6 29%~	10 29%~	19 41%~	22 34%	6 40%~	55 31%~	~	~	~	~	4 44%~	6 43%~	21 35%	50 32%	
#8-10 (NET)	163 72%	2485 66%	81%~	25 62%~	16 56%~	19 76%~	35 82%*	53 60%~	9 72%~	128 72%~	~	~	~	~	6 67%~	12 86%~	50 83%*	107 69%	

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					
	PCG 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	FE- MALE	MALE				
9-10 (NET)	114 50%	1712 46%	18 58%~	13 50%~	15 44%~	25 54%~	31 48%	7 47%~	86 48%~	~	~	~	~	6 67%~	8 57%~	36 60%	73 47%	81 57%*	28 38%*	36 46%	73 53%	
NOT ANSWERED	4	106				1	2	1	3							2	2	3	1	1	3	
VALID CASES	226	3737	31	26	34	46	65	15	178	1		9	14	60	156	142	73	78	139			
NUMBER OF RESPONDENTS	230 100%	3843 100%	31 100%	26 100%	34 100%	47 100%	67 100%	16 100%	181 100%	1 100%		9 100%	14 100%	62 100%	158 100%	145 100%	74 100%	79 100%	142 100%			
MEAN	8.11	7.91	8.29	7.96	7.59	8.48	8.17	8.00	8.12	4.00		8.22	8.50	8.50	7.99	8.47	7.47	8.18	8.09			
p stat_(*=Sig @ p<=.05)		.175	~	~	~	~	.780	~	~	~	~	~	~	~	.063	.199	.003*	.005*	.686	.908		

[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?

	PCG 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
Q14 NEVER	9 4%	104 3%	1 3%~	1 4%~	3 9%~	1 2%~	2 3%~	1 6%~	5 3%~	1 ~100%~	~	~	~	1 8%~	2 3%	7 4%	4 3%	5 7%	3 4%	6 4%
SOMETIMES	30 13%	575 15%	3 10%~	5 19%~	2 6%~	9 20%~	8 12%	3 19%~	20 11%~	~	~	~	2 ~22%~	3 23%~	12 20%	18 12%	10 7%*	19 26%*	6 8%	24 17%*
USUALLY	82 36%	1243 33%	11 37%~	9 35%~	15 45%~	15 33%~	25 38%	4 25%~	72 40%~	~	~	~	3 ~33%~	3 23%~	18 31%	60 38%	53 38%	26 36%	27 36%	52 37%
ALWAYS	104 46%	1797 48%	15 50%~	11 42%~	13 39%~	21 46%~	30 46%	8 50%~	81 46%~	~	~	~	4 ~44%~	6 46%~	27 46%	71 46%	74 52%*	23 32%*	40 53%	58 41%
#ALWAYS + USUALLY (NET)	186 83%	3040 82%	26 87%~	20 77%~	28 85%~	36 78%~	55 85%	12 75%~	153 86%~	~	~	~	7 ~78%~	9 69%~	45 76%	131 84%	127 90%*	49 67%*	67 88%	110 79%*
TOP BOX SCORE	104 46%	1797 48%	15 50%~	11 42%~	13 39%~	21 46%~	30 46%	8 50%~	81 46%~	~	~	~	4 ~44%~	6 46%~	27 46%	71 46%	74 52%*	23 32%*	40 53%	58 41%
NOT ANSWERED	5	124	1		1	1	2		3					1	3	2	4	1	3	2
VALID CASES	225	3719	30	26	33	46	65	16	178		1		9	13	59	156	141	73	76	140
NUMBER OF RESPONDENTS	230 100%	3843 100%	31 100%	26 100%	34 100%	47 100%	67 100%	16 100%	181 100%		1 100%		9 100%	14 100%	62 100%	158 100%	145 100%	74 100%	79 100%	142 100%

[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?

	PCG 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	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE					
Q15 YES	289 88%	4201 81%*	41 89%~	38 83%~	40 87%~	60 87%	81 89%	19 90%~	222 88%		1 ~ 50%~	1 50%~	1 100%~	12 71%~	20 100%~	79 83%	199 90%	196 88%	82 89%	105 82%*	173 91%*
NO	41 12%	995 19%*	5 11%~	8 17%~	6 13%~	9 13%	10 11%	2 10%~	29 12%		1 ~ 50%~	1 50%~		5 ~ 29%~		16 ~ 17%	23 10%	28 12%	10 11%	23 18%*	17 9%*
NOT ANSWERED	17	257			4	1	2		6				1		4	3	4	5	3	5	
VALID CASES	330	5196	46	46	46	69	91	21	251		2	2	1	17	20	95	222	224	92	128	190
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%		2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

	PCG 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	
Q16 NONE	64 24%	713 18%*	13 33%~	15 43%~	11 28%~	9 16%	12 17%	3 16%~	48 23%	~	~	~100%~	1 25%~	3 16%~	3 16%~	20 27%	43 23%	56 31%*	7 9%*	25 26%	37 23%
1 TIME	66 25%	973 24%	5 13%~	6 17%~	7 18%~	17 30%	23 32%	7 37%~	52 25%	~100%~	1 100%~	1 100%~	~	1 8%~	6 32%~	13 18%	51 27%	52 28%*	13 17%*	29 30%	36 22%
2	50 19%	1005 25%*	9 23%~	6 17%~	6 15%~	12 21%	14 19%	2 11%~	42 20%	~	~	~	~25%~	3 16%~	3 16%~	13 18%	36 19%	33 18%	15 20%	16 16%	33 20%
3	32 12%	534 13%	4 10%~	6 17%~	5 13%~	4 7%	13 18%	~	24 12%	~	~	~	~	~21%~	4 11%	8 13%	24 13%	18 10%	13 17%	16 16%	16 10%
4	19 7%	322 8%	3 8%~	~	3 8%~	5 9%	2 3%*	4 21%~	14 7%	~	~	~	~	~	1 5%~	8 11%	9 5%	8 4%*	9 12%	3 3%*	14 9%
5 TO 9	29 11%	403 10%	3 8%~	1 3%~	7 18%~	9 16%	6 8%	2 11%~	22 11%	~	~	~	~33%~	4 11%~	2 11%~	9 12%	19 10%	14 8%*	15 20%*	7 7%	21 13%
10 OR MORE TIMES	7 3%	75 2%	2 5%~	1 3%~	~	~	2 3%	1 5%~	4 2%	~	~	~	~8%~	1 8%~	~	2 3%	4 2%	2 1%	4 5%	1 1%	5 3%
NOT ANSWERED	22	238	2	3	1	4	9		16						1	6	13	13	6	8	11
VALID CASES	267	4026	39	35	39	56	72	19	206		1	1	1	12	19	73	186	183	76	97	162
NUMBER OF RESPONDENTS	289	4264	41	38	40	60	81	19	222		1	1	1	12	20	79	199	196	82	105	173
	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?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PCG 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-AMER	AS-IAN	NATV ILND	AMER IND/ALSK	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE-MALE	
Q17 NEVER	2 1%	47 1%	~	~	~	2%	2%	~0.6%	~	~	~	~	~	6%	~	2 1%	1 0.8%	1 1%	1 0.8%		
SOMETIMES	13 6%	196 6%	1 4%	2 10%	3 11%	1 2%	4 7%	2 12%	8 5%	1 100%	~	~	1 11%	1 6%	3 6%	9 6%	5 4%	8 12%	4 6%	9 7%	
USUALLY	34 17%	719 22%*	5 19%	3 15%	4 14%	12 26%	9 15%	1 6%	32 20%	~	~	~	~	1 6%	13 25%	21 15%	21 17%	12 17%	13 18%	21 17%	
ALWAYS	153 76%	2245 70%	20 77%	15 75%	21 75%	33 70%	46 77%	13 81%	117 74%	~	~	1 100%	~	8 89%	13 81%	37 70%	111 78%	100 79%	48 70%	54 75%	94 75%
#ALWAYS + USUALLY (NET)	187 93%	2963 92%	25 96%	18 90%	25 89%	45 96%	55 92%	14 88%	149 94%	~	~	1 100%	~	8 89%	14 88%	50 94%	132 92%	121 95%	60 87%	67 93%	115 92%
TOP BOX SCORE	153 76%	2245 70%	20 77%	15 75%	21 75%	33 70%	46 77%	13 81%	117 74%	~	~	1 100%	~	8 89%	13 81%	37 70%	111 78%	100 79%	48 70%	54 75%	94 75%
NOT ANSWERED	1	22																			
VALID CASES	202	3206	26	20	28	47	60	16	158	1	1			9	16	53	143	127	69	72	125
NUMBER OF RESPONDENTS	203	3228	26	20	28	47	60	16	158	1	1			9	16	53	143	127	69	72	125
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
	PCG 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	
Q18 NEVER	7 3%	67 2%	2 8%~	1 5%~	1 4%~	1 2%~	1 2%~	1 6%~	6 4%~	~	~	~	~	~	~	2 4%	5 4%	3 2%	4 6%	1 1%	6 5%
SOMETIMES	7 3%	251 8%*	1 4%~	2 10%~	2 7%~	~	2 3%	~	6 4%~	~	~	~	1 11%~	~	~	1 2%	6 4%	3 2%	4 6%	3 4%	4 3%
USUALLY	34 17%	665 21%	3 12%~	4 20%~	4 14%~	9 20%~	11 18%	2 12%~	28 18%~	1 ~100%~	~	~	~	3 ~19%~	10 19%	22 15%	23 18%	10 14%	13 18%	20 16%	
ALWAYS	153 76%	2214 69%*	20 77%~	13 65%~	21 75%~	36 78%~	46 77%	13 81%~	117 75%~	~	1 ~100%~	~	8 ~89%~	13 81%~	40 75%	109 77%	97 77%	51 74%	55 76%	94 76%	
#ALWAYS + USUALLY (NET)	187 93%	2879 90%	23 88%~	17 85%~	25 89%~	45 98%~	57 95%	15 94%~	145 92%~	1 ~100%~	1 ~100%~	~	8 ~89%~	16 ~100%~	50 94%	131 92%	120 95%	61 88%	68 94%	114 92%	
TOP BOX SCORE	153 76%	2214 69%*	20 77%~	13 65%~	21 75%~	36 78%~	46 77%	13 81%~	117 75%~	~	1 ~100%~	~	8 ~89%~	13 81%~	40 75%	109 77%	97 77%	51 74%	55 76%	94 76%	
NOT ANSWERED	2	31				1			1						1	1				1	
VALID CASES	201	3197	26	20	28	46	60	16	157	1	1		9	16	53	142	126	69	72	124	
NUMBER OF RESPONDENTS	203	3228	26	20	28	47	60	16	158	1	1		9	16	53	143	127	69	72	125	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
	PCG 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- WHT	AS- IAN	NATV ILND	AMER IND/ PAC	ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q19 NEVER	5 2%	85 3%	1 4%~	1 5%~	1 4%~	~	1 2%	1 6%~	4 3%~	~	~	~	~	~	~	1 2%	4 3%	2 2%	3 4%	~	5 4%*
SOMETIMES	6 3%	193 6%*	~	1 5%~	3 11%~	~	2 3%	~	5 3%~	~	~	~	~	1 11%~	~	1 2%	5 4%	2 2%	4 6%	3 4%	3 2%
USUALLY	26 13%	575 18%*	2 8%~	1 5%~	2 7%~	9 19%~	10 17%	2 12%~	24 15%~	~	~	~	~	~	1 6%~	4 8%	22 15%	16 13%	10 14%	6 8%	20 16%
ALWAYS	164 82%	2339 73%*	23 88%~	16 84%~	22 79%~	38 81%~	47 78%	13 81%~	124 79%~	~	1 100%~	1 100%~	~	8 89%~	15 94%~	47 89%	111 78%*	106 84%	52 75%	63 88%	96 77%*
#ALWAYS + USUALLY (NET)	190 95%	2915 91%	25 96%~	17 89%~	24 86%~	47 100%~	57 95%	15 94%~	148 94%~	~	1 100%~	1 100%~	~	8 89%~	16 100%~	51 96%	133 94%	122 97%	62 90%	69 96%	116 94%
TOP BOX SCORE	164 82%	2339 73%*	23 88%~	16 84%~	22 79%~	38 81%~	47 78%	13 81%~	124 79%~	~	1 100%~	1 100%~	~	8 89%~	15 94%~	47 89%	111 78%*	106 84%	52 75%	63 88%	96 77%*
NOT ANSWERED	2	35		1					1							1	1			1	
VALID CASES	201	3193	26	19	28	47	60	16	157		1	1		9	16	53	142	126	69	72	124
NUMBER OF RESPONDENTS	203	3228	26	20	28	47	60	16	158		1	1		9	16	53	143	127	69	72	125
	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?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PCG TOT ADLT	OHP TOT ADLT	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 ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q20 NEVER	4 2%	95 3%	~	~	4%~	~	3%~	6%~	2%~	~	~	~	~	11%~	~	2%~	2%~	0.8%	4%	3%	2%
SOMETIMES	12 6%	295 9%	8%~	15%~	4%~	6%~	3%~	6%~	6%~	~	~	~	~	11%~	~	8%~	6%~	5%	9%	4%	7%
USUALLY	49 24%	856 27%	31%~	25%~	29%~	30%~	18%~	13%~	27%~	~100%~	~	~	~	11%~	6%~	30%~	22%~	23%	26%	21%	26%
ALWAYS	137 68%	1950 61%*	62%~	60%~	64%~	64%~	75%~	75%~	65%~	~	~100%~	~	~	67%~	94%~	60%~	71%~	72%	61%	72%	65%
#ALWAYS + USUALLY (NET)	186 92%	2806 88%*	92%~	85%~	93%~	94%~	93%~	88%~	92%~	~100%~	~100%~	~	~	78%~	100%~	91%~	92%~	94%	87%	93%	91%
TOP BOX SCORE	137 68%	1950 61%*	62%~	60%~	64%~	64%~	75%~	75%~	65%~	~	~100%~	~	~	67%~	94%~	60%~	71%~	72%	61%	72%	65%
NOT ANSWERED	1	31																			
VALID CASES	202	3197	26	20	28	47	60	16	158	1	1			9	16	53	143	127	69	72	125
NUMBER OF RESPONDENTS	203	3228	26	20	28	47	60	16	158	1	1			9	16	53	143	127	69	72	125
	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?

	PCG 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
Q21 YES	131 65%	1943 61%	14 54%~	13 65%~	17 61%~	31 67%~	40 67%	13 81%~	105 67%~	~	1 ~100%~	6 ~ 67%~	7 44%~	32 60%	96 68%	71 56%*	55 81%*	51 71%	77 62%
NO	70 35%	1222 39%	12 46%~	7 35%~	11 39%~	15 33%~	20 33%	3 19%~	52 33%~	1 ~100%~	~	3 ~ 33%~	9 56%~	21 40%	46 32%	56 44%*	13 19%*	21 29%	47 38%
NOT ANSWERED	2	62				1			1							1			1
VALID CASES	201	3166	26	20	28	46	60	16	157	1	1	9	16	53	142	127	68	72	124
NUMBER OF RESPONDENTS	203	3228	26	20	28	47	60	16	158	1	1	9	16	53	143	127	69	72	125
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	PCG 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 PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	MALE	FE- MALE			
Q22 NEVER	6 5%	119 6%	1 8%~	1 ~	1 6%~	2 3%~	1 5%~	1 8%~	6 6%~	~	~	~	~	~	~	1 3%~	5 5%~	4 6%	2 4%	1 2%	5 7%
SOMETIMES	11 9%	265 14%*	2 15%~	3 23%~	2 12%~	3 10%~	1 3%~	10 10%~	~	~	~	~	~	~	~	2 6%~	9 9%~	4 6%	6 11%	1 2%*	10 13%*
USUALLY	33 26%	545 29%	3 23%~	2 15%~	6 35%~	4 13%~	11 28%~	6 46%~	27 26%~	~	~	~	4 67%~	1 14%~	9 29%~	23 24%~	15 21%	17 31%	12 24%	20 26%	
ALWAYS	79 61%	927 50%*	7 54%~	8 62%~	8 47%~	23 74%~	25 64%~	6 46%~	61 59%~	~	~100%~	~	2 33%~	6 86%~	19 61%~	58 61%~	47 67%	29 54%	36 72%*	41 54%*	
#ALWAYS + USUALLY (NET)	112 87%	1472 79%*	10 77%~	10 77%~	14 82%~	27 87%~	36 92%~	12 92%~	88 85%~	~	~100%~	1 ~100%~	6 ~100%~	7 100%~	28 90%~	81 85%~	62 89%	46 85%	48 96%*	61 80%*	
TOP BOX SCORE	79 61%	927 50%*	7 54%~	8 62%~	8 47%~	23 74%~	25 64%~	6 46%~	61 59%~	~	~100%~	1 ~100%~	2 33%~	6 86%~	19 61%~	58 61%~	47 67%	29 54%	36 72%*	41 54%*	
NOT ANSWERED	2	61	1				1		1						1	1	1	1	1	1	
VALID CASES	129	1856	13	13	17	31	39	13	104		1	6	7	31	95	70	54	50	76		
NUMBER OF RESPONDENTS	131	1917	14	13	17	31	40	13	105		1	6	7	32	96	71	55	51	77		
	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?

	PCG 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/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE				
Q23 WORST PERSONAL DOCTOR POSSIBLE	1 0.4%	60 2%*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
01	1 0.4%	30 0.7%	~	~	1 3%~	~	~	1 0.5%	~	~	~	~	~	1 ~0.5%	~	1 1%	~	1 ~0.6%~			
02	5 2%	27 0.7%	1 2%~	~	3 8%~	~	1 1%	~	5 2%*	~	~	~	~	5 3%*	3 2%	2 3%	1 1%	4 2%			
03	7 3%	71 2%	1 2%~	3 9%~	1 3%~	1 2%	~	1 5%~	6 3%	~	~	~	~	1 1%	6 3%	3 2%	4 5%	7 4%*			
04	4 1%	80 2%	~	~	2 5%~	~	2 3%	~	3 1%	~	~	~	~	1 1%	3 2%	2 1%	2 3%	2 2%	2 1%		
05	5 2%	203 5%*	~	4 11%~	~	~	1 1%	~	5 2%*	~	~	~	~	1 1%	4 2%	4 2%	1 1%	2 2%	3 2%		
06	6 2%	153 4%	~	2 6%~	~	2 4%	1 1%	~	5 2%	~	~	~	~	~	5 3%	5 3%	~	3 3%	2 1%		
07	17 6%	289 7%	4 10%~	1 3%~	2 5%~	6 11%	4 6%	~	14 7%	~	~	~	~	1 9%~	1 6%~	3 4%	14 8%	13 7%	4 5%	9 9%	8 5%
08	41 15%	720 18%	4 10%~	5 14%~	7 18%~	9 16%	13 19%	3 16%~	33 16%	~	1 ~100%~	~	~	1 9%~	2 11%~	9 12%	31 17%	27 15%	14 18%	18 18%	23 14%
09	48 18%	743 19%	9 22%~	5 14%~	6 15%~	10 18%	15 21%	3 16%~	41 20%	~	~	~	~	2 18%~	2 11%~	18 24%	30 16%	36 20%	11 14%	18 18%	30 19%
BEST PERSONAL DOCTOR POSSIBLE	132 49%	1623 41%*	21 53%~	15 43%~	17 44%~	29 51%	33 47%	12 63%~	94 45%*	~	1 ~100%~	1 ~100%~	6 55%~	13 72%~	42 56%	85 46%	88 49%	39 50%	45 46%	81 50%	
#8-10 (NET)	221 83%	3087 77%*	34 85%~	25 71%~	30 77%~	48 84%	61 87%	18 95%~	168 81%	~	1 ~100%~	1 ~100%~	1 ~100%~	9 82%~	17 94%~	69 92%*	146 79%*	151 83%	64 82%	81 83%	134 83%

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			
	PCG 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	FE- MALE	MALE			
9-10 (NET)	180 67%	2366 59%*	30 75%~	20 57%~	23 59%~	39 68%	48 69%	15 79%~	135 65%	1 ~	1 ~100%	8 ~100%	15 73%~	60 80%*	115 62%*	124 69%	50 64%	63 64%	111 69%		
NOT ANSWERED	22	265	1	3	1	3	11	15				1	2	4	15	15	4	7	12		
VALID CASES	267	3999	40	35	39	57	70	19	207	1	1	1	11	18	75	184	181	78	98	161	
NUMBER OF RESPONDENTS	289 100%	4264 100%	41 100%	38 100%	40 100%	60 100%	81 100%	19 100%	222 100%	1 100%	1 100%	1 100%	12 100%	20 100%	79 100%	199 100%	196 100%	82 100%	105 100%	173 100%	
MEAN	8.64	8.32	8.90	8.09	8.00	8.93	8.83	9.16	8.54	8.00	10.0	10.0	8.82	9.50	9.16	8.46	8.75	8.45	8.74	8.60	
p stat_(*=Sig @ p<=.05)		.016*	~	~	~	.138	.319	~	.111	~	~	~	~	~	~	.002*	.030*	.222	.318	.507	.675

[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?

	PCG 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	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q24 YES	113 34%	2074 40%*	10 21%~	16 35%~	18 36%	24 35%	32 53%~	10 35%	89 35%	~	~	1 50%~	7 ~	8 41%~	26 27%	84 38%*	68 30%*	42 45%*	39 31%	71 37%		
NO	217 66%	3119 60%*	37 79%~	30 65%~	32 64%	45 65%	60 47%~	9 65%	166 65%	~100%~	~	2 50%~	1 100%~	1 100%~	10 59%~	11 58%~	71 73%	138 62%*	158 70%*	52 55%*	88 69%	123 63%
NOT ANSWERED	17	260	1			1	1	2	2				1	1	2	3	2	3	4	1		
VALID CASES	330	5193	47	46	50	69	92	19	255			2	2	1	17	19	97	222	226	94	127	194
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%			2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

	PCG 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
Q25 NEVER	7 6%	135 7%	2 20%~	1 6%~	1 ~	3 4%~	3 9%~	3 ~	~	~	~	~	2 ~	1 13%~	4 17%~	3 4%~	4 6%~	2 5%~	3 8%~	4 6%~
SOMETIMES	22 20%	292 15%	1 10%~	4 25%~	3 18%~	4 17%~	6 19%~	3 30%~	17 20%~	~	1 ~100%~	~	~	3 ~	5 21%~	16 19%~	12 18%~	9 22%~	7 18%~	14 20%~
USUALLY	31 28%	614 31%	4 40%~	3 19%~	5 29%~	6 26%~	11 34%~	1 10%~	29 33%~	~	~	~	1 ~	~	6 25%~	24 29%~	21 31%~	9 22%~	9 23%~	21 30%~
ALWAYS	51 46%	926 47%	3 30%~	8 50%~	9 53%~	12 52%~	12 38%~	6 60%~	38 44%~	~	~	~	4 ~	4 50%~	9 38%~	41 49%~	31 46%~	20 50%~	20 51%~	30 43%~
#ALWAYS + USUALLY (NET)	82 74%	1540 78%	7 70%~	11 69%~	14 82%~	18 78%~	23 72%~	7 70%~	67 77%~	~	~	~	5 ~	4 50%~	15 63%~	65 77%~	52 76%~	29 73%~	29 74%~	51 74%~
TOP BOX SCORE	51 46%	926 47%	3 30%~	8 50%~	9 53%~	12 52%~	12 38%~	6 60%~	38 44%~	~	~	~	4 ~	4 50%~	9 38%~	41 49%~	31 46%~	20 50%~	20 51%~	30 43%~
NOT ANSWERED	2	78			1	1			2						2		2		2	
VALID CASES	111	1967	10	16	17	23	32	10	87		1		7	8	24	84	68	40	39	69
NUMBER OF RESPONDENTS	113	2045	10	16	18	24	32	10	89		1		7	8	26	84	68	42	39	71
	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?

	PCG 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	FE- MALE	
Q26 NONE	5 5%	93 5%	~	1 6%~	1 6%~	1 4%~	2 6%~	2 2%~	~	~	~	~	2 29%~	2 12%~	2 2%~	2 3%~	2 5%~	3 8%~	2 3%~		
1 SPECIALIST	64 58%	1033 52%	9 90%~	12 75%~	11 65%~	11 48%~	16 50%~	3 30%~	55 63%~	~	~	~	2 29%~	3 38%~	16 64%~	46 55%~	46 69%~	16 39%~	20 53%~	42 60%~	
2	29 26%	522 26%	1 10%~	1 6%~	4 24%~	7 30%~	11 34%~	4 40%~	23 26%~	~	~	1 100%~	2 29%~	2 25%~	4 16%~	24 29%~	14 21%~	15 37%~	10 26%~	18 26%~	
3	5 5%	217 11%	~	~	~	1 4%~	2 6%~	2 20%~	4 5%~	~	~	~	~	1 13%~	~	5 6%~	1 1%~	4 10%~	3 8%~	2 3%~	
4	6 5%	74 4%	~	2 12%~	1 6%~	1 4%~	1 3%~	1 10%~	2 2%~	~	~	~	~	1 14%~	2 25%~	1 4%~	5 6%~	4 6%~	2 5%~	2 5%~	4 6%~
5 OR MORE SPECIALISTS	2 2%	41 2%	~	~	~	2 9%~	~	~	1 1%~	~	~	~	~	~	1 4%~	1 1%~	~	2 5%~	~	2 3%~	
NOT ANSWERED	2	66			1	1			2						1	1	1	1	1	1	
VALID CASES	111	1979	10	16	17	23	32	10	87			1	7	8	25	83	67	41	38	70	
NUMBER OF RESPONDENTS	113	2045	10	16	18	24	32	10	89			1	7	8	26	84	68	42	39	71	
	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?

	PCG 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	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE			
Q27 WORST SPECIALIST POSSIBLE		21 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			
01	2 2%	7 0.4%	~	~	~	1 3%	1 10%	2 2%	~	~	~	~	2 2%	~	2 5%	2 3%				
02	1 0.9%	19 1%	1 10%	~	~	~	~	~	~	~	~	~	1 5%	~	1 3%	1 1%				
03	3 3%	28 2%	~	1 7%	1 6%	1 3%	~	2 2%	~	~	~	1 13%	1 5%	2 2%	3 5%	3 4%				
04		18 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~				
05	2 2%	88 5%	~	1 7%	~	1 5%	~	1 1%	~	~	~	1 20%	1 5%	1 1%	1 2%	1 3%	1 3%	1 1%		
06	3 3%	76 4%	1 10%	~	~	1 5%	1 3%	3 4%	~	~	~	~	~	3 4%	3 5%	2 6%	1 1%			
07	7 7%	154 8%	~	3 20%	1 6%	1 5%	2 7%	7 8%	~	~	~	~	~	7 9%	5 8%	2 5%	5 14%	2 3%		
08	15 14%	272 15%	1 10%	~	3 19%	4 18%	5 17%	1 10%	13 15%	~	~	~	~	1 13%	3 14%	11 14%	8 12%	6 15%	3 9%	11 16%
09	25 24%	345 19%	2 20%	4 27%	2 13%	3 14%	7 23%	5 50%	20 24%	~	~	~	2 40%	1 13%	5 23%	18 22%	6 28%	6 15%	8 23%	15 22%
BEST SPECIALIST POSSIBLE	48 45%	812 44%	5 50%	6 40%	9 56%	12 55%	13 43%	3 30%	37 44%	~	1 100%	~	2 40%	5 63%	11 50%	37 46%	27 42%	21 54%	16 46%	32 47%
#8-10 (NET)	88 83%	1429 78%	8 80%	10 67%	14 88%	19 86%	25 83%	9 90%	70 82%	~	1 100%	~	4 80%	7 88%	19 86%	66 81%	53 82%	33 85%	27 77%	58 85%

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?

	PCG 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-	HIS- PAN-	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE
9-10 (NET)	73 69%	1157 63%	7 70%~	10 67%~	11 69%~	15 68%~	20 67%~	8 80%~	57 67%~	1 ~	4 ~100%~	6 ~ 80%~	16 75%~	55 73%~	45 69%~	27 69%~	24 69%~	47 69%~
NOT ANSWERED		34																
VALID CASES	106	1838	10	15	16	22	30	10	85	1	5	8	22	81	65	39	35	68
NUMBER OF RESPONDENTS	106 100%	1872 100%	10 100%	15 100%	16 100%	22 100%	30 100%	10 100%	85 100%	1 100%	5 100%	8 100%	22 100%	81 100%	65 100%	39 100%	35 100%	68 100%
MEAN	8.63	8.47	8.40	8.33	8.87	8.95	8.57	8.40	8.64	10.0	8.60	8.75	8.59	8.64	8.66	8.59	8.80	8.54
p stat_(*=Sig @ p<=.05)		.426	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

[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?

	PCG 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 & POOR	FE- MALE MALE			
Q28 YES	59 18%	1182 23%*	2 4%~	16 35%~	8 16%~	13 19%	17 19%	1 5%~	44 17%	1 ~ 50%~	~	2 ~ 12%~	7 37%~	13 13%	44 20%	45 20%	13 14%	22 17%	35 18%	
NO	268 82%	3968 77%*	45 96%~	30 65%~	41 84%~	55 81%	74 81%	18 95%~	208 83%	1 ~ 50%~	2 ~100%~	1 ~100%~	15 88%~	12 63%~	84 87%	175 80%	180 80%	79 86%	105 83%	156 82%
NOT ANSWERED	20	303	1		1	2	2	2	5			1	1	2	6	3	5	4	4	
VALID CASES	327	5150	47	46	49	68	91	19	252	2	2	1	17	19	97	219	225	92	127	191
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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?

	PCG 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 ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
Q29 NEVER	5 9%	119 12%		1 ~ 13%	2 ~ 12%	1 ~ 10%	2 5%					1 ~ 14%		4 ~ 9%	4 9%	1 8%	4 ~ 12%			
SOMETIMES	26 45%	339 34%	2 100%	6 38%	5 63%	6 50%	6 35%	22 51%	1 ~ 100%			1 ~ 50%	1 14%	6 50%	19 43%	20 44%	5 42%	10 45%	15 44%	
USUALLY	17 29%	332 33%		5 ~ 31%	2 25%	4 33%	6 35%	12 28%					4 ~ 57%	4 33%	13 30%	13 29%	4 33%	7 32%	10 29%	
ALWAYS	10 17%	213 21%		5 ~ 31%	2 ~ 17%	3 18%	7 16%					1 ~ 50%	1 14%	2 17%	8 18%	2 17%	5 23%	5 15%		
#ALWAYS + USUALLY (NET)	27 47%	545 54%		10 ~ 63%	2 25%	6 50%	9 53%	19 44%				1 ~ 50%	5 71%	6 50%	21 48%	6 47%	12 50%	15 55%	15 44%	
TOP BOX SCORE	10 17%	213 21%		5 ~ 31%	2 ~ 17%	3 18%	7 16%					1 ~ 50%	1 14%	2 17%	8 18%	2 17%	5 23%	5 15%		
NOT ANSWERED	1	19			1		1							1		1		1		
VALID CASES	58	1003	2	16	8	12	17	1	43	1		2	7	12	44	45	12	22	34	
NUMBER OF RESPONDENTS	59	1022	2	16	8	13	17	1	44	1		2	7	13	44	45	13	22	35	
	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?

	PCG 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	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
Q30 YES	105 33%	1525 30%	13 29%~	16 36%~	14 29%~	18 27%	36 40%	5 25%~	73 29%*	1 ~ 50%~			7 ~ 41%~	6 33%~	45 46%*	57 26%*	64 29%	38 41%*	36 29%	66 35%
NO	218 67%	3584 70%	32 71%~	29 64%~	35 71%~	49 73%	55 60%	15 75%~	176 71%*	1 ~ 50%~	2 ~ 100%~	2 ~ 100%~	10 ~ 59%~	12 67%~	52 54%*	160 74%*	156 71%	55 59%*	89 71%	125 65%
NOT ANSWERED	24	344	3	1	1	3	2	1	8					2	2	8	8	4	6	4
VALID CASES	323	5109	45	45	49	67	91	20	249	2	2	2	17	18	97	217	220	93	125	191
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

	PCG 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
Q31 NEVER	1 1%	51 4%*	~	1 7%~	~	~	~	1 1%~	~	~	~	~	~	~	1 2%~	1 2%~	~	~	1 2%~	
SOMETIMES	16 16%	295 21%	2 15%~	5 33%~	2 15%~	2 11%~	3 9%~	2 40%~	12 17%~	1 ~100%~	~	~	1 ~14%~	~	8 19%~	8 14%~	9 14%~	7 20%~	5 14%~	11 17%~
USUALLY	29 29%	400 28%	4 31%~	1 7%~	6 46%~	6 33%~	10 29%~	2 40%~	20 29%~	~	~	~	5 ~71%~	1 17%~	13 31%~	16 29%~	20 32%~	9 26%~	10 29%~	19 30%~
ALWAYS	55 54%	670 47%	7 54%~	8 53%~	5 38%~	10 56%~	21 62%~	1 20%~	37 53%~	~	~	~	1 ~14%~	5 83%~	21 50%~	31 55%~	33 52%~	19 54%~	20 57%~	32 51%~
#ALWAYS + USUALLY (NET)	84 83%	1070 76%	11 85%~	9 60%~	11 85%~	16 89%~	31 91%~	3 60%~	57 81%~	~	~	~	6 ~86%~	6 100%~	34 81%~	47 84%~	53 84%~	28 80%~	30 86%~	51 81%~
TOP BOX SCORE	55 54%	670 47%	7 54%~	8 53%~	5 38%~	10 56%~	21 62%~	1 20%~	37 53%~	~	~	~	1 ~14%~	5 83%~	21 50%~	31 55%~	33 52%~	19 54%~	20 57%~	32 51%~
NOT ANSWERED	4	26	~	1	1	~	2	~	3	~	~	~	~	~	3	1	1	3	1	3
VALID CASES	101	1415	13	15	13	18	34	5	70	1	~	~	7	6	42	56	63	35	35	63
NUMBER OF RESPONDENTS	105	1441	13	16	14	18	36	5	73	1	~	~	7	6	45	57	64	38	36	66
	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?

	PCG 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	1 1%	24 2%		1 ~ 7%~				1 1%~								1 2%~	1 2%~		1 2%~		
SOMETIMES	27 22%	83 6%	1 8%~	1 ~ 8%~	1 ~ 3%~	1 20%~	3 4%~	1 ~100%~							2 5%~	2 4%~	3 5%~	1 3%~	4 ~ 6%~		
USUALLY	71 58%	312 22%	3 23%~	2 13%~	1 8%~	5 29%~	4 12%~	1 20%~	11 16%~				1 ~ 17%~	1 17%~	5 13%~	11 20%~	11 18%~	5 14%~	2 6%~	14 23%~	
ALWAYS	23 19%	995 70%	9 69%~	12 80%~	10 83%~	12 71%~	29 85%~	3 60%~	54 78%~				5 ~ 83%~	5 83%~	33 83%~	42 75%~	46 75%~	29 83%~	32 94%~	43 69%~	
#ALWAYS + USUALLY (NET)	94 77%	1307 92%	12 92%~	14 93%~	11 92%~	17 100%~	33 97%~	4 80%~	65 94%~				6 ~100%~	6 100%~	38 95%~	53 95%~	57 93%~	34 97%~	34 100%~	57 92%~	
TOP BOX SCORE	23 19%	995 70%	9 69%~	12 80%~	10 83%~	12 71%~	29 85%~	3 60%~	54 78%~				5 ~ 83%~	5 83%~	33 83%~	42 75%~	46 75%~	29 83%~	32 94%~	43 69%~	
NOT ANSWERED	6	27		1	2	1	2		4					1		5	1	3	3	2	4
VALID CASES	122	1414	13	15	12	17	34	5	69		1		6	6	40	56	61	35	34	62	
NUMBER OF RESPONDENTS	122	1441	13	16	14	18	36	5	73		1		7	6	45	57	64	38	36	66	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	

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	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		
Q33	PCG 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	LLND	NATV	OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE
YES	103 32%	1804 36%	19 41%~	17 37%~	16 33%~	29 44%*	18 20%*	2 10%~	71 28%*	~	~	~	~	6 35%~	9 47%~	40 42%*	60 27%*	64 29%	36 38%	40 31%	59 31%
NO	222 68%	3261 64%	27 59%~	29 63%~	33 67%~	37 56%*	74 80%*	18 90%~	180 72%*	~100%~	~100%~	~100%~	~	11 65%~	10 53%~	55 58%*	160 73%*	157 71%	58 62%	87 69%	131 69%
NOT ANSWERED	22	388	2		1	4	1	1	6						1	4	5	7	3	4	5
VALID CASES	325	5065	46	46	49	66	92	20	251		2	2	2	17	19	95	220	221	94	127	190
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257		2	2	2	17	20	99	225	228	97	131	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
PQ34 NEVER	3 0.9%	97 2%	1 ~	2 2%	~	~	1 1%	1 5%	1 0.8%	2 ~	~	~	~	~	1 6%	~	3 1%	~	3 3%	1 0.8%	2 1%
SOMETIMES	19 6%	322 6%	7 16%	4 9%	2 4%	4 6%	2 2%*	~	12 5%	~	~	~	~	3 18%	2 11%	7 8%	12 6%	14 6%	5 6%	5 4%	13 7%
USUALLY	33 10%	697 14%	3 7%	7 15%	5 10%	12 19%*	5 6%*	~	25 10%	~	~	~	~	1 6%	2 11%	13 14%	19 9%	22 10%	10 11%	14 11%	18 10%
ALWAYS	261 83%	3891 78%*	35 78%	34 74%	41 85%	46 74%	81 91%*	19 95%	206 84%	~	2 100%	2 100%	2 100%	13 76%	13 72%	71 78%	182 84%	181 83%	71 80%	103 84%	153 82%
#ALWAYS + USUALLY (NET)	294 93%	4589 92%	38 84%	41 89%	46 96%	58 94%	86 97%	19 95%	231 94%	~	2 100%	2 100%	2 100%	14 82%	15 83%	84 92%	201 93%	203 94%	81 91%	117 95%	171 92%
TOP BOX SCORE	261 83%	3891 78%*	35 78%	34 74%	41 85%	46 74%	81 91%*	19 95%	206 84%	~	2 100%	2 100%	2 100%	13 76%	13 72%	71 78%	182 84%	181 83%	71 80%	103 84%	153 82%
NOT ANSWERED	9	87	1		1	4	3		6						1	4	4	4	5	4	4
VALID CASES	316	5008	45	46	48	62	89	20	245		2	2	2	17	18	91	216	217	89	123	186
NUMBER OF RESPONDENTS	325 100%	5095 100%	46 100%	46 100%	49 100%	66 100%	92 100%	20 100%	251 100%		2 100%	2 100%	2 100%	17 100%	19 100%	95 100%	220 100%	221 100%	94 100%	127 100%	190 100%

[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?

	PCG 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 PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE					
Q35 WORST HEALTH PLAN POSSIBLE	1 0.3%	59 1%*	~	~	~	~	1%	~	~	~	~	~	~	~	~	1	1	~	1%	~	0.6%	
01		31 0.6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02	4 1%	40 0.8%	~	~	~	~	4%	~	~	~	~	~	~	~	~	1	3	~	4%	4%	2%	2%
03	2 0.7%	85 2%*	~	~	2%	2%	~	~	~	~	~	~	~	~	~	2	2	0.5%	1%	1%	~	1%
04	4 1%	121 2%	~	~	2%	2%	2%	~	~	~	~	~	~	~	~	4	2	1%	2%	2%	0.8%	2%
05	24 8%	451 9%	5 11%	3 7%	7 15%	5 8%	3 3%*	1 6%	~	2 ~100%	1 ~100%	~	2 ~13%	2 11%	4 4%	19 9%	17 8%	7 8%	8 8%	7 7%	8 7%	16 9%
06	25 8%	332 7%	~	7 17%	4 9%	5 8%	9 10%	~	~	~	1 ~50%	1 6%	1 6%	3 3%*	21 10%*	19 9%	6 7%	10 8%	15 8%	10 8%	15 8%	
07	38 12%	632 13%	6 14%	9 21%	6 13%	4 6%*	9 10%	4 22%	~	~	~	~	1 6%	1 6%	4 4%*	33 16%*	30 14%	7 8%	11 9%	26 15%		
08	59 19%	921 19%	10 23%	9 21%	10 22%	11 17%	14 16%	3 17%	~	~	~	~	7 ~44%	5 28%	18 20%	38 19%	43 21%	14 16%	25 21%	31 18%		
09	46 15%	768 16%	6 14%	2 5%	5 11%	16 25%*	12 14%	4 22%	~	~	~	~	2 ~13%	3 17%	18 20%	27 13%	26 13%	19 21%	18 15%	27 15%		
BEST HEALTH PLAN POSSIBLE	101 33%	1430 29%	17 39%	12 29%	12 26%	20 32%	32 37%	6 33%	~	~	1 ~50%	3 19%	6 33%	44 48%*	55 27%*	70 34%	28 31%	45 37%	54 31%			
#8-10 (NET)	206 68%	3119 64%	33 75%	23 55%	27 59%	47 75%	58 67%	13 72%	~	~	1 ~50%	12 75%	14 78%	80 87%*	120 59%*	139 67%	61 69%	88 73%	112 63%*			

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?

	PCG 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			
9-10 (NET)	147 48%	2198 45%	23 52%~	14 33%~	17 37%~	36 57%	44 51%	10 56%~	112 47%	~	~	~	50%~	31%~	50%~	62 67%*	82 40%*	96 46%	47 53%	63 52%	81 46%
NOT ANSWERED	43	583	4	4	4	7	7	3	19			1		1	2	7	22	20	8	11	18
VALID CASES	304	4870	44	42	46	63	86	18	238		2	1	2	16	18	92	203	208	89	120	177
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%		2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%
MEAN	8.10	7.82	8.43	7.86	7.67	8.29	8.00	8.50	8.02		5.00	5.00	8.00	7.94	8.33	8.85	7.77	8.16	7.89	8.31	7.94
p stat_(*=Sig @ p<=.05)		.017*	~	~	~.368	.620	~	.196	~	~	~	~	~	~	~	~.000*	.000*	.458	.283	.124	.087

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?

	PCG 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	FE- MALE				
Q35A YES	24 7%	736 14%*	~	2 4%~	2 4%	6 9%	10 11%	4 20%~	18 7%	~	~	1 50%~	~	1 6%~	3 16%~	4 4%	20 9%*	9 4%*	14 15%*	8 6%	16 8%	
NO	303 93%	4378 86%*	100%~	47 96%~	44 96%	48 96%	62 91%	79 89%	16 80%~	233 93%	~100%~	2 50%~	1 100%~	2 100%~	16 94%~	16 84%~	94 96%	199 91%*	215 96%*	79 85%*	120 94%	175 92%
NOT ANSWERED	20	339	1			2	4	1	6						1	1	6	4	4	3	4	
VALID CASES	327	5114	47	46	50	68	89	20	251	2	2	2	17	19	98	219	224	93	128	191		
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%		

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

	PCG 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
Q35B NEVER	9 43%	123 19%	1 ~50%	1 ~100%	2 ~33%	4 ~50%	1 ~25%	7 47%	~	~	~	~	~	2 67%	9 ~50%	4 50%	5 42%	3 43%	6 43%	
SOMETIMES	1 5%	72 11%	~	~	~	~	1 25%	~	~	~	~	~	1 100%	1 33%	~	~	1 8%	~	1 7%	
USUALLY	6 29%	177 27%	1 ~50%	~	2 ~33%	2 25%	1 25%	5 33%	~	~	~	~	~	1 33%	5 28%	2 25%	4 33%	1 14%	5 36%	
ALWAYS	5 24%	279 43%	~	~	2 ~33%	2 25%	1 25%	3 20%	~	~	1 100%	~	~	1 33%	1 33%	4 22%	2 25%	2 17%	3 43%	2 14%
#ALWAYS + USUALLY (NET)	11 52%	456 70%	1 ~50%	~	4 ~67%	4 50%	2 50%	8 53%	~	~	1 100%	~	~	1 33%	2 67%	9 50%	4 50%	6 50%	4 57%	7 50%
TOP BOX SCORE	5 24%	279 43%	~	~	2 ~33%	2 25%	1 25%	3 20%	~	~	1 100%	~	~	1 33%	1 33%	4 22%	2 25%	2 17%	3 43%	2 14%
NOT ANSWERED	3	24	~	~	1	2	3	~	~	~	~	~	~	1	2	1	2	1	2	
VALID CASES	21	651	2	1	6	8	4	15	~	1	1	3	3	18	8	12	7	14		
NUMBER OF RESPONDENTS	24	675	2	2	6	10	4	18	~	1	1	3	4	20	9	14	8	16		
	100%	100%	100%	100%	100%	100%	100%	100%	~	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q35A = YES]

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PCG 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/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	MALE				
Q35C YES	39 12%	760 15%	4 9%~	4 9%~	4 8%~	10 15%	12 14%	5 25%~	31 13%	~	~	~	~	3 18%~	5 26%~	6 6%*	32 15%*	19 9%*	19 21%*	15 12%	24 13%
NO	280 88%	4319 85%	43 91%~	41 91%~	44 92%~	56 85%	75 86%	15 75%~	214 87%	~100%	2 100%	2 100%	2 100%	14 82%~	14 74%~	88 94%*	184 85%*	199 91%*	72 79%*	109 88%	164 87%
NOT ANSWERED	28	373	1	1	2	4	6	1	12					1	5	9	10	6	7	7	
VALID CASES	319	5080	47	45	48	66	87	20	245	2	2	2	17	19	94	216	218	91	124	188	
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	PCG 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	
Q35D NEVER	16 42%	165 23%	3 75%	2 50%	3 75%	4 44%	4 33%	10 33%	~	~	~	~	~	3 100%	3 60%	4 80%	12 38%	6 33%	9 47%	3 21%	13 54%
SOMETIMES	5 13%	141 19%	~	1 25%	~	1 11%	1 8%	2 40%	4 13%	~	~	~	~	1 20%	~	4 13%	2 11%	3 16%	2 14%	3 13%	
USUALLY	5 13%	179 25%	1 25%	1 25%	~	1 11%	2 17%	4 13%	~	~	~	~	~	1 20%	~	5 16%	4 22%	1 5%	2 14%	3 13%	
ALWAYS	12 32%	239 33%	~	~	1 25%	3 33%	5 42%	3 60%	12 40%	~	~	~	~	~	~	1 20%	11 34%	6 33%	6 32%	7 50%	5 21%
#ALWAYS + USUALLY (NET)	17 45%	418 58%	1 25%	1 25%	1 25%	4 44%	7 58%	3 60%	16 53%	~	~	~	~	~	~	1 20%	16 50%	10 56%	7 37%	9 64%	8 33%
TOP BOX SCORE	12 32%	239 33%	~	~	1 25%	3 33%	5 42%	3 60%	12 40%	~	~	~	~	~	~	1 20%	11 34%	6 33%	6 32%	7 50%	5 21%
NOT ANSWERED	1	20				1		1								1		1		1	
VALID CASES	38	725	4	4	4	9	12	5	30					3	5	5	32	18	19	14	24
NUMBER OF RESPONDENTS	39	745	4	4	4	10	12	5	31					3	5	6	32	19	19	15	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35C = YES]

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

	PCG 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	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35E YES	156 48%	2872 56%*	15 32%~	19 41%~	29 58%	37 55%	43 48%	12 63%~	130 52%*	1 ~	50%~	~	8 ~	9 47%~	32 33%*	121 56%*	99 44%	56 60%*	55 44%	100 52%	
NO	169 52%	2261 44%*	32 68%~	27 59%~	21 42%	30 45%	47 52%	7 37%~	121 48%*	1 ~	50%~	2 100%~	2 100%~	9 53%~	10 53%~	65 67%*	97 44%*	124 56%	37 40%*	71 56%	91 48%
NOT ANSWERED	22	320	1			3	3	2	6						1	2	7	5	4	5	4
VALID CASES	325	5133	47	46	50	67	90	19	251	2	2	2	17	19	97	218	223	93	126	191	
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%	

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

	PCG 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/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35F																					
NO EFFORT AT ALL	11 7%	94 3%	1 7%	3 16%	1 3%	3 9%	2 5%	1 8%	7 6%	~	~	~	~	2 25%	~	8 26%	3 3%	4 4%	7 13%	3 6%	8 8%
A LITTLE EFFORT WAS MADE	7 5%	213 8%	1 7%	~	2 7%	1 3%	2 5%	1 8%	6 5%	~	~	~	~	~	~	2 6%	5 4%	3 3%	4 7%	1 2%	6 6%
SOME EFFORT WAS MADE	32 21%	662 24%	3 20%	5 26%	7 24%	8 23%	6 14%	3 25%	28 22%	~	~	~	~	2 25%	2 22%	6 19%	25 21%	19 20%	13 24%	10 19%	22 22%
A LOT OF EFFORT WAS MADE	103 67%	1793 65%	10 67%	11 58%	19 66%	23 66%	32 76%	7 58%	86 68%	~	1 100%	~	~	4 50%	7 78%	15 48%	86 72%	71 73%*	31 56%*	38 73%	64 64%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	135 88%	2455 89%	13 87%	16 84%	26 90%	31 89%	38 90%	10 83%	114 90%	~	1 100%	~	~	6 75%	9 100%	21 68%	111 93%	90 93%*	44 80%*	48 92%	86 86%
TOP BOX SCORE	103 67%	1793 65%	10 67%	11 58%	19 66%	23 66%	32 76%	7 58%	86 68%	~	1 100%	~	~	4 50%	7 78%	15 48%	86 72%	71 73%*	31 56%*	38 73%	64 64%
NOT ANSWERED	3	95				2	1		3							1	2	2	1	3	
VALID CASES	153	2763	15	19	29	35	42	12	127		1			8	9	31	119	97	55	52	100
NUMBER OF RESPONDENTS	156	2858	15	19	29	37	43	12	130		1			8	9	32	121	99	56	55	100
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35E = YES]

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

	PCG 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	
Q35G																					
NO EFFORT AT ALL	11 7%	135 5%	2 13%~	2 11%~	3 10%~	2 6%~	1 2%~	1 8%~	8 6%~	~	~	~	~	1 13%~	6 20%~	5 4%~	5 5%	6 11%	1 2%*	10 10%*	
A LITTLE EFFORT WAS MADE	5 3%	226 8%*	~	~	1 3%~	1 3%~	3 25%~	4 3%~	~	~	~	~	~	1 13%~	1 3%~	3 3%~	1 1%	4 7%	2 4%	3 3%	
SOME EFFORT WAS MADE	32 21%	652 24%	2 13%~	4 21%~	7 24%~	10 29%~	8 19%~	1 8%~	28 22%~	1 100%~	~	~	~	1 13%~	2 25%~	7 23%~	24 20%~	21 21%	11 20%	14 26%	18 18%
A LOT OF EFFORT WAS MADE	105 69%	1759 63%	11 73%~	13 68%~	18 62%~	22 63%~	33 79%~	7 58%~	88 69%~	~	~	~	~	5 63%~	6 75%~	16 53%~	88 73%~	71 72%	33 61%	37 69%	67 68%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	137 90%	2411 87%	13 87%~	17 89%~	25 86%~	32 91%~	41 98%~	8 67%~	116 91%~	1 100%~	~	~	~	6 75%~	8 100%~	23 77%~	112 93%~	92 94%*	44 81%*	51 94%	85 87%
TOP BOX SCORE	105 69%	1759 63%	11 73%~	13 68%~	18 62%~	22 63%~	33 79%~	7 58%~	88 69%~	~	~	~	~	5 63%~	6 75%~	16 53%~	88 73%~	71 72%	33 61%	37 69%	67 68%
NOT ANSWERED	3	87				2	1		2						1	2	1	2	1	2	
VALID CASES	153	2771	15	19	29	35	42	12	128	1				8	8	30	120	98	54	54	98
NUMBER OF RESPONDENTS	156	2858	15	19	29	37	43	12	130	1				8	9	32	121	99	56	55	100
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35E = YES]

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

	PCG 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35H																					
NO EFFORT AT ALL	14 9%	191 7%	2 13%~	2 11%~	3 11%~	3 8%~	2 5%~	2 18%~	9 7%~	~	~	~	~	2 25%~	9 30%~	5 4%~	4 4%*	10 18%*	3 6%	11 11%	
A LITTLE EFFORT WAS MADE	11 7%	242 9%	1 7%~	2 11%~	3 11%~	2 6%~	2 5%~	1 9%~	9 7%~	~	~	~	~	1 13%~	1 11%~	9 3%~	8 8%~	4 4%~	7 13%~	2 4%	9 9%
SOME EFFORT WAS MADE	32 21%	781 28%*	2 13%~	3 16%~	5 18%~	11 31%~	10 24%~	1 9%~	27 21%~	~	1 100%~	~	~	1 13%~	3 33%~	6 20%~	25 21%~	20 21%~	12 21%~	12 23%~	20 20%
A LOT OF EFFORT WAS MADE	95 63%	1558 56%	10 67%~	12 63%~	17 61%~	20 56%~	28 67%~	7 64%~	81 64%~	~	~	~	~	4 50%~	5 56%~	14 47%~	80 67%~	67 71%*	27 48%*	35 67%	59 60%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	127 84%	2339 84%	12 80%~	15 79%~	22 79%~	31 86%~	38 90%~	8 73%~	108 86%~	~	1 100%~	~	~	5 63%~	8 89%~	20 67%~	105 88%~	87 92%*	39 70%*	47 90%	79 80%
TOP BOX SCORE	95 63%	1558 56%	10 67%~	12 63%~	17 61%~	20 56%~	28 67%~	7 64%~	81 64%~	~	~	~	~	4 50%~	5 56%~	14 47%~	80 67%~	67 71%*	27 48%*	35 67%	59 60%
NOT ANSWERED	4	85			1	1	1	1	4							2	2	4		3	1
VALID CASES	152	2773	15	19	28	36	42	11	126		1			8	9	30	119	95	56	52	99
NUMBER OF RESPONDENTS	156	2858	15	19	29	37	43	12	130		1			8	9	32	121	99	56	55	100
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35E = YES]

Q35I CHOICES FOR YOUR TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID THIS PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE?

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PCG TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE
Q35I YES	119 37%	1866 37%	16 35%~	11 24%~	18 37%~	24 36%	37 42%	10 56%~	92 37%	~	~	1 50%~	1 50%~	6 35%~	8 44%~	33 35%	82 38%	73 33%*	43 48%*	43 35%	73 39%
NO	200 63%	3186 63%	30 65%~	35 76%~	31 63%~	42 64%	51 58%	8 44%~	155 63%	~100%~	2 50%~	1 50%~	1 50%~	11 65%~	10 56%~	62 65%	134 62%	147 67%*	47 52%*	81 65%	115 61%
NOT ANSWERED	28	400	2		1	4	5	3	10						2	4	9	8	7	7	7
VALID CASES	319	5053	46	46	49	66	88	18	247		2	2	2	17	18	95	216	220	90	124	188
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257		2	2	2	17	20	99	225	228	97	131	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35J IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR TREATMENT OR HEALTH CARE?

	PCG 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 ILND	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
Q35J #YES	105 91%	1483 85%*	15 94%~	9 82%~	16 89%~	23 96%~	30 88%~	9 100%~	82 92%~	~	~	1 ~100%~	1 ~100%~	4 67%~	7 88%~	27 87%~	74 92%~	64 90%~	38 93%~	36 86%~	66 94%~
NO	10 9%	254 15%*	1 6%~	2 18%~	2 11%~	1 4%~	4 12%~	~	7 8%~	~	~	~	~	2 33%~	1 13%~	4 13%~	6 8%~	7 10%~	3 7%~	6 14%~	4 6%~
NOT ANSWERED	4	58					3	1	3						2	2	2	2	1	3	
VALID CASES	115	1737	16	11	18	24	34	9	89			1	1	6	8	31	80	71	41	42	70
NUMBER OF RESPONDENTS	119 100%	1795 100%	16 100%	11 100%	18 100%	24 100%	37 100%	10 100%	92 100%			1 100%	1 100%	6 100%	8 100%	33 100%	82 100%	73 100%	43 100%	43 100%	73 100%

[ASKED IF Q35I = YES]

Q35K IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOU?

	PCG 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 & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
Q35K #YES	104 90%	1402 81%	16 100%	8 73%	16 89%	22 92%	30 86%	9 100%	81 90%	~	1 100%	1 100%	4 67%	7 88%	29 94%	71 88%	64 89%	37 90%	37 86%	64 91%
NO	12 10%	326 19%	~	3 27%	2 11%	2 8%	5 14%	~	9 10%	~	~	~	2 33%	1 13%	2 6%	10 12%	8 11%	4 10%	6 14%	6 9%
NOT ANSWERED	3	67				2	1	2							2	1	1	2		3
VALID CASES	116	1728	16	11	18	24	35	9	90		1	1	6	8	31	81	72	41	43	70
NUMBER OF RESPONDENTS	119 100%	1795 100%	16 100%	11 100%	18 100%	24 100%	37 100%	10 100%	92 100%		1 100%	1 100%	6 100%	8 100%	33 100%	82 100%	73 100%	43 100%	43 100%	73 100%

[ASKED IF Q35I = YES]

Q35L IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS OR RAISE CONCERNS?

	PCG 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 PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35L NEVER	50 16%	654 13%	9 20%~	7 17%~	10 21%~	11 16%	8 9%*	4 19%~	37 15%				1 ~100%~	4 25%~	1 5%~	26 28%*	23 11%*	32 15%	17 18%	25 20%	24 13%
SOMETIMES	22 7%	567 11%*	4 9%~	3 7%~	5 11%~	4 6%	5 6%	1 5%~	15 6%		1 ~50%~			2 ~13%~	1 5%~	9 10%	13 6%	11 5%	10 11%	7 6%	15 8%
USUALLY	69 22%	1126 23%	11 24%~	12 29%~	10 21%~	13 19%	19 22%	3 14%~	52 21%		1 ~50%~	1 ~50%~		5 ~31%~	3 15%~	22 23%	44 20%	46 21%	21 23%	23 19%	44 24%
ALWAYS	174 55%	2613 53%	22 48%~	20 48%~	22 47%~	39 58%	56 64%	13 62%~	140 57%			1 ~50%~		5 ~31%~	15 75%~	37 39%*	135 63%*	127 59%	45 48%	69 56%	103 55%
#ALWAYS + USUALLY (NET)	243 77%	3739 75%	33 72%~	32 76%~	32 68%~	52 78%	75 85%*	16 76%~	192 79%		1 ~50%~	2 ~100%~		10 ~63%~	18 90%~	59 63%*	179 83%*	173 80%	66 71%	92 74%	147 79%
TOP BOX SCORE	174 55%	2613 53%	22 48%~	20 48%~	22 47%~	39 58%	56 64%	13 62%~	140 57%			1 ~50%~		5 ~31%~	15 75%~	37 39%*	135 63%*	127 59%	45 48%	69 56%	103 55%
NOT ANSWERED	32	493	2	4	3	3	5		13				1	1		5	10	12	4	7	9
VALID CASES	315	4960	46	42	47	67	88	21	244		2	2	1	16	20	94	215	216	93	124	186
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%		2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

Q35M IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?

	PCG 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	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35M ALWAYS	23 7%	387 8%	3 6%~	4 ~	7 8%~	8 10%	9%	15 6%	1 ~	50%~	~	~	~	3 ~	16%~	6 6%	15 7%	13 6%	8 9%	11 9%	11 6%
USUALLY	13 4%	258 5%	3 6%~	1 2%~	3 6%~	3 4%	3 3%	8 3%	~	~	~	~	2 ~	12%~	5%~	7 7%	6 3%	5 2%*	8 9%*	3 2%	10 5%
SOMETIMES	56 18%	881 18%	4 9%~	11 25%~	9 19%~	7 10%*	19 21%	6 29%~	46 18%	~	~	~	1 50%~	4 24%~	2 11%~	18 19%	35 16%	35 16%	18 19%	15 12%*	40 21%*
NEVER	227 71%	3452 69%	37 79%~	32 73%~	32 67%~	50 75%	59 66%	15 71%~	180 72%	1 ~	2 50%~	2 100%~	1 50%~	11 65%~	13 68%~	65 68%	160 74%	166 76%*	60 64%	98 77%*	126 67%
#NEVER + SOMETIMES (NET)	283 89%	4333 87%	41 87%~	43 98%~	41 85%~	57 85%	78 88%	21 100%~	226 91%	1 ~	2 50%~	2 100%~	2 100%~	15 88%~	15 79%~	83 86%	195 90%	201 92%*	78 83%	113 89%	166 89%
TOP BOX SCORE	227 71%	3452 69%	37 79%~	32 73%~	32 67%~	50 75%	59 66%	15 71%~	180 72%	1 ~	2 50%~	2 100%~	1 50%~	11 65%~	13 68%~	65 68%	160 74%	166 76%*	60 64%	98 77%*	126 67%
NOT ANSWERED	28	476	1	2	2	3	4	8							1	3	9	9	3	4	8
VALID CASES	319	4977	47	44	48	67	89	21	249	2	2	2	17	19	96	216	219	94	127	187	
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%	

Q35N IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?

	PCG 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	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35N ALWAYS	9 3%	113 2%	1 2%~	1 2%~	3 6%~	1 1%	3 3%	7 3%	~	~	~	~	~	~	1 5%~	1 1%	8 4%	4 2%	5 5%	2 2%	7 4%
USUALLY	2 0.6%	124 2%*	~	~	~	1 1%	~	1 0.8%	2 0.8%	~	~	~	~	~	~	1 1%	1 0.5%	1 0.5%	1 1%	~	2 1%
SOMETIMES	33 10%	728 15%*	3 6%~	4 9%~	7 15%~	3 4%*	11 12%	5 24%~	27 11%	~	~	~	~	3 18%~	2 10%~	9 9%	23 11%	15 7%*	17 18%*	11 9%	22 12%
NEVER	275 86%	4037 81%*	43 91%~	39 89%~	38 79%~	63 93%*	75 84%	15 71%~	212 85%	~	2 100%~	2 100%~	2 100%~	14 82%~	17 85%~	86 89%	184 85%	199 91%*	72 76%*	114 90%	157 84%
#NEVER + SOMETIMES (NET)	308 97%	4765 95%	46 98%~	43 98%~	45 94%~	66 97%	86 97%	20 95%~	239 96%	~	2 100%~	2 100%~	2 100%~	17 100%~	19 95%~	95 98%	207 96%	214 98%	89 94%	125 98%	179 95%
TOP BOX SCORE	275 86%	4037 81%*	43 91%~	39 89%~	38 79%~	63 93%*	75 84%	15 71%~	212 85%	~	2 100%~	2 100%~	2 100%~	14 82%~	17 85%~	86 89%	184 85%	199 91%*	72 76%*	114 90%	157 84%
NOT ANSWERED	28	451	1	2	2	2	4	9							2	9	9	2	4	7	
VALID CASES	319	5002	47	44	48	68	89	21	248		2	2	2	17	20	97	216	219	95	127	188
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%		2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

Q350 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?

	PCG 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 ILND	AMER IND/ ALSK	OTH-	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE		
Q350 ALWAYS	4 1%	98 2%	1 ~	1 2%	1 2%	1 ~	1 1%	1 5%	4 2%*	~	~	~	~	~	~	4 ~	2 2%	2 0.9%	1 2%	3 0.8%	
USUALLY	6 2%	112 2%	1 2%	1 2%	1 ~	2 1%	1 2%	1 5%	4 2%	~	~	~	6%~	1 5%	1 ~	1 1%	5 2%	2 0.9%	4 4%	1 0.8%	5 3%
SOMETIMES	15 5%	493 10%*	1 ~	6 2%	1 13%	6 1%	1 7%	13 5%	13 5%	~	~	~	~	~	1 5%	1 1%*	13 6%	10 5%	5 5%	5 4%	10 5%
NEVER	290 92%	4278 86%*	46 98%	41 93%	40 85%	65 97%*	78 90%	18 86%	223 91%	~	2 ~100%	2 ~100%	2 ~100%	16 94%	18 90%	95 98%*	191 90%*	202 94%	83 88%	119 94%	168 90%
#NEVER + SOMETIMES (NET)	305 97%	4771 96%	46 98%	42 95%	46 98%	66 99%	84 97%	19 90%	236 97%	~	2 ~100%	2 ~100%	2 ~100%	16 94%	19 95%	96 99%	204 96%	212 98%	88 94%	124 98%	178 96%
TOP BOX SCORE	290 92%	4278 86%*	46 98%	41 93%	40 85%	65 97%*	78 90%	18 86%	223 91%	~	2 ~100%	2 ~100%	2 ~100%	16 94%	18 90%	95 98%*	191 90%*	202 94%	83 88%	119 94%	168 90%
NOT ANSWERED	32	472	1	2	3	3	6		13						2	12	12	3	5	9	
VALID CASES	315	4981	47	44	47	67	87	21	244		2	2	2	17	20	97	213	216	94	126	186
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257		2	2	2	17	20	99	225	228	97	131	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35P IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

	PCG 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	OTHR	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q35P #YES DEFINITELY	219 72%	3312 67%	33 73%~	28 68%~	29 62%~	45 70%	68 77%	15 79%~	178 74%			1 50%~	2 100%~	7 41%~	16 80%~	60 67%	156 74%	158 76%*	58 62%*	89 75%	127 69%
YES SOMEWHAT	50 16%	1213 25%*	4 9%~	9 22%~	11 23%~	12 19%	11 13%	3 16%~	38 16%		2 100%~	1 50%~		4 24%~	2 10%~	12 13%	37 18%	28 13%	21 23%	12 10%*	38 21%*
NO	36 12%	418 8%	8 18%~	4 10%~	7 15%~	7 11%	9 10%	1 5%~	24 10%					6 35%~	2 10%~	18 20%*	18 9%*	22 11%	14 15%	17 14%	19 10%
NOT ANSWERED	42	511	3	5	3	6	5	2	17							9	14	20	4	13	11
VALID CASES	305	4942	45	41	47	64	88	19	240		2	2	2	17	20	90	211	208	93	118	184
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%		2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

	PCG 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	FE- MALE				
Q35Q YES	180 56%	2643 53%	31 65%~	25 54%~	30 61%~	34 50%	48 56%	10 48%~	137 55%	~	~	50%~	50%~	56%~	70%~	59 61%	119 55%	128 57%	50 54%	73 57%	104 55%
NO	139 44%	2382 47%	17 35%~	21 46%~	19 39%~	34 50%	37 44%	11 52%~	112 45%	~100%~	2 50%~	1 50%~	1 50%~	7 44%~	6 30%~	37 39%	99 45%	95 43%	43 46%	55 43%	84 45%
NOT ANSWERED	28	428			1	2	8		8					1		3	7	5	4	3	7
VALID CASES	319	5025	48	46	49	68	85	21	249	2	2	2	16	20	96	218	223	93	128	188	
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%	

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

	PCG 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-	OTH-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE		
Q35R NEVER	53 35%	799 36%	6 27%	5 24%	8 38%	20 51%	10 25%	4 44%	35 34%	2 ~100%	~	4 ~ 36%	5 29%	21 39%	31 33%	31 31%	22 42%	21 33%	32 36%	
SOMETIMES	36 24%	439 20%	7 32%	8 38%	7 33%	4 10%	9 22%	1 11%	21 21%	~	~ 50%	2 ~ 18%	7 41%	11 20%	24 25%	24 24%	12 23%	14 22%	21 24%	
USUALLY	31 20%	421 19%	4 18%	5 24%	2 10%	10 26%	9 22%	1 11%	22 22%	~	~	1 ~ 50%	2 18%	4 24%	12 22%	18 19%	23 23%	8 15%	15 24%	16 18%
ALWAYS	33 22%	564 25%	5 23%	3 14%	4 19%	5 13%	12 30%	3 33%	24 24%	~	~ 50%	1 50%	1 27%	3 6%	10 19%	22 23%	22 22%	11 21%	13 21%	19 22%
#ALWAYS + USUALLY (NET)	64 42%	985 44%	9 41%	8 38%	6 29%	15 38%	21 52%	4 44%	46 45%	~	~ 50%	1 100%	2 45%	5 29%	5 41%	22 42%	40 45%	19 36%	28 44%	35 40%
TOP BOX SCORE	33 22%	564 25%	5 23%	3 14%	4 19%	5 13%	12 30%	3 33%	24 24%	~	~ 50%	1 50%	1 27%	3 6%	10 19%	22 23%	22 22%	11 21%	13 21%	19 22%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	158	2730	24	24	26	27	46	10	140			5	3	34	122	116	40	62	94	
NOT ANSWERED	36	500	2	1	3	4	7	2	15			1		11	8	12	4	6	13	
VALID CASES	153	2223	22	21	21	39	40	9	102	2	2	2	11	17	54	95	100	53	63	88
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	AGE								RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PCG 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	MALE	FE- MALE	
			24	34	44	54	64	OVER	WHITE	AMER	IAN	ILND	NATV	OTHR	TI	IC	IC	GOOD	POOR	MALE	MALE
Q36																					
EXCELLENT	25 8%	477 9%	2 4%~	3 7%~	7 14%	5 7%	7 8%	1 5%~	18 7%	~	~	~	~	2 13%~	3 15%~	6 6%	19 9%	25 11%~	~	11 9%	14 7%
VERY GOOD	95 29%	1176 23%*	23 49%~	15 33%~	13 26%	19 27%	21 24%	4 19%~	81 32%*	~	1 50%~	~	~	4 25%~	4 20%~	26 27%	68 30%	95 42%~	~	36 28%	59 31%
GOOD	108 33%	1761 35%	14 30%~	22 48%~	15 30%	20 29%	32 36%	4 19%~	88 35%	~	1 50%~	~	4 25%~	9 45%~	29 30%	78 35%	108 47%*	~	48 37%	58 30%	
FAIR	82 25%	1244 25%	7 15%~	6 13%~	12 24%	22 31%	24 27%	10 48%~	56 22%*	~	1 50%~	1 50%~	2 100%~	4 25%~	3 15%~	32 33%*	46 21%*	~	82 85%*	30 23%	50 26%
POOR	15 5%	405 8%*	1 2%~	~	3 6%	4 6%	5 6%	2 10%~	11 4%	~	~	~	~	2 13%~	1 5%~	3 3%	12 5%	~	15 15%~	4 3%	11 6%
#EXCELLENT + VERY GOOD + GOOD (NET)	228 70%	3415 67%	39 83%~	40 87%~	35 70%	44 63%	60 67%	9 43%~	187 74%*	~	1 50%~	1 50%~	~	10 63%~	16 80%~	61 64%	165 74%*	228 100%~	~	95 74%	131 68%
NOT ANSWERED	22	389	1				4		3				1		3	2			2	3	
VALID CASES	325	5064	47	46	50	70	89	21	254	2	2	2	16	20	96	223	228	97	129	192	
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195	
	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?

	PCG 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 PAN- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE		
Q37																						
EXCELLENT	58 18%	895 18%	6 13%	13 28%	9 18%	12 17%	15 14%	3 14%	43 17%	1 ~	50%~	~	~	2 ~	13%~	9 45%~	13 13%	44 20%	55 24%*	3 3%*	27 21%	31 16%
VERY GOOD	85 26%	1258 25%	19 40%~	10 22%~	15 31%~	18 26%	19 21%	4 19%~	68 27%	~	~	~	~	6 ~	38%~	2 10%~	32 33%	53 24%	75 33%*	10 10%*	30 23%	54 28%
GOOD	98 30%	1533 30%	12 25%~	15 33%~	12 24%~	21 30%	32 36%	5 24%~	78 31%	~	~	50%~	~	2 ~	13%~	6 30%~	28 29%	68 30%	68 30%	30 31%	46 36%	51 26%
FAIR	69 21%	1027 20%	9 19%~	7 15%~	11 22%~	17 24%	17 19%	7 33%~	50 20%	~	50%~	50%~	100%~	2 ~	6 38%~	3 15%~	23 24%	43 19%	26 11%*	42 44%*	21 16%	46 24%
POOR	16 5%	363 7%	2 4%~	1 2%~	2 4%~	2 3%	7 8%	2 10%~	16 6%*	~	~	~	~	~	~	~	1 1%*	15 7%*	4 2%*	11 11%*	5 4%	11 6%
#EXCELLENT + VERY GOOD + GOOD (NET)	241 74%	3685 73%	37 77%~	38 83%~	36 73%~	51 73%	66 73%	12 57%~	189 74%	~	50%~	50%~	~	10 ~	17 63%~	17 85%~	73 75%	165 74%	198 87%*	43 45%*	103 80%*	136 70%
NOT ANSWERED	21	378			1		3		2					1			2	2		1	2	2
VALID CASES	326	5075	48	46	49	70	90	21	255	2	2	2	16	20			97	223	228	96	129	193
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%			99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2014?

	PCG 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	OTHR	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q38 #YES	140 44%	2160 44%	23 51%~	13 30%~	18 38%~	31 45%	41 46%	13 62%~	111 44%		1 ~ 50%~	1 50%~	1 100%~	7 50%~	8 40%~	49 53%	87 40%*	83 38%*	55 60%*	54 44%	84 44%
NO	176 56%	2803 56%	22 49%~	30 70%~	30 62%~	38 55%	48 54%	8 38%~	139 56%		1 ~ 50%~	1 50%~		7 ~ 50%~	12 60%~	44 47%	132 60%*	138 62%*	37 40%*	70 56%	105 56%
DON'T KNOW	9	112	3	3	1	1	1		6					2		4	5	6	3	6	3
NOT ANSWERED	22	379				1	3		1				1	1		2	1	1	2	1	3
VALID CASES	316	4963	45	43	48	69	89	21	250		2	2	1	14	20	93	219	221	92	124	189
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257		2	2	2	17	20	99	225	228	97	131	195
	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?

	PCG 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q39 EVERY DAY	64 20%	1063 21%	1 2%	9 20%	13 27%	15 21%	23 26%	3 14%	57 22%*	1 ~ 50%	1 ~ 50%	5 ~ 26%	3 3%*	61 27%*	39 17%	25 26%	30 23%	34 18%		
SOME DAYS	23 7%	463 9%	3 6%	3 7%	1 2%	6 9%	8 9%	2 10%	19 7%	~	~	1 ~ 50%	2 12%	4 ~	18 8%	16 7%	7 7%	12 9%	11 6%	
NOT AT ALL	238 73%	3502 70%	44 92%	34 74%	35 71%	49 70%	58 65%	16 76%	179 70%*	1 ~ 50%	2 ~ 100%	14 ~ 88%	14 74%	90 93%*	143 64%*	172 76%	64 67%	87 67%	147 77%	
DON'T KNOW	1	42				1							1	1	1			1		
NOT ANSWERED	21	383			1		3		2				1	2	2		1	2	2	
VALID CASES	325	5028	48	46	49	70	89	21	255	2	2	2	16	19	97	222	227	96	129	192
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195
	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?

	PCG 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/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q40 NEVER	25 29%	435 26%	1 25%~	1 8%~	6 43%~	6 30%~	9 29%~	2 40%~	22 29%~	1 ~100%~	~	~	~	2 40%~	25 ~32%~	17 31%~	8 25%~	11 27%~	14 31%~	
SOMETIMES	19 22%	355 21%	2 50%~	4 33%~	3 21%~	3 15%~	6 19%~	1 20%~	15 20%~	~	~	~	1 50%~	2 40%~	3 50%~	16 20%~	12 22%~	7 22%~	9 22%~	10 22%~
USUALLY	14 16%	280 17%	~	3 25%~	2 14%~	4 20%~	4 13%~	1 20%~	12 16%~	~	~	2 ~100%~	~	1 ~	12 17%~	9 15%~	5 17%~	7 16%~	7 16%~	
ALWAYS	28 33%	589 35%	1 25%~	4 33%~	3 21%~	7 35%~	12 39%~	1 20%~	26 35%~	~	~	~	1 50%~	1 20%~	2 33%~	26 33%~	16 30%~	12 38%~	14 34%~	14 31%~
#ALWAYS + USUALLY (NET)	42 49%	869 52%	1 25%~	7 58%~	5 36%~	11 55%~	16 52%~	2 40%~	38 51%~	~	~	2 ~100%~	1 50%~	1 20%~	3 50%~	38 48%~	25 46%~	17 53%~	21 51%~	21 47%~
TOP BOX SCORE	28 33%	589 35%	1 25%~	4 33%~	3 21%~	7 35%~	12 39%~	1 20%~	26 35%~	~	~	~	1 50%~	1 20%~	2 33%~	26 33%~	16 30%~	12 38%~	14 34%~	14 31%~
NOT ANSWERED	1	31				1			1						1		1		1	
VALID CASES	86	1659	4	12	14	20	31	5	75	1		2	2	5	6	79	54	32	41	45
NUMBER OF RESPONDENTS	87	1690	4	12	14	21	31	5	76	1		2	2	5	7	79	55	32	42	45
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

	PCG 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	GOOD & POOR	MALE	FE- MALE
Q41 NEVER	49 56%	750 46%	2 50%~	7 58%~	7 50%~	13 62%~	15 48%~	5 100%~	40 53%~	1 ~100%~	1 ~50%~	2 ~100%~	4 80%~	5 71%~	44 56%~	28 51%~	21 66%~	22 52%~	27 60%~	
SOMETIMES	13 15%	380 23%*	2 50%~	2 17%~	3 21%~	1 5%~	5 16%~	~	12 16%~	~	~	~	1 20%~	1 14%~	12 15%~	12 22%~	1 3%~	8 19%~	5 11%~	
USUALLY	10 11%	243 15%	~	1 8%~	4 29%~	3 14%~	2 6%~	~	9 12%~	~	~	1 50%~	~	~	9 11%~	6 11%~	4 12%~	5 12%~	5 11%~	
ALWAYS	15 17%	267 16%	~	2 17%~	~	4 19%~	9 29%~	~	15 20%~	~	~	~	~	~	1 14%~	14 18%~	9 16%~	6 19%~	7 17%~	8 18%~
#ALWAYS + USUALLY (NET)	25 29%	510 31%	~	3 25%~	4 29%~	7 33%~	11 35%~	~	24 32%~	~	~	1 50%~	~	~	1 14%~	23 29%~	15 27%~	10 31%~	12 29%~	13 29%~
TOP BOX SCORE	15 17%	267 16%	~	2 17%~	~	4 19%~	9 29%~	~	15 20%~	~	~	~	~	~	1 14%~	14 18%~	9 16%~	6 19%~	7 17%~	8 18%~
NOT ANSWERED		51																		
VALID CASES	87	1639	4	12	14	21	31	5	76	1		2	2	5	7	79	55	32	42	45
NUMBER OF RESPONDENTS	87 100%	1690 100%	4 100%	12 100%	14 100%	21 100%	31 100%	5 100%	76 100%	1 100%		2 100%	2 100%	5 100%	7 100%	79 100%	55 100%	32 100%	42 100%	45 100%

[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.

	PCG 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	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q42 NEVER	57 66%	864 53%*	2 50%~	7 58%~	8 57%~	16 76%~	19 61%~	5 100%~	48 63%~	1 ~100%~	1 ~	2 ~	4 ~	80%~	5 71%~	52 66%~	31 56%~	26 81%~	24 57%~	33 73%~	
SOMETIMES	13 15%	340 21%	1 25%~	3 25%~	4 29%~	2 10%~	3 10%~	~	12 16%~	~	~	~	~	~	1 20%~	12 14%~	1 15%~	12 22%~	1 3%~	8 19%~	5 11%~
USUALLY	7 8%	207 13%	1 25%~	1 8%~	2 14%~	~	3 10%~	~	6 8%~	~	~	1 ~	~	~	~	6 8%~	6 11%~	1 3%~	4 10%~	3 7%~	
ALWAYS	10 11%	215 13%	~	1 8%~	~	3 14%~	6 19%~	~	10 13%~	~	~	~	~	~	~	1 14%~	9 11%~	6 11%~	4 13%~	6 14%~	4 9%~
#ALWAYS + USUALLY (NET)	17 20%	422 26%	1 25%~	2 17%~	2 14%~	3 14%~	9 29%~	~	16 21%~	~	~	1 ~	~	~	~	1 14%~	15 19%~	12 22%~	5 16%~	10 24%~	7 16%~
TOP BOX SCORE	10 11%	215 13%	~	1 8%~	~	3 14%~	6 19%~	~	10 13%~	~	~	~	~	~	~	1 14%~	9 11%~	6 11%~	4 13%~	6 14%~	4 9%~
NOT ANSWERED		64																			
VALID CASES	87	1626	4	12	14	21	31	5	76	1		2	2	5	7	79	55	32	42	45	
NUMBER OF RESPONDENTS	87 100%	1690 100%	4 100%	12 100%	14 100%	21 100%	31 100%	5 100%	76 100%	1 100%		2 100%	2 100%	5 100%	7 100%	79 100%	55 100%	32 100%	42 100%	45 100%	

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
PCG 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- TI	HIS- IC	HIS- IC	NOT VERY GOOD & FAIR & POOR	EX & VERY GOOD & POOR	FE- MALE	FE- MALE		
Q43 YES	63 20%	1180 23%	3 6%~	2 5%~	4 8%~	8 12%*	32 35%*	14 67%~	53 21%		1 50%~	1 50%~	2 12%~	3 15%~	14 15%	48 22%	34 15%*	27 28%*	27 21%	36 19%
NO	259 80%	3848 77%	45 94%~	42 95%~	44 92%~	61 88%*	59 65%*	7 33%~	199 79%	2 ~100%~	1 50%~	1 50%~	14 88%~	17 85%~	82 85%	173 78%	190 85%*	68 72%*	101 79%	155 81%
DON'T KNOW	3	55		1	1	1			3						1	2	2	1	2	1
NOT ANSWERED	22	370		1	1		2		2				1		2	2	2	1	1	3
VALID CASES	322	5028	48	44	48	69	91	21	252	2	2	2	16	20	96	221	224	95	128	191
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
PCG 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- TI	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE			
Q44 YES	22 7%	460 10%	1 2%	1 2%	5 11%	5 8%	8 10%	2 11%	16 7%	~	~	~	~	2 13%	2 12%	5 6%	17 8%	8 4%*	14 18%*	9 8%	13 7%
NO	273 93%	4154 90%	45 98%	43 98%	41 89%	54 92%	72 90%	17 89%	215 93%	2 ~100%	2 ~100%	1 ~100%	13 87%	15 88%	84 94%	184 92%	206 96%*	66 82%*	107 92%	163 93%	
DON'T KNOW	26	459	2	1	3	10	8	2	22			1	1	1	8	18	11	14	12	14	
NOT ANSWERED	26	380		1	1	1	5		4				1	2	2	6	3	3	3	5	
VALID CASES	295	4614	46	44	46	59	80	19	231	2	2	1	15	17	89	201	214	80	116	176	
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	PCG 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	OTHR	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q45 YES	103 32%	1742 35%	7 15%~	10 22%~	11 22%~	12 17%*	44 49%*	19 90%~	83 33%			1 50%~	1 100%~	5 31%~	10 50%~	22 23%*	79 35%*	66 29%	36 38%	40 31%	62 32%
NO	221 68%	3293 65%	41 85%~	36 78%~	38 78%~	58 83%*	45 51%*	2 10%~	172 67%		2 100%~	1 50%~		11 69%~	10 50%~	75 77%*	144 65%*	161 71%	59 62%	89 69%	130 68%
NOT ANSWERED	23	417			1		4		2				1	1	2	2	1	2	2	3	
VALID CASES	324	5036	48	46	49	70	89	21	255		2	2	1	16	20	97	223	227	95	129	192
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%		2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

	PCG 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	OTHR	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
Q46.1 YES	65 19%	1316 24%*	3 6%~	2 4%~	5 10%*	21 30%*	29 31%*	5 24%~	52 20%	1 ~ 50%~	2 ~100%~	3 18%~	3 15%~	19 19%	44 20%	31 14%*	33 34%*	31 24%	34 17%	
NO	282 81%	4137 76%*	45 94%~	44 96%~	45 90%*	49 70%*	64 69%*	16 76%~	205 80%	1 ~ 50%~	2 ~100%~	14 ~ 82%~	17 85%~	80 81%	181 80%	197 86%*	64 66%*	100 76%	161 83%	
VALID CASES	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

	PCG 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	FE- MALE	MALE	
Q46.2 YES	67 19%	1635 30%*	1 2%~	3 7%~	7 14%	17 24%	31 33%*	8 38%~	53 21%	1 ~ 50%~	1 50%~	3 ~ 18%~	4 20%~	16 16%	50 22%*	35 15%*	31 32%*	33 25%*	34 17%	
NO	280 81%	3818 70%*	47 98%~	43 93%~	43 86%	53 76%	62 67%*	13 62%~	204 79%	1 ~ 50%~	1 50%~	2 100%~	14 82%~	16 80%~	83 84%	175 78%*	193 85%*	66 68%*	98 75%*	161 83%
VALID CASES	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

	PCG 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/ PAC ALSK	MUL- TI	OTH-	NOT HIS- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE				
Q46.3 YES	42 12%	862 16%*	2 4%~	5 11%~	5 10%	10 14%	16 17%	4 19%~	30 12%	~	~	1 50%~	2 12%~	7 35%~	7 7%*	35 16%*	20 9%*	21 22%*	15 11%	27 14%		
NO	305 88%	4591 84%*	46 96%~	41 89%~	45 90%	60 86%	77 83%	17 81%~	227 88%	~100%~	~	1 50%~	2 100%~	15 88%~	13 65%~	92 93%*	190 84%*	208 91%*	76 78%*	116 89%	168 86%	
VALID CASES	347	5453	48	46	50	70	93	21	257			2	2	2	17	20	99	225	228	97	131	195
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%			2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

	PCG 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	FE- MALE	MALE		
Q47.1 YES	13 4%	281 5%	~	~	1 2%	3 4%	9 10%*	~	10 4%	~	~	~	~	~	2 10%~	1 1%*	12 5%*	5 2%	8 8%*	7 5%	6 3%
NO	334 96%	5172 95%	48 100%	46 100%	49 98%	67 96%	84 90%*	21 100%~	247 96%	~	2 100%	2 100%	2 100%	17 100%	18 90%~	98 99%*	213 95%*	223 98%	89 92%*	124 95%	189 97%
VALID CASES	347	5453	48	46	50	70	93	21	257		2	2	2	17	20	99	225	228	97	131	195
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%		2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

	PCG 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	
Q47.2 YES	8 2%	284 5%*	~	~	~	~	4% 19%~	4 7	3%	~	~	~	~	~	1 5%~	~	8 4%~	2 0.9%*	6 6%*	3 2%	5 3%
NO	339 98%	5169 95%*	100%~	100%~	100%~	100%~	96% 81%~	250 97%	~	2 ~100%~	2 100%~	2 100%~	17 100%~	19 95%~	99 100%~	217 96%*	226 99%*	91 94%*	128 98%	190 97%	
VALID CASES	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195	
NUMBER OF RESPONDENTS	347 100%	5453 100%	100%	100%	100%	100%	100%	100%	100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%	

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

	PCG 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	FE- MALE	FE- MALE		
Q47.3 YES	12 3%	221 4%	2 ~	2 4%	2 4%	6 ~	2 6%	2 10%	10 4%	~	~	~	~	~	2 10%	2 2%	9 4%	7 3%	5 5%	5 4%	7 4%
NO	335 97%	5232 96%	48 100%	44 96%	48 96%	70 100%	87 94%	19 90%	247 96%	~	2 100%	2 100%	2 100%	17 100%	18 90%	97 98%	216 96%	221 97%	92 95%	126 96%	188 96%
VALID CASES	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195	
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%	

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

	PCG 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/ PAC ALSK	MUL- OTH R	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE			
Q47.4 YES	46 13%	1002 18%*	2 ~	5 4%~	13 10%	19 19%	7 20%*	37 14%	1 ~	1 ~	3 50%~	2 50%~	14 18%~	32 10%~	14 14%	20 9%*	26 27%*	23 18%	23 12%	
NO	301 87%	4451 82%*	48 100%~	44 96%~	45 90%	57 81%	14 80%*	220 86%	2 ~100%~	1 50%~	1 50%~	14 82%~	18 90%~	85 86%	193 86%	208 91%*	71 73%*	108 82%	172 88%	
VALID CASES	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

	PCG 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q48 YES	96 30%	1692 34%	7 15%~	12 26%~	22 44%*	17 26%	28 31%	9 43%~	74 29%	1 ~	1 50%~	1 50%~	6 ~	8 38%~	21 22%*	73 33%*	51 23%*	45 49%*	35 27%	60 32%
NO	224 70%	3335 66%	40 85%~	34 74%~	28 56%*	49 74%	61 69%	12 57%~	178 71%	1 ~	1 50%~	2 100%~	10 63%~	11 58%~	75 78%*	146 67%*	174 77%*	47 51%*	93 73%	129 68%
NOT ANSWERED	27	426	1			4	4		5				1	1	3	6	3	5	3	6
VALID CASES	320	5027	47	46	50	66	89	21	252	2	2	2	16	19	96	219	225	92	128	189
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

	PCG 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	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q49 YES	74 81%	1394 85%	6 100%	7 58%	17 81%	14 88%	21 78%	9 100%	58 81%	1 ~100%	1 ~100%	6 ~100%	6 75%	15 79%	58 82%	40 82%	34 81%	28 85%	46 79%	
NO	17 19%	240 15%		5 ~42%	4 19%	2 12%	6 22%	~	14 19%	~	~	~	~	2 25%	4 21%	13 18%	9 18%	8 19%	5 15%	12 21%
NOT ANSWERED	5	62	1		1	1	1		2					2	2	2	3	2	2	
VALID CASES	91	1633	6	12	21	16	27	9	72	1	1	6	8	19	71	49	42	33	58	
NUMBER OF RESPONDENTS	96 100%	1695 100%	7 100%	12 100%	22 100%	17 100%	28 100%	9 100%	74 100%	1 100%	1 100%	6 100%	8 100%	21 100%	73 100%	51 100%	45 100%	35 100%	60 100%	

[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	
PCG 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 PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q50 YES	183 57%	3255 65%*	16 33%~	18 39%~	30 62%~	37 54%	65 73%* 17 81%~	154 61%*	1 ~ 50%~	1 50%~	1 50%~	6 38%~	12 63%~	35 37%*	144 65%*	108 48%*	74 80%*	67 54%	114 59%	
NO	138 43%	1781 35%*	32 67%~	28 61%~	18 38%~	31 46%	24 27%* 4 19%~	100 39%*	1 ~ 50%~	1 50%~	1 50%~	10 63%~	7 37%~	59 63%*	78 35%*	117 52%*	19 20%*	58 46%	79 41%	
NOT ANSWERED	26	417			2	2	4	3				1	1	5	3	3	4	6	2	
VALID CASES	321	5036	48	46	48	68	89	21	254	2	2	2	16	19	94	222	225	93	125	193
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195
	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.

	PCG 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	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
Q51 YES	160 91%	2975 94%	11 73%~	15 83%~	28 97%~	35 97%~	55 90%	16 94%~	136 91%~	1 ~100%	1 ~100%	6 ~100%	11 ~100%	28 85%~	130 93%~	96 91%	63 91%	61 94%	98 89%	
NO	16 9%	176 6%	4 27%~	3 17%~	1 3%~	1 3%~	6 10%	1 6%~	13 9%~	~	~	1 ~100%	~	5 15%~	10 7%~	10 9%	6 9%	4 6%	12 11%	
NOT ANSWERED	7	127	1		1	1	4		5				1	2	4	2	5	2	4	
VALID CASES	176	3151	15	18	29	36	61	17	149	1	1	1	6	11	33	140	106	69	65	110
NUMBER OF RESPONDENTS	183 100%	3278 100%	16 100%	18 100%	30 100%	37 100%	65 100%	17 100%	154 100%	1 100%	1 100%	1 100%	6 100%	12 100%	35 100%	144 100%	108 100%	74 100%	67 100%	114 100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PCG 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 PAN- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE
NQ52																				
18 TO 24	50 14%	547 10%*	48 100%~	~	~	~	~	34 13%	~	~	1 50%~	4 24%~	1 5%~	33 33%*	15 7%*	39 17%*	8 8%*	20 15%	28 14%	
25 TO 34	50 14%	870 16%	~	46 ~100%~	~	~	~	36 14%	~	~	~	3 18%~	4 20%~	13 13%	33 15%	40 18%*	7 7%*	13 10%*	32 16%	
35 TO 44	54 16%	802 15%	~	~	50 ~100%~	~	~	40 16%	~	1 50%~	~	4 24%~	3 15%~	10 10%*	40 18%	35 15%	15 15%	17 13%	33 17%	
45 TO 54	71 20%	1153 21%	~	~	~	70 ~100%~	~	55 21%	~	1 50%~	~	2 12%~	3 15%~	22 22%	47 21%	44 19%	26 27%	32 24%	38 19%	
55 TO 64	98 28%	1412 26%	~	~	~	93 ~100%~	~	76 30%	~	~	1 50%~	3 18%~	8 40%~	15 15%*	76 34%*	61 27%	29 30%	40 31%	52 27%	
65 TO 74	14 4%	405 7%*	~	~	~	~	11 52%~	8 3%	~	~	1 50%~	1 50%~	~	1 5%~	2 2%	9 4%	5 2%*	6 6%	5 4%	6 3%
75 OR OLDER	10 3%	264 5%*	~	~	~	~	10 48%~	8 3%	~	~	~	1 6%~	~	4 4%	5 2%	4 2%	6 6%	4 3%	6 3%	
VALID CASES	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

NQ53 ARE YOU MALE OR FEMALE?

	PCG 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	OTHR	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
NQ53 MALE	138 40%	2159 40%	20 42%~	13 28%~	17 34%	32 46%	40 43%	9 43%~	100 39%		1 ~	2 50%~	1 100%~	7 50%~	7 41%~	7 35%~	43 43%	86 38%	95 42%	34 35%	131 100%~	~
FEMALE	209 60%	3294 60%	28 58%~	33 72%~	33 66%	38 54%	53 57%	12 57%~	157 61%		1 ~		1 ~	10 50%~	13 65%~	56 57%	139 62%	133 58%	63 65%		195 ~100%~	
VALID CASES	347	5453	48	46	50	70	93	21	257		2	2	2	17	20	99	225	228	97	131	195	
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%		2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%	

[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?

	PCG 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		
Q54 8TH GRADE OR LESS	42 13%	312 6%*	~	3 7%~	5 10%	16 23%*	14 16%	4 21%~	23 9%*	~	~	~	~	29%~	10%~	36 39%*	5 2%*	20 9%*	21 23%*	21 16%	20 11%	
SOME HIGH SCHOOL BUT DID NOT GRADUATE	46 14%	755 15%	17%~	8 7%~	3 6%*	11 16%	16 18%	5 26%~	34 13%	~	~	1 50%~	~	12%~	15%~	13 14%	32 14%	25 11%*	19 21%	22 17%	24 13%	
HIGH SCHOOL GRADUATE OR GED	113 35%	1615 32%	65%~	31 28%~	13 42%	21 26%	18 27%*	24 32%~	6 39%*	99 39%*	~	~	1 50%~	~	4 24%~	5 25%~	29 31%	84 37%	82 36%	29 32%	47 36%	66 35%
SOME COLLEGE OR 2-YEAR DEGREE	89 28%	1732 34%*	17%~	8 43%~	20 32%	16 29%	20 24%	21 21%~	4 28%	71 28%	~	1 50%~	~	1 100%~	4 24%~	9 45%~	12 13%*	76 34%*	71 32%*	18 20%*	27 21%*	62 33%*
4-YEAR COLLEGE GRADUATE	22 7%	415 8%	2%~	1 13%~	6 6%	3 6%	4 9%	8 ~	17 7%	~	1 50%~	~	~	12%~	5%~	3 3%*	18 8%	18 8%	4 4%	10 8%	11 6%	
MORE THAN 4-YEAR COLLEGE DEGREE	9 3%	214 4%	~	1 2%~	2 4%	~	6 7%*	~	9 4%*	~	~	~	~	~	~	~	9 4%*	9 4%*	~	3 2%	6 3%	
NOT ANSWERED	26	410				1	4	2	4					1		6	1	3	6	1	6	
VALID CASES	321	5043	48	46	50	69	89	19	253		2	2	1	17	20	93	224	225	91	130	189	
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257		2	2	2	17	20	99	225	228	97	131	195	
	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?

	PCG 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	
Q55																					
YES HISPANIC OR LATINO	99 31%	610 12%*	33 69%~	13 28%~	10 20%	22 32%	15 16%*	6 30%~	52 20%*	~	~	~100%~	1 94%~	16 15%~	3 100%~	99 ~	225 ~	61 27%*	35 38%	43 33%	56 29%
NO NOT HISPANIC OR LATINO	225 69%	4367 88%*	15 31%~	33 72%~	40 80%	47 68%	76 84%*	14 70%~	203 80%*	~100%~	~100%~	~	1 6%~	2 85%~	17 ~	225 ~100%~	165 73%*	58 62%	86 67%	138 71%	
NOT ANSWERED	23	476				1	2	1	2	1		1					2	4	2	1	
VALID CASES	324	4977	48	46	50	69	91	20	255	1	2	1	17	20	99	225	226	93	129	194	
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%	

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

	PCG 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	FE- MALE	FE- MALE	
Q56.1 YES	277 80%	4262 78%	35 73%~	40 87%~	43 86%	58 83%	84 90%*	17 81%~	257 100%~	~	~	~	~	20 ~100%~	55 56%*	220 98%*	203 89%*	71 73%	107 82%	168 86%*
NO	70 20%	1191 22%	13 27%~	6 13%~	7 14%	12 17%	9 10%*	4 19%~	~	~100%~	2 100%~	2 100%~	2 100%~	17 100%~	44 ~44%*	5 2%*	25 11%*	26 27%	24 18%	27 14%*
VALID CASES	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER			
	PCG 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- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	HIS- IC	NOT VERY GOOD & FAIR & POOR	EX & VERY GOOD & POOR	FE- MALE	MALE
Q56.2 YES	2	133			2								2		2	2			1	1
	0.6%	2%*	~	~	4%~	~	~	~	~	~	~	~	10%~	~	~0.9%	~0.9%	~	~	0.8%	0.5%
NO	345	5320	48	46	48	70	93	21	257	2	2	2	17	18	99	223	226	97	130	194
	99%	98%*	100%	100%	96%	100%	100%	100%	100%	~100%	~100%	~100%	~100%	~90%	~100%	~99%	~99%	~100%	~99%	~99%
VALID CASES	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

	PCG 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	FE- MALE	MALE					
Q56.3 YES	2 0.6%	225 4%*	~	~	2%	1%	~	~	~100%	2	~	~	~	~	~	1	~0.4%	1	1	1	1	1	1	0.8%	0.5%
NO	345 99%	5228 96%*	100%	100%	~98%	99%	100%	~100%	~100%	2	2	17	20	99	224	227	96	130	194	99%	99%				
VALID CASES	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195	100%	100%	100%	100%	
NUMBER OF RESPONDENTS	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195	100%	100%	100%	100%	

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

		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/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q56.4	PCG TOT ADLT																			
YES	3 0.9%	41 0.7%	1 2%	1 2%	~	~	1 5%	~	~	2 100%	~	1 5%	1 1%	2 0.9%	2 0.9%	1 1%	2 2%	1 0.5%	1	
NO	344 99%	5412 99%	47 98%	45 98%	50 100%	70 100%	93 100%	20 95%	257 100%	2 100%	2 100%	17 100%	19 95%	98 99%	223 99%	226 99%	96 99%	129 98%	194 99%	
VALID CASES	347	5453	48	46	50	70	93	21	257	2	2	17	20	99	225	228	97	131	195	
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%	

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

		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- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q56.5	PCG 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- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE
YES	15 4%	314 6%	3 ~	1 7%	3 2%	6 4%	2 10%	~	~	~	2 ~100%	13 ~	13 65%	1 1%	13 6%	9 4%	6 6%	4 3%	10 5%	
NO	332 96%	5139 94%	48 100%	43 93%	49 98%	67 96%	87 94%	19 90%	257 100%	2 ~100%	2 100%	17 ~100%	7 35%	98 99%	212 94%	219 96%	91 94%	127 97%	185 95%	
VALID CASES	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

	PCG 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	
Q56.6 YES	23 7%	300 5%	5 10%~	4 9%~	5 10%	2 3%	6 6%	1 5%~	~	~	~	~	~	17 ~100%~	6 30%~	18 18%*	5 2%*	16 7%	6 6%	10 8%	13 7%
NO	324 93%	5153 95%	43 90%~	42 91%~	45 90%	68 97%	87 94%	20 95%~	257 100%~	2 ~100%~	2 ~100%~	2 ~100%~	2 ~100%~	14 ~70%~	81 82%*	220 98%*	212 93%	91 94%	121 92%	182 93%	
VALID CASES	347	5453	48	46	50	70	93	21	257	2	2	2	17	20	99	225	228	97	131	195	
NUMBER OF RESPONDENTS	347 100%	5453 100%	48 100%	46 100%	50 100%	70 100%	93 100%	21 100%	257 100%	2 100%	2 100%	2 100%	17 100%	20 100%	99 100%	225 100%	228 100%	97 100%	131 100%	195 100%	

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	PCG 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	FE- MALE	MALE	
Q57 YES	46 17%	652 16%	9 27%~	4 12%~	1 2%~	7 12%	15 19%	10 48%~	36 16%~	~	~	1 50%~	1 50%~	1 7%~	~	22 29%*	22 12%*	25 14%*	20 25%	23 22%	22 14%
NO	220 83%	3488 84%	24 73%~	30 88%~	42 98%~	50 88%	62 81%	11 52%~	183 84%~	~100%~	2 50%~	1 50%~	1 50%~	14 93%~	7 100%~	53 71%*	164 88%*	155 86%*	61 75%	82 78%	136 86%
NOT ANSWERED	3	78	1	1		1			2						3		3		2	1	
VALID CASES	266	4141	33	34	43	57	77	21	219		2	2	2	15	7	75	186	180	81	105	158
NUMBER OF RESPONDENTS	269 100%	4219 100%	34 100%	35 100%	43 100%	58 100%	77 100%	21 100%	221 100%		2 100%	2 100%	2 100%	15 100%	7 100%	78 100%	186 100%	183 100%	81 100%	107 100%	159 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

	PCG 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	
Q58.1 YES	31 67%	253 47%	6 67%	3 75%	4 ~	11 57%	7 73%	23 64%	~	~	1 ~100%	1 100%	1 100%	17 77%	13 59%	14 56%	16 80%	14 61%	16 73%	
NO	15 33%	289 53%	3 33%	1 25%	1 100%	3 43%	4 27%	3 30%	13 36%	~	~	~	~	~	5 23%	9 41%	11 44%	4 20%	9 39%	6 27%
VALID CASES	46	542	9	4	1	7	15	10	36		1	1	1	22	22	25	20	23	22	
NUMBER OF RESPONDENTS	46 100%	542 100%	9 100%	4 100%	1 100%	7 100%	15 100%	10 100%	36 100%		1 100%	1 100%	1 100%	22 100%	22 100%	25 100%	20 100%	23 100%	22 100%	

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

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

	PCG 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q58.2 YES	23 50%	188 35%	3 33%	1 25%	1 100%	2 29%	9 60%	7 70%	21 58%	~	~	1 100%	~	~	8 36%	14 64%	12 48%	10 50%	12 52%	11 50%
NO	23 50%	354 65%	6 67%	3 75%	~	5 71%	6 40%	3 30%	15 42%	~	~	1 100%	1 100%	~	14 64%	8 36%	13 52%	10 50%	11 48%	11 50%
VALID CASES	46	542	9	4	1	7	15	10	36			1	1	1	22	22	25	20	23	22
NUMBER OF RESPONDENTS	46 100%	542 100%	9 100%	4 100%	1 100%	7 100%	15 100%	10 100%	36 100%			1 100%	1 100%	1 100%	22 100%	22 100%	25 100%	20 100%	23 100%	22 100%

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

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

	PCG 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q58.3 YES	8 17%	197 36%	2 22%	1 25%	3 ~ 43%	1 7%	1 10%	5 14%	~	~	~	~	~	4 ~ 18%	4 ~ 18%	5 20%	3 15%	6 26%	2 9%	
NO	38 83%	345 64%	7 78%	3 75%	1 100%	4 57%	14 93%	9 90%	31 86%	~	~ 100%	1 100%	1 100%	1 100%	18 ~ 82%	18 ~ 82%	20 80%	17 85%	17 74%	20 91%
VALID CASES	46	542	9	4	1	7	15	10	36		1	1	1	22	22	25	20	23	22	
NUMBER OF RESPONDENTS	46 100%	542 100%	9 100%	4 100%	1 100%	7 100%	15 100%	10 100%	36 100%		1 100%	1 100%	1 100%	22 100%	22 100%	25 100%	20 100%	23 100%	22 100%	

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

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

	PCG 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	FE- MALE	FE- MALE	
Q58.4 YES	4 9%	81 15%	1 11%	~	~	~	2 13%	1 10%	3 8%	~	~	~	~	1 100%	3 14%	1 5%	3 12%	1 5%	4 18%	
NO	42 91%	461 85%	8 89%	4 100%	1 100%	7 100%	13 87%	9 90%	33 92%	~	~	1 100%	1 100%	~	19 86%	21 95%	22 88%	19 95%	23 100%	18 82%
VALID CASES	46	542	9	4	1	7	15	10	36			1	1	1	22	22	25	20	23	22
NUMBER OF RESPONDENTS	46 100%	542 100%	9 100%	4 100%	1 100%	7 100%	15 100%	10 100%	36 100%			1 100%	1 100%	1 100%	22 100%	22 100%	25 100%	20 100%	23 100%	22 100%

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

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

	PCG 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	
Q58.5 YES	1 2%	44 8%	1 11%	~	~	~	~	1 3%	~	~	~	~	~	~	1 5%	1 4%	1 4%	~		
NO	45 98%	498 92%	8 89%	4 100%	1 100%	7 100%	15 100%	10 97%	35 ~	~	1 100%	1 100%	1 100%	22 100%	21 95%	24 96%	20 100%	22 96%	22 100%	
VALID CASES	46	542	9	4	1	7	15	10	36		1	1	1	22	22	25	20	23	22	
NUMBER OF RESPONDENTS	46 100%	542 100%	9 100%	4 100%	1 100%	7 100%	15 100%	10 100%	36 100%		1 100%	1 100%	1 100%	22 100%	22 100%	25 100%	20 100%	23 100%	22 100%	

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

NQ13 RATING OF ALL HEALTH CARE

	PCG 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	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ13 0-6	37 16%	759 20%	3 10%~	4 15%~	10 29%~	4 9%~	9 14% 27%~	4 25 14%~	1 ~100%~	~	~	3 ~33%~	2 14%~	7 12%	27 17%	14 10%*	19 26%*	10 13%	24 17%
7-8	75 33%	1267 34%	10 32%~	9 35%~	9 26%~	17 37%~	25 38% 27%~	4 67 38%~	~	~	~	~	4 ~29%~	17 28%	56 36%	47 33%	26 36%	32 41%	42 30%
9-10	114 50%	1714 46%	18 58%~	13 50%~	15 44%~	25 54%~	31 48% 47%~	7 86 48%~	~	~	~	6 ~67%~	8 57%~	36 60%	73 47%	81 57%*	28 38%*	36 46%	73 53%
VALID CASES	226	3741	31	26	34	46	65	15	178	1		9	14	60	156	142	73	78	139
NUMBER OF RESPONDENTS	226 100%	3741 100%	31 100%	26 100%	34 100%	46 100%	65 100%	15 100%	178 100%	1 100%		9 100%	14 100%	60 100%	156 100%	142 100%	73 100%	78 100%	139 100%
MEAN	2.34	2.26	2.48	2.35	2.15	2.46	2.34	2.20	2.34	1.00		2.33	2.43	2.48	2.29	2.47	2.12	2.33	2.35
p stat_(*=Sig @ p<=.05)		.104	~	~	~	~.977	~	~	~	~	~	~	~	~.077	.189	.002*	.004*	.913	.770

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

	PCG 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	29 11%	617 16%*	2 5%~	9 26%~	7 18%~	3 5%	5 7%	1 5%~	25 12%	~	~	~	~	1 9%~	~	3 4%*	24 13%	17 9%	10 13%	8 8%	19 12%
7-8	58 22%	999 25%	8 20%~	6 17%~	9 23%~	15 26%	17 24%	3 16%~	47 23%	~100%~	1	~	~	2 18%~	3 17%~	12 16%	45 24%	40 22%	18 23%	27 28%	31 19%
9-10	180 67%	2342 59%*	30 75%~	20 57%~	23 59%~	39 68%	48 69%	15 79%~	135 65%	~	1	1	1	8 73%~	15 83%~	60 80%*	115 63%*	124 69%	50 64%	63 64%	111 69%
VALID CASES	267	3959	40	35	39	57	70	19	207		1	1	1	11	18	75	184	181	78	98	161
NUMBER OF RESPONDENTS	267 100%	3959 100%	40 100%	35 100%	39 100%	57 100%	70 100%	19 100%	207 100%		1 100%	1 100%	1 100%	11 100%	18 100%	75 100%	184 100%	181 100%	78 100%	98 100%	161 100%
MEAN	2.57	2.44	2.70	2.31	2.41	2.63	2.61	2.74	2.53		2.00	3.00	3.00	2.64	2.83	2.76	2.49	2.59	2.51	2.56	2.57
p stat_(*=Sig @ p<=.05)		.003*	~	~	~.420	.465	~	.122	~	~	~	~	~	~	~	~.001*	.012*	.385	.426	.937	.865

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	PCG 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-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
NQ27 0-6	11 10%	257 14%	2 20%~	2 13%~	1 6%~	2 9%~	3 10%~	1 10%~	8 9%~	~	~	~	~	1 20%~	1 13%~	3 14%~	8 10%~	7 11%~	4 10%~	3 9%~	8 12%~
7-8	22 21%	429 23%	1 10%~	3 20%~	4 25%~	5 23%~	7 23%~	1 10%~	20 24%~	~	~	~	~	~	1 13%~	3 14%~	18 22%~	13 20%~	8 21%~	8 23%~	13 19%~
9-10	73 69%	1164 63%	7 70%~	10 67%~	11 69%~	15 68%~	20 67%~	8 80%~	57 67%~	~	~	1 100%~	~	4 80%~	6 75%~	16 73%~	55 68%~	45 69%~	27 69%~	24 69%~	47 69%~
VALID CASES	106	1850	10	15	16	22	30	10	85					5	8	22	81	65	39	35	68
NUMBER OF RESPONDENTS	106 100%	1850 100%	10 100%	15 100%	16 100%	22 100%	30 100%	10 100%	85 100%					5 100%	8 100%	22 100%	81 100%	65 100%	39 100%	35 100%	68 100%
MEAN	2.58	2.49	2.50	2.53	2.62	2.59	2.57	2.70	2.58					2.60	2.63	2.59	2.58	2.58	2.59	2.60	2.57
p stat_(*=Sig @ p<=.05)		.189	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

NQ35 RATING OF HEALTH PLAN

	PCG 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	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ35 0-6	60 20%	1116 23%	5 11%	10 24%	13 28%	12 19%	19 22%	1 6%	49 21%	2 ~100%	1 ~100%	1 50%	3 19%	3 17%	8 9%*	50 25%*	39 19%	21 24%	21 18%	39 22%	
7-8	97 32%	1551 32%	16 36%	18 43%	16 35%	15 24%	23 27%	7 39%	77 32%	~	~	~	~	8 50%	6 33%	22 24%*	71 35%	73 35%	21 24%*	36 30%	57 32%
9-10	147 48%	2193 45%	23 52%	14 33%	17 37%	36 57%	44 51%	10 56%	112 47%	~	~	~	1 50%	5 31%	9 50%	62 67%*	82 40%*	96 46%	47 53%	63 52%	81 46%
VALID CASES	304	4860	44	42	46	63	86	18	238	2	1	2	16	18	92	203	208	89	120	177	
NUMBER OF RESPONDENTS	304 100%	4860 100%	44 100%	42 100%	46 100%	63 100%	86 100%	18 100%	238 100%	2 100%	1 100%	2 100%	16 100%	18 100%	92 100%	203 100%	208 100%	89 100%	120 100%	177 100%	
MEAN	2.29	2.22	2.41	2.10	2.09	2.38	2.29	2.50	2.26	1.00	1.00	2.00	2.12	2.33	2.59	2.16	2.27	2.29	2.35	2.24	
p stat_(*=Sig @ p<=.05)		.168	~	~	~.288	.951	~	.383	~	~	~	~	~	~	~.000*	.000*	.707	.935	.250	.201	

GETTING NEEDED CARE

	PCG 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	FE- MALE	FE- MALE
NPRBSEE4 NQ25	2.20	2.25	2.00	2.19	2.35	2.30	2.09	2.30	2.21		1.00		2.29	2.00	2.00	2.26	2.22	2.22	2.26	2.17
p stat_(*=Sig @ p<=.05)		.468	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCARNES4 NQ14	2.29	2.30	2.37	2.19	2.24	2.24	2.31	2.25	2.31	1.00		2.22	2.15	2.22	2.29	2.43	1.99	2.41	2.20	
p stat_(*=Sig @ p<=.05)		.822	~	~	~	~.814	~	~	~	~	~	~	~	~.442	.868	.000*	.000*	.082	.024*	
COMPOSITE	2.24	2.28	2.18	2.19	2.30	2.27	2.20	2.28	2.26	x 1.00	1.00	x 2.25	2.08	2.11	2.28	2.32	2.11	2.33	2.19	
p stat_(*=Sig @ p<=.05)		.913	~	~	~	~.933	~	~.922	~	~	~	~	~	~.807	.864	.756	.765	.848	.824	

GETTING CARE QUICKLY

	PCG 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	OTHR	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
NCARSN4 NQ4	2.29	2.38	2.21	2.17	2.27	2.08	2.56	2.27	2.31						2.00	2.43	2.23	2.29	2.38	2.13	2.40	2.19
p stat_(*=Sig @ p<=.05)		.208	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.235	~	~	~
NAPGET4 NQ6	2.27	2.32	2.08	2.08	2.35	2.37	2.26	2.41	2.30		1.00	3.00			1.88	2.29	2.05	2.34	2.28	2.28	2.35	2.21
p stat_(*=Sig @ p<=.05)		.359	~	~	~	~.932	~	~	~	~	~	~	~	~	~	~	~.026*	.080	.844	.900	.322	.234
COMPOSITE	2.28	2.35	2.15	2.12	2.31	2.22	2.41	2.34	2.30	x	1.00	3.00		x	1.94	2.36	2.14	2.32	2.33	2.20	2.38	2.20
p stat_(*=Sig @ p<=.05)		.836	~	~	~	~.835	~	~	~.898	~	~	~	~	~	~	~	~.815	.880	.868	.883	.846	.806

HOW WELL DOCTORS COMMUNICATE

	PCG 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE
NDREXPL4 NQ17	2.68	2.62	2.73	2.65	2.64	2.66	2.68	2.69	2.68	1.00	3.00	2.78	2.69	2.64	2.70	2.74	2.57	2.68	2.67
p stat_(*=Sig @ p<=.05)		.190	~	~	~	~1.00	~	~	~	~	~	~	~	~.559	.584	.123	.072	.964	.746
NDRLSTN4 NQ18	2.69	2.59	2.65	2.50	2.64	2.76	2.72	2.75	2.67	2.00	3.00	2.78	2.81	2.70	2.69	2.72	2.62	2.71	2.68
p stat_(*=Sig @ p<=.05)		.024*	~	~	~	~.689	~	~	~	~	~	~	~	~.928	.960	.395	.281	.765	.678
NDRESPU4 NQ19	2.76	2.65	2.85	2.74	2.64	2.81	2.73	2.75	2.73	3.00	3.00	2.78	2.94	2.85	2.72	2.81	2.65	2.83	2.71
p stat_(*=Sig @ p<=.05)		.004*	~	~	~	~.641	~	~	~	~	~	~	~	~.134	.087	.151	.067	.144	.093
NDRTMEN4 NQ20	2.60	2.49	2.54	2.45	2.57	2.57	2.68	2.63	2.56	2.00	3.00	2.44	2.94	2.51	2.63	2.66	2.48	2.65	2.56
p stat_(*=Sig @ p<=.05)		.028*	~	~	~	~.211	~	~	~	~	~	~	~	~.243	.333	.100	.072	.370	.275
COMPOSITE	2.68	2.59	2.69	2.58	2.62	2.70	2.70	2.70	2.66	x 2.00	3.00	x 2.69	2.84	2.67	2.68	2.73	2.58	2.72	2.65
p stat_(*=Sig @ p<=.05)		.855	~	~	~	~.981	~	~	~	~	~	~	~	~.992	1.00	.907	.892	.963	.948

CUSTOMER SERVICE

	PCG 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	FE- MALE	FE- MALE	
NPBCLCS4 NQ31	2.38	2.23	2.38	2.13	2.23	2.44	2.53	1.80	2.34	1.00			2.00	2.83	2.31	2.39	2.37	2.34	2.43	2.32	
p stat_(*=Sig @ p<=.05)		.079	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCSRESP NQ32	2.73	2.63	2.62	2.73	2.75	2.71	2.82	2.40	2.72	1.00			2.83	2.83	2.78	2.70	2.69	2.80	2.94	2.61	
p stat_(*=Sig @ p<=.05)		.121	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.55	2.43	2.50	2.43	2.49	2.58	2.68	2.10	2.53	x	1.00	x	x	2.42	2.83	2.54	2.54	2.53	2.57	2.68	2.47
p stat_(*=Sig @ p<=.05)		.851	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

SHARED DECISION MAKING

	PCG 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 & GOOD	FAIR & POOR	FE- MALE	MALE	
NNRXWHY NQ10	2.71	2.84	2.75	2.87	2.73	2.54	2.81	2.50	2.76	3.00			2.33	2.56	2.62	2.74	2.74	2.70	2.60	2.79
p stat_(*=Sig @ p<=.05)		.078	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NNRXWYNT NQ11	2.56	2.45	3.00	2.47	2.45	2.47	2.62	2.45	2.58	1.00			2.33	2.78	2.25	2.61	2.51	2.61	2.33	2.67
p stat_(*=Sig @ p<=.05)		.213	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXBST NQ12	2.58	2.50	3.00	2.62	2.39	2.60	2.53	2.54	2.60	1.00			2.67	2.33	2.83	2.49	2.66	2.43	2.60	2.55
p stat_(*=Sig @ p<=.05)		.340	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.300	~	~	~
COMPOSITE	2.62	2.60	2.92	2.65	2.52	2.54	2.66	2.50	2.65	x 1.67	x	x	2.44	2.56	2.57	2.62	2.63	2.58	2.51	2.67
p stat_(*=Sig @ p<=.05)		.975	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.981	~	~	~

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

	PCG 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- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
PRBSEE4 Q25	74%	78%	70%	69%	82%	78%	72%	70%	77%			0%			71%	50%	63%	77%	76%	73%	74%	74%
CARNES4 Q14	83%	82%	87%	77%	85%	78%	85%	75%	86%			0%			78%	69%	76%	84%	90%	67%	88%	79%
AVERAGE	78.27	80.02	86.67	72.84	83.60	78.26	78.25	75.00	81.48	x	x	x	x	x	x	69.23	69.39	80.68	83.27	69.81	81.26	76.24

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

	PCG 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- IAN	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	OTHR	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
CARSN4 Q4	77%	83%	79%	72%	80%	63%	89%	82%	78%						75%	71%	83%	75%	84%	68%	83%	73%
APGET4 Q6	75%	80%	67%	71%	71%	80%	77%	82%	78%		0%	100%			63%	64%	67%	78%	78%	73%	77%	74%
AVERAGE	76.38	81.23	72.62	71.53	75.48	71.49	83.04	82.09	78.25	x	x	x	x	x	64.29		75.30	76.39	80.65	70.66	80.40	73.45

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

	PCG 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	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
DREXPL4 Q17	93%	92%	96%	90%	89%	96%	92%	88%	94%		0%	100%		89%	88%	94%	92%	95%	87%	93%	92%
DRLSTN4 Q18	93%	90%	88%	85%	89%	98%	95%	94%	92%		100%	100%		89%	100%	94%	92%	95%	88%	94%	92%
DRESPU4 Q19	95%	91%	96%	89%	86%	100%	95%	94%	94%		100%	100%		89%	100%	96%	94%	97%	90%	96%	94%
DRTMEN4 Q20	92%	88%	92%	85%	93%	94%	93%	88%	92%		100%	100%		78%	100%	91%	92%	94%	87%	93%	91%
AVERAGE	93.1	90.4	93.3	87.4	89.3	96.8	93.8	90.6	93.2	x	x	x	x	x	96.9	93.9	92.6	95.5	88.0	94.1	92.2

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

	PCG 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- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- TI	OTH	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
PBCLCS4 Q31	83%	76%	85%	60%	85%	89%	91%	60%	81%		0%				86%	100%	81%	84%	84%	80%	86%	81%
CSRESP Q32	77%	92%	92%	93%	92%	100%	97%	80%	94%		0%				100%	100%	95%	95%	93%	97%	100%	92%
AVERAGE	80.10	84.03	88.46	76.67	88.14	94.44	94.12	x	87.82	x	x	x	x	x	x	x	87.98	89.29	88.78	88.57	92.86	86.44

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

	PCG 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	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
NRXWHY Q10	86%	92%	88%	93%	86%	77%	91%	75%	88%	100%			67%	78%	81%	87%	87%	85%	80%	90%	
NRXWYNT Q11	78%	73%	100%	73%	73%	73%	81%	73%	79%	0%			67%	89%	63%	80%	75%	80%	67%	84%	
RXBST Q12	79%	75%	100%	81%	70%	80%	76%	77%	80%	0%			83%	67%	92%	75%	83%	72%	80%	77%	
AVERAGE	80.9	79.8	x	82.6	76.2	76.8	82.8	74.9	82.4	x	x	x	x	x	x	78.5	80.8	81.7	79.1	75.6	83.5

Q1 OUR RECORDS SHOW THAT YOUR CHILD IS NOW IN <HPACIFIC SOURCE GORGE>. IS THAT RIGHT?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC
Q1 YES	406	5304	59	97	136	114	287	1	3	3	3	21	23	254	131	346	39	336	70
	100%	100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%
NOT ANSWERED	9	59	2	3	1	3	5					1	1	6	1	7		7	2
VALID CASES	406	5304	59	97	136	114	287	1	3	3	3	21	23	254	131	346	39	336	70
NUMBER OF RESPONDENTS	415	5363	61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	NO CCC	CCC
Q3 YES	121 30%	1687 32%	24 ~ 42%	33 34%	29 22%*	35 31%	92 32%			2 ~ 67%~		7 ~ 35%~	10 42%~	66 26%*	52 41%*	100 29%	17 44%~	83 25%*	38 54%*
NO	278 70%	3541 68%	33 ~ 58%	65 66%	102 78%*	78 69%	193 68%	1 100%	3 ~100%~	1 33%~	3 100%~	13 65%~	14 58%~	188 74%*	76 59%*	243 71%	22 56%~	246 75%*	32 46%*
NOT ANSWERED	16	135	4	2	6	4	7					2		6	4	10		14	2
VALID CASES	399	5228	57	98	131	113	285	1	3	3	3	20	24	254	128	343	39	329	70
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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		
	PCG 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	
Q4 NEVER	1 0.9%	18 1%	~	~	~	~	3%~	1%~	~	~	~	~	~	2%~	~	6%~	~	3%~	
SOMETIMES	12 11%	148 9%	~	5%~	14%~	11%~	14%~	12%~	~	~	~	~	14%~	7%~	11%~	6%~	12%~	9%~	
USUALLY	20 19%	323 20%	~	9%~	24%~	26%~	14%~	12%~	~	100%~	~	29%~	50%~	22%~	13%~	20%~	13%~	18%~	21%~
ALWAYS	74 69%	1151 70%	~	86%~	62%~	63%~	69%~	74%~	~	~	~	71%~	50%~	64%~	78%~	69%~	75%~	70%~	68%~
#ALWAYS + USUALLY (NET)	94 88%	1475 90%	~	95%~	86%~	89%~	83%~	86%~	~	100%~	~	100%~	100%~	86%~	91%~	89%~	88%~	88%~	88%~
TOP BOX SCORE	74 69%	1151 70%	~	86%~	62%~	63%~	69%~	74%~	~	~	~	71%~	50%~	64%~	78%~	69%~	75%~	70%~	68%~
NOT ANSWERED	14	142	2	4	2	6	12		1			7	7	13	1	10	4		
VALID CASES	107	1641	22	29	27	29	80		1		7	10	59	45	87	16	73	34	
NUMBER OF RESPONDENTS	121	1783	24	33	29	35	92		2		7	10	66	52	100	17	83	38	
	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?

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALS	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q5 YES	269 67%	3345 65%	44 ~ 80%*	66 67%	85 64%	74 64%	199 69%	1 100%	2 67%	2 67%	1 33%	15 75%	16 67%	170 67%	89 68%	233 67%	27 69%	213 65%*	56 78%*
NO	131 33%	1824 35%	11 ~ 20%*	32 33%	47 36%	41 36%	89 31%		1 ~ 33%	1 33%	2 67%	5 25%	8 33%	83 33%	42 32%	113 33%	12 31%	115 35%*	16 22%*
NOT ANSWERED	15	194	6	2	5	2	4					2		7	1	7		15	
VALID CASES	400	5169	55	98	132	115	288	1	3	3	3	20	24	253	131	346	39	328	72
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK 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	
Q6 NEVER	2 0.8%	35 1%	1 ~	3% ~	1 ~	1 ~	1 1%	~	~	~	~	~	2 ~	2 2%	1 0.5%	1 5%	1 0.5%	1 2%	
SOMETIMES	51 21%	451 14%*	4 ~	19 10%~	17 32%*	11 22%	16% 20%	2 ~100%~	1 ~	2 ~100%~	4 27%~	2 13%~	37 24%	13 15%	47 22%~	4 18%~	44 23%	7 13%	
USUALLY	65 26%	814 26%	16 ~	14 40%~	17 23%	18 22%	26% 27%	~	~	~	5 ~	2 13%~	42 28%	21 24%	59 27%~	4 18%~	50 26%	15 28%	
ALWAYS	129 52%	1829 58%	19 ~	27 47%~	44 45%	39 56%	57% 52%	1 100%~	2 ~100%~	6 ~	11 73%~	73 48%	50 58%	110 51%~	13 59%~	99 51%	30 57%		
#ALWAYS + USUALLY (NET)	194 79%	2643 84%*	35 ~	41 88%~	61 68%*	57 78%	83% 79%	1 100%~	2 ~100%~	11 ~	13 87%~	115 76%	71 83%	169 78%~	17 77%~	149 77%	45 85%		
TOP BOX SCORE	129 52%	1829 58%	19 ~	27 47%~	44 45%	39 56%	57% 52%	1 100%~	2 ~100%~	6 ~	11 73%~	73 48%	50 58%	110 51%~	13 59%~	99 51%	30 57%		
NOT ANSWERED	22	215	4	6	7	5	14					1	18	3	16	5	19	3	
VALID CASES	247	3129	40	60	78	69	185	1	2	2	1	15	15	152	86	217	22	194	53
NUMBER OF RESPONDENTS	269 100%	3344 100%	44 100%	66 100%	85 100%	74 100%	199 100%	1 100%	2 100%	2 100%	1 100%	15 100%	16 100%	170 100%	89 100%	233 100%	27 100%	213 100%	56 100%

[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				
	PCG 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			
Q7 NONE	112 29%	1553 31%	~	7 13%*	23 25%	45 35%	37 35%	69 25%*	1 ~	1 33%~	1 33%~	1 33%~	6 32%~	4 17%~	81 33%*	28 22%*	100 30%~	9 25%~	103 33%*	9 13%*	
1 TIME	123 32%	1446 28%	~	17 31%*	26 28%	47 36%	33 31%	89 32%	~	~	~	33%~	1 32%~	6 46%~	11 46%~	75 31%	41 32%	110 33%~	7 19%~	105 33%	18 26%
2	68 18%	1007 20%	~	17 31%*	20 22%	14 11%*	17 16%	57 21%*	1 100%~	~	1 33%~	1 33%~	2 11%~	4 17%~	43 18%	24 19%	65 19%~	2 6%~	58 18%	10 15%	
3	43 11%	534 11%	~	6 11%	14 15%	10 8%	13 12%	34 12%	2 67%~	~	~	~	3 16%~	2 8%~	25 10%	18 14%	35 10%~	8 22%~	32 10%	11 16%	
4	20 5%	260 5%	~	3 5%	7 8%	8 6%	2 2%*	16 6%	~	~	33%~	~	1 5%~	2 8%~	13 5%	7 6%	16 5%~	4 11%~	10 3%*	10 15%*	
5 TO 9	16 4%	196 4%	~	4 7%	2 2%	5 4%	5 5%	11 4%	~	~	~	~	1 5%~	1 4%~	5 2%*	9 7%	10 3%~	5 14%~	7 2%*	9 13%*	
10 OR MORE TIMES	2 0.5%	87 2%*	~	1 2%	1 1%	~	~	2 0.7%	~	~	~	~	~	2 0.8%	~	~	1 0.3%~	1 3%~	1 0.3%	1 1%	
NOT ANSWERED	31	280	6	7	8	10	14						3		16	5	16	3	27	4	
VALID CASES	384	5083	55	93	129	107	278	1	3	3	3	19	24	244	127	337	36	316	68		
NUMBER OF RESPONDENTS	415	5363	61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q8 IN THE LAST 6 MONTHS, DID YOU AND 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		
	PCG 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
Q8 #YES	190 72%	2386 68%	35 ~ 74%	46 ~ 71%	62 75%	47 69%	140 70%	1 100%	1 50%	2 100%	2 100%	10 77%	15 75%	114 74%	68 69%	164 71%	19 76%	144 70%	46 81%
NO	73 28%	1113 32%	12 ~ 26%	19 ~ 29%	21 25%	21 31%	61 30%		1 ~ 50%			3 ~ 23%	5 25%	40 26%	31 31%	66 29%	6 24%	62 30%	11 19%
NOT ANSWERED	9	69	1	5	1	2	8							9		7	2	7	2
VALID CASES	263	3499	47	65	83	68	201	1	2	2	2	13	20	154	99	230	25	206	57
NUMBER OF RESPONDENTS	272 100%	3568 100%	48 100%	70 100%	84 100%	70 100%	209 100%	1 100%	2 100%	2 100%	2 100%	13 100%	20 100%	163 100%	99 100%	237 100%	27 100%	213 100%	59 100%

[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					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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	GOOD & POOR	NO CCC	CCC
Q9 NEVER	9 3%	78 2%	~	2 4%~	2 3%	3 4%	2 3%	7 4%	~	~	~	~	1 8%~	~	3 2%	4 4%	8 4%~	~	6 3%	3 5%
SOMETIMES	22 8%	344 10%	~	3 6%~	6 9%	7 9%	6 9%	15 8%	~	2 100%~	~	1 50%~	~	3 15%~	18 12%*	4 4%*	18 8%~	4 16%~	19 9%	3 5%
USUALLY	67 26%	768 22%	~	13 28%~	15 23%	18 22%	21 31%	56 28%	~	~	~	~	3 23%~	1 5%~	37 24%	28 28%	57 25%~	8 32%~	50 25%	17 29%
ALWAYS	163 62%	2292 66%	~	29 62%~	41 64%	54 66%	39 57%	121 61%	1 100%~	~	2 100%~	1 50%~	9 69%~	16 80%~	94 62%	63 64%	145 64%~	13 52%~	128 63%	35 60%
#ALWAYS + USUALLY (NET)	230 88%	3059 88%	~	42 89%~	56 88%	72 88%	60 88%	177 89%	1 100%~	~	2 100%~	1 50%~	12 92%~	17 85%~	131 86%	91 92%	202 89%~	21 84%~	178 88%	52 90%
TOP BOX SCORE	163 62%	2292 66%	~	29 62%~	41 64%	54 66%	39 57%	121 61%	1 100%~	~	2 100%~	1 50%~	9 69%~	16 80%~	94 62%	63 64%	145 64%~	13 52%~	128 63%	35 60%
NOT ANSWERED	11	87	~	1	6	2	2	10							11		9	2	10	1
VALID CASES	261	3481		47	64	82	68	199	1	2	2	2	13	20	152	99	228	25	203	58
NUMBER OF RESPONDENTS	272	3568		48	70	84	70	209	1	2	2	2	13	20	163	99	237	27	213	59
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD	POOR	NO CCC	CCC
Q10 YES	72 27%	1122 32%	11 ~ 23%~	19 28%	22 27%	20 30%	59 29%			1 ~ 50%~			5 ~ 26%~	40 26%	29 30%	56 24%~	14 54%~	44 21%*	28 49%*
NO	190 73%	2348 68%	36 ~ 77%~	48 72%	59 73%	47 70%	143 71%	1 100%	2 100%	1 50%~	2 100%	13 100%	14 74%~	116 74%	68 70%	173 76%~	12 46%~	161 79%*	29 51%*
NOT ANSWERED	10	97	1	3	3	3	7						1	7	2	8	1	8	2
VALID CASES	262	3471	47	67	81	67	202	1	2	2	2	13	19	156	97	229	26	205	57
NUMBER OF RESPONDENTS	272 100%	3568 100%	48 100%	70 100%	84 100%	70 100%	209 100%	1 100%	2 100%	2 100%	2 100%	13 100%	20 100%	163 100%	99 100%	237 100%	27 100%	213 100%	59 100%

[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			
	PCG 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 #YES	62 95%	947 94%	11 ~100%	18 95%	16 94%	17 94%	51 94%			1 ~100%			5 ~100%	31 94%	28 97%	47 96%	13 93%	36 95%	26 96%	
NO	3 5%	63 6%		1 5%	1 6%	1 6%	3 6%							2 6%	1 3%	2 4%	1 7%	2 5%	1 4%	
NOT ANSWERED	48	450	7	10	16	15	26						3	1	30	7	31	4	41	7
VALID CASES	65	1010	11	19	17	18	54			1			5	33	29	49	14	38	27	
NUMBER OF RESPONDENTS	113 100%	1460 100%	18 100%	29 100%	33 100%	33 100%	80 100%			1 100%			3 100%	6 100%	63 100%	36 100%	80 100%	18 100%	79 100%	34 100%

[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			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q12 #YES	42 66%	718 70%	8 ~ 73%~	10 56%~	10 59%~	14 78%~	35 66%~				1 ~100%~			2 ~ 40%~	23 72%~	17 59%~	30 61%~	11 85%~	23 61%~	19 73%~
NO	22 34%	305 30%	3 ~ 27%~	8 44%~	7 41%~	4 22%~	18 34%~							3 ~ 60%~	9 28%~	12 41%~	19 39%~	2 15%~	15 39%~	7 27%~
NOT ANSWERED	8	87		1	5	2	6								8		7	1	6	2
VALID CASES	64	1023	11	18	17	18	53			1			5	32	29	49	13	38	26	
NUMBER OF RESPONDENTS	72	1110	11	19	22	20	59			1			5	40	29	56	14	44	28	
	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		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	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
Q13 #YES	57 80%	830 78%	8 ~ 73%~	16 84%~	17 81%~	16 80%~	44 76%~	~	1 ~100%~	~	5 ~100%~	33 85%~	21 72%~	43 78%~	12 86%~	33 77%~	24 86%~		
NO	14 20%	241 22%	3 ~ 27%~	3 16%~	4 19%~	4 20%~	14 24%~	~	~	~	~	6 15%~	8 28%~	12 22%~	2 14%~	10 23%~	4 14%~		
NOT ANSWERED	1	39			1		1					1		1		1			
VALID CASES	71	1071	11	19	21	20	58		1		5	39	29	55	14	43	28		
NUMBER OF RESPONDENTS	72	1110	11	19	22	20	59		1		5	40	29	56	14	44	28		
	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%		

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC
Q14 WORST HEALTH CARE POSSIBLE	3	0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01	1	0.4%	~	~	~	~	1	0.5%	~	~	~	~	~	1	~	1	4%	~	2%
02	2	0.8%	~	1	~	1	~	~	~	~	~	~	~	1	1	2	~	0.5%	1
03	2	0.8%	~	~	~	1	1	~	~	~	~	~	~	2	~	1	4%	~	2%
04	4	2%	~	~	1	2	1	1	~	~	~	~	~	2	~	3	~	1%	3%
05	10	4%	~	3	1	6	~	9	~	~	~	~	~	6	3	8	4%	4%	2%
06	8	3%	~	2	3	1	2	4	~	1	~	1	~	4	4	7	3%	4%	3%
07	20	8%	~	3	7	2	8	17	~	~	~	1	1	9	11	18	8%	8%	14%
08	50	19%	~	8	16	14	12	38	~	1	~	5	2	25	23	43	19%	20%	19%
09	53	20%	~	8	14	15	16	45	1	~	~	1	4	34	17	46	20%	20%	21%
BEST HEALTH CARE POSSIBLE	111	43%	~	21	23	40	27	81	~	1	1	~	6	12	75	9	44%	36%	33%
#8-10 (NET)	214	82%	~	37	53	69	55	164	1	1	2	~	12	18	134	19	83%	76%	72%

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		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR AFR-	AMR AS-	NATV HAW/ PAC	AMR IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
9-10 (NET)	164 63%	2027 58%	29 ~ 63%	37 ~ 57%	55 67%	43 63%	126 63%	1 100%	1 50%	1 50%	7 ~ 54%	16 80%	109 71%*	51 52%*	147 64%	14 56%	133 66%	31 53%	
NOT ANSWERED	11	98	2	5	2	2	8						9	1	8	2	10	1	
VALID CASES	261	3470	46	65	82	68	201	1	2	2	2	13	20	154	98	229	25	203	58
NUMBER OF RESPONDENTS	272 100%	3568 100%	48 100%	70 100%	84 100%	70 100%	209 100%	1 100%	2 100%	2 100%	2 100%	13 100%	20 100%	163 100%	99 100%	237 100%	27 100%	213 100%	59 100%
MEAN	8.63	8.58	8.61	8.62	8.66	8.62	8.60	9.00	8.00	9.00	6.50	8.92	9.25	8.93	8.27	8.71	8.16	8.76	8.16
p stat_(*=Sig @ p<=.05)		.628	~	~.937	.850	.953	.595	~	~	~	~	~	~	~.002*	.008*	~	~	~.019*	.018*

[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			
	PCG 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
Q15 NEVER	9 3%	64 2%	~	~	2%	6%	4%	5 2%	~	1 50%	~	1 50%	~	1 5%	3 2%	5 5%	6 3%	3 12%	6 3%	3 5%
SOMETIMES	27 10%	353 10%	~	9%	13%	8%	12%	21 10%	~	~	~	1 50%	1 8%	3 15%	14 9%	11 11%	22 10%	4 16%	20 10%	7 12%
USUALLY	95 37%	1112 32%	~	37%	42%	31%	37%	69 35%	1 100%	~	2 100%	~	5 38%	5 25%	64 42%*	27 28%*	81 35%	10 40%	71 35%	24 41%
ALWAYS	129 50%	1922 56%	~	54%	44%	54%	46%	105 52%	~	1 50%	~	~	7 54%	11 55%	73 47%	55 56%	120 52%	8 32%	105 52%	24 41%
#ALWAYS + USUALLY (NET)	224 86%	3034 88%	~	91%	86%	86%	84%	174 87%	1 100%	1 50%	2 100%	~	12 92%	16 80%	137 89%	82 84%	201 88%	18 72%	176 87%	48 83%
TOP BOX SCORE	129 50%	1922 56%	~	54%	44%	54%	46%	105 52%	~	1 50%	~	~	7 54%	11 55%	73 47%	55 56%	120 52%	8 32%	105 52%	24 41%
NOT ANSWERED	12	117		2	6	1	3	9							9	1	8	2	11	1
VALID CASES	260	3451		46	64	83	67	200	1	2	2	2	13	20	154	98	229	25	202	58
NUMBER OF RESPONDENTS	272 100%	3568 100%		48 100%	70 100%	84 100%	70 100%	209 100%	1 100%	2 100%	2 100%	2 100%	13 100%	20 100%	163 100%	99 100%	237 100%	27 100%	213 100%	59 100%

[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	
	PCG 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	287 72%	3643 71%	17 ~ 29%*	78 82%*	112 84%*	80 71%	213 74%		2 ~ 67%*	2 67%*	2 67%*	16 76%*	20 83%*	173 68%*	107 82%*	248 71%*	29 78%*	229 70%*	58 82%*
NO	111 28%	1481 29%	41 ~ 71%*	17 18%*	21 16%*	32 29%	75 26%	1 100%*	1 33%*	1 33%*	1 33%*	5 24%*	4 17%*	83 32%*	23 18%*	101 29%*	8 22%*	98 30%*	13 18%*
NOT ANSWERED	17	239	3	5	4	5	4					1		4	2	4	2	16	1
VALID CASES	398	5124	58	95	133	112	288	1	3	3	3	21	24	256	130	349	37	327	71
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q17 YES	41 16%	403 11%	~	5 36%	8 11%	17 17%	11 15%	28 15%	~	1 50%	2 100%	4 25%	2 10%	23 15%	18 18%	30 13%	11 39%	18 9%*	23 42%*	
NO	221 84%	3143 89%	~	9 64%	64 89%	85 83%	63 85%	163 85%	~	2 100%	1 50%	12 75%	18 90%	132 85%	82 82%	194 87%	17 61%	189 91%*	32 58%*	
NOT ANSWERED	25	226		3	6	10	6	22						18	7	24	1	22	3	
VALID CASES	262	3545		14	72	102	74	191		2	2	2	16	20	155	100	224	28	207	55
NUMBER OF RESPONDENTS	287 100%	3771 100%		17 100%	78 100%	112 100%	80 100%	213 100%		2 100%	2 100%	2 100%	16 100%	20 100%	173 100%	107 100%	248 100%	29 100%	229 100%	58 100%

[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		
	PCG 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
Q18 #YES	33 82%	349 94%~	~100%	5 88%	7 76%	13 80%	8 82%	23 ~	~	1 ~100%	2 ~100%	4 ~100%	2 ~100%	17 77%	16 89%	25 83%	8 80%	15 83%	18 82%
NO	7 18%	22 6%~	~	1 ~13%	4 24%	2 20%	5 18%	~	~	~	~	~	~	5 23%	2 11%	5 17%	2 20%	3 17%	4 18%
NOT ANSWERED	1	7				1							1			1		1	
VALID CASES	40	371		5	8	17	10	28		1	2	4	2	22	18	30	10	18	22
NUMBER OF RESPONDENTS	41 100%	378 100%		5 100%	8 100%	17 100%	11 100%	28 100%		1 100%	2 100%	4 100%	2 100%	23 100%	18 100%	30 100%	11 100%	18 100%	23 100%

[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		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS-	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q19 YES	7 2%	175 3%*	~	3 5%	~	3 2%	1 0.9%	6 2%	~	~	~	~	~	~	5 2%	2 2%	5 1%~	2 5%~	4 1%	3 4%
NO	390 98%	4948 97%*	~	55 95%	94 100%	130 98%	111 99%	282 98%	1 100%	3 100%	3 100%	3 100%	21 100%	24 100%	250 98%	128 98%	343 99%~	37 95%~	323 99%	67 96%
NOT ANSWERED	18	240		3	6	4	5	4				1		5	2	5		16	2	
VALID CASES	397	5123		58	94	133	112	288	1	3	3	3	21	24	255	130	348	39	327	70
NUMBER OF RESPONDENTS	415 100%	5363 100%		61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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

			AGE					RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	PCG 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- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q20 NEVER	1 14%	23 12%	~	~	~	~	100%	1 17%	~	~	~	~	~	~	1 50%	1 50%	1 50%	1 33%	1
SOMETIMES	1 14%	35 18%	~	~	~	33%	~	~	~	~	~	~	~	1 20%	1 20%	1 20%	1 25%	1	~
USUALLY	1 14%	49 25%	~	1 33%	~	~	1 17%	~	~	~	~	~	~	1 20%	1 20%	1 20%	1 25%	1	~
ALWAYS	4 57%	87 45%	~	2 67%	~	2 67%	4 67%	~	~	~	~	~	~	3 60%	1 50%	3 60%	1 50%	2 50%	2 67%
#ALWAYS + USUALLY (NET)	5 71%	135 70%	~	3 100%	~	2 67%	5 83%	~	~	~	~	~	~	4 80%	1 50%	4 80%	1 50%	3 75%	2 67%
TOP BOX SCORE	4 57%	87 45%	~	2 67%	~	2 67%	4 67%	~	~	~	~	~	~	3 60%	1 50%	3 60%	1 50%	2 50%	2 67%
NOT ANSWERED		3																	
VALID CASES	7	193		3		3	1	6						5	2	5	2	4	3
NUMBER OF RESPONDENTS	7	196		3		3	1	6						5	2	5	2	4	3
	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		
	PCG 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	4 57%	157 84%~	2 ~ 67%~	2 ~ 67%~	2 ~ 67%~	4 ~ 67%~	4 ~ 67%~	~	~	~	~	~	~	3 60%~	1 50%~	3 60%~	1 50%~	2 50%~	2 67%~
NO	3 43%	31 16%~	1 ~ 33%~	1 ~ 33%~	1 100%~	2 33%~	~	~	~	~	~	~	~	2 40%~	1 50%~	2 40%~	1 50%~	2 50%~	1 33%~
NOT ANSWERED		8																	
VALID CASES	7	188	3	3	1	6								5	2	5	2	4	3
NUMBER OF RESPONDENTS	7 100%	196 100%	3 100%	3 100%	1 100%	6 100%								5 100%	2 100%	5 100%	2 100%	4 100%	3 100%

[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			
	PCG 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 & POOR	NO CCC	CCC	
Q22 YES	46 11%	446 9%	~	12%	16%	9%	10%	35 12%	~	~	~	~	5% 17%	26 10%	19 14%	34 10%*	11 28%~	22 7%*	24 33%*	
NO	354 89%	4656 91%	~	88%	84%	91%	90%	256 88%	1 100%	3 100%	3 100%	3 100%	20 95%~	20 83%~	231 90%	113 86%	316 90%*	28 72%~	306 93%*	48 67%*
NOT ANSWERED	15	261	4	4	5	2	1					1		3		3		15		
VALID CASES	400	5102	57	96	132	115	291	1	3	3	3	21	24	257	132	350	39	328	72	
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%	

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			
	PCG 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/ PAC ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q23 NEVER	8 19%	62 15%	~ 14%	1	1	2	4	5	~	~	~	~	~	1	2	5	4	3	3	5
SOMETIMES	10 24%	96 24%	~ 14%	1	3	4	2	8	~	~	~	~	~	~	8	2	7	3	2	8
USUALLY	10 24%	112 28%	~ 29%	2	4	2	2	8	~	~	~	~	~	1	5	5	9	1	5	5
ALWAYS	14 33%	135 33%	~ 43%	3	4	4	3	11	~	~	~	~	1	2	8	6	13	1	10	4
#ALWAYS + USUALLY (NET)	24 57%	247 61%	~ 71%	5	8	6	5	19	~	~	~	~	1	3	13	11	22	2	15	9
TOP BOX SCORE	14 33%	135 33%	~ 43%	3	4	4	3	11	~	~	~	~	1	2	8	6	13	1	10	4
NOT ANSWERED	4	14			3		1	3							3	1	1	3	2	2
VALID CASES	42	405		7	12	12	11	32					1	4	23	18	33	8	20	22
NUMBER OF RESPONDENTS	46	419		7	15	12	12	35					1	4	26	19	34	11	22	24
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q24 #YES	31 70%	260 64%~	~	6 86%~	8 57%~	9 75%~	8 73%~	24 71%~	~	~	~	~	1 ~100%~	3 75%~	16 67%~	14 74%~	24 71%~	7 78%~	12 57%~	19 83%~
NO	13 30%	143 36%~	~	1 14%~	6 43%~	3 25%~	3 27%~	10 29%~	~	~	~	~	~	1 ~25%~	8 33%~	5 26%~	10 29%~	2 22%~	9 43%~	4 17%~
NOT ANSWERED	2	16			1		1	1							2		2	1	1	
VALID CASES	44	403		7	14	12	11	34					1	4	24	19	34	9	21	23
NUMBER OF RESPONDENTS	46	419		7	15	12	12	35					1	4	26	19	34	11	22	24
	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?

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALS	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR GOOD POOR	NO CCC	CCC	
Q25 YES	45 11%	666 13%	~	2 3%*	10 10%	15 11%	18 16%	36 12%	~	~	~	~	1 5%~	3 13%~	19 7%*	25 19%*	38 11%~	5 13%~	17 5%*	28 39%*
NO	356 89%	4441 87%	~	56 97%*	87 90%	117 89%	96 84%	256 88%	1 100%	3 100%	3 100%	3 100%	20 95%~	21 87%~	240 93%*	107 81%*	314 89%~	34 87%~	312 95%*	44 61%*
NOT ANSWERED	14	256		3	3	5	3					1		1		1		14		
VALID CASES	401	5107		58	97	132	114	292	1	3	3	3	21	24	259	132	352	39	329	72
NUMBER OF RESPONDENTS	415 100%	5363 100%		61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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			
	PCG 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	CCC
Q26 NEVER	9 20%	92 14%	~	~	2 22%	2 13%	5 28%	8 23%	~	~	~	~	~	~	3 17%	6 24%	8 21%	~	2 13%	7 25%
SOMETIMES	10 23%	116 18%	~	1 50%	4 44%	3 20%	2 11%	8 23%	~	~	~	~	1 100%	~	4 22%	6 24%	8 21%	2 50%	4 25%	6 21%
USUALLY	9 20%	171 27%	~	1 50%	2 22%	4 27%	2 11%	6 17%	~	~	~	~	2 67%	3 17%	6 24%	8 21%	1 25%	~	9 32%	
ALWAYS	16 36%	258 41%	~	~	1 11%	6 40%	9 50%	13 37%	~	~	~	~	1 33%	8 44%	7 28%	14 37%	1 25%	10 63%	6 21%	
#ALWAYS + USUALLY (NET)	25 57%	429 67%	~	1 50%	3 33%	10 67%	11 61%	19 54%	~	~	~	~	3 100%	11 61%	13 52%	22 58%	2 50%	10 63%	15 54%	
TOP BOX SCORE	16 36%	258 41%	~	~	1 11%	6 40%	9 50%	13 37%	~	~	~	~	1 33%	8 44%	7 28%	14 37%	1 25%	10 63%	6 21%	
NOT ANSWERED	1	17			1			1						1			1	1		
VALID CASES	44	636		2	9	15	18	35					1	3	18	25	38	4	16	28
NUMBER OF RESPONDENTS	45	653		2	10	15	18	36					1	3	19	25	38	5	17	28
	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			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR 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	GOOD & FAIR & POOR	NO CCC	CCC		
Q27 #YES	26 59%	311 49%~	~	1 50%~	7 78%~	10 67%~	8 44%~	22 63%~	~	~	~	~	~	3 ~100%~	13 72%~	13 52%~	23 61%~	3 75%~	7 44%~	19 68%~
NO	18 41%	326 51%~	~	1 50%~	2 22%~	5 33%~	10 56%~	13 37%~	~	~	~	1 ~100%~	5 28%~	12 48%~	15 39%~	1 25%~	9 56%~	9 32%~		
NOT ANSWERED	1	17			1			1					1			1	1			
VALID CASES	44	636		2	9	15	18	35			1	3	18	25	38	4	16	28		
NUMBER OF RESPONDENTS	45	653		2	10	15	18	36			1	3	19	25	38	5	17	28		
	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	
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q28 YES	85 21%	978 19%	10 ~ 17%	20 21%	28 21%	27 24%	66 23%	1 100%	1 33%	1 33%	2 ~ 10%	6 25%	44 17%*	40 30%*	72 21%~	12 32%~	53 16%*	32 45%*	
NO	313 79%	4103 81%	48 ~ 83%	76 79%	104 79%	85 76%	223 77%	2 ~ 67%	2 67%	3 100%	19 90%	18 75%	212 83%*	92 70%*	279 79%~	26 68%~	274 84%*	39 55%*	
NOT ANSWERED	17	281	3	4	5	5	3				1		4		2	1	16	1	
VALID CASES	398	5082	58	96	132	112	289	1	3	3	3	21	24	256	132	351	38	327	71
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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	
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q29 #YES	56 69%	594 60%	8 ~ 89%~	14 74%~	18 69%~	16 59%~	45 71%~	1 100%~	1 100%~	1 100%~	1 ~ 50%~	4 67%~	31 76%~	25 64%~	50 72%~	6 55%~	34 69%~	22 69%~
NO	25 31%	403 40%	1 ~ 11%~	5 26%~	8 31%~	11 41%~	18 29%~	~	~	~	1 ~ 50%~	2 33%~	10 24%~	14 36%~	19 28%~	5 45%~	15 31%~	10 31%~
NOT ANSWERED	4	32	1	1	2		3						3	1	3	1	4	
VALID CASES	81	998	9	19	26	27	63	1	1	1	2	6	41	39	69	11	49	32
NUMBER OF RESPONDENTS	85 100%	1030 100%	10 100%	20 100%	28 100%	27 100%	66 100%	1 100%	1 100%	1 100%	2 100%	6 100%	44 100%	40 100%	72 100%	12 100%	53 100%	32 100%

[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			
	PCG 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	
Q30 YES	350 88%	4410 88%	~	91%	96%*	83%*	88%	258 89%	1 100%	3 100%	2 67%	2 67%	20 95%	21 87%	220 87%	120 91%	304 88%	37 95%	279 86%*	71 99%*
NO	46 12%	622 12%	~	9%	4%*	17%*	12%	31 11%	~	~	33%*	33%*	5%*	13%*	34 13%	12 9%	43 12%*	2 5%*	45 14%*	1 1%*
NOT ANSWERED	19	331		5	5	5	4	3					1	6		6		19		
VALID CASES	396	5032		56	95	132	113	289	1	3	3	3	21	24	254	132	347	39	324	72
NUMBER OF RESPONDENTS	415 100%	5363 100%		61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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		
	PCG 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	GOOD & POOR	NO CCC	CCC
Q31 NONE	82 25%	1163 27%	~ 19%	~ 19%	30%	28%	52 21%*	~ 33%	~ 50%	1 30%	6 15%	3 15%	57 28%	22 19%*	72 25%~	8 24%~	74 28%*	8 12%*	
1 TIME	120 36%	1470 34%	~ 40%	~ 33%	39%	35%	90 37%	~ 33%	~ 50%	1 35%	7 50%	10 50%	74 36%	43 37%	108 37%~	9 26%~	101 39%	19 28%	
2	60 18%	817 19%	~ 19%	~ 27%*	13%	16%	50 20%*	1 100%~	~	~	3 15%	3 15%	37 18%	22 19%	55 19%~	4 12%~	45 17%	15 22%	
3	41 12%	450 11%	~ 10%	~ 13%	10%	16%	31 13%	~ 33%	~ 100%	2 100%	2 10%	2 10%	21 10%	20 17%	34 12%~	7 21%~	26 10%*	15 22%*	
4	14 4%	180 4%	~ 6%	~ 3%	6%	2%	12 5%	~	~	~	1 5%	1 5%	9 4%	5 4%	11 4%~	3 9%~	8 3%	6 9%	
5 TO 9	12 4%	146 3%	~ 6%	~ 6%	2%	2%	8 3%	~	~	~	1 5%	1 5%	6 3%	4 3%	8 3%~	3 9%~	6 2%	6 9%	
10 OR MORE TIMES	1 0.3%	40 0.9%	~	~	~ 1%	~	1 0.4%	~	~	~	~	~	~	1 0.9%	1 0.3%~	~	1 0.4%~	~	
NOT ANSWERED	20	203	3	5	5	7	14					1	16	3	15	3	18	2	
VALID CASES	330	4266	48	86	104	92	244	1	3	2	2	20	20	204	117	289	34	261	69
NUMBER OF RESPONDENTS	350	4469	51	91	109	99	258	1	3	2	2	20	21	220	120	304	37	279	71
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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		
Q31A ALWAYS	13 5%	82 3%	~	3 8%	2 3%	7 10%	1 2%*	9 5%	~	1 50%	~	~	1 7%	1 6%	11 8%*	1 1%*	13 6%	~	12 7%*	1 2%*
USUALLY	5 2%	49 2%	~	~	2 3%	2 3%	1 2%	5 3%~	~	~	~	~	~	~	5 4%~	~	5 2%~	~	5 3%*	~
SOMETIMES	27 11%	229 8%	~	6 15%	7 10%	6 8%	8 13%	20 11%	~	~	~	~	1 7%	2 13%	23 16%*	3 3%*	20 9%	6 24%~	22 12%	5 8%
NEVER	196 81%	2671 88%*	~	30 77%	57 84%	57 79%	52 84%	153 82%	1 100%	1 50%	2 100%	1 100%	12 86%	13 81%	102 72%*	91 96%*	175 82%	19 76%	141 78%*	55 90%*
#NEVER + SOMETIMES (NET)	223 93%	2900 96%	~	36 92%	64 94%	63 88%	60 97%	173 93%	1 100%	1 50%	2 100%	1 100%	13 93%	15 94%	125 89%*	94 99%*	195 92%	25 100%	163 91%*	60 98%*
TOP BOX SCORE	196 81%	2671 88%*	~	30 77%	57 84%	57 79%	52 84%	153 82%	1 100%	1 50%	2 100%	1 100%	12 86%	13 81%	102 72%*	91 96%*	175 82%	19 76%	141 78%*	55 90%*
NOT ANSWERED	7	30			2	1	4	5					1	6			4	1	7	
VALID CASES	241	3030		39	68	72	62	187	1	2	2	1	14	16	141	95	213	25	180	61
NUMBER OF RESPONDENTS	248	3060		39	70	73	66	192	1	2	2	1	14	17	147	95	217	26	187	61
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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			
	PCG 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	6 2%	80 3%	~	~	2 3%	3 4%	1 2%	5 3%	~	~	~	~	~	1 6%	6 4%	5 2%	1 4%	5 3%	1 2%	
SOMETIMES	12 5%	145 5%	~	~	6 9%	4 6%	2 3%	8 4%	~	~	~	~	1 8%	1 6%	7 5%	4 4%	10 5%	2 8%	11 6%	1 2%
USUALLY	46 19%	478 16%	~	11 28%	6 9%*	8 11%*	21 32%*	40 21%	~	~	~	1 ~100%	2 ~15%	1 6%	28 19%	17 18%	37 17%	8 31%	27 15%*	19 32%*
ALWAYS	181 74%	2312 77%	~	28 72%	54 79%	57 79%	42 64%*	138 72%	1 100%	2 ~100%	2 ~100%	~	10 ~77%	14 82%	104 72%	74 78%	163 76%	15 58%	142 77%	39 65%
#ALWAYS + USUALLY (NET)	227 93%	2790 93%	~	39 ~100%	60 88%	65 90%	63 95%	178 93%	1 100%	2 ~100%	2 ~100%	1 ~100%	12 92%	15 88%	132 91%	91 96%	200 93%	23 88%	169 91%	58 97%
TOP BOX SCORE	181 74%	2312 77%	~	28 72%	54 79%	57 79%	42 64%*	138 72%	1 100%	2 ~100%	2 ~100%	~	10 ~77%	14 82%	104 72%	74 78%	163 76%	15 58%	142 77%	39 65%
NOT ANSWERED	3	44			2	1		1						1		2		2	1	
VALID CASES	245	3016		39	68	72	66	191	1	2	2	1	13	17	145	95	215	26	185	60
NUMBER OF RESPONDENTS	248	3060		39	70	73	66	192	1	2	2	1	14	17	147	95	217	26	187	61
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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			
	PCG 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/PAC	ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q33 NEVER	3 1%	40 1%	~	3%~	~	~	3% 2%	3 2%	~	~	~	~	~	~	~	3 3%	2 0.9%	1 4%	~	3 5%	
SOMETIMES	4 2%	145 5%*	~	~	1% 1%	3% 3%	2% 0.5%	1 0.5%	~	~	~	100%~	1 8%~	1 8%~	~	2 1%	2 2%	4 2%~	~	3 2%	1 2%
USUALLY	48 20%	494 16%	~	13%~	13% 19%	13% 13%	32%* 22%	41 22%	~	~	50%~	1 50%~	1 8%~	1 6%~	27 19%	20 21%	38 18%~	9 35%~	34 19%	14 23%	
ALWAYS	188 77%	2341 77%	~	85%~	79% 85%	85% 85%	64%* 64%*	144 76%	1 100%	2 100%	1 50%~	~	11 85%~	16 94%~	115 80%	70 74%	169 79%~	16 62%~	146 80%	42 70%	
#ALWAYS + USUALLY (NET)	236 97%	2835 94%*	~	97%~	99% 97%	97% 95%	95% 95%	185 98%	1 100%	2 100%	2 100%	~	12 92%~	17 100%~	142 99%	90 95%	207 97%~	25 96%~	180 98%	56 93%	
TOP BOX SCORE	188 77%	2341 77%	~	85%~	79% 85%	85% 85%	64%* 64%*	144 76%	1 100%	2 100%	1 50%~	~	11 85%~	16 94%~	115 80%	70 74%	169 79%~	16 62%~	146 80%	42 70%	
NOT ANSWERED	5	39			3	2		3					1		3		4		4	1	
VALID CASES	243	3021		39	67	71	66	189	1	2	2	1	13	17	144	95	213	26	183	60	
NUMBER OF RESPONDENTS	248 100%	3060 100%		39 100%	70 100%	73 100%	66 100%	192 100%	1 100%	2 100%	2 100%	1 100%	14 100%	17 100%	147 100%	95 100%	217 100%	26 100%	187 100%	61 100%	

[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			
	PCG 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 ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q34 NEVER	4 2%	28 0.9%	~	1 3%	1 1%	~	2 3%	3 2%	~	~	~	~	1 7%	~	~	4 4%	3 1%	1 4%	0.5%	3 5%
SOMETIMES	5 2%	114 4%	~	1 3%	~	3 4%	1 2%	3 2%	~	~	~	1 100%	~	~	2 1%	2 2%	5 2%	~	3 2%	2 3%
USUALLY	32 13%	407 14%	~	7 18%	7 10%	9 12%	9 14%	25 13%	~	~	1 50%	~	1 7%	1 6%	18 12%	12 13%	24 11%	6 23%	25 14%	7 11%
ALWAYS	204 83%	2460 82%	~	30 77%	60 88%	61 84%	53 82%	159 84%	1 100%	2 100%	1 50%	~	12 86%	16 94%	125 86%	77 81%	184 85%	19 73%	155 84%	49 80%
#ALWAYS + USUALLY (NET)	236 96%	2867 95%	~	37 95%	67 99%	70 96%	62 95%	184 97%	1 100%	2 100%	2 100%	~	13 93%	17 100%	143 99%*	89 94%	208 96%	25 96%	180 98%	56 92%
TOP BOX SCORE	204 83%	2460 82%	~	30 77%	60 88%	61 84%	53 82%	159 84%	1 100%	2 100%	1 50%	~	12 86%	16 94%	125 86%	77 81%	184 85%	19 73%	155 84%	49 80%
NOT ANSWERED	3	51			2		1	2							2		1		3	
VALID CASES	245	3009		39	68	73	65	190	1	2	2	1	14	17	145	95	216	26	184	61
NUMBER OF RESPONDENTS	248 100%	3060 100%		39 100%	70 100%	73 100%	66 100%	192 100%	1 100%	2 100%	2 100%	1 100%	14 100%	17 100%	147 100%	95 100%	217 100%	26 100%	187 100%	61 100%

[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			
	PCG 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- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q35 YES	171 70%	2050 69%	7 ~ 18%	44 ~ 65%	59 82%*	61 95%*	134 71%	1 ~ 50%	2 ~ 100%	1 ~ 100%	9 64%	13 76%	99 68%	69 74%	150 70%	18 72%	134 73%	37 63%	
NO	72 30%	942 31%	32 ~ 82%	24 ~ 35%	13 18%*	3 5%*	55 29%	1 ~ 50%	~	~	5 ~ 36%	4 24%	46 32%	24 26%	64 30%	7 28%	50 27%	22 37%	
NOT ANSWERED	5	67		2	1	2	3	1						2	2	3	1	3	2
VALID CASES	243	2993	39	68	72	64	189	2	2	1	14	17	145	93	214	25	184	59	
NUMBER OF RESPONDENTS	248 100%	3060 100%	39 100%	70 100%	73 100%	66 100%	192 100%	1 100%	2 100%	2 100%	1 100%	14 100%	17 100%	147 100%	95 100%	217 100%	26 100%	187 100%	61 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q36 NEVER	1 0.6%	19 1%	~	~	~	2%	~	0.8%	~	~	~	~	~	~	~	1	~	0.7%	1	~
SOMETIMES	8 5%	119 6%	~	~	2	4	2	5	~	1	~	1	~	1	4	4	3	18%	6	2
USUALLY	34 20%	466 23%	~	~	8	9	17	28	~	~	~	1	1	1	19	14	4	24%	24	10
ALWAYS	126 75%	1408 70%	~	7	34	45	40	99	~	2	~	8	11	74	51	115	10	59%	101	25
#ALWAYS + USUALLY (NET)	160 95%	1874 93%	~	7	42	54	57	127	~	2	~	9	12	93	65	144	14	82%	125	35
TOP BOX SCORE	126 75%	1408 70%	~	7	34	45	40	99	~	2	~	8	11	74	51	115	10	59%	101	25
NOT ANSWERED	2	36					2	1						2			1		2	
VALID CASES	169	2013		7	44	59	59	133		1	2	1	9	13	97	69	150	17	132	37
NUMBER OF RESPONDENTS	171 100%	2049 100%		7	44	59	61	134		1	2	1	9	13	99	69	150	18	134	37
				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			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q37 NEVER	6 2%	89 3%	~	5%~	1%~	3%	2%	4 2%	~	~	~	~	14%~	~	1%~	3%	5 2%~	1 4%~	4 2%	2 3%
SOMETIMES	29 12%	318 11%	~	8%~	10%~	13%	16%	20 11%	~	50%~	~	100%~	~	6%~	16%*	6%*	11%~	20%~	12%~	13%~
USUALLY	65 27%	708 24%	~	28%~	35%~	17%*	28%	57 30%*	~	~	50%~	~	7%~	12%~	30%	23%	27%~	28%~	27%~	25%~
ALWAYS	143 59%	1876 63%	~	59%~	53%~	68%	55%	109 57%	1 100%~	1 50%~	1 50%~	~	11 79%~	14 82%~	76 53%*	64 67%*	128 60%~	12 48%~	107 59%	36 59%
#ALWAYS + USUALLY (NET)	208 86%	2584 86%	~	87%~	88%~	85%	83%	166 87%	1 100%~	1 50%~	2 100%~	~	12 86%~	16 94%~	119 83%	86 91%	186 87%~	19 76%~	157 86%	51 84%
TOP BOX SCORE	143 59%	1876 63%	~	59%~	53%~	68%	55%	109 57%	1 100%~	1 50%~	1 50%~	~	11 79%~	14 82%~	76 53%*	64 67%*	128 60%~	12 48%~	107 59%	36 59%
NOT ANSWERED	5	70			2	1	2	2							3		2	1	5	
VALID CASES	243	2990		39	68	72	64	190	1	2	2	1	14	17	144	95	215	25	182	61
NUMBER OF RESPONDENTS	248 100%	3060 100%		39 100%	70 100%	73 100%	66 100%	192 100%	1 100%	2 100%	2 100%	1 100%	14 100%	17 100%	147 100%	95 100%	217 100%	26 100%	187 100%	61 100%

[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	
	PCG 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 & POOR	NO CCC	CCC
Q38 #YES	209 86%	2520 84%	36 ~ 92%	63 ~ 91%	62 86%	48 77%*	163 86%	1 100%	2 ~100%	2 ~100%	1 ~100%	11 85%	15 88%	129 89%	77 83%	186 87%	21 84%	156 85%	53 90%
NO	33 14%	484 16%	3 ~ 8%	6 ~ 9%	10 14%	14 23%*	26 14%	~	~	~	~	2 ~ 15%	2 12%	16 11%	16 17%	28 13%	4 16%	27 15%	6 10%
NOT ANSWERED	6	56		1	1	4	3					1		2	2	3	1	4	2
VALID CASES	242	3004	39	69	72	62	189	1	2	2	1	13	17	145	93	214	25	183	59
NUMBER OF RESPONDENTS	248 100%	3060 100%	39 100%	70 100%	73 100%	66 100%	192 100%	1 100%	2 100%	2 100%	1 100%	14 100%	17 100%	147 100%	95 100%	217 100%	26 100%	187 100%	61 100%

[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			
	PCG 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	
Q39 YES	89 36%	1156 39%	~	13 33%	27 39%	27 37%	22 34%	72 38%	1 100%	1 ~	1 50%	4 ~	7 41%	51 35%	38 40%	76 35%	13 50%	55 30%*	34 56%*	
Q39 NO	156 64%	1846 61%	~	26 67%	42 61%	46 63%	42 66%	119 62%	2 ~100%	1 50%	1 ~100%	10 71%	10 59%	95 65%	57 60%	141 65%	13 50%	129 70%*	27 44%*	
NOT ANSWERED	3	59			1		2	1						1				3		
VALID CASES	245	3001		39	69	73	64	191	1	2	2	1	14	17	146	95	217	26	184	61
NUMBER OF RESPONDENTS	248	3060		39	70	73	66	192	1	2	2	1	14	17	147	95	217	26	187	61
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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			
	PCG 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	
Q40 NEVER	5 6%	80 7%	~	~	1 4%	2 8%	2 9%	4 6%	~	~	~	~	1 25%	~	1 2%	4 11%	3 4%	2 15%	2 4%	3 9%
SOMETIMES	10 11%	163 14%	~	~	2 7%	5 19%	3 14%	9 13%	~	~	~	~	~	~	6 12%	4 11%	9 12%	1 8%	5 9%	5 15%
USUALLY	23 26%	320 28%	~	4 31%	10 37%	4 15%	5 23%	18 25%	~	1 100%	~	~	3 75%	1 14%	11 22%	12 32%	18 24%	5 38%	11 20%	12 35%
ALWAYS	50 57%	595 51%	~	9 69%	14 52%	15 58%	12 55%	40 56%	1 100%	~	~	~	~	6 86%	33 65%	17 46%	45 60%	5 38%	36 67%	14 41%
#ALWAYS + USUALLY (NET)	73 83%	915 79%	~	13 100%	24 89%	19 73%	17 77%	58 82%	1 100%	1 100%	~	~	3 75%	7 100%	44 86%	29 78%	63 84%	10 77%	47 87%	26 76%
TOP BOX SCORE	50 57%	595 51%	~	9 69%	14 52%	15 58%	12 55%	40 56%	1 100%	~	~	~	~	6 86%	33 65%	17 46%	45 60%	5 38%	36 67%	14 41%
NOT ANSWERED	1	33				1	1								1	1		1		
VALID CASES	88	1158		13	27	26	22	71	1	1		4	7	51	37	75	13	54	34	
NUMBER OF RESPONDENTS	89	1191		13	27	27	22	72	1	1		4	7	51	38	76	13	55	34	
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q41 WORST PERSONAL DOCTOR POSSIBLE	1 0.3%	9 0.2%	~	~	1%~	~	~	0.4%	~	~	~	~	~	1 ~0.9%	1 ~0.3%	~	1 ~0.4%	~		
01	2 0.6%	6 0.1%	~	1 2%~	~	~	1 0.8%	~	~	~	~	~	~	2 ~2%	1 ~0.3%	1 3%~	~	2 3%~		
02	1 0.3%	7 0.2%	~	1 2%~	~	~	~	~	~	~	~	~	1 ~0.5%	1 ~0.3%	~	1 ~0.4%	~			
03	1 0.3%	14 0.3%	~	~	~	1%~	~	~	~	~	~	~	1 ~0.5%	1 ~0.3%	~	1 ~0.4%	~			
04	3 0.9%	45 1%	~	~	~	3%~	~	1%~	~	~	~	~	2 1%~	1 0.9%	2 0.7%~	1 3%~	3 1%~	~		
05	12 4%	127 3%	~	1 2%~	5 6%~	5 5%~	1 1%*	9 4%	~	~	1 50%~	1 5%~	~	7 3%	4 3%	11 4%~	1 3%~	11 4%~	1 1%	
06	7 2%	112 3%	~	~	3 3%~	2 2%~	2 2%	4 2%	~	1 33%~	~	1 50%~	~	2 1%	5 4%	5 2%~	2 6%~	3 1%~	4 6%	
07	8 2%	293 7%*	~	~	3 3%~	2 2%~	3 3%	6 2%	~	~	~	~	1 5%~	1 5%~	3 1%	5 4%	7 2%~	1 3%~	4 2%~	4 6%
08	40 12%	690 16%*	~	5 11%~	10 11%~	11 10%~	14 15%~	32 13%	~	~	~	~	~	2 10%~	16 8%*	22 19%*	35 12%~	3 9%~	30 11%~	10 14%
09	74 22%	810 19%	~	11 23%~	23 26%~	18 17%~	22 23%	55 22%	1 100%~	~	1 50%~	~	7 35%~	4 19%~	49 23%	24 21%	65 22%~	8 23%~	59 22%	15 22%
BEST PERSONAL DOCTOR POSSIBLE	185 55%	2128 50%	~	28 60%~	42 48%~	63 60%~	52 55%	135 54%	2 67%~	1 50%~	~	11 55%~	14 67%~	129 61%*	53 45%*	165 56%~	18 51%~	152 57%	33 48%	
#8-10 (NET)	299 90%	3628 86%*	~	44 94%~	75 86%	92 88%	88 93%	222 90%	1 100%~	2 67%~	2 100%~	~	18 90%~	20 95%~	194 92%*	99 85%*	265 90%~	29 83%~	241 91%	58 84%

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		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR AFR-	AMR AS-	NATV HAW/ PAC	AMR IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
9-10 (NET)	259 78%	2937 69%*	39 ~ 83%	65 ~ 75%	81 77%	74 78%	190 77%	1 100%	2 67%	2 100%	18 ~ 90%	18 86%	178 85%*	77 66%*	230 78%	26 74%	211 80%	48 70%	
NOT ANSWERED	16	228	4	4	4	4	10						10	3	10	2	14	2	
VALID CASES	334	4241	47	87	105	95	248	1	3	2	2	20	21	210	117	294	35	265	69
NUMBER OF RESPONDENTS	350 100%	4469 100%	51 100%	91 100%	109 100%	99 100%	258 100%	1 100%	3 100%	2 100%	2 100%	20 100%	21 100%	220 100%	120 100%	304 100%	37 100%	279 100%	71 100%
MEAN	9.02	8.89	9.09	8.86	9.01	9.15	8.98	9.00	8.67	9.50	5.50	9.25	9.48	9.24	8.66	9.06	8.71	9.09	8.75
p stat_(*=Sig @ p<=.05)		.121	~	~.307	.932	.325	.453	~	~	~	~	~	~	~.004*	.006*	~	~	~.181	.170

[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			
	PCG 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	GOOD & FAIR & POOR	NO CCC	CCC	
Q42 YES	71 21%	1024 24%	~	15%~	18%	26%	21%	53 21%	1 100%~	~	~	50%~	4 20%~	5 24%~	30 14%*	40 34%*	51 17%~	19 53%~	25 9%*	46 65%*
NO	267 79%	3250 76%	~	85%~	82%	74%	79%	198 79%	3 ~100%~	2 ~100%~	1 50%~	16 80%~	16 76%~	183 86%*	78 66%*	245 83%~	17 47%~	242 91%*	25 35%*	
NOT ANSWERED	12	195	3	4	3	2	7							7	2	8	1	12		
VALID CASES	338	4274	48	87	106	97	251	1	3	2	2	20	21	213	118	296	36	267	71	
NUMBER OF RESPONDENTS	350 100%	4469 100%	51 100%	91 100%	109 100%	99 100%	258 100%	1 100%	3 100%	2 100%	2 100%	20 100%	21 100%	220 100%	120 100%	304 100%	37 100%	279 100%	71 100%	

[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		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	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
Q43 #YES	59 84%	896 89%	6 ~ 86%~	14 88%~	23 85%~	16 80%~	45 85%~	1 100%~			1 ~100%~	4 ~100%~	5 ~100%~	23 79%~	35 88%~	45 90%~	13 68%~	17 71%~	42 91%~
NO	11 16%	110 11%	1 ~ 14%~	2 13%~	4 15%~	4 20%~	8 15%~							6 21%~	5 13%~	5 10%~	6 32%~	7 29%~	4 9%~
NOT ANSWERED	1	35				1								1		1		1	
VALID CASES	70	1006	7	16	27	20	53	1		1	4	5	29	40	50	19	24	46	
NUMBER OF RESPONDENTS	71 100%	1041 100%	7 100%	16 100%	28 100%	20 100%	53 100%	1 100%		1 100%	4 100%	5 100%	30 100%	40 100%	51 100%	19 100%	25 100%	46 100%	

[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		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q44 #YES	59 84%	836 84%	6 ~ 86%~	14 88%~	24 89%~	15 75%~	44 83%~	1 100%~			1 ~ 100%~	3 75%~	5 100%~	25 86%~	33 82%~	45 88%~	13 72%~	20 80%~	39 87%~
NO	11 16%	163 16%	1 ~ 14%~	2 13%~	3 11%~	5 25%~	9 17%~				1 ~ 25%~			4 14%~	7 18%~	6 12%~	5 28%~	5 20%~	6 13%~
NOT ANSWERED	1	41				1							1			1			1
VALID CASES	70	1000	7	16	27	20	53	1		1	4	5	29	40	51	18	25	45	
NUMBER OF RESPONDENTS	71	1041	7	16	28	20	53	1		1	4	5	30	40	51	19	25	46	
	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q30 = YES AND Q42 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG 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/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q45 YES	63 16%	774 15%	~ 13%	14 15%	20 15%	22 20%	51 18%	1 100%	1 33%	1 33%	1 5%	1 21%	5 11%*	29 26%*	47 13%~	16 42%~	37 11%*	26 37%*	
NO	331 84%	4257 85%	~ 88%	80 85%	112 85%	90 80%	238 82%	2 67%~	3 100%~	2 67%~	19 95%~	19 79%~	226 89%*	98 74%*	303 87%~	22 58%~	286 89%*	45 63%*	
NOT ANSWERED	21	332	5	6	5	5	3				2		5		3	1	20	1	
VALID CASES	394	5031	56	94	132	112	289	1	3	3	3	20	24	255	132	350	38	323	71
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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

			AGE					RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER				
	PCG 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	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q46 NEVER	3 5%	73 10%	~	~	~	5%~	9%~	2 4%~	1 100%~	~	~	~	~	~	3 9%~	1 2%~	2 13%~	3 12%~		
SOMETIMES	17 27%	115 16%*	~	~	4 31%~	5 25%~	8 36%~	11 22%~	1 100%~	1 100%~	1 100%~	1 20%~	9 32%~	8 24%~	11 23%~	6 40%~	12 33%~	5 19%~		
USUALLY	12 19%	209 28%	~	~	5 38%~	2 10%~	5 23%~	12 24%~	~	~	~	~	4 14%~	8 24%~	10 21%~	2 13%~	7 19%~	5 19%~		
ALWAYS	30 48%	340 46%	~	7 100%~	4 31%~	12 60%~	7 32%~	25 50%~	~	~	~	~	4 80%~	15 54%~	15 44%~	25 53%~	5 33%~	17 47%~	13 50%~	
#ALWAYS + USUALLY (NET)	42 68%	549 75%	~	7 100%~	9 69%~	14 70%~	12 55%~	37 74%~	~	~	~	~	4 80%~	19 68%~	23 68%~	35 74%~	7 47%~	24 67%~	18 69%~	
TOP BOX SCORE	30 48%	340 46%	~	7 100%~	4 31%~	12 60%~	7 32%~	25 50%~	~	~	~	~	4 80%~	15 54%~	15 44%~	25 53%~	5 33%~	17 47%~	13 50%~	
NOT ANSWERED	1	29			1			1					1			1	1			
VALID CASES	62	737		7	13	20	22	50	1	1		1	1	5	28	34	47	15	36	26
NUMBER OF RESPONDENTS	63	766		7	14	20	22	51	1	1		1	1	5	29	34	47	16	37	26
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

			AGE					RACE					ETHNIC-ITY	HEALTH STATUS		CCC SCREENER					
	PCG 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 & FAIR	POOR	NO CCC	CCC	
Q47 NONE	3 5%	67 9%	~	~	2 15%	1 5%	~	3 6%	~	~	~	~	~	~	2 7%	1 3%	2 4%	1 7%	2 6%	1 4%	
1 SPECIALIST	39 63%	450 61%	~	86%	6 54%	7 55%	11 68%	15 58%	29 58%	1 100%	1 100%	~	1 100%	1 100%	3 60%	19 68%	20 59%	32 68%	7 47%	26 72%	13 50%
2	11 18%	144 19%	~	14%	1 15%	2 20%	4 20%	4 20%	10 20%	~	~	~	~	~	20%	1 14%	7 21%	10 21%	1 7%	7 19%	4 15%
3	8 13%	48 6%	~	~	1 8%	4 20%	3 14%	7 14%	~	~	~	~	~	~	20%	1 11%	3 15%	5 4%	2 40%	6 3%	7 27%
4		10 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
5 OR MORE SPECIALISTS	1 2%	23 3%	~	~	1 8%	~	~	1 2%	~	~	~	~	~	~	~	~	1 3%	1 2%	~	~	1 4%
NOT ANSWERED	1	25			1			1						1				1	1		
VALID CASES	62	741		7	13	20	22	50	1	1		1	1	5	28	34	47	15	36	26	
NUMBER OF RESPONDENTS	63	766		7	14	20	22	51	1	1		1	1	5	29	34	47	16	37	26	
	100%	100%		100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q45 = YES]

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

	PCG 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/ ILND	AMER IND/ ALSK NATV	MUL- TI		HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q48 WORST SPECIALIST POSSIBLE	1 2%	1 0.1%	~	~	~	1 6%	~	1 2%	~	~	~	~	~	1 3%	1 2%	~	~	1 4%	
01	1 2%	2 0.3%	~	~	~	1 5%	1 2%	~	~	~	~	~	1 3%	~	1 7%	~	~	1 4%	
02	1 2%	1 0.2%	~	~	~	1 5%	1 2%	~	~	~	~	~	1 3%	1 2%	~	1 3%	~	1 3%	
03	1 2%	8 1%	~	~	~	1 5%	1 ~100%	~	~	~	~	~	1 3%	1 2%	~	~	~	1 4%	
04	2 3%	17 3%	~	~	~	1 6%	1 5%	~	~	1 ~100%	~	~	1 4%	1 3%	2 5%	~	1 3%	1 4%	
05	3 5%	11 2%	~	~	2 18%	1 5%	1 2%	~	~	~	~	2 40%	2 8%	1 3%	3 7%	~	1 3%	2 8%	
06	2 3%	29 4%	~	~	~	1 6%	1 5%	2 4%	~	~	~	~	1 4%	1 3%	2 5%	~	2 6%	~	
07	2 3%	71 11%	~	~	1 9%	1 5%	1 2%	~	~	~	~	1 ~100%	2 8%	~	1 2%	1 7%	2 6%	~	
08	13 22%	106 16%	~	~	3 27%	2 11%	8 36%	12 26%	~	1 ~100%	~	~	~	4 16%	9 27%	8 18%	5 36%	6 18%	7 28%
09	8 14%	148 22%	~	4 57%	2 18%	2 11%	~	7 15%	~	~	~	~	1 20%	4 16%	4 12%	7 16%	1 7%	6 18%	2 8%
BEST SPECIALIST POSSIBLE	24 41%	278 41%	~	3 43%	3 27%	11 61%	7 32%	20 43%	~	~	~	~	2 40%	11 44%	13 39%	18 41%	6 43%	14 42%	10 40%

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			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR WHT	AMR IAN	NATV HAW/ ILND	AMR IND/ NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
#8-10 (NET)	45 78%	532 79%	7 ~100%	8 73%	15 83%	15 68%	39 85%	1 ~100%				3 ~60%	19 76%	26 79%	33 75%	12 86%	26 79%	19 76%	
9-10 (NET)	32 55%	426 63%	7 ~100%	5 45%	13 72%	7 32%	27 59%					3 ~60%	15 60%	17 52%	25 57%	7 50%	20 61%	12 48%	
NOT ANSWERED	1	10			1		1						1		1		1		
VALID CASES	58	672	7	11	18	22	46	1	1	1	1	5	25	33	44	14	33	25	
NUMBER OF RESPONDENTS	59	682	7	11	19	22	47	1	1	1	1	5	26	33	45	14	34	25	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
MEAN	8.12	8.61	9.43	8.09	8.56	7.36	8.39	3.00	8.00	4.00	7.00	7.80	8.48	7.85	8.05	8.36	8.45	7.68	
p stat_(*=Sig @ p<=.05)		.043*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

[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			
	PCG 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		
Q49 YES	132 34%	1285 26%*	~	30%	34%	37%	32%	100 35%	3 ~100%~	1 ~ 33%~	10 48%~	5 22%~	96 38%*	36 27%*	117 34%~	15 42%~	106 33%	26 37%		
NO	258 66%	3691 74%*	~	70%	66%	63%	68%	187 65%	1 100%~	3 ~100%~	2 67%~	11 52%~	18 78%~	155 62%*	96 73%*	231 66%~	21 58%~	213 67%	45 63%	
NOT ANSWERED	25	387		4	6	7	8	5				1	1	9		5	3	24	1	
VALID CASES	390	4976		57	94	130	109	287	1	3	3	3	21	23	251	132	348	36	319	71
NUMBER OF RESPONDENTS	415	5363		61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q50 NEVER	1 0.8%	37 3%	~	~	~	2%	~	~	~	~	10%	~	1%	~	~	8%	1%	~
SOMETIMES	22 18%	235 20%	~ 12%	~ 14%	~ 26%	~ 13%	~ 16%	~ 67%	~	~ 30%	~	~ 15%	~ 7%	~ 20%	~ 2%	~ 19%	~ 18%	~ 4%
USUALLY	36 30%	343 30%	~ 24%	~ 32%	~ 26%	~ 37%	~ 28%	~	~	~ 100%	~ 20%	~ 20%	~ 29%	~ 31%	~ 31%	~ 23%	~ 26%	~ 42%
ALWAYS	62 51%	547 47%	~ 65%	~ 54%	~ 46%	~ 50%	~ 46%	~ 33%	~	~ 40%	~ 80%	~ 52%	~ 50%	~ 51%	~ 54%	~ 54%	~ 42%	~
#ALWAYS + USUALLY (NET)	98 81%	890 77%	~ 88%	~ 86%	~ 72%	~ 87%	~ 74%	~ 33%	~	~ 100%	~ 60%	~ 100%	~ 81%	~ 81%	~ 81%	~ 77%	~ 80%	~ 85%
TOP BOX SCORE	62 51%	547 47%	~ 65%	~ 54%	~ 46%	~ 50%	~ 46%	~ 33%	~	~ 40%	~ 80%	~ 52%	~ 50%	~ 51%	~ 54%	~ 54%	~ 42%	~
NOT ANSWERED	11	42		4	2	5	10					11		9	2	11		
VALID CASES	121	1162	17	28	46	30	90	3	1	10	5	85	36	108	13	95	26	
NUMBER OF RESPONDENTS	132	1204	17	32	48	35	100	3	1	10	5	96	36	117	15	106	26	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG 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 2%	21 2%	~	~	~	2 4%	1 3%	1 1%	1 33%	~	~	1 10%	~	2 2%	1 3%	1 0.9%	2 14%	2 2%	1 4%
SOMETIMES	4 3%	81 7%	~	~	~	3 7%	1 3%	4 4%	~	~	~	~	~	2 2%	2 6%	3 3%	1 7%	2 2%	2 8%
USUALLY	26 21%	289 25%	~	2 12%	10 34%	7 15%	7 23%	21 23%	1 33%	~	1 100%	1 10%	~	18 21%	8 22%	23 21%	3 21%	18 19%	8 31%
ALWAYS	90 73%	768 66%	~	15 88%	19 66%	34 74%	22 71%	66 72%	1 33%	~	~	8 80%	5 100%	65 75%	25 69%	82 75%	8 57%	75 77%	15 58%
#ALWAYS + USUALLY (NET)	116 94%	1057 91%	~	17 100%	29 100%	41 89%	29 94%	87 95%	2 67%	~	1 100%	9 90%	5 100%	83 95%	33 92%	105 96%	11 79%	93 96%	23 88%
TOP BOX SCORE	90 73%	768 66%	~	15 88%	19 66%	34 74%	22 71%	66 72%	1 33%	~	~	8 80%	5 100%	65 75%	25 69%	82 75%	8 57%	75 77%	15 58%
NOT ANSWERED	9	44			3	2	4	8						9		8	1	9	
VALID CASES	123	1160		17	29	46	31	92	3		1	10	5	87	36	109	14	97	26
NUMBER OF RESPONDENTS	132	1204		17	32	48	35	100	3		1	10	5	96	36	117	15	106	26
	100%	100%		100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12 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	
Q52 YES	168 43%	1790 36%*	29 ~ 52%	44 46%	49 38%	46 41%	122 43%	1 100%~	2 ~ 67%~	1 33%~	13 62%~	8 33%~	127 50%*	38 29%*	146 42%~	18 49%~	140 43%	28 40%	
NO	224 57%	3138 64%*	27 ~ 48%	51 54%	80 62%	66 59%	165 57%	3 ~100%~	1 33%~	2 67%~	8 38%~	16 67%~	126 50%*	94 71%*	202 58%~	19 51%~	182 57%	42 60%	
NOT ANSWERED	23	435	5	5	8	5	5			1			7		5	2	21	2	
VALID CASES	392	4928	56	95	129	112	287	1	3	3	3	21	24	253	132	348	37	322	70
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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		
	PCG 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	
PQ53 NEVER	7 2%	64 1%	~	~	2%	2%	3%	7 2%~	~	~	~	~	~	3 1%	4 3%	5 1%~	2 6%~	4 1%	3 4%	
SOMETIMES	36 9%	317 6%	~	5 9%	10 11%	15 12%	6 6%	21 7%	1 100%~	~	~	1 33%~	6 29%~	1 4%~	24 10%	10 8%	30 9%~	6 17%~	28 9%	8 11%
USUALLY	55 14%	629 13%	~	13 23%	18 19%	12 10%*	12 11%	46 16%*	~	~	1 33%~	3 ~	4 14%~	4 17%~	38 16%	17 13%	51 15%~	3 8%~	44 14%	11 16%
ALWAYS	283 74%	3884 79%*	~	38 68%	64 68%	97 77%	84 80%	206 74%	3 ~100%~	2 67%~	2 67%~	12 57%~	19 79%~	178 73%	101 77%	254 75%~	25 69%~	235 76%	48 69%	
#ALWAYS + USUALLY (NET)	338 89%	4513 92%*	~	51 91%	82 87%	109 87%	96 91%	252 90%	3 ~100%~	3 100%~	2 67%~	15 71%~	23 96%~	216 89%	118 89%	305 90%~	28 78%~	279 90%	59 84%	
TOP BOX SCORE	283 74%	3884 79%*	~	38 68%	64 68%	97 77%	84 80%	206 74%	3 ~100%~	2 67%~	2 67%~	12 57%~	19 79%~	178 73%	101 77%	254 75%~	25 69%~	235 76%	48 69%	
NOT ANSWERED	11	91			1	3	7	7						10		8	1	11		
VALID CASES	381	4894		56	94	126	105	280	1	3	3	3	21	24	243	132	340	36	311	70
NUMBER OF RESPONDENTS	392 100%	4985 100%		56 100%	95 100%	129 100%	112 100%	287 100%	1 100%	3 100%	3 100%	3 100%	21 100%	24 100%	253 100%	132 100%	348 100%	37 100%	322 100%	70 100%

[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				
	PCG 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- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q54 WORST HEALTH PLAN POSSIBLE	1 0.3%	24 0.5%	~	~	~	~	1 0.3%	~	~	~	~	~	1 ~0.8%	~	1 3%	~	1 ~	1 1%		
01	2 0.5%	11 0.2%	~	~	1 1%	1 0.8%	1 ~0.3%	~	~	~	~	~	1 ~0.8%	~	2 5%	1 0.3%	1 ~	1 1%		
02	1 0.3%	31 0.6%	~	~	1 1%	~	1 ~0.3%	~	~	~	~	~	1 ~0.4%	~	1 0.3%	~	1 ~0.3%	~		
03	3 0.8%	38 0.8%	~	~	1 1%	1 0.8%	1 0.9%	3 1%	~	~	~	~	3 ~2%	3 0.9%	~	2 ~0.6%	1 1%	1 ~		
04	4 1%	60 1%	~	~	1 1%	2 2%	1 0.9%	3 1%	~	~	1 33%	~	2 ~0.8%	2 2%	4 1%	~	2 ~0.6%	2 3%		
05	18 5%	233 5%	~	3 5%	4 4%	8 6%	3 3%	14 5%	1 100%	~	1 33%	~	7 3%*	9 7%	15 4%	2 5%	14 4%	4 6%		
06	13 3%	215 4%	~	~	4 4%	5 4%	4 4%	10 3%	~	~	~	1 5%	~	5 2%	8 6%	11 3%	2 5%	8 3%	5 7%	
07	25 6%	490 10%*	~	2 4%	6 6%	7 5%	10 9%	21 7%	~	~	1 33%	~	1 4%	10 4%*	15 12%*	21 6%	4 11%	15 5%*	10 14%*	
08	48 12%	940 19%*	~	6 11%*	9 9%	20 16%	13 12%	35 12%	~	~	1 33%	1 33%	4 19%	1 4%	23 9%*	24 19%*	46 13%	1 3%	33 10%*	15 22%*
09	70 18%	878 18%	~	11 20%	24 25%	14 11%*	21 19%	52 18%	~	1 33%	1 33%	5 24%	6 25%	50 20%	20 16%	64 18%	5 14%	62 19%	8 12%	
BEST HEALTH PLAN POSSIBLE	204 52%	2014 41%*	~	34 61%	44 46%	71 55%	55 50%	146 51%	~	2 67%	~	11 52%	16 67%	157 62%*	45 35%*	182 52%	20 54%	182 57%*	22 32%*	
#8-10 (NET)	322 83%	3832 78%*	~	51 91%*	77 81%	105 81%	89 82%	233 81%	~	3 100%	2 67%	1 33%	20 95%	23 96%	230 90%*	89 70%*	292 84%	26 70%	277 87%*	45 65%*

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		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
9-10 (NET)	274 70%	2892 59%*	45 ~ 80%	68 72%	85 66%	76 70%	198 69%	3 ~100%	1 33%	16 ~ 76%	22 92%	207 81%*	65 51%*	246 71%~	25 68%~	244 76%*	30 43%*		
NOT ANSWERED	26	430	5	5	8	8	5				1		5	4	6	2	23	3	
VALID CASES	389	4933	56	95	129	109	287	1	3	3	3	21	24	255	128	347	37	320	69
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%
MEAN	8.81	8.49	9.21	8.67	8.74	8.80	8.74	5.00	9.67	8.00	5.67	9.19	9.54	9.21	8.11	8.87	8.24	9.01	7.88
p stat_(*=Sig @ p<=.05)		.001*	~.020*	.423	.587	.950	.207	~	~	~	~	~	~	~.000*	.000*	~	~	~.000*	.000*

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q55 YES	146 37%	2010 40%	~ 31	42	35	38	119	1	1	2	1	7	8	86	59	122	23	93	53		
			~ 54%*	44%	27%*	35%	41%*	100%~	33%~	67%~	33%~	33%~	33%~	34%*	45%*	35%~	61%~	29%*	74%*		
NO	246 63%	2973 60%	~ 26	54	94	72	171		2	1	2	14	16	170	72	227	15	227	19		
			~ 46%*	56%	73%*	65%	59%*		~ 67%~	33%~	67%~	67%~	67%~	66%*	55%*	65%~	39%~	71%*	26%*		
NOT ANSWERED	23	380	4	4	8	7	2						1	4	1	4	1	23			
VALID CASES	392	4983	57	96	129	110	290	1	3	3	3	21	24	256	131	349	38	320	72		
NUMBER OF RESPONDENTS	415	5363	61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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	3 2%	30 1%	~	1 3%	1 3%	~	1 3%	2 2%	~	~	~	~	~	1 1%	2 3%	2 2%	1 5%	2 2%	1 2%	
SOMETIMES	11 8%	187 9%	~	~	6 15%	5 15%	~	8 7%	~	~	~	2 29%	~	6 8%	4 7%	8 7%	3 14%	5 6%	6 11%	
USUALLY	31 22%	459 23%	~	7 23%	6 15%	5 15%	13 36%	25 22%	1 100%	2 100%	1 100%	~	2 29%	17 22%	14 24%	22 19%	8 38%	14 16%*	17 32%*	
ALWAYS	93 67%	1338 66%	~	22 73%	26 67%	23 70%	22 61%	77 69%	1 100%	~	~	5 71%	4 57%	55 70%	38 66%	84 72%	9 43%	64 75%*	29 55%*	
#ALWAYS + USUALLY (NET)	124 90%	1797 89%	~	29 97%	32 82%	28 85%	35 97%	102 91%	1 100%	1 100%	2 100%	1 100%	5 71%	6 86%	72 91%	52 90%	106 91%	17 81%	78 92%	46 87%
TOP BOX SCORE	93 67%	1338 66%	~	22 73%	26 67%	23 70%	22 61%	77 69%	1 100%	~	~	5 71%	4 57%	55 70%	38 66%	84 72%	9 43%	64 75%*	29 55%*	
NOT ANSWERED	8	42	~	1	3	2	2	7				1	7	1	6	2	8			
VALID CASES	138	2014		30	39	33	36	112	1	1	2	1	7	7	79	58	116	21	85	53
NUMBER OF RESPONDENTS	146	2056		31	42	35	38	119	1	1	2	1	7	8	86	59	122	23	93	53
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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	
Q57 #YES	89 63%	1193 60%	24 ~ 77%	24 ~ 60%	22 ~ 67%	19 ~ 50%	73 63%	1 100%		1 ~ 50%	1 ~ 100%	1 ~ 86%	6 ~ 50%	4 ~ 70%	57 70%	32 54%	76 64%	12 55%	53 60%	36 68%
NO	53 37%	793 40%	7 ~ 23%	16 ~ 40%	11 ~ 33%	19 ~ 50%	42 37%		1 ~ 100%	1 ~ 50%		1 ~ 14%	4 ~ 50%	25 30%	27 46%	43 36%	10 45%	36 40%	17 32%	
NOT ANSWERED	4	70			2	2	4							4		3	1	4		
VALID CASES	142	1986	31	40	33	38	115	1	1	2	1	7	8	82	59	119	22	89	53	
NUMBER OF RESPONDENTS	146	2056	31	42	35	38	119	1	1	2	1	7	8	86	59	122	23	93	53	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q55 = YES]

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC	
Q57A YES	336 88%	3840 79%*	39 ~ 70%*	81 93%*	121 94%*	95 86%	243 87%	1 100%	2 ~100%	3 ~100%	3 ~100%	21 ~100%	21 87%~	220 89%	110 86%	297 87%~	33 92%~	274 87%	62 90%
NO	47 12%	1039 21%*	17 ~ 30%*	6 7%*	8 6%*	16 14%	37 13%	~	~	~	~	~	3 ~ 13%~	28 11%	18 14%	43 13%~	3 8%~	40 13%	7 10%
NOT ANSWERED	32	484	5	13	8	6	12		1			1		12	4	13	3	29	3
VALID CASES	383	4879	56	87	129	111	280	1	2	3	3	21	24	248	128	340	36	314	69
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PCG 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		
Q57B NEVER	48 26%	674 30%	13 ~ 46%	9 ~ 20%	11 18%	15 30%	35 28%	1 ~ 33%				2 ~ 25%	3 21%	32 23%	13 34%	41 26%	4 19%	43 28%	5 17%		
SOMETIMES	37 20%	430 19%	5 ~ 18%	10 23%	11 18%	11 22%	21 17%	1 ~ 33%		1 ~ 100%			3 21%	32 23%	4 11%	31 20%	6 29%	30 20%	7 24%		
USUALLY	37 20%	488 22%	3 ~ 11%	8 18%	15 25%	11 22%	26 21%		1 ~ 100%		4 ~ 50%	3 21%	26 19%	11 29%	33 21%	3 14%	28 18%	9 31%			
ALWAYS	60 33%	667 30%	7 ~ 25%	17 39%	23 38%	13 26%	42 34%	1 ~ 33%			2 ~ 25%	5 36%	49 35%	10 26%	52 33%	8 38%	52 34%	8 28%			
#ALWAYS + USUALLY (NET)	97 53%	1154 51%	10 ~ 36%	25 57%	38 63%	24 48%	68 55%	1 ~ 33%	1 ~ 100%		6 ~ 75%	8 57%	75 54%	21 55%	85 54%	11 52%	80 52%	17 59%			
TOP BOX SCORE	60 33%	667 30%	7 ~ 25%	17 39%	23 38%	13 26%	42 34%	1 ~ 33%			2 ~ 25%	5 36%	49 35%	10 26%	52 33%	8 38%	52 34%	8 28%			
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	208	2651	28	52	72	56	161	1		2	2	14	9	113	93	190	16	166	42		
NOT ANSWERED	25	454	5	4	5	11	7						1	8	1	6	2	24	1		
VALID CASES	182	2258	28	44	60	50	124		3	1	1	8	14	139	38	157	21	153	29		
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	139 100%	38 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q57C YES	85 22%	1026 21%	~ 27%	26 28%	25 20%	19 18%	66 23%	~	~ 33%	1	2	8	55 22%	29 22%	72 21% 13 34%	60 19%* 25 36%*			
NO	298 78%	3791 79%	~ 73%	68 72%	101 80%	88 82%	220 77%	1 100%	3 ~100%	2 67%	3 ~100%	17 89%	14 64%	195 78%	100 78%	272 79% 25 66%	253 81%* 45 64%*		
NOT ANSWERED	32	546	5	6	11	10	6					3	2	10	3	9	1	30	2
VALID CASES	383	4817	56	94	126	107	286	1	3	3	3	19	22	250	129	344	38	313	70
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

Q57D IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG 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	
Q57D #YES	71 85%	865 87%	12 ~ 86%~	22 85%~	21 84%~	16 84%~	54 83%~				1 ~100%~	2 ~100%~	8 ~100%~	43 80%~	27 93%~	61 86%~	10 77%~	49 83%~	22 88%~
NO	13 15%	124 13%	2 ~ 14%~	4 15%~	4 16%~	3 16%~	11 17%~							11 20%~	2 7%~	10 14%~	3 23%~	10 17%~	3 12%~
NOT ANSWERED	1	6	1				1							1	1			1	
VALID CASES	84	990	14	26	25	19	65			1		2	8	54	29	71	13	59	25
NUMBER OF RESPONDENTS	85	996	15	26	25	19	66			1		2	8	55	29	72	13	60	25
	100%	100%	100%	100%	100%	100%	100%			100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57E IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR CHILD'S TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG 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	
Q57E #YES	71 85%	853 87%	12 ~ 86%~	22 85%~	21 84%~	16 84%~	55 85%~				1 ~100%~	2 ~100%~	7 88%~	45 83%~	25 86%~	61 86%~	10 77%~	48 81%~	23 92%~
NO	13 15%	127 13%	2 ~ 14%~	4 15%~	4 16%~	3 16%~	10 15%~						1 ~ 13%~	9 17%~	4 14%~	10 14%~	3 23%~	11 19%~	2 8%~
NOT ANSWERED	1	15	1				1							1	1		1		
VALID CASES	84	981	14	26	25	19	65			1		2	8	54	29	71	13	59	25
NUMBER OF RESPONDENTS	85	996	15	26	25	19	66			1		2	8	55	29	72	13	60	25
	100%	100%	100%	100%	100%	100%	100%			100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

Q57F IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER CONSIDER AND RESPECT WHAT HEALTH CARE AND TREATMENT CHOICES YOU THOUGHT WORK BEST FOR YOUR CHILD?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG 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- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q57F NEVER	2 2%	20 2%	~	~	1 4%~	1 4%~	1 2%~	~	~	~	~	~	2 4%~	~	2 3%~	~	2 3%~	~	
SOMETIMES	9 11%	89 9%	~	~	6 23%~	3 16%~	8 12%~	~	~	~	~	~	8 15%~	1 3%~	6 8%~	3 23%~	8 14%~	1 4%~	
USUALLY	29 35%	244 25%	~	8 57%~	9 35%~	6 24%~	6 32%~	22 34%~	~	1 ~100%~	~	~	3 38%~	20 37%~	9 31%~	25 35%~	4 31%~	18 31%~	11 44%~
ALWAYS	44 52%	624 64%*	~	6 43%~	10 38%~	18 72%~	10 53%~	34 52%~	~	~	~	2 ~100%~	5 63%~	24 44%~	19 66%~	38 54%~	6 46%~	31 53%~	13 52%~
#ALWAYS + USUALLY (NET)	73 87%	868 89%	~	14 ~100%~	19 73%~	24 96%~	16 84%~	56 86%~	~	1 ~100%~	~	2 ~100%~	8 100%~	44 81%~	28 97%~	63 89%~	10 77%~	49 83%~	24 96%~
TOP BOX SCORE	44 52%	624 64%*	~	6 43%~	10 38%~	18 72%~	10 53%~	34 52%~	~	~	~	2 ~100%~	5 63%~	24 44%~	19 66%~	38 54%~	6 46%~	31 53%~	13 52%~
NOT ANSWERED	1	20		1				1					1		1		1		
VALID CASES	84	976		14	26	25	19	65		1		2	8	54	29	71	13	59	25
NUMBER OF RESPONDENTS	85	996		15	26	25	19	66		1		2	8	55	29	72	13	60	25
	100%	100%		100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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	CCC
Q57G NEVER	3 4%	39 4%	~	~	4%~	4%~	5%~	5%~	~	~	~	~	~	~	4%~	3%~	4%~	~	3%~	4%~
SOMETIMES	10 12%	87 9%	~	14%~	12%~	12%~	11%~	9%~	~	~	~	~	25%~	17%~	3%~	10%~	23%~	15%~	4%~	
USUALLY	22 26%	248 25%	~	29%~	19%~	16%~	47%~	25%~	~	~100%~	1	~	25%~	22%~	34%~	28%~	15%~	20%~	40%~	
ALWAYS	49 58%	607 62%	~	57%~	65%~	68%~	37%~	62%~	~	~	~	~100%~	50%~	57%~	59%~	58%~	62%~	61%~	52%~	
#ALWAYS + USUALLY (NET)	71 85%	855 87%	~	86%~	85%~	84%~	84%~	86%~	~	~100%~	1	~	~100%~	75%~	80%~	93%~	86%~	77%~	81%~	92%~
TOP BOX SCORE	49 58%	607 62%	~	57%~	65%~	68%~	37%~	62%~	~	~	~	~	~100%~	50%~	57%~	59%~	58%~	62%~	61%~	52%~
NOT ANSWERED	1	16	1					1						1		1		1		
VALID CASES	84	980	14	26	25	19	65	65		1		2	8	54	29	71	13	59	25	
NUMBER OF RESPONDENTS	85	996	15	26	25	19	66	66		1		2	8	55	29	72	13	60	25	
	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q57C = YES]

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

			AGE					RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER				
	PCG 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
Q57H NEVER	2 2%	18 2%	~	~	1 4%	1 4%	2 3%	~	~	~	~	~	~	2 4%	~	1 1%	1 8%	2 3%	~	
SOMETIMES	5 6%	71 7%	~	~	3 12%	2 11%	4 6%	~	~	~	~	~	~	5 9%	~	3 4%	2 15%	4 7%	1 4%	
USUALLY	25 30%	202 21%	~	3 21%	8 31%	6 24%	8 44%	17 26%	~	1 100%	~	~	4 50%	15 28%	10 34%	22 31%	3 23%	15 26%	10 40%	
ALWAYS	51 61%	690 70%	~	11 79%	14 54%	18 72%	8 44%	42 65%	~	~	~	~	1 100%	4 50%	31 58%	19 66%	44 63%	7 54%	37 64%	14 56%
#ALWAYS + USUALLY (NET)	76 92%	892 91%	~	14 100%	22 85%	24 96%	16 89%	59 91%	~	1 100%	~	~	1 100%	8 100%	46 87%	29 100%	66 94%	10 77%	52 90%	24 96%
TOP BOX SCORE	51 61%	690 70%	~	11 79%	14 54%	18 72%	8 44%	42 65%	~	~	~	~	1 100%	4 50%	31 58%	19 66%	44 63%	7 54%	37 64%	14 56%
NOT ANSWERED	2	16		1			1	1					1	2		2		2		
VALID CASES	83	980		14	26	25	18	65		1		1	8	53	29	70	13	58	25	
NUMBER OF RESPONDENTS	85	996		15	26	25	19	66		1		2	8	55	29	72	13	60	25	
	100%	100%		100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q57C = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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 & FAIR	GOOD & POOR	NO CCC	CCC
Q58																				
EXCELLENT	147 37%	1951 39%	~ 24%	29 30%	56 43%	38 35%	113 39%	~ 1%	~ 33%	~ 1%	~ 33%	8 38%	9 38%	90 35%	56 43%	147 42%	~ 138	9 13%*		
VERY GOOD	104 27%	1732 35%*	~ 18%	30 31%	26 20%*	30 28%	76 26%	100%	~ 1%	~ 67%	2 33%	8 38%	9 38%	64 25%	40 31%	104 29%	~ 82	22 31%		
GOOD	102 26%	973 20%*	~ 13%	27 28%	35 27%	27 25%	74 26%	~ 1%	~ 33%	1 33%	1 33%	1 10%	2 21%	5 29%*	76 19%*	25 29%	~ 77	25 35%		
FAIR	37 9%	308 6%*	~ 2%	10 10%	11 8%	14 13%	24 8%	~ 1%	~ 33%	1 33%	1 33%	3 14%	1 4%	28 11%	8 6%	37 ~ 95%	24 7%*	13 18%*		
POOR	2 0.5%	13 0.3%	~ ~	~ 2%	2 2%	2 2%	2 ~ 0.7%	~ ~	~ ~	~ ~	~ ~	~ ~	~ ~	1 0.4%	1 0.8%	2 ~ 5%	2 ~ 3%			
#EXCELLENT + VERY GOOD + GOOD (NET)	353 90%	4656 94%*	~ 55%	86 90%	117 90%	95 87%	263 91%	100%	~ 67%	~ 100%	3 67%	2 86%	18 96%	23 89%	230 93%	121 93%	353 100%	~ 297	56 79%*	
NOT ANSWERED	23	386	4	4	7	8	3					1		1	2		22	1		
VALID CASES	392	4977	57	96	130	109	289	1	3	3	3	21	24	259	130	353	39	321	71	
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%	

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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 ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q59 EXCELLENT	161 41%	2270 46%	31 ~ 54%*	41 43%	50 38%	39 35%	123 42%					1 ~ 33%*	9 43%*	9 38%*	109 42%	51 39%	158 45%*	2 5%*	151 47%*	10 14%*
VERY GOOD	98 25%	1311 26%	18 ~ 32%*	22 23%	29 22%	29 26%	70 24%	1 100%*	2 67%*			1 ~ 33%*	7 33%*	10 42%*	64 25%	34 26%	93 26%*	4 10%*	82 25%	16 22%
GOOD	92 23%	923 19%*	6 ~ 11%*	24 25%	39 30%*	23 21%	67 23%		1 ~ 33%*	3 100%*		1 ~ 33%*	2 10%*	4 17%*	67 26%	23 17%*	73 21%*	19 49%*	71 22%	21 29%
FAIR	39 10%	400 8%	2 ~ 4%*	8 8%	12 9%	17 15%*	28 10%						3 ~ 14%*	1 4%*	19 7%*	20 15%*	26 7%*	12 31%*	19 6%*	20 28%*
POOR	5 1%	72 1%		1 ~ 1%		4 ~ 4%	4 1%								1 0.4%	4 3%	3 0.8%*	2 5%*		5 ~ 7%*
#EXCELLENT + VERY GOOD + GOOD (NET)	351 89%	4503 91%	55 ~ 96%*	87 91%	118 91%	91 81%*	260 89%	1 100%*	3 100%*	3 100%*	3 100%*	3 100%*	18 86%*	23 96%*	240 92%*	108 82%*	324 92%*	25 64%*	304 94%*	47 65%*
NOT ANSWERED	20	387	4	4	7	5							1						20	
VALID CASES	395	4976	57	96	130	112	292	1	3	3	3	21	24	260	132	353	39	323	72	
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%	

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PCG 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	GOOD & FAIR & POOR	NO CCC	CCC
Q60 YES	73 19%	1132 23%*	~ 18%	20 21%	20 16%	23 21%	55 19%	1 100%~	1 ~ 33%~	2 67%~	5 25%~	3 13%~	35 14%*	37 28%*	55 16%~	18 46%~	25 8%*	48 67%*	
NO	319 81%	3829 77%*	~ 82%	75 79%	108 84%	89 79%	235 81%	3 ~100%~	2 67%~	1 33%~	15 75%~	21 87%~	222 86%*	95 72%*	295 84%~	21 54%~	295 92%*	24 33%*	
NOT ANSWERED	23	401	4	5	9	5	2				2		3		3		23		
VALID CASES	392	4962	57	95	128	112	290	1	3	3	3	20	24	257	132	350	39	320	72
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PCG 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	GOOD & FAIR & POOR	NO CCC
Q61 YES	54 78%	857 79%	5 ~ 56%~	16 80%~	14 78%~	19 86%~	41 80%~	1 100%~	1 ~100%~	1 50%~	3 60%~	3 100%~	21 64%~	32 91%~	38 75%~	16 89%~	7 33%~	47 98%~
NO	15 22%	234 21%	4 ~ 44%~	4 20%~	4 22%~	3 14%~	10 20%~	~	~	1 50%~	2 40%~	~	12 36%~	3 9%~	13 25%~	2 11%~	14 67%~	1 2%~
NOT ANSWERED	4	30	1		2	1	4						2	2	4		4	
VALID CASES	69	1091	9	20	18	22	51	1	1	2	5	3	33	35	51	18	21	48
NUMBER OF RESPONDENTS	73	1121	10	20	20	23	55	1	1	2	5	3	35	37	55	18	25	48
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG 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	GOOD & FAIR & POOR	NO CCC	CCC
Q62 YES	45 85%	763 90%	~100%	87%	79%	84%	35 88%	1 100%	1 100%	1 100%	2 67%	2 67%	15 75%	29 91%	34 89%	11 73%	45 96%		
NO	8 15%	83 10%	~	13%	21%	16%	5 13%	~	~	~	1 33%	1 33%	5 25%	3 9%	4 11%	4 27%	6 100%	2 4%	
NOT ANSWERED	1	20			1		1						1			1	1		
VALID CASES	53	846		5	15	14	19	40	1	1	1	3	3	20	32	38	15	6	47
NUMBER OF RESPONDENTS	54	866		5	16	14	19	41	1	1	1	3	3	21	32	38	16	7	47
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES AND Q61 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q63 YES	50 13%	727 15%	~	11%	14%	12%	14%	36 12%	~	~	~	~	10% 21%	20 8%*	29 22%*	36 10% 13 33%~	9 3%*	41 58%*		
NO	340 87%	4197 85%	~	89%	86%	88%	86%	254 88%	1 100%	3 100%	3 100%	3 100%	18 90%~	19 79%~	236 92%*	102 78%*	312 90%~	26 67%~	310 97%*	30 42%*
NOT ANSWERED	25	439	6	4	9	6	2					2		4	1	5		24	1	
VALID CASES	390	4924	55	96	128	111	290	1	3	3	3	20	24	256	131	348	39	319	71	
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%	

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PCG 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	40 85%	620 86%	~	3 60%	11 92%	13 87%	13 87%	32 97%	~	~	~	~	1 50%	3 60%	12 67%	27 96%	29 83%	11 92%	2 29%	38 95%
NO	7 15%	103 14%	~	2 40%	1 8%	2 13%	2 13%	1 3%	~	~	~	~	1 50%	2 40%	6 33%	1 4%	6 17%	1 8%	5 71%	2 5%
NOT ANSWERED	3	18		1	1		1	3							2	1	1	1	2	1
VALID CASES	47	723		5	12	15	15	33					2	5	18	28	35	12	7	40
NUMBER OF RESPONDENTS	50	741		6	13	15	16	36					2	5	20	29	36	13	9	41
	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			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	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	
Q65 YES	37 95%	581 97%	~100%	3 91%	10 92%	11 92%	13 100%	30 94%	~	~	~	~	1 100%	3 100%	11 100%	25 93%	27 96%	10 91%	37 97%	
NO	2 5%	18 3%	~	~	1 9%	1 8%	2 6%	~	~	~	~	~	~	~	2 7%	1 4%	1 9%	1 100%	1 3%	
NOT ANSWERED	1	12				1									1	1		1		
VALID CASES	39	600		3	11	12	13	32					1	3	11	27	28	11	1	38
NUMBER OF RESPONDENTS	40	612		3	11	13	13	32					1	3	12	27	29	11	2	38
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES AND Q64 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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	
Q66 YES	41 11%	575 12%	~	5 9%	12 12%	10 8%	14 13%	29 10%	~	~	~	1 33%	1 5%	5 21%	21 8%	19 15%	31 9%	10 26%	11 3%*	30 42%*
NO	349 89%	4353 88%	~	52 91%	84 88%	118 92%	95 87%	260 90%	1 100%	3 100%	3 100%	2 67%	18 95%	19 79%	235 92%	112 85%	319 91%	29 74%	308 97%*	41 58%*
NOT ANSWERED	25	435		4	4	9	8	3				3		4	1	3		24	1	
VALID CASES	390	4928		57	96	128	109	289	1	3	3	3	19	24	256	131	350	39	319	71
NUMBER OF RESPONDENTS	415 100%	5363 100%		61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q67 YES	32	448		3	10	8	11	25					3	12	19	23	9	4	28
	80%	80%	~	60%	83%	89%	79%	86%	~	~	~	~	60%	60%	100%	77%	90%	40%	93%
NO	8	112		2	2	1	3	4				1	2	8		7	1	6	2
	20%	20%	~	40%	17%	11%	21%	14%	~	~	~	100%	40%	40%	~	23%	10%	60%	7%
NOT ANSWERED	1	21				1					1			1		1		1	
VALID CASES	40	560		5	12	9	14	29				1	5	20	19	30	10	10	30
NUMBER OF RESPONDENTS	41	581		5	12	10	14	29			1	5	5	21	19	31	10	11	30
	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		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	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
Q68 YES	28 88%	439 97%	3 ~100%	10 ~100%	7 88%	8 73%	23 92%	~	~	~	~	~	3 ~100%	10 83%	17 89%	20 87%	8 89%	28 ~100%	
NO	4 13%	14 3%	~	~	1 ~13%	3 27%	2 8%	~	~	~	~	~	~	2 ~17%	2 11%	3 13%	1 11%	4 ~100%	~
NOT ANSWERED		3																	
VALID CASES	32	453	3	10	8	11	25						3	12	19	23	9	4	28
NUMBER OF RESPONDENTS	32	456	3	10	8	11	25						3	12	19	23	9	4	28
	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		
	PCG 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	GOOD & FAIR & POOR	NO CCC	CCC	
Q69 YES	47 12%	459 9%	~	11%	17%	11%	10%	36 12%	1 100%	~	~	~	10%	21%	24 9%*	23 18%*	34 10%~	13 33%~	16 5%*	31 44%*
NO	346 88%	4495 91%	~	89%	83%	89%	90%	255 88%	3 ~100%	3 ~100%	3 ~100%	18 90%~	19 79%~	235 91%*	108 82%*	318 90%~	26 67%~	306 95%*	40 56%*	
NOT ANSWERED	22	409		4	4	8	6	1				2		1	1	1		21	1	
VALID CASES	393	4954		57	96	129	111	291	1	3	3	3	20	24	259	131	352	39	322	71
NUMBER OF RESPONDENTS	415 100%	5363 100%		61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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	
Q70 YES	27 60%	314 71%~	2 ~ 33%~	8 57%~	8 57%~	9 82%~	22 65%~	1 100%~	~	~	~	~	2 40%~	11 50%~	16 70%~	18 53%~	9 82%~	1 7%~	26 84%~
NO	18 40%	129 29%~	4 ~ 67%~	6 43%~	6 43%~	2 18%~	12 35%~	~	~	~	~	2 100%~	3 60%~	11 50%~	7 30%~	16 47%~	2 18%~	13 93%~	5 16%~
NOT ANSWERED	2	20		2			2							2		2		2	
VALID CASES	45	442	6	14	14	11	34	1				2	5	22	23	34	11	14	31
NUMBER OF RESPONDENTS	47 100%	462 100%	6 100%	16 100%	14 100%	11 100%	36 100%	1 100%				2 100%	5 100%	24 100%	23 100%	34 100%	13 100%	16 100%	31 100%

[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	
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- 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
Q71 YES	26	260	2	8	7	9	21	1				2	11	15	18	8		26
	96%	95%	~100%	~100%	~88%	~100%	~95%	~100%	~	~	~	~100%	~100%	~94%	~100%	~89%	~	~100%
NO	1	14				1	1							1		1		1
	4%	5%	~	~	~	13%	~5%	~	~	~	~	~	~	6%	~	11%	~	~100%
NOT ANSWERED		7																
VALID CASES	27	274	2	8	8	9	22	1				2	11	16	18	9	1	26
NUMBER OF RESPONDENTS	27	281	2	8	8	9	22	1				2	11	16	18	9	1	26
	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			
	PCG 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 & POOR	NO CCC	CCC	
Q72 YES	48 12%	722 15%	~	2 4%*	11 12%	15 12%	20 18%*	39 13%	~	~	~	~	2 10%~	3 13%~	17 7%*	30 23%*	36 10%~	11 29%~	6 2%*	42 58%*
NO	343 88%	4209 85%	~	55 96%*	84 88%	113 88%	91 82%*	251 87%	1 100%	3 100%	3 100%	3 100%	18 90%~	21 87%~	239 93%*	102 77%*	314 90%~	27 71%~	313 98%*	30 42%*
NOT ANSWERED	24	432		4	5	9	6	2					2		4		3	1	24	
VALID CASES	391	4931		57	95	128	111	290	1	3	3	3	20	24	256	132	350	38	319	72
NUMBER OF RESPONDENTS	415 100%	5363 100%		61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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	
Q73 YES	40 91%	612 90%	~100%	89%	93%	89%	32 89%	~	~	~	~100%	100%	2 3	13 81%	27 96%	30 88%	9 100%	40 ~98%	
NO	4 9%	68 10%	~	~11%	7%	11%	4 11%	~	~	~	~	~	3 19%	1 4%	4 12%	~100%	3 2%	1 ~	
NOT ANSWERED	4	39			2	1	1 3							1	2	2	2	3	1
VALID CASES	44	680		2	9	14	19	36				2	3	16	28	34	9	3	41
NUMBER OF RESPONDENTS	48	719		2	11	15	20	39				2	3	17	30	36	11	6	42
	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?

	PCG 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- WHT	AS- AMR	IAN	NATV ILND	AMR ALS	IND/ PAC	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
NQ74 LESS THAN 1 YEAR OLD		27 0.5%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
1 TO 3 YEARS OLD	61 15%	890 17%	~100%	61	~	~	44 15%	~	~	~	~	4 18%	2 8%	42 16%	15 11%	55 16%	2 5%	51 15%	10 14%
4 TO 7 YEARS OLD	100 24%	1394 26%	~	100	~	~	82 28%*	1 33%	1 33%	~	3 14%	3 13%	62 24%	33 25%	86 24%	10 26%	81 24%	19 26%	
8 TO 12 YEARS OLD	137 33%	1563 29%	~	~	137	~	87 30%*	2 67%	2 67%	10 45%	12 50%	86 33%	43 33%	117 33%	13 33%	119 35%	18 25%		
13 OR OLDER	117 28%	1489 28%	~	~	117	~	79 27%	1 100%	2 67%	1 33%	5 23%	7 29%	70 27%	41 31%	95 27%	14 36%	92 27%	25 35%	
VALID CASES	415	5363	61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

[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			
		<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	GOOD & FAIR & POOR	NO CCC	CCC		
NQ75	PCG TOT CHLD																			
MALE	OHP TOT CHLD	207	2755	33	51	71	52	149	1	2	1	1	11	12	134	63	177	23	163	44
		50%	51%	~ 54%	51%	52%	44%	51%	100%~	67%~	33%~	33%~	50%~	50%~	52%	48%	50%	59%~	48%*	61%*
FEMALE	OHP TOT CHLD	208	2608	28	49	66	65	143		1	2	2	11	12	126	69	176	16	180	28
		50%	49%	~ 46%	49%	48%	56%	49%		~ 33%~	67%~	67%~	50%~	50%~	48%	52%	50%	41%~	52%*	39%*
VALID CASES		415	5363	61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72
NUMBER OF RESPONDENTS		415	5363	61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	AGE						RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q76																			
HISPANIC OR LATINO	260 66%	2091 42%*	~ 42%	62 65%	86 67%	70 63%	176 60%*	1 ~ 33%~	2 ~ 67%~	19 90%~	16 67%~	260 100%~	132 ~100%~	230 ~ 66%~	29 76%~	232 72%*	28 39%*		
NOT HISPANIC OR LATINO	132 34%	2832 58%*	~ 15%	33 35%	43 33%	41 37%	115 40%*	1 100%~	2 67%~	3 100%~	1 33%~	2 10%~	8 33%~	132 ~100%~	121 34%~	9 24%~	89 28%*	43 61%*	
NOT ANSWERED	23	440	4	5	8	6	1				1			2	1	22	1		
VALID CASES	392	4923	57	95	129	111	291	1	3	3	3	21	24	260	132	351	38	321	71
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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

			AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q77.1 YES	315 76%	3570 67%*	~	46 75%	85 85%*	99 72%	85 73%	292 100%~	~	~	~	~	~	23 96%~	192 74%	122 92%*	285 81%*	27 69%~	256 75%	59 82%
NO	100 24%	1793 33%*	~	15 25%	15 15%*	38 28%	32 27%	1 ~100%	3 ~100%	3 ~100%	3 ~100%	22 ~100%	1 4%~	68 26%	10 8%*	68 19%*	12 31%~	87 25%	13 18%	
VALID CASES	415	5363		61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72
NUMBER OF RESPONDENTS	415 100%	5363 100%		61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	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		
Q77.2 YES	3 0.7%	230 4%*	~	1 2%	~	2 2%	1 ~100%	~	~	~	~	2 8%	2 0.8%	1 0.8%	3 0.8%	~	2 ~0.6%	1 1%		
NO	412 99%	5133 96%*	~	60 98%	100 100%	137 100%	115 98%	292 100%	3 ~100%	3 100%	3 100%	22 100%	22 92%	258 99%	131 99%	350 99%	39 100%	341 99%	71 99%	
VALID CASES	415	5363		61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72
NUMBER OF RESPONDENTS	415 100%	5363 100%		61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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

			AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND	AMER PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC			
Q77.3 YES	6 1%	201 4%*	~	~	1% 1	2% 3	2% 2	~	~100%	3 ~	~	~	~13%	3 0.8%	2 3%	4 3%	5 1%	1 3%	6 2%	~	
NO	409 99%	5162 96%*	~100%	~99%	99% 61	98% 99	98% 134	98% 115	100% 292	100% 1	~100%	~100%	~100%	~100%	87% 21	99% 258	97% 128	99% 348	97% 38	98% 337	100% 72
VALID CASES	415	5363	61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72		
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%		

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

			AGE					RACE						ETHNIC- ITY	HEALTH STATUS	CCC SCREENER				
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.4 YES	6 1%	82 2%	~	2%	1%	0.7%	3%	~	~	~100%	~	~	13%	0.4%	4%*	2%~	~	1%	1%	
NO	409 99%	5281 98%	~	98%	99%	99%	97%	292 100%	1 100%	3 100%	~	3 100%	22 100%	21 87%	259 100%	127 96%*	347 98%*	39 100%	338 99%	71 99%
VALID CASES	415	5363	61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72	
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%	

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q77.5 YES	11 3%	275 5%*	~	~	3 3%	5 4%	3 3%	~	~	~	3 ~100%	8 ~	5 2%	6 5%	10 3%	1 3%	7 2%	4 6%	
NO	404 97%	5088 95%*	~100%	~97%	132 96%	114 97%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	16 67%	255 98%	126 95%	343 97%	38 97%	336 98%	68 94%
VALID CASES	415	5363	61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72
NUMBER OF RESPONDENTS	415 100%	5363 100%	61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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

			AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
Q77.6 YES	33 8%	519 10%	~	4 7%	4 4%*	18 13%*	7 6%	~	~	~	~	~	22 ~100%	11 46%~	30 12%*	2 2%*	28 8%	4 10%	27 8%	6 8%	
NO	382 92%	4844 90%	~	57 93%	96 96%*	119 87%*	110 94%	292 100%	1 100%	3 100%	3 100%	3 100%	3 100%	~	13 54%~	230 88%*	130 98%*	325 92%	35 90%	316 92%	66 92%
VALID CASES	415	5363		61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72	
NUMBER OF RESPONDENTS	415 100%	5363 100%		61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%	

Q78 WHAT IS YOUR AGE?

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR WHT	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q78 UNDER 18	19 5%	223 5%	~	4%	4%	8%	5%	13 4%	~	~	~	~	10%~	2 8%	2 5%	13 5%	5 4%	16 5%~	3 8%~	15 5%	4 6%
18 TO 24	11 3%	229 5%*	~	12%*	3%	0.8%*	~	8 3%	~	~	33%~	~	5%~	1 ~	1 ~	9 3%	2 2%	11 3%~	~	9 3%	2 3%
25 TO 34	130 33%	1610 33%	~	56%*	53%*	30%	8%*	106 37%*	~	2 ~	~	~	19%~	4 21%~	5 ~	88 34%	42 33%	115 33%~	15 38%~	106 33%	24 33%
35 TO 44	138 35%	1842 37%	~	25%*	30%	38%	42%	95 33%	~	~	33%~	100%~	43%~	9 42%~	10 ~	105 41%*	32 25%*	123 35%~	14 36%~	115 36%	23 32%
45 TO 54	66 17%	718 15%	~	4%*	5%*	18%	32%*	46 16%	1 100%~	1 ~	~	~	~	4 19%~	7 29%~	37 14%	28 22%	60 17%~	5 13%~	57 18%	9 13%
55 TO 64	16 4%	213 4%	~	~	3%	2%*	10%*	13 4%	~	~	~	~	~	~	~	6 2%*	10 8%*	14 4%~	1 3%~	9 3%	7 10%
65 TO 74	11 3%	77 2%	~	~	1%	6%	4%	8 3%	~	~	33%~	~	5%~	1 ~	1 ~	10 0.4%*	10 8%*	10 3%~	1 3%~	8 3%	3 4%
75 OR OLDER		15 0.3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	24	436		4	6	7	7	3					1			1	3	4		24	
VALID CASES	391	4927		57	94	130	110	289	1	3	3	3	21	24	259	129	349	39	319	72	
NUMBER OF RESPONDENTS	415	5363		61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72	
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q79 ARE YOU MALE OR FEMALE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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	GOOD POOR	NO CCC	CCC		
Q79																				
MALE	47 12%	657 13%	~	2 4%*	4 4%*	24 18%*	17 15%	36 12%	~	~	1 33%~	1 33%~	4 18%~	1 4%~	25 10%	21 16%	42 12%~	4 10%~	38 12%	9 12%
FEMALE	346 88%	4307 87%	~	55 96%*	91 96%*	107 82%*	93 85%	253 88%	1 100%	3 100%	2 67%~	2 67%~	18 82%~	23 96%~	233 90%	110 84%	309 88%~	35 90%~	283 88%	63 88%
NOT ANSWERED	22	399		4	5	6	7	3						2	1	2		22		
VALID CASES	393	4964		57	95	131	110	289	1	3	3	3	22	24	258	131	351	39	321	72
NUMBER OF RESPONDENTS	415 100%	5363 100%		61 100%	100 100%	137 100%	117 100%	292 100%	1 100%	3 100%	3 100%	3 100%	22 100%	24 100%	260 100%	132 100%	353 100%	39 100%	343 100%	72 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG 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 ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q80																				
8TH GRADE OR LESS	94 24%	618 13%*	~	4 7%*	28 29%	27 21%	35 33%*	68 23%	~	~	~	1 33%~	5 25%~	5 22%~	93 37%*	~	79 23%~	14 38%~	89 28%*	5 7%*
SOME HIGH SCHOOL BUT DID NOT GRADUATE	51 13%	624 13%	~	8 14%	6 6%*	22 17%	15 14%	33 11%	~	~	1 33%~	1 5%~	4 17%~	41 16%*	10 8%*	47 14%~	4 11%~	47 15%*	4 6%*	
HIGH SCHOOL GRADUATE OR GED	120 31%	1385 28%	~	30 54%*	21 22%*	44 34%	25 24%*	91 31%	~	1 50%~	1 33%~	2 67%~	10 50%~	4 17%~	88 35%*	32 25%*	108 31%~	11 30%~	96 30%	24 34%
SOME COLLEGE OR 2-YEAR DEGREE	91 24%	1555 32%*	~	12 21%	33 35%*	24 19%	22 21%	76 26%*	1 100%~	1 50%~	1 33%~	2 10%~	7 30%~	25 10%*	66 51%*	85 25%~	6 16%~	61 19%*	30 42%*	
4-YEAR COLLEGE GRADUATE	22 6%	470 10%*	~	2 4%	7 7%	7 5%	6 6%	15 5%	~	~	~	2 10%~	3 13%~	4 2%*	16 12%*	20 6%~	1 3%~	16 5%	6 8%	
MORE THAN 4-YEAR COLLEGE DEGREE	8 2%	246 5%*	~	~	~	5 4%	3 3%	7 2%	~	~	~	~	~	2 0.8%*	6 5%*	7 2%~	1 3%~	6 2%	2 3%	
NOT ANSWERED	29	466		5	5	8	11	2		1			2	1	7	2	7	2	28	1
VALID CASES	386	4897		56	95	129	106	290	1	2	3	3	20	23	253	130	346	37	315	71
NUMBER OF RESPONDENTS	415	5363		61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72
	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG 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 PAC ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q81																				
MOTHER OR FATHER	373 95%	4614 94%	~100%	57 94%	89 95%	122 95%	105 95%	273 95%	1 100%	3 100%	3 100%	3 100%	21 95%	22 92%	254 99%*	115 88%*	333 95%	37 95%	309 97%*	64 89%*
GRANDPARENT	11 3%	165 3%	~	~	4 4%	4 3%	3 3%	9 3%	~	~	~	~	1 5%	1 4%	1 0.4%*	10 8%*	11 3%	~	8 2%	3 4%
AUNT OR UNCLE	2 0.5%	19 0.4%	~	~	1 1%	1 0.8%	~	2 0.7%	~	~	~	~	~	~	~	2 2%	2 0.6%	~	1 0.3%	1 1%
OLDER BROTHER OR SISTER		8 0.2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
OTHER RELATIVE		3 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
LEGAL GUARDIAN	4 1%	60 1%	~	~	1 1%	1 0.8%	2 2%	3 1%	~	~	~	~	~	1 4%	1 0.4%	3 2%	4 1%	~	2 0.6%	2 3%
SOMEONE ELSE	2 0.5%	41 0.8%	~	~	~	1 0.8%	1 0.9%	1 0.3%	~	~	~	~	~	~	1 0.4%	1 0.8%	~	2 5%	~	2 3%
NOT ANSWERED	23	454		4	5	8	6	4							3	1	3		23	
VALID CASES	392	4909		57	95	129	111	288	1	3	3	3	22	24	257	131	350	39	320	72
NUMBER OF RESPONDENTS	415	5363		61	100	137	117	292	1	3	3	3	22	24	260	132	353	39	343	72
	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		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q82 YES	7 3%	96 3%	~	1 3%	~	4 5%	2 3%	3 1%	~	~	~	~	1 7%	1 10%	6 4%	1 0.9%	7 3%	~	7 3%	~
NO	246 97%	3230 97%	~	39 98%	60 100%	78 95%	69 97%	199 99%	1 100%	2 100%	3 100%	2 100%	13 93%	9 90%	139 96%	105 99%	225 97%	20 100%	194 97%	52 100%
NOT ANSWERED	6	38			1	2	3	3					2		4	1	4		5	1
VALID CASES	253	3326		40	60	82	71	202	1	2	3	2	14	10	145	106	232	20	201	52
NUMBER OF RESPONDENTS	259 100%	3364 100%		40 100%	61 100%	84 100%	74 100%	205 100%	1 100%	2 100%	3 100%	2 100%	16 100%	10 100%	149 100%	107 100%	236 100%	20 100%	206 100%	53 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

			AGE					RACE					ETHNIC- ITY	HEALTH STATUS	CCC SCREENER		
	PCG 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- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC CCC
Q83.1 YES	6 86%	45 50%	1 ~100%	3 ~75%	2 ~100%	3 ~100%	~	~	~	~	~	1 ~100%	5 83%	1 100%	6 86%	6 86%	~
NO	1 14%	44 50%	~	~	1 ~25%	~	~	~	~	~	1 ~100%	~	1 17%	~	1 14%	1 14%	~
VALID CASES	7	89	1	4	2	3					1	1	6	1	7	7	
NUMBER OF RESPONDENTS	7	89	1	4	2	3					1	1	6	1	7	7	
	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			
	PCG 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		
Q83.2 YES	2 29%	28 31%	~	~	~	25%	50%	67%	~	~	~	~	~	33%	~	29%	~	29%	~	
NO	5 71%	61 69%	~	100%	~	75%	50%	33%	~	~	~	~	100%	100%	67%	100%	71%	~	71%	~
VALID CASES	7	89	1	4	2	3	3				1	1	6	1	7	7	7	7		
NUMBER OF RESPONDENTS	7	89	1	4	2	3	3				1	1	6	1	7	7	7	7		
	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%		

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

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q83.3	YES	11 12%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
	NO	7 100%	78 88%	1 ~100%	4 ~100%	2 100%	3 100%	~	~	~	1 ~100%	1 100%	6 100%	1 100%	7 100%	7 100%	~
VALID CASES		7	89	1	4	2	3				1	1	6	1	7	7	
NUMBER OF RESPONDENTS		7	89	1	4	2	3				1	1	6	1	7	7	
		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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	GOOD & POOR	NO CCC	CCC
Q83.4 YES	2 29%	19 21%	~	~	~	50%	~	33%	~	~	~	~	100%	~	33%	~	29%	~	29%	~
NO	5 71%	70 79%	~	100%	~	50%	100%	67%	~	~	~	~	~	100%	67%	100%	71%	~	71%	~
VALID CASES	7	89	1	4	2	3	3					1	1	6	1	7	7	7	7	
NUMBER OF RESPONDENTS	7	89	1	4	2	3	3					1	1	6	1	7	7	7	7	
	100%	100%	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	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q83.5	PCG TOT CHLD																
YES	OHP TOT CHLD	8															
		10%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO		7	1	4	2	3				1	1	6	1	7		7	
		100%	~100%	~100%	~100%	~100%	~	~	~	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~
VALID CASES		7	1	4	2	3				1	1	6	1	7		7	
NUMBER OF RESPONDENTS		7	1	4	2	3				1	1	6	1	7		7	
		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		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
NQ14 0-6	27 10%	329 10%	6 ~ 13%	5 ~ 8%	11 13%	5 7%	20 10%	1 ~ 50%	1 ~ 50%	1 ~ 5%	1 ~ 5%	11 7%	13 13%	21 9%	4 16%	19 9%	8 14%		
7-8	70 27%	1112 32%	11 ~ 24%	23 35%	16 20%	20 29%	55 27%	~	1 ~ 50%	1 50%	6 46%	3 15%	34 22%*	34 35%*	61 27%	7 28%	51 25%	19 33%	
9-10	164 63%	2025 58%	29 ~ 63%	37 57%	55 67%	43 63%	126 63%	1 100%	1 100%	1 100%	7 ~ 54%	16 80%	109 71%*	51 52%*	147 64%	14 56%	133 66%	31 53%	
VALID CASES	261	3466	46	65	82	68	201	1	2	2	2	13	20	154	98	229	25	203	58
NUMBER OF RESPONDENTS	261 100%	3466 100%	46 100%	65 100%	82 100%	68 100%	201 100%	1 100%	2 100%	2 100%	2 100%	13 100%	20 100%	154 100%	98 100%	229 100%	25 100%	203 100%	58 100%
MEAN	2.52	2.49	2.50	2.49	2.54	2.56	2.53	3.00	2.00	2.50	1.50	2.54	2.75	2.64	2.39	2.55	2.40	2.56	2.40
p stat_(*=Sig @ p<=.05)		.397	~	~.658	.852	.618	.915	~	~	~	~	~	~	~.002*	.011*	~	~	~.105	.104

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR WHT	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	
NQ41 0-6	27 8%	319 8%	~	3 6%	9 10%	11 10%	4 4%	20 8%	~	1 33%	~	2 100%	1 5%	~	13 6%	13 11%	22 7%	5 14%	20 8%	7 10%
7-8	48 14%	980 23%*	~	5 11%	13 15%	13 12%	17 18%	38 15%	~	~	~	~	1 5%	3 14%	19 9%*	27 23%*	42 14%	4 11%	34 13%	14 20%
9-10	259 78%	2929 69%*	~	39 83%	65 75%	81 77%	74 78%	190 77%	1 100%	2 67%	2 100%	~	18 90%	18 86%	178 85%*	77 66%*	230 78%	26 74%	211 80%	48 70%
VALID CASES	334	4228		47	87	105	95	248	1	3	2	2	20	21	210	117	294	35	265	69
NUMBER OF RESPONDENTS	334 100%	4228 100%		47 100%	87 100%	105 100%	95 100%	248 100%	1 100%	3 100%	2 100%	2 100%	20 100%	21 100%	210 100%	117 100%	294 100%	35 100%	265 100%	69 100%
MEAN	2.69	2.62		2.77	2.64	2.67	2.74	2.69	3.00	2.33	3.00	1.00	2.85	2.86	2.79	2.55	2.71	2.60	2.72	2.59
p stat_(*=Sig @ p<=.05)		.026*	~	~	.395	.590	.391	.648	~	~	~	~	~	~	~	.001*.002*	~	~	~	.168 .157

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK 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
NQ48 0-6	11 19%	69 10%	~	~	2 18%	3 17%	6 27%	6 13%	1 100%	~	1 100%	2 40%	4 16%	7 21%	10 23%	1 7%	5 15%	6 24%	
7-8	15 26%	178 26%	~	~	4 36%	2 11%	9 41%	13 28%	1 100%	~	1 100%	1 100%	6 24%	9 27%	9 20%	6 43%	8 24%	7 28%	
9-10	32 55%	428 63%	~	7 100%	5 45%	13 72%	7 32%	27 59%	~	~	~	3 60%	15 60%	17 52%	25 57%	7 50%	20 61%	12 48%	
VALID CASES	58	675		7	11	18	22	46	1	1	1	1	5	25	33	44	14	33	25
NUMBER OF RESPONDENTS	58 100%	675 100%		7 100%	11 100%	18 100%	22 100%	46 100%	1 100%	1 100%	1 100%	1 100%	5 100%	25 100%	33 100%	44 100%	14 100%	33 100%	25 100%
MEAN	2.36	2.53	3.00	2.27	2.56	2.05	2.46	1.00	2.00	1.00	2.00	2.20	2.44	2.30	2.34	2.43	2.45	2.24	
p stat_(*=Sig @ p<=.05)		.065	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

NQ54 RATING OF CHILD'S HEALTH PLAN

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PCG 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			
NQ54 0-6	42 11%	619 12%	~	3 5%	12 13%	17 13%	10 9%	33 11%	1 100%	~	2 67%	1 5%	~	15 6%*	24 19%*	34 10%~	7 19%~	28 9%*	14 20%*	
7-8	73 19%	1448 29%*	~	8 14%	15 16%	27 21%	23 21%	56 20%	~	~	2 67%	1 33%	4 19%	2 8%	33 13%*	39 30%*	67 19%~	5 14%~	48 15%*	25 36%*
9-10	274 70%	2927 59%*	~	45 80%	68 72%	85 66%	76 70%	198 69%	3 100%	1 33%	~	16 76%	22 92%	207 81%*	65 51%*	246 71%~	25 68%~	244 76%*	30 43%*	
VALID CASES	389	4994		56	95	129	109	287	1	3	3	3	21	24	255	128	347	37	320	69
NUMBER OF RESPONDENTS	389 100%	4994 100%		56 100%	95 100%	129 100%	109 100%	287 100%	1 100%	3 100%	3 100%	3 100%	21 100%	24 100%	255 100%	128 100%	347 100%	37 100%	320 100%	69 100%
MEAN	2.60	2.46		2.75	2.59	2.53	2.61	2.57	1.00	3.00	2.33	1.33	2.71	2.92	2.75	2.32	2.61	2.49	2.67	2.23
p stat_(*=Sig @ p<=.05)		.000*		~.032*	.912	.170	.869	.283	~	~	~	~	~	~	~.000*	0.000*	~	~	~.000*	.000*

GETTING NEEDED CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	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
NPRBSEE4 NQ46	2.16	2.21	3.00	2.00	2.30	1.86	2.24	1.00	1.00		1.00	1.00	2.60	2.21	2.12	2.28	1.80	2.14	2.19
p stat_(*=Sig @ p<=.05)		.697	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCARNES4 NQ15	2.36	2.44	2.46	2.30	2.40	2.30	2.39	2.00	2.00	2.00	1.00	2.46	2.35	2.36	2.40	2.40	2.04	2.39	2.24
p stat_(*=Sig @ p<=.05)		.078	~	~.432	.545	.444	.127	~	~	~	~	~	~	.876	.492	~	~	.163	.163
COMPOSITE	2.26	2.32	x 2.73	2.15	2.35	2.08	2.32	1.50	1.50	2.00	1.00	1.73	2.48	2.29	2.26	2.34	1.92	2.26	2.22
p stat_(*=Sig @ p<=.05)		.680	~	~.674	.715	.495	.467	~	~	~	~	~	~	.827	.994	~	~	.954	.897

GETTING CARE QUICKLY

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
NCARSN4 NQ4	2.57	2.60	2.82	2.48	2.52	2.52	2.60			2.00		2.71	2.50	2.51	2.69	2.57	2.63	2.58	2.56
p stat_(*=Sig @ p<=.05)		.646	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NAPGET4 NQ6	2.31	2.43	2.35	2.13	2.35	2.39	2.31	3.00	1.00	3.00	1.00	2.13	2.60	2.24	2.41	2.29	2.36	2.28	2.42
p stat_(*=Sig @ p<=.05)		.013*	~	~.055	.613	.313	.989	~	~	~	~	~	~	.082	.152	~	~	.276	.277
COMPOSITE	2.44	2.51	x 2.58	2.31	2.43	2.45	2.45	3.00	1.00	2.50	1.00	2.42	2.55	2.37	2.55	2.43	2.49	2.43	2.49
p stat_(*=Sig @ p<=.05)		.691	~	~.713	.982	.962	.898	~	~	~	~	~	~	.694	.706	~	~	.911	.901

HOW WELL DOCTORS COMMUNICATE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
NDREXPL4 NQ32	2.67	2.69	2.72	2.68	2.69	2.59	2.65	3.00	3.00	3.00	2.00	2.69	2.71	2.63	2.74	2.69	2.46	2.68	2.62
p stat_(*=Sig @ p<=.05)	.499		~	~.860	.633	.236	.605	~	~	~	~	~	~	.236	.148	~	~	.463	.453
NDRLSTN4 NQ33	2.74	2.71	2.82	2.78	2.82	2.59	2.74	3.00	3.00	2.50	1.00	2.77	2.94	2.78	2.68	2.77	2.58	2.78	2.63
p stat_(*=Sig @ p<=.05)	.345		~	~.551	.152	.003*	.813	~	~	~	~	~	~	.157	.152	~	~	.049*	.047*
NDRESPU4 NQ34	2.80	2.77	2.72	2.87	2.79	2.77	2.81	3.00	3.00	2.50	1.00	2.79	2.94	2.85	2.75	2.81	2.69	2.82	2.72
p stat_(*=Sig @ p<=.05)	.455		~	~.105	.977	.625	.619	~	~	~	~	~	~	.045*	.245	~	~	.257	.244
NDRTMEN4 NQ37	2.44	2.49	2.46	2.41	2.53	2.37	2.45	3.00	2.00	2.50	1.00	2.64	2.76	2.35	2.58	2.46	2.24	2.45	2.43
p stat_(*=Sig @ p<=.05)	.326		~	~.657	.255	.382	.917	~	~	~	~	~	~	.021*	.023*	~	~	.832	.828
COMPOSITE	2.66	2.67	x 2.68	2.68	2.71	2.58	2.66	3.00	2.75	2.63	1.25	2.72	2.84	2.65	2.69	2.68	2.49	2.68	2.60
p stat_(*=Sig @ p<=.05)	.988		~	~.967	.924	.872	1.00	~	~	~	~	~	~	.972	.951	~	~	.906	.906

CUSTOMER SERVICE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PCG 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
NPBCLCS4 NQ50	2.32	2.24	2.53	2.39	2.17	2.37	2.33	1.67	2.00	2.00	2.80	2.33	2.31	2.32	2.31	2.34	2.27	
p stat_(*=Sig @ p<=.05)	.260		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCSRESP NQ51	2.67	2.57	2.88	2.66	2.63	2.65	2.66	2.00	2.00	2.70	3.00	2.70	2.61	2.72	2.36	2.73	2.46	
p stat_(*=Sig @ p<=.05)	.094		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.50	2.41	x 2.71	2.52	2.40	2.51	2.50	x 1.83	x 2.00	2.35	2.90	2.52	2.46	2.52	2.33	2.53	2.37	
p stat_(*=Sig @ p<=.05)	.784		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

SHARED DECISION MAKING

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PCG 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 NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC
NNRXWHY NQ11	2.91	2.88	3.00	2.89	2.88	2.89	2.89			3.00		3.00	2.88	2.93	2.92	2.86	2.89	2.93
p stat_(*=Sig @ p<=.05)	.549		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NNRXWYNT NQ12	2.31	2.40	2.45	2.11	2.18	2.56	2.32		3.00			1.80	2.44	2.17	2.22	2.69	2.21	2.46
p stat_(*=Sig @ p<=.05)	.457		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXBST NQ13	2.61	2.55	2.45	2.68	2.62	2.60	2.52		3.00			3.00	2.69	2.45	2.56	2.71	2.53	2.71
p stat_(*=Sig @ p<=.05)	.582		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.61	2.61	x 2.64	2.56	2.56	2.68	2.58	x	x 3.00	x	x 2.60	2.67	2.52	2.57	2.75	2.55	2.70	
p stat_(*=Sig @ p<=.05)	1.00		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

ACCESS TO SPECIALIZED SERVICES

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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	GOOD & POOR	NO CCC	CCC	
NEZMDEQ NQ20	2.29	2.15		2.67		2.33	1.00	2.50						2.40	2.00	2.40	2.00	2.25	2.33	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NEZTHP NQ23	1.90	1.94		2.14	2.00	1.83	1.73	1.94				3.00	2.25	1.91	1.94	2.06	1.38	2.25	1.59	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NEZTC NQ26	1.93	2.08		1.50	1.44	2.07	2.11	1.91				1.00	2.33	2.06	1.80	1.95	1.75	2.25	1.75	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.04	2.06	x	2.10	1.72	2.08	1.61	2.12	x	x	x	x	2.00	2.29	2.12	1.91	2.14	1.71	2.25	1.89
p stat_(*=Sig @ p<=.05)		.943	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV HAW/PAC ILND	AMER IND/ALSK NATV	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
PRBSEE4 Q46	68%	75%		100%	69%	70%	55%	74%	0%	0%		0%	0%	80%	68%	68%	74%	47%	67%	69%
CARNES4 Q15	86%	88%		91%	86%	86%	84%	87%	100%	50%	100%	0%	92%	80%	89%	84%	88%	72%	87%	83%
AVERAGE	76.95	81.22	x	95.65	77.58	77.77	69.06	80.50	x	x	x	x	92.31	80.00	78.41	75.66	81.12	59.33	76.90	75.99

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV HAW/PAC ILND	AMER IND/ALSK NATV	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
CARSN4 Q4	88%	90%		95%	86%	89%	83%	86%			100%		100%	100%	86%	91%	89%	88%	88%	88%
APGET4 Q6	79%	84%		88%	68%	78%	83%	79%	100%	0%	100%	0%	73%	87%	76%	83%	78%	77%	77%	85%
AVERAGE	83.20	87.16	x	91.48	77.27	83.55	82.68	82.58	x	x	x	x	86.67	93.33	81.05	86.83	83.19	82.39	82.24	86.57

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG 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		
DREXPL4 Q32	93%	93%	100%	88%	90%	95%	93%	100%	100%	100%	100%	92%	88%	91%	96%	93%	88%	91%	97%	
DRLSTN4 Q33	97%	94%	97%	99%	97%	95%	98%	100%	100%	100%	0%	92%	100%	99%	95%	97%	96%	98%	93%	
DRESPU4 Q34	96%	95%	95%	99%	96%	95%	97%	100%	100%	100%	0%	93%	100%	99%	94%	96%	96%	98%	92%	
DRTMEN4 Q37	86%	86%	87%	88%	85%	83%	87%	100%	50%	100%	0%	86%	94%	83%	91%	87%	76%	86%	84%	
AVERAGE	92.9	92.0	x	94.9	93.4	92.0	92.3	93.8	x	x	x	x	90.8	95.6	92.7	93.7	93.3	89.2	93.5	91.4

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-AMER	AS-IAN	NATV HAW/PAC ILND	AMER IND/ALSK NATV	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
PBCLCS4 Q50	81%	77%		88%	86%	72%	87%	82%		33%		100%	60%	100%	81%	81%	81%	77%	80%	85%
CSRESP Q51	94%	91%		100%	100%	89%	94%	95%		67%		100%	90%	100%	95%	92%	96%	79%	96%	88%
AVERAGE	87.65	83.89	x	94.12	92.86	80.43	90.11	88.39	x	x	x	x	75.00	x	88.29	86.11	88.91	77.75	87.94	86.54

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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		
NRXWHY Q11	95%	94%	100%	95%	94%	94%	94%			100%		100%	94%	97%	96%	93%	95%	96%		
NRXWYNT Q12	66%	70%	73%	56%	59%	78%	66%			100%		40%	72%	59%	61%	85%	61%	73%		
RXBST Q13	80%	78%	73%	84%	81%	80%	76%			100%		100%	85%	72%	78%	86%	77%	86%		
AVERAGE	80.4	80.5	x	81.8	78.2	78.0	84.1	78.8	x	x	x	x	x	x	83.5	75.9	78.4	87.7	77.3	85.0

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG 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	71%	70%	100%		67%	0%	83%							80%	50%	80%	50%	75%	67%	
EZTHP Q23	57%	61%	71%	67%	50%	45%	59%				100%	75%	57%	61%	67%	25%	75%	41%		
EZTC Q26	57%	67%	50%	33%	67%	61%	54%				0%	100%	61%	52%	58%	50%	63%	54%		
AVERAGE	61.8	66.1	x	71.4	50.0	58.3	53.3	65.7	x	x	x	x	x	x	58.8	56.6	62.3	25.0	68.8	47.2

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG 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	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
DRTLKU Q38	86%	84%	92%	91%	86%	77%	86%	100%	100%	100%	100%	85%	88%	89%	83%	87%	84%	85%	90%	
DRUNCON Q43	84%	89%	86%	88%	85%	80%	85%	100%		100%	100%	100%		79%	88%	90%	68%	71%	91%	
DRUNFAM Q44	84%	84%	86%	88%	89%	75%	83%	100%		100%	75%	100%		86%	82%	88%	72%	80%	87%	
AVERAGE	85.0	85.5	x	87.9	88.8	86.7	77.5	84.7	x	x	x	x	84.6	88.2	84.8	84.3	88.4	74.9	78.7	89.3

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG 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	82%	94%	100%	88%	76%	80%	82%		100%	100%	100%	100%	77%	89%	83%	80%	83%	82%		
HLPCOORD Q29	69%	60%	89%	74%	69%	59%	71%	100%	100%	100%	50%	67%	76%	64%	72%	55%	69%	69%		
AVERAGE	75.8	76.8	x	88.9	80.6	72.9	69.6	76.8	x	x	x	x	x	66.7	76.4	76.5	77.9	67.3	76.4	75.3

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 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS? [ASKED IF Q7 >= 1 TIME]

8 Q9 IN THE LAST 6 MONTHS, DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE? [ASKED IF Q7 >= 1 TIME]

9 Q10 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]

10 Q11 DID YOU AND A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]

11 Q12 WHEN YOU TALKED ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOU? [ASKED IF Q7 >= 1 TIME AND Q9 = YES]

12 Q13 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1 TIME]

13 Q14 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS OR TREATMENT YOU NEEDED? [ASKED IF Q7 >= 1 TIME]

PAGE QUESTION TITLE

3. YOUR PERSONAL DOCTOR

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

4. GETTING HEALTH CARE FROM SPECIALISTS

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

PAGE QUESTION TITLE

5. YOUR HEALTH PLAN

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

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

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

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

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

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

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

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

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

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

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

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

PAGE QUESTION TITLE

5. ADDITIONAL QUESTIONS

- 39 Q35E IN THE LAST 6 MONTHS, DID YOU VISIT A PROVIDER FOR A SPECIFIC HEALTH ISSUE?
- 40 Q35F HOW MUCH EFFORT WAS MADE TO HELP YOU UNDERSTAND YOUR HEALTH ISSUE? [ASKED IF Q35E = YES]
- 41 Q35G HOW MUCH EFFORT WAS MADE TO LISTEN TO THE THINGS THAT MATTER MOST TO YOU ABOUT YOUR HEALTH ISSUE? [ASKED IF Q35E = YES]
- 42 Q35H HOW MUCH EFFORT WAS MADE TO INCLUDE WHAT MATTERS MOST TO YOU IN CHOOSING WHAT TO DO NEXT? [ASKED IF Q35E = YES]
- 43 Q35I CHOICES FOR YOUR TREATMENT OR HEALTH CARE CAN INCLUDE CHOICES ABOUT MEDICINE, SURGERY, OR OTHER TREATMENT. IN THE LAST 6 MONTHS, DID THIS PROVIDER TELL YOU THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE?
- 44 Q35J IN THE LAST 6 MONTHS, DID YOUR PROVIDER TALK WITH YOU ABOUT THE PROS AND CONS OF EACH CHOICE FOR YOUR TREATMENT OR HEALTH CARE? [ASKED IF Q35I = YES]
- 45 Q35K IN THE LAST 6 MONTHS, WHEN THERE WAS MORE THAN ONE CHOICE FOR YOUR TREATMENT OR HEALTH CARE, DID YOUR PROVIDER ASK YOU WHICH CHOICE WAS BEST FOR YOU? [ASKED IF Q35I = YES]
- 46 Q35L IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR PROVIDER MAKE IT EASY FOR YOU TO ASK QUESTIONS OR RAISE CONCERNS?
- 47 Q35M IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?
- 48 Q35N IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER INTERRUPT YOU WHEN YOU WERE TALKING?
- 49 Q35O IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER USE A CONDESCENDING, SARCASTIC, OR RUDE TONE OR MANNER WITH YOU?
- 50 Q35P IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

5. ACCESS TO DENTAL CARE

- 51 Q35Q A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?
- 52 Q35R IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

PAGE	QUESTION	TITLE
6. ABOUT YOU		
53	Q36	IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL HEALTH?
54	Q37	IN GENERAL, HOW WOULD YOU RATE YOUR OVERALL MENTAL OR EMOTIONAL HEALTH?
55	Q38	HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2014?
56	Q39	DO YOU NOW SMOKE CIGARETTES OR USE TOBACCO EVERY DAY, SOME DAYS, OR NOT AT ALL?
57	Q40	IN THE LAST 6 MONTHS, HOW OFTEN WERE YOU ADVISED TO QUIT SMOKING OR USING TOBACCO BY A DOCTOR OR OTHER HEALTH PROVIDER IN YOUR PLAN? [ASKED IF Q39 = EVERY DAY OR SOME DAYS]
58	Q41	IN THE LAST 6 MONTHS, HOW OFTEN WAS MEDICATION RECOMMENDED OR DISCUSSED BY A DOCTOR OR HEALTH PROVIDER TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF MEDICATION ARE: NICOTINE GUM, PATCH, NASAL SPRAY, INHALER, OR PRESCRIPTION MEDICATION. [ASKED IF Q39 = EVERY DAY OR SOME DAYS]
59	Q42	IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR DOCTOR OR HEALTH PROVIDER DISCUSS OR PROVIDE METHODS AND STRATEGIES OTHER THAN MEDICATION TO ASSIST YOU WITH QUITTING SMOKING OR USING TOBACCO? EXAMPLES OF METHODS AND STRATEGIES ARE: TELEPHONE HELPLINE, INDIVIDUAL OR GROUP COUNSELING, OR CESSATION PROGRAM. [ASKED IF Q39 = EVERY DAY OR SOME DAYS]
60	Q43	DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?
61	Q44	DO YOU HAVE A HEALTH PROBLEM OR TAKE MEDICATION THAT MAKES TAKING ASPIRIN UNSAFE FOR YOU?
62	Q45	HAS A DOCTOR OR HEALTH PROVIDER EVER DISCUSSED WITH YOU THE RISKS AND BENEFITS OF ASPIRIN TO PREVENT HEART ATTACK OR STROKE?

PAGE	QUESTION	TITLE
63	Q46.1	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH CHOLESTEROL
64	Q46.2	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH BLOOD PRESSURE
65	Q46.3	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: PARENT OR SIBLING WITH HEART ATTACK BEFORE THE AGE OF 60
66	Q47.1	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A HEART ATTACK
67	Q47.2	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANGINA OR CORONARY HEART DISEASE
68	Q47.3	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A STROKE
69	Q47.4	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANY KIND OF DIABETES OR HIGH BLOOD SUGAR
70	Q48	IN THE LAST 6 MONTHS, DID YOU GET HEALTH CARE 3 OR MORE TIMES FOR THE SAME CONDITION OR PROBLEM?
71	Q49	IS THIS A CONDITION OR PROBLEM THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE. [ASKED IF Q48 = YES]
72	Q50	DO YOU NOW NEED OR TAKE MEDICINE PRESCRIBED BY A DOCTOR? DO NOT INCLUDE BIRTH CONTROL.
73	Q51	IS THIS MEDICINE TO TREAT A CONDITION THAT HAS LASTED FOR AT LEAST 3 MONTHS? DO NOT INCLUDE PREGNANCY OR MENOPAUSE. [ASKED IF Q50 = YES]
74	NQ52	WHAT IS YOUR AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
75	NQ53	ARE YOU MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
76	Q54	WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?
77	Q55	ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?
78	Q56.1	WHAT IS YOUR RACE? RESPONSE: WHITE
79	Q56.2	WHAT IS YOUR RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN
80	Q56.3	WHAT IS YOUR RACE? RESPONSE: ASIAN
81	Q56.4	WHAT IS YOUR RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
82	Q56.5	WHAT IS YOUR RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE
83	Q56.6	WHAT IS YOUR RACE? RESPONSE: OTHER
84	Q57	DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]
85	Q58.1	HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

86 Q58.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

87 Q58.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

88 Q58.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

89 Q58.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]

PAGE	QUESTION	TITLE
8. RATINGS		
90	NQ13	RATING OF ALL HEALTH CARE [ASKED IF Q7 >= 1 TIME]
91	NQ23	RATING OF PERSONAL DOCTOR [ASKED IF Q15 = YES]
92	NQ27	RATING OF SPECIALIST SEEN MOST OFTEN [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]
93	NQ35	RATING OF HEALTH PLAN
9. COMPOSITES		
94		GETTING NEEDED CARE
95		GETTING CARE QUICKLY
96		HOW WELL DOCTORS COMMUNICATE
97		CUSTOMER SERVICE
98		SHARED DECISION MAKING
10. GLOBAL PROPORTION COMPOSITES		
99		GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
100		GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
101		HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
102		CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
103		SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

INDEX OF CHILD TABLES

PAGE QUESTION TITLE

1. INTRODUCTION

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

2. YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

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

3 Q4 IN THE LAST 6 MONTHS, WHEN YOUR CHILD NEEDED CARE RIGHT AWAY, HOW OFTEN DID YOUR CHILD GET CARE AS SOON AS HE OR SHE NEEDED? [ASKED IF Q3 = YES]

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

5 Q6 IN THE LAST 6 MONTHS, WHEN YOU MADE AN APPOINTMENT FOR A CHECK UP OR ROUTINE CARE FOR YOUR CHILD AT A DOCTOR'S OFFICE OR CLINIC, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOUR CHILD NEEDED? [ASKED IF Q5 = YES]

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

7 Q8 IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT SPECIFIC THINGS YOU COULD DO TO PREVENT ILLNESS IN YOUR CHILD? [ASKED IF Q7 >= 1 TIME]

8 Q9 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE YOUR QUESTIONS ANSWERED BY YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER? [ASKED IF Q7 >= 1 TIME]

9 Q10 IN THE LAST 6 MONTHS, DID YOU AND YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT STARTING OR STOPPING A PRESCRIPTION MEDICINE FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME]

10 Q11 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]

11 Q12 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, HOW MUCH DID A DOCTOR OR OTHER HEALTH PROVIDER TALK ABOUT THE REASONS YOU MIGHT NOT WANT YOUR CHILD TO TAKE A MEDICINE? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]

12 Q13 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A 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 Q36 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS IN A WAY THAT WAS EASY FOR YOUR CHILD TO UNDERSTAND? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q35 = YES]

37 Q37 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SPEND ENOUGH TIME WITH YOUR CHILD? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

38 Q38 IN THE LAST 6 MONTHS, DID YOUR CHILD'S PERSONAL DOCTOR TALK WITH YOU ABOUT HOW YOUR CHILD IS FEELING, GROWING, OR BEHAVING? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

39 Q39 IN THE LAST 6 MONTHS, DID YOUR CHILD GET CARE FROM A DOCTOR OR OTHER HEALTH PROVIDER BESIDES HIS OR HER PERSONAL DOCTOR? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

40 Q40 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SEEM INFORMED AND UP-TO-DATE ABOUT THE CARE YOUR CHILD GOT FROM THESE DOCTORS OR OTHER HEALTH PROVIDERS? [ASKED IF Q30 = YES AND Q31 >= 1 TIME AND Q39 = YES]

41 Q41 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST PERSONAL DOCTOR POSSIBLE AND 10 IS THE BEST PERSONAL DOCTOR POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE YOUR CHILD'S PERSONAL DOCTOR? [ASKED IF Q30 = YES]

42 Q42 DOES YOUR CHILD HAVE ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS THAT HAVE LASTED FOR MORE THAN 3 MONTHS? [ASKED IF Q30 = YES]

43 Q43 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW THESE MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR CHILD'S DAY-TO-DAY LIFE? [ASKED IF Q30 = YES AND Q42 = YES]

44 Q44 DOES YOUR CHILD'S PERSONAL DOCTOR UNDERSTAND HOW YOUR CHILD'S MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITIONS AFFECT YOUR FAMILY'S DAY-TO-DAY LIFE? [ASKED IF Q30 = YES AND Q42 = YES]

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

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

46 Q46 IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT FOR YOUR CHILD TO SEE A SPECIALIST AS SOON AS YOU NEEDED? [ASKED IF Q45 = YES]

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

48 Q48 WE WANT TO KNOW YOUR RATING OF THE SPECIALIST YOUR CHILD SAW MOST OFTEN IN THE LAST 6 MONTHS. USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST SPECIALIST POSSIBLE AND 10 IS THE BEST SPECIALIST POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE THAT SPECIALIST? [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

6. YOUR CHILD'S HEALTH PLAN

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

50 Q50 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE AT YOUR CHILD'S HEALTH PLAN GIVE YOU THE INFORMATION OR HELP YOU NEEDED? [ASKED IF Q49 = YES]

51 Q51 IN THE LAST 6 MONTHS, HOW OFTEN DID CUSTOMER SERVICE STAFF AT YOUR CHILD'S HEALTH PLAN TREAT YOU WITH COURTESY AND RESPECT? [ASKED IF Q49 = YES]

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

53 PQ53 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT? [ASKED IF Q52 = YES. RESPONSE OF 'ALWAYS' PADDED WITH Q52 = NO]

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

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

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

56 Q56 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET PRESCRIPTION MEDICINES FOR YOUR CHILD THROUGH HIS OR HER HEALTH PLAN? [ASKED IF Q55 = YES]

57 Q57 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET YOUR CHILD'S PRESCRIPTION MEDICINES? [ASKED IF Q55 = YES]

7. ACCESS TO DENTAL CARE

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

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

7. ADDITIONAL QUESTIONS

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

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

8. ABOUT YOUR CHILD AND YOU

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

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

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

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

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

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

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

91 Q78 WHAT IS YOUR AGE?

92 Q79 ARE YOU MALE OR FEMALE?

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

94 Q81 HOW ARE YOU RELATED TO THE CHILD?

95 Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]

96 Q83.1 HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

97 Q83.2 HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

98 Q83.3 HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

99 Q83.4 HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

100 Q83.5 HOW DID THAT PERSON HELP YOU? RESPONSE: HELPED IN SOME OTHER WAY. [ASKED IF SURVEY COMPLETED BY MAIL AND Q82 = YES]

PAGE QUESTION TITLE

9. RATINGS

101 NQ14 RATING OF ALL CHILD'S HEALTH CARE [ASKED IF Q7 >= 1 TIME]

102 NQ41 RATING OF CHILD'S PERSONAL DOCTOR [ASKED IF Q30 = YES]

103 NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN [ASKED IF Q45 = YES AND Q47 >= 1 SPECIALIST]

104 NQ54 RATING OF CHILD'S HEALTH PLAN

10. COMPOSITES

105 GETTING NEEDED CARE

106 GETTING CARE QUICKLY

107 HOW WELL DOCTORS COMMUNICATE

108 CUSTOMER SERVICE

109 SHARED DECISION MAKING
110 ACCESS TO SPECIALIZED SERVICES

11. GLOBAL PROPORTION COMPOSITES

111 GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
112 GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
113 HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
114 CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
115 SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE
116 ACCESS TO SPECIALIZED SERVICES (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
117 PERSONAL DOCTOR WHO KNOWS CHILD (YES) -- GLOBAL PROPORTION COMPOSITE
118 CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

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

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

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

SURVEY INSTRUCTIONS

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

Correct
Mark 

Incorrect
Marks   

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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

- Yes → *Go to Question 3*
- No

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

YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

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

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

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

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

- Never
 Sometimes
 Usually
 Always

YOUR PERSONAL DOCTOR

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

- Yes
 No → *Go to Question 24*

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

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

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *Go to Question 23*

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

- Never
 Sometimes
 Usually
 Always

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

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



GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
 No → *Go to Question 28*

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

- Never
 Sometimes
 Usually
 Always

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

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

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

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

YOUR HEALTH PLAN

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

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

- Yes
 No → *Go to Question 30*

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *Go to Question 33*

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

- Never
 Sometimes
 Usually
 Always

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

- Never
 Sometimes
 Usually
 Always

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

- Yes
 No → *Go to Question 35*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → **Go to Question 35c**

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 35e**

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

- Never
- Sometimes
- Usually
- Always

ADDITIONAL QUESTIONS

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

35e. In the last 6 months, did you visit a provider for a specific health issue?

- Yes
- No → **Go to Question 35i**

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

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

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

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

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

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

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

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

- Yes
- No → **Go to Question 35l**



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

- Yes
- No

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

- Yes
- No

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

- Never
- Sometimes
- Usually
- Always

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes, definitely
- Yes, somewhat
- No

ACCESS TO DENTAL CARE

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

- Yes
- No

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

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

ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor



37. In general, how would you rate your overall mental or emotional health?
- Excellent
 - Very Good
 - Good
 - Fair
 - Poor
38. Have you had either a flu shot or flu spray in the nose since July 1, 2014?
- Yes
 - No
 - Don't know
39. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?
- Every day
 - Some days
 - Not at all → *Go to Question 43*
 - Don't know → *Go to Question 43*
40. In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?
- Never
 - Sometimes
 - Usually
 - Always
41. In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.
- Never
 - Sometimes
 - Usually
 - Always

42. In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.
- Never
 - Sometimes
 - Usually
 - Always
43. Do you take aspirin daily or every other day?
- Yes
 - No
 - Don't know
44. Do you have a health problem or take medication that makes taking aspirin unsafe for you?
- Yes
 - No
 - Don't know
45. Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?
- Yes
 - No
46. Are you aware that you have any of the following conditions? Mark all that apply.
- High cholesterol
 - High blood pressure
 - Parent or sibling with heart attack before the age of 60
47. Has a doctor ever told you that you have any of the following conditions? Mark all that apply.
- A heart attack
 - Angina or coronary heart disease
 - A stroke
 - Any kind of diabetes or high blood sugar



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

- Yes
- No → **Go to Question 50**

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

- Yes
- No

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

- Yes
- No → **Go to Question 52**

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

- Yes
- No

52. What is your age?

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

53. Are you male or female?

- Male
- Female

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

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

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

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

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

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

57. Did someone help you complete this survey?

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

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

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

THANK YOU

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

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

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



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

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

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

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle 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 doctors or other health providers?
- Never
 Sometimes
 Usually
 Always
10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
- Yes
 No → *Go to Question 14*
11. Did you and a doctor or other health provider talk about the reasons you might want your child to take a medicine?
- Yes
 No

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

- Yes
- No

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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 19*

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

- Yes
- No → *Go to Question 19*

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

- Yes
- No

SPECIALIZED SERVICES

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

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

- Yes
- No → *Go to Question 22*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 25*



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 37*

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

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?

- | | | | | | | | | | | |
|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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 Specialist Possible | | | | | | Best Specialist Possible | | | | |

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

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 Best Health
 Plan Possible Plan Possible

PRESCRIPTION MEDICINES

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

- Yes
- No → **Go to Question 57a**

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

ACCESS TO DENTAL CARE

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

- Yes
- No

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

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



ADDITIONAL QUESTIONS

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

- Yes
- No → *Go to Question 58*

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

- Yes
- No

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

- Yes
- No

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

ABOUT YOUR CHILD AND YOU

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

- Excellent
- Very good
- Good
- Fair
- Poor

59. In general, how would you rate your child's overall 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. DataStat, Inc. no divulgará su información personal sin su permiso.

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

Si quiere recibir más información acerca de este estudio, llame al 1-888-506-5136.

INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta 

Marca
Incorrecta   

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

Sí ➔ *Pase a la Pregunta 1*
 No

↓ **COMIENCE AQUI** ↓

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

- Sí ➔ *Pase a la pregunta 3*
- No

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

LA ATENCIÓN MÉDICA QUE USTED RECIBIÓ EN LOS ÚLTIMOS 6 MESES

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

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

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

20. En los últimos 6 meses, ¿con qué frecuencia su doctor personal pasó suficiente tiempo con usted?

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

21. En los últimos 6 meses, ¿lo atendió algún doctor u otro profesional médico además de su doctor personal?

- Sí
- No → *Pase a la pregunta 23*

22. En los últimos 6 meses, ¿con qué frecuencia parecía su doctor personal estar informado y al día acerca de la atención que usted había recibido de estos doctores u otros profesionales médicos?

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

23. Usando un número del 0 al 10, el 0 siendo el peor doctor personal posible y el 10 el mejor doctor personal posible, ¿qué número usaría para calificar a su doctor personal?

-
- 0 1 2 3 4 5 6 7 8 9 10
- El peor doctor personal posible El mejor doctor personal posible

LA ATENCIÓN MÉDICA QUE RECIBÍ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

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

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 fácil para usted conseguir el equipo médico que usted necesitaba a través de su plan de salud?

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

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

- Sí
- No → *Pase a la pregunta 35e*

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

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

PREGUNTAS ADICIONALES

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

35e. En los últimos 6 meses, ¿visitó usted a un profesional médico para un problema de salud específico?

- Sí
- No → *Pase a la pregunta 35i*

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

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

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 35l*

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

- Sí
- No

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

- Sí
- No

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

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

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

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

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

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

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

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

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

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

- Sí, definitivamente
- Sí, algo
- No

ACCESO A CUIDADO DENTAL

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

- Sí
- No

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

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

ACERCA DE USTED

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

38. Desde el 1 de julio del 2014, ¿le han puesto la vacuna para la influenza o gripe ya sea en inyección o con un rociador o 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 doctor u otro profesional médico de su seguro que dejara de fumar o usar tabaco?

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

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

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

42. En los últimos 6 meses, ¿qué tan seguido le ofreció o habló con su doctor o profesional médico sobre métodos y estrategias, aparte de medicamentos, para ayudarlo(a) a dejar de fumar o usar tabaco? Ejemplos de métodos y estrategias son: una línea telefónica de ayuda, consejería individual o terapia de grupo o un programa para dejar de fumar.
- Nunca
 - A veces
 - La mayoría de las veces
 - Siempre
43. ¿Toma aspirina todos los días o un día sí y otro día no?
- Sí
 - No
 - No sé
44. ¿Tiene algún problema de salud o toma algún medicamento que hace que sea peligroso para usted tomar aspirina?
- Sí
 - No
 - No sé
45. ¿Ha hablado alguna vez un doctor o profesional médico con usted acerca de los riesgos y beneficios de la aspirina para prevenir un infarto o un derrame cerebral?
- Sí
 - No

46. Que usted sepa, ¿tiene alguna de las siguientes enfermedades? Marque una o más.
- Colesterol alto
 - Presión sanguínea alta (hipertensión arterial)
 - Padres o hermanos que hayan tenido un infarto antes de los 60 años
47. ¿Alguna vez le ha dicho un doctor que usted tiene alguna de las siguientes enfermedades? Marque una o más.
- Un infarto
 - Angina de pecho o cardiopatía coronaria
 - Un derrame cerebral
 - Algún tipo de diabetes o niveles altos de azúcar en la sangre
48. En los últimos 6 meses, ¿recibió usted atención médica 3 veces o más para la misma enfermedad o problema?
- Sí
 - No → *Pase a la pregunta 50*
49. ¿Se trata de una enfermedad o problema que ha durado al menos 3 meses? 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. ¿Es esta medicina para tratar una enfermedad o problema que ha durado al menos 3 meses? **No** incluya el embarazo ni la menopausia.

- Sí
- No

52. ¿Qué edad tiene?

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

53. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

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

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

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

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

57. ¿Le ayudó alguien a completar esta encuesta?

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

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

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

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

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

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





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INSTRUCCIONES PARA EL CUESTIONARIO

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

Marca
Correcta



Marca
Incorrecta



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

- Sí ➔ *Pase a la Pregunta 1*
- No



COMIENCE AQUI



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

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

- Sí ➔ *Pase a la pregunta 3*
- No

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

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

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

3. En los últimos 6 meses, ¿tuvo su niño una enfermedad, lesión, o problema de salud para el cual necesitó atención inmediata en una clínica, en una sala de emergencia o en un consultorio médico?

Sí
 No → *Pase a la pregunta 5*

4. En los últimos 6 meses, cuando su niño necesitó atención inmediata, ¿con qué frecuencia atendieron a su niño tan pronto como él o ella lo necesitaba?

Nunca
 A veces
 La mayoría de las veces
 Siempre

5. En los últimos 6 meses, ¿hizo alguna cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica?

Sí
 No → *Pase a la pregunta 7*

6. En los últimos 6 meses, ¿con qué frecuencia consiguió una cita para un chequeo o una consulta regular para su niño en un consultorio médico o en una clínica tan pronto como su niño la necesitaba?

Nunca
 A veces
 La mayoría de las veces
 Siempre

7. En los últimos 6 meses, sin contar las veces en que su niño fue a una sala de emergencia, ¿cuántas veces fue su niño a un consultorio médico o a una clínica para que lo atendieran?

Ninguna vez → *Pase a la pregunta 16*
 1 vez
 2
 3
 4
 5 a 9
 10 veces o más

8. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre cosas específicas que usted podría hacer para prevenir que su niño se enferme?

Sí
 No

9. En los últimos 6 meses, ¿con qué frecuencia le contestaron sus preguntas los doctores u otros profesionales médicos de su niño?

Nunca
 A veces
 La mayoría de las veces
 Siempre

10. En los últimos 6 meses, ¿hablaron usted y el doctor u otro profesional médico de su niño sobre comenzar o suspender una medicina recetada?

- Sí
- No → *Pase a la pregunta 14*

11. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted quiera que su niño tome una medicina?

- Sí
- No

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

- Sí
- No

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

- Sí
- No

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

-
- 0 1 2 3 4 5 6 7 8 9 10
- La peor atención médica posible La mejor atención médica posible

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

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

16. ¿Está matriculado actualmente su niño en algún tipo de escuela o guardería/cuidado infantil?

- Sí
- No → *Pase a la pregunta 19*

17. En los últimos 6 meses, ¿necesitó que los doctores o los otros profesionales médicos de su niño se pusieran en contacto con una escuela o guardería acerca de la salud o la atención médica de su niño?

- Sí
- No → *Pase a la pregunta 19*

18. En los últimos 6 meses, ¿consiguió la ayuda de los doctores o los otros profesionales médicos de su niño que necesitaba para ponerse en contacto con la escuela o guardería de su niño?

- Sí
- No

SERVICIOS ESPECIALIZADOS

19. En el equipo o dispositivo médico especial se incluye un andador, silla de ruedas, nebulizador, tubos de alimentación o equipo de oxígeno. En los últimos 6 meses, ¿consiguió o intentó conseguir algún equipo o dispositivo médico especial para su niño?

- Sí
- No → *Pase a la pregunta 22*

20. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir equipo o dispositivos médicos especiales para su niño?

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

21. ¿Alguien del plan de salud, del consultorio médico o clínica de su niño le ayudó a conseguir el equipo o dispositivos médicos especiales para su niño?

- Sí
- No

22. En los últimos 6 meses, ¿consiguió o intentó conseguir terapia especial para su niño tal como terapia física, ocupacional o del habla?

- Sí
- No → *Pase a la pregunta 25*

23. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir esta terapia para su niño?

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

24. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir esta terapia para su niño?

- Sí
- No

25. En los últimos 6 meses, ¿consiguió o intentó conseguir tratamiento o consejería para su niño, para un problema emocional, de desarrollo o de comportamiento?

- Sí
- No → *Pase a la pregunta 28*

26. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir este tratamiento o consejería para su niño?

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

27. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir este tratamiento o consejería para su niño?

- Sí
- No

28. En los últimos 6 meses, ¿recibió su niño atención de más de un tipo de profesional médico, o usó más de un tipo de servicio de salud?

- Sí
- No → *Pase a la pregunta 30*

29. En los últimos 6 meses, ¿alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a coordinar la atención médica de su niño entre estos profesionales o servicios diferentes?

- Sí
- No

EL DOCTOR PERSONAL DE SU NIÑO

30. El doctor personal es aquel a quien su niño va si necesita un chequeo, tiene un problema de salud o si se enferma o lastima. ¿Tiene su niño un doctor personal?

- Sí
- No → *Pase a la pregunta 45*

31. En los últimos 6 meses, ¿cuántas veces fue su niño a ver a su doctor personal para recibir atención médica?

- Ninguna vez → *Pase a la pregunta 41*
- 1 vez
- 2
- 3
- 4
- 5 a 9
- 10 veces o más

31a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil hablar o entender al doctor personal de su niño porque hablaban idiomas diferentes?

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

32. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas sobre la salud de su niño de una manera fácil de entender?

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

33. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?

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

34. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño demostró respeto por lo que usted tenía que decir?

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

35. ¿Su niño puede hablar con los doctores sobre su atención médica?

- Sí
- No → *Pase a la pregunta 37*

36. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas a su niño de una manera fácil de entender?

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



PREGUNTAS ADICIONALES

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

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

- Sí
- No → *Pase a la pregunta 58*

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

- Sí
- No

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

- Sí
- No

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

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

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

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

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

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

ACERCA DE USTED Y DE SU NIÑO

58. En general, ¿cómo calificaría toda la salud de su niño?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

59. En general, ¿cómo calificaría toda la salud 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 escriba en letra de molde)

78. ¿Qué edad tiene usted?

Menos de 18 años

18 a 24

25 a 34

35 a 44

45 a 54

55 a 64

65 a 74

75 años o más

79. ¿Es usted hombre o mujer?

Hombre

Mujer

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

8 años de escuela o menos

9 a 12 años de escuela, pero sin graduarse

Graduado de la escuela secundaria (high school), Diploma de escuela secundaria, preparatoria, o su equivalente (o GED)

Algunos cursos universitarios o un título universitario de un programa de 2 años

Título universitario de 4 años

Título universitario de más de 4 años

81. ¿Qué relación tiene con el niño?

Madre o padre

Abuelo o abuela

Tía o tío

Hermano o hermana mayor

Otro familiar

Tutor legal del niño

Otra persona

82. ¿Le ayudó alguien a completar esta encuesta?

Sí → **Pase a la pregunta 83**

No → **Gracias. Por favor devuelva esta encuesta en el sobre con el porte o franqueo pagado.**

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

Me leyó las preguntas

Anotó las respuestas que le di

Contestó las preguntas por mí

Tradujo las preguntas a mi idioma

Me ayudó de otra forma (Por favor escriba en letra de molde)

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

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

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



DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE NAMED RESPONDENT.

PHONE NUMBER ---> [1 CELL PHONE - HAND DIAL ([AREA\$]) [FRST3\$] - [LAST4\$] /*** ***-****]

(IWER: THIS IS NOT A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with [MEMBER FIRST NAME] [MEMBER LAST NAME]?

(IF NEEDED: "We are conducting an important study to find out how satisfied people are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.")

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your health care or benefits in any way.")

(IF NEEDED: "This is purely a research study -- we are polling people about their health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED
PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may
be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied
people are with Oregon Health Plan. The results of the study will help
Oregon Health Plan improve the care they provide and will also help consumers
when they choose health care plans.

The interview is completely confidential and voluntary, and will not
affect your health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should
take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people
about their health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD
LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the
deadline for mailing surveys has passed and we're now in the telephone
phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX

SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

1. MALE
2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

1. Spanish
2. English

MEMBER

Q1. / MEMBER

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

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF Oregon Health Plan, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

NPLNAME

Q2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

[(ENTER 5 IF R SAYS: MEDICAID)]

(IF R SAYS SOMETHING CLOSE TO Oregon Health Plan, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. RESPONDENT NO LONGER INSURED -----> NO.INSUR
- 5. RESPONDENT INSURED BY MEDICAID BUT DOESN'T -----> CK.PLMSTCR
KNOW PLAN NAME
- 6. RESPONDENT INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

Q2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your own health care. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital.

INCARE

Q3. / INCARE

In the last 6 months, did you have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

Q4. / CARSN4

In the last 6 months, when you NEEDED CARE RIGHT AWAY, how often did you get care as soon as you needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

Q5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic?

- 1. YES
- 2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

Q6. / APGET4

In the last 6 months, how often did you get an appointment for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic as soon as you needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

Q7. / OFCTIM4

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

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care you received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL THEN GO TO PRSNLD4

PRVENT5

Q8. / PRVENT5

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXSTP

9. / RXSTP

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

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

NRXWHY

10. / NRXWHY

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

NRXWYNT

11. / NRXWYNT

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXBST

12. / RXBST

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

13. / RTALLCR

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

(IF NEEDED: "Please do not include any dental care you may have received.")

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

CARNES4

14. / CARNES4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PRSNLD4

15. / PRSNLD4

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

Do you have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

16. / DRTMS

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

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> RATEDR4
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DREXPL4

17. / DREXPL4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

18. / DRLSTN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

19. / DRESPU4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

20. / DRTMEN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR

21. / DIFFDR

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

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED --> RATEDR4

DRINFO

22. / DRINFO

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

23. / RATEDR4

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

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care you got when you stayed overnight in a hospital

NDSPDR4

24. / NDSPDR4

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

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

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

25. / PRBSEE4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

26. / SPDRS

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

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say you've seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

27. / RTSPDR4

We want to know your rating of the specialist you saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN

Now I'm going to ask you some questions about your experience with your health plan.

LOOMAT4

28. / LOOMAT4

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

- 1. YES
- 2. NO -----> CLCSRV4

DK/REFUSAL/NOT ASCERTAINED --> CLCSRV4

UNDINF4

29. / UNDINF4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSRV4

30. / CLCSRV4

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

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4

31. / PBCLCS4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

32. / CSRESP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

33. / PLPRWK4

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

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

34. / PBPLPW4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

35. / RTPLEXP

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

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

HPMDEQ

35a. / HPMDEQ

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

- 1. YES
 - 2. NO -----> POSTHP
- DK/REFUSAL/NOT ASCERTAINED

EZMDHP

35b. / EZMDHP

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

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

POSTHP

35c. / POSTHP

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

- 1. YES
 - 2. NO -----> DTLKTF
- DK/REFUSAL/NOT ASCERTAINED

EZPOST

35d. / EZPOST

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

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

INTRO.SHLTHIS

INTRO.SHLTHIS

A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse or anyone else you would see for health care. Please keep this in mind as you answer the following questions.

SHLTHIS

35e. / SHLTHIS

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

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

DK/REFUSAL/NOT ASCERTAINED --> CHTREAT

EUNDER

35f. / EUNDER

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

ELISTEN

35g. / ELISTEN

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

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED

EINCLUD

35h. / EINCLUD

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

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED

CHTREAT

35i. / CHTREAT

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

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

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

DK/REFUSAL/NOT ASCERTAINED --> RESPCHT

PCTREAT

35j. / PCTREAT

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

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

BSTREAT

35k. / BSTREAT

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

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

EASYQC

35l. / EASYQC

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DTLKTF

35m. / DTLKTF

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

DINTER

35n. / DINTER

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

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED

DRRUDE

35o. / DRRUDE

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

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED

TRUSTDR

35p. / TRUSTDR

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED

REGDENT

35q. / REGDENT

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

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

DNTASAP

35r.

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

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

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

36. / HLTSTA4

In general, how would you rate your overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

37. / MNTLSTAT

In general, how would you rate your overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

FLUSHOTQ

38. / FLUSHOTQ

Have you had either a flu shot or flu spray in the nose since July 1, 2014?

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

NOWSMOK

39. / NOWSMOK

Do you now smoke cigarettes or use tobacco...

(READ LIST)

1. EVERY DAY,
2. SOME DAYS, OR
3. NOT AT ALL? -----> ASPDAY
4. DON'T KNOW (DO NOT READ) -----> ASPDAY
9. REFUSAL/NOT ASCERTAINED (DO NOT READ) --> ASPDAY

ADVQUIT9

40. / ADVQUIT9

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PATCH9

41. / PATCH9

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

WILLPWR9

42. / WILLPWR9

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPDAY

43. / ASPDAY

Do you take aspirin daily or every other day?

(IF NEEDED: "Would you say YES or NO?")

(IWER: If the R asks about whether a particular medication or Brand name is considered aspirin, you may provide the following clarification:

Aspirin: Bayer and Bufferin

Not Aspirin: Tylenol, Motrin, Aleve, Advil, ibuprofen and acetaminophen)

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPUSF

44. / ASPUSF

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

(IF NEEDED: "Would you say YES or NO?")

1. YES
2. NO
3. DON'T KNOW

9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPPRV

45. / ASPPRV

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.AWCOND
INTRO.AWCOND

When I read the following list, please tell me if you are aware that you have any of these conditions.

PHAWCD.(1-3)
46.(1-3) / PHAWCD.(1-3)

[First,/(Next/How About...)]

1. "High cholesterol"
2. "High blood pressure"
3. "Parent or sibling who had a heart attack before the age of 60"

(IWER IF NECESSARY: "Are you aware if you have this condition?")

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.DRCOND
INTRO.DRCOND

When I read the following list, please tell me if a doctor has ever told you that you have any of these conditions.

PHDRCD.(1-4)
47.(1-4) / PHDRCD.(1-4)

[First,/(Next/How About...)]

1. "A heart attack"
2. "Angina or coronary heart disease"
3. "A stroke"
4. "Any kind of diabetes or high blood sugar"

(IWER IF NECESSARY: "Has a doctor ever told you that you have this condition?")

[FOR PHDRCD.2: (IWER IF NEEDED, CLARIFY: Angina pectoris (an-JYE-nuh or AN-jin-uh PECK-ter-iss) is severe pain in the chest associated with insufficient blood supply to the heart.)]

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SMPROB

48. / SMPROB

I have just a few more questions.

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

- 1. YES
- 2. NO -----> TKMED

DK/REFUSAL/NOT ASCERTAINED --> TKMED

PRBLST

49. / PRBLST

Is this a condition or problem that has lasted for at least 3 months? [Please do NOT include pregnancy or menopause.]

[(IWER IF NEEDED, CLARIFY: Menopause (men-ne-paws) is the time in a woman's life when she stops having menstrual periods. It is sometimes called 'the change of life' or 'the change'.)]

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

TKMED

50. / TKMED

Do you now need or take medicine prescribed by a doctor? [Please do NOT include birth control.]

- 1. YES
- 2. NO -----> QAGE4

DK/REFUSAL\NOT ASCERTAINED --> QAGE4

TRTCOND

51. / TRTCOND

Is this medicine to treat a condition that has lasted for at least three months? [Please do NOT include pregnancy or menopause.]

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

QAGE4

52. / QAGE4

What is your age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ LIST IF NEEDED, "Are you...")

1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

QGENDER

53. / QGENDER

(IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

(ASK IF NECESSARY, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

54. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

LATINO

55. / LATINO

Are you of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

56.(1-6) / PQRACE3.(1-6)

[(Are you)]

1. "White"
2. "Black or African-American"
3. "Asian"
4. "Native Hawaiian or other Pacific Islander"
5. "American Indian or Alaska Native"
6. "Some other race"

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY RACE?" SAY "We ask about your race for demographic purposes only. We want to be sure that the people we survey accurately represent the racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC" or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

ALL.DONE

THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

DIAL.SCREEN

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

(IWER: THIS IS A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with the person who knows the most about [NAME OF CHILD]'s health care?

(IF NEEDED: "We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.")

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO
RETURN TO COVERSHEET

RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED
PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX

SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

1. MALE
2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

1. Spanish
2. English

MEMBER

Q1. / MEMBER

I will be asking you about [NAME OF CHILD]'s health care. Please answer these questions based on the experiences you have had in getting health care for [NAME OF CHILD], and not on any experiences you may have had getting care for yourself or other members of your family.

Our records show that your child is now in Oregon Health Plan. Is that right?

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF Oregon Health Plan, ENTER "2".)

1. YES --> CK.PLMSTCR
2. NO

DK/REFUSAL/NOT ASCERTAINED

NPLNAME

Q2. / NPLNAME

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

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

[(ENTER 5 IF R SAYS: MEDICAID)]

(IF R SAYS SOMETHING CLOSE TO Oregon Health Plan, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

1. EXACT MATCH -----> CK.PLMSTCR
2. POSSIBLE MATCH -----> PLNAME
3. NOT A MATCH -----> PLNAME
4. CHILD NO LONGER INSURED -----> NO.INSUR
5. CHILD INSURED BY MEDICAID BUT DOESN'T -----> CK.PLMSTCR
KNOW PLAN NAME
6. CHILD INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

Q2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

CK.PLMSTCR:

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your child's health care. When you answer these questions, please do NOT include dental visits or care your child got when [he/she] stayed overnight in a hospital.

INCARE

Q3. / INCARE

In the last 6 months, did your child have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

1. YES
2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

Q4. / CARSN4

In the last 6 months, when your child NEEDED CARE RIGHT AWAY, how often did your child get care as soon as [he/she] needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

Q5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic?

1. YES
2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

Q6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

Q7. / OFCTIM4

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

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care your child received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL THEN GO TO CHSCHL

PRVENT5

Q8. / PRVENT5

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

OFTQUES

9. / OFTQUES

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXSTP

10. / RXSTP

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

1. YES
2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

NRXWHY

11. / NRXWHY

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

NRXWYNT

12. / NRXWYNT

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RXBST

13. / RXBST

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

14. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care your child may have received.")

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

CARNES4

15. / CARNES4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHSCHL

16. / CHSCHL

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

1. YES
2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

CONTSCHL

17. / CONTSCHL

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

1. YES
2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

HELPCONT

18. / HELPCONT

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

MEDEQUIP

19. / MEDEQUIP

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

1. YES
2. NO -----> SPCTHY

DK/REFUSAL/NOT ASCERTAINED --> SPCTHY

EZMDEQ

20. / EZMDEQ

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPMDEQ

21. / HELPMDEQ

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SPCTHY

22. / SPCTHY

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

1. YES
2. NO -----> TCPBLM

DK/REFUSAL/NOT ASCERTAINED --> TCPBLM

EZTHP

23. / EZTHP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTHP

24. / HELPTHP

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

TCPBLM

25. / TCPBLM

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

1. YES
2. NO -----> PLUSCARE

DK/REFUSAL/NOT ASCERTAINED --> PLUSCARE

EZTC

26. / EZTC

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTC

27. / HELPTC

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

PLUSCARE

28. / PLUSCARE

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

1. YES
2. NO -----> PRSNLD4

DK/REFUSAL/NOT ASCERTAINED --> PRSNLD4

HLPCOORD

29. / HLPCOORD

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

PRSNLD4

30. / PRSNLD4

A personal doctor is the one your child would see if [he/she] needs a check-up, has a health problem or gets sick or hurt.

Does your child have a personal doctor?

1. YES
2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

31. / DRTMS

In the last 6 months, how many times did your child visit
[his/her] personal doctor for care?

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> RATEDR4
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

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, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DREXPL4

32. / DREXPL4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

33. / DRLSTN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

34. / DRESPU4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CABLTLK

35. / CABLTLK

Is your child able to talk with doctors about [his/her] health care?

1. YES
2. NO -----> DRTMEN4

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

CDREXPL

36. / CDREXPL

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

37. / DRTMEN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTLKU

38. / DRTLKU

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DIFFDR

39. / DIFFDR

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

1. YES
2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED --> RATEDR4

DRINFO

40. / DRINFO

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

41. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

COND3MO

42. / COND3MO

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

(IWER: "We are looking for a condition that the child CURRENTLY HAS that has lasted for more than 3 months.")

1. YES
2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRUNCON

43. / DRUNCON

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DRUNFAM

44. / DRUNFAM

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care your child got when (he/she) stayed overnight in a hospital.

NDSPDR4

45. / NDSPDR4

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

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

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

1. YES
2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

46. / PRBSEE4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

47. / SPDRS

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

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say your child has seen...")

(READ LIST IF NEEDED: "Would you say...")

0. NONE, -----> INTRO.PLAN
1. 1 SPECIALIST,
2. 2,
3. 3,
4. 4, OR
5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

48. / RTSPDR4

We want to know your rating of the specialist your child saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN

INTRO.PLAN

Now I'm going to ask you some questions about your experience with your child's health plan.

CLCSRV4

49. / CLCSRV4

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

1. YES
2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4

50. / PBCLCS4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

51. / CSRESP

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

52. / PLPRWK4

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

1. YES
2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

53. / PBPLPW4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

54. / RTPLEXP

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

00 01 02 03 04 05 06 07 08 09 10

DK/REFUSAL/NOT ASCERTAINED

CHPRES

55. / CHPRES

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

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

DK/REFUSAL/NOT ASCERTAINED --> REGDENT

EZPRES

56. / EZPRES

In the last 6 months, how often was it easy to get prescription medicines for your child through [his/her] health plan? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPPRES

57. / HELPPRES

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

REGDENT

57a. / REGDENT

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

Does your child have a regular dentist?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

DNTASAP

57b. / DNTASAP

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

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

DK/REFUSAL/NOT ASCERTAINED

CHTREAT

57c. / CHTREAT

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

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

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

DK/REFUSAL/NOT ASCERTAINED --> RESPCHT

PCTREAT

57d. / PCTREAT

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

BSTREAT

57e. / BSTREAT

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

RESPCHT

57f. / RESPCHT

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

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

DK/REFUSAL/NOT ASCERTAINED

ENCORQC

57g. / ENCORQC

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

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

DK/REFUSAL/NOT ASCERTAINED

EASYQC

57h. / EASYQC

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

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

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

58. / HLTSTA4

In general, how would you rate your child's overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

59. / MNTLSTAT

In general, how would you rate your child's overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CUSEMED

60. / CUSEMED

Other than vitamins, does your child currently need or use medicine prescribed by a doctor?

1. YES
2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDA

61. / WHYMEDA

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

1. YES
2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDB

62. / WHYMEDB

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

MOREMED

63. / MOREMED

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

1. YES
2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREA

64. / WHYMOREA

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

1. YES
2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREB

65. / WHYMOREB

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

LIMITED

66. / LIMITED

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

1. YES
2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMA

67. / WHYLIMA

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

1. YES
2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMB

68. / WHYLIMB

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

SPECTHP

69. / SPECTHP

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

1. YES
2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTA

70. / WHYSTA

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

1. YES
2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTB

71. / WHYSTB

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

CHCOUNS

72. / CHCOUNS

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

1. YES
2. NO -----> CAGE

DK/REFUSAL/NOT ASCERTAINED --> CAGE

TIMCOUNA

73. / TIMCOUNA

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

CAGE

74. / CAGE

I have just a few more questions.

What is YOUR CHILD'S age?

(IWER: ENTER 00 IF LESS THAN 1 YEAR OLD)

(IWER: IF NEEDED CLARIFY, "Please answer based on your child's age as of their last birthday.")

___ ENTER CHILD'S AGE

DK/REFUSAL/NOT ASCERTAINED

CGENDER

75. / CGENDER

(IF NEEDED: "Is your child male or female?")

1. MALE
2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO

76. / LATINO

Is your child of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your child's race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

77.1-6) / PQRACE3.(1-6)

[(Is your child)]

1. "White"
2. "Black or African-American"
3. "Asian"
4. "Native Hawaiian or other Pacific Islander"
5. "American Indian or Alaska Native"
6. "Some other race"

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY CHILD'S RACE?" SAY "We ask about your child's race for demographic purposes only. We want to be sure that the people we survey accurately represent the racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC" or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

PAGE

78. / PAGE

Now I have a few questions about you. What is YOUR age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ IF NEEDED, "Are you...")

0. UNDER 18,
1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PGENDER

79. / PGENDER

(IWER: ENTER RESPONDENT'S SEX. "DK" NOT ALLOWED.)

(IWER: IF NECESSARY ASK, "Are you male or female?")

1. MALE
2. FEMALE

EDUCAT

80. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE
SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT
LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS
SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH
SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHRELT

81. / CHRELT

How are you related to the child?

(READ IF NEEDED: "Are you the ...")

1. MOTHER OR FATHER,
2. GRANDPARENT,
3. AUNT OR UNCLE,
4. OLDER BROTHER OR SISTER,
5. OTHER RELATIVE,
6. LEGAL GUARDIAN, OR
7. SOMEONE ELSE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ALL.DONE

THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.