



Oregon Health Plan  
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 Oregon Health Plan members. A total of 17 health CCOs 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 CCO, 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

### Adult Population

Category	Total	AHP	CCC	COPA	EAST	FMCA	FFS	INHE	JCC	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	PCG	HTS
<b>**First mailing - sent</b>	15300	900	900	900	900	900	900	900	900	900	900	900	900	900	900	900	900	900
<b>*First mailing - usable survey returned</b>	3240	206	191	214	194	116	165	171	187	178	236	189	222	224	179	209	207	152
<b>Second mailing - sent</b>	12007	708	705	669	705	754	725	706	715	727	681	697	698	655	718	707	707	730
<b>*Second mailing - usable survey returned</b>	979	47	57	45	58	71	59	52	46	64	58	55	64	66	53	58	62	64
<b>*Phone - usable surveys</b>	1234	75	67	65	81	74	55	78	76	64	86	81	70	71	72	68	78	73
<b>Total - usable surveys</b>	5453	328	315	324	333	261	279	301	309	306	380	325	356	361	304	335	347	289
<b>†Ineligible: According to population criteria‡</b>	261	15	8	19	14	23	23	14	5	19	17	12	15	13	22	15	19	8
<b>†Ineligible: Deceased</b>	39	1	4	3	2	1	6	4	4	1	3	1	3	3	0	0	1	2
<b>†Ineligible: Mentally or physically unable to complete survey</b>	207	13	16	8	14	4	51	12	7	11	4	9	15	9	8	7	8	11
<b>†Ineligible: Language barrier</b>	52	2	1	1	0	6	7	2	0	1	1	1	0	0	7	1	2	20
<b>Incorrect address AND incorrect phone number</b>	1173	59	69	64	74	84	63	68	83	68	63	76	57	80	73	67	55	70
<b>Refusal/Returned survey blank</b>	667	47	35	53	29	43	43	41	43	32	47	43	41	27	42	34	28	39
<b>Nonresponse - Unavailable by mail or phone</b>	7448	435	452	428	434	478	428	458	449	462	385	433	413	407	444	441	440	461
<b>Adjusted Response Rate</b>	<b>37.0%</b>	<b>37.7%</b>	<b>36.2%</b>	<b>37.3%</b>	<b>38.3%</b>	<b>30.1%</b>	<b>34.3%</b>	<b>34.7%</b>	<b>35.0%</b>	<b>35.3%</b>	<b>43.4%</b>	<b>37.1%</b>	<b>41.1%</b>	<b>41.3%</b>	<b>35.2%</b>	<b>38.2%</b>	<b>39.9%</b>	<b>33.6%</b>

\*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

# Sample Disposition

## Child Population

Category	Total	AHP	CCC	COPA	EAST	FMCA	FFS	INHE	JCC	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	PCG	HTS
<b>**First mailing - sent</b>	15300	900	900	900	900	900	900	900	900	900	900	900	900	900	900	900	900	900
<b>*First mailing - usable survey returned</b>	2377	145	152	132	121	136	111	148	129	150	148	131	144	149	145	132	196	108
<b>Second mailing - sent</b>	12648	741	715	744	751	735	764	745	745	748	748	748	710	733	752	779	731	759
<b>*Second mailing - usable survey returned</b>	987	56	64	58	75	63	37	64	51	49	40	63	62	63	60	59	63	60
<b>*Phone - usable surveys</b>	1999	99	120	105	121	113	90	116	120	128	82	109	101	93	175	131	156	140
<b>Total - usable surveys</b>	5363	300	336	295	317	312	238	328	300	327	270	303	307	305	380	322	415	308
<b>†Ineligible: According to population criteria‡</b>	158	9	13	15	7	12	18	6	7	11	7	8	3	7	9	6	7	13
<b>†Ineligible: Deceased</b>	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
<b>†Ineligible: Mentally or physically unable to complete survey</b>	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>†Ineligible: Language barrier</b>	40	0	0	1	1	6	1	0	0	1	1	2	0	0	4	1	2	20
<b>Incorrect address AND incorrect phone number</b>	1296	72	84	81	71	86	91	79	95	69	73	83	95	77	64	58	42	76
<b>Refusal/Returned survey blank</b>	729	54	27	52	21	36	49	34	48	36	46	59	67	46	45	46	25	38
<b>Nonresponse - Unavailable by mail or phone</b>	7713	465	440	456	483	448	503	453	450	456	503	445	428	464	398	467	409	445
<b>Adjusted Response Rate</b>	<b>35.5%</b>	<b>33.7%</b>	<b>37.9%</b>	<b>33.4%</b>	<b>35.5%</b>	<b>35.4%</b>	<b>27.0%</b>	<b>36.7%</b>	<b>33.6%</b>	<b>36.8%</b>	<b>30.3%</b>	<b>34.0%</b>	<b>34.2%</b>	<b>34.2%</b>	<b>42.8%</b>	<b>36.1%</b>	<b>46.6%</b>	<b>35.5%</b>

\*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

## Response/Non-Response Comparison

Presented below is a comparison, by age and gender within each age category, of respondents and non-respondents, all of whom were part of the random sample for the Oregon CAHPS© 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	3449 42.5%	2195 40.3%	-2.25%
Female	4666 57.5%	3258 59.7%	2.25%
18-24	1788 22.0%	626 11.5%	-10.55%
25-34	2164 26.7%	846 15.5%	-11.15%
35-44	1625 20.0%	822 15.1%	-4.95%
45-54	1276 15.7%	1207 22.1%	6.41%
55-64	883 10.9%	1508 27.7%	16.77%
65-74	228 2.8%	286 5.2%	2.44%
75 or Older	151 1.9%	158 2.9%	1.04%

### Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	4286 50.8%	2778 51.8%	1.03%
Female	4156 49.2%	2585 48.2%	-1.03%
<3	1660 19.7%	983 18.3%	-1.33%
4-7	2197 26.0%	1357 25.3%	-0.72%
8-12	2468 29.2%	1581 29.5%	0.24%
13 or older	2117 25.1%	1442 26.9%	1.81%



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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ IND/ PAC	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE	
Q1 YES	5345 100%	538 100%	748 100%	756 100%	1114 100%	1448 100%	432 100%	4102 100%	47 100%	75 100%	11 100%	64 100%	182 100%	350 100%	598 100%	4356 100%	3350 100%	1645 100%	1994 100%	3045 100%
NOT ANSWERED	108	8	8	11	14	37	22	77	3	3	2	1	6	4	14	81	55	42	44	60
VALID CASES	5345	538	748	756	1114	1448	432	4102	47	75	11	64	182	350	598	4356	3350	1645	1994	3045
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

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	OHP																	
	TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q1																		
YES	5345	325	307	318	328	257	272	283	298	307	340	301	370	319	345	357	295	329
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	108	3	8	6	5	4	7	6	3	2	7	5	10	6	11	4	9	6
VALID CASES	5345	325	307	318	328	257	272	283	298	307	340	301	370	319	345	357	295	329
NUMBER OF RESPONDENTS	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	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 & GOOD POOR	FE- MALE MALE	FE- MALE MALE			
Q3 YES	2233 43%	181 33%*	275 37%*	351 46%*	533 48%*	619 43%	194 44%	1752 42%	24 49%~	32 41%	6 50%~	31 51%	69 38%	179 52%*	213 36%*	1891 43%	1234 37%*	902 55%*	727 36%*	1428 47%*
NO	2997 57%	362 67%*	469 63%*	405 54%*	576 52%*	829 57%	250 56%	2373 58%	24 51%~	45 59%	7 50%~	30 49%	114 62%	164 48%*	382 64%*	2477 57%	2122 63%*	745 45%*	1273 64%*	1623 53%*
NOT ANSWERED	223	3	11	11	18	37	10	55	2	1		4	5	11	18	68	49	40	38	54
VALID CASES	5230	543	745	756	1110	1448	444	4124	48	77	13	61	183	343	594	4369	3356	1647	2000	3051
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q3																		
YES	2233 43%	147 46%	115 38%	136 43%	149 47%	99 41%	119 44%	103 38%*	131 45%	125 42%	122 37%*	138 46%	149 41%	154 49%*	135 39%	155 45%	123 42%	146 45%
NO	2997 57%	172 54%	185 62%	179 57%	171 53%	145 59%	150 56%	171 62%*	162 55%	170 58%	209 63%*	159 54%	216 59%	159 51%*	210 61%	191 55%	172 58%	175 55%
NOT ANSWERED	223	9	15	9	13	17	10	15	8	14	16	9	15	12	11	15	9	14
VALID CASES	5230	319	300	315	320	244	269	274	293	295	331	297	365	313	345	346	295	321
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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

Banner I

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHTE	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	GOOD & FAIR & POOR	MALE	FE- MALE
Q4 NEVER	63 3%	3 2%	6 2%	11 4%	10 2%	33 6%*	3 2%	47 3%	1 1%~	~	~	4 15%~	1 1%	6 3%	5 2%	54 3%	29 3%	29 3%	22 3%	37 3%
SOMETIMES	285 14%	15 9%*	64 23%*	46 15%	76 16%	56 10%*	14 8%*	201 13%*	5 24%~	3 16%~	~	6 22%~	13 19%	27 17%	33 18%	230 13%	132 12%*	129 16%	80 12%*	189 15%
USUALLY	563 28%	60 35%*	88 31%	87 29%	137 30%	145 26%	37 22%*	452 29%	6 27%~	3 17%~	1 22%~	9 32%~	21 31%	34 22%*	58 31%	492 29%*	300 27%	242 29%	207 31%	344 27%
ALWAYS	1115 55%	91 54%	127 44%*	161 53%	240 52%	315 57%	115 68%*	874 55%	10 48%~	13 67%~	3 78%~	9 32%~	33 49%	92 58%	94 50%	941 55%	639 58%*	428 52%*	368 54%	694 55%
#ALWAYS + USUALLY (NET)	1678 83%	150 89%*	214 75%*	248 81%	378 81%	459 84%	152 90%*	1326 84%*	16 74%~	17 84%~	4 100%~	18 63%~	54 80%	126 79%	152 80%	1434 83%	938 85%*	670 81%	575 85%	1038 82%
TOP BOX SCORE	1115 55%	91 54%	127 44%*	161 53%	240 52%	315 57%	115 68%*	874 55%	10 48%~	13 67%~	3 78%~	9 32%~	33 49%	92 58%	94 50%	941 55%	639 58%*	428 52%*	368 54%	694 55%
NOT ANSWERED	220	14	15	46	59	69	18	195	2	4		1	3	7	21	190	128	79	98	124
VALID CASES	2026	168	285	305	463	548	169	1574	21	20	4	28	68	159	189	1718	1099	828	678	1264
NUMBER OF RESPONDENTS	2246 100%	182 100%	300 100%	351 100%	522 100%	617 100%	187 100%	1769 100%	23 100%	24 100%	4 100%	29 100%	71 100%	166 100%	210 100%	1908 100%	1227 100%	907 100%	776 100%	1388 100%

[ASKED IF Q3 = YES]

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

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q4																		
NEVER	63 3%	2 1%	4 4%	1 0.9%*	2 2%	4 4%	3 3%	3 3%	2 2%	2 2%	2 2%	7 6%	6 4%	7 5%	3 2%	6 4%	2 2%	3 2%
SOMETIMES	285 14%	22 16%	23 23%*	20 17%	15 11%	12 13%	17 16%	11 12%	17 14%	14 13%	24 21%	20 16%	13 10%	18 13%	23 19%	19 14%	15 13%	19 15%
USUALLY	563 28%	32 24%	26 26%	28 24%	38 29%	20 22%	23 21%	34 37%*	28 23%	31 30%	30 26%	36 29%	35 26%	41 30%	34 27%	40 30%	33 29%	38 29%
ALWAYS	1115 55%	80 59%	47 47%	68 58%	76 58%	56 61%	64 60%	45 48%	75 61%	57 55%	59 51%	60 49%	82 60%	71 52%	64 52%	69 51%	62 55%	70 54%
#ALWAYS + USUALLY (NET)	1678 83%	112 82%	73 73%*	96 82%	114 87%	76 83%	87 81%	79 85%	103 84%	88 85%	89 77%	96 78%	117 86%	112 82%	98 79%	109 81%	95 85%	108 83%
TOP BOX SCORE	1115 55%	80 59%	47 47%	68 58%	76 58%	56 61%	64 60%	45 48%	75 61%	57 55%	59 51%	60 49%	82 60%	71 52%	64 52%	69 51%	62 55%	70 54%
NOT ANSWERED	220	11	15	19	18	7	12	10	9	21	7	15	13	17	11	21	11	16
VALID CASES	2026	136	100	117	131	92	107	93	122	104	115	123	136	137	124	134	112	130
NUMBER OF RESPONDENTS	2246	147	115	136	149	99	119	103	131	125	122	138	149	154	135	155	123	146
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q5 YES	3616 70%	283 53%*	488 65%*	482 64%*	816 74%*	1084 76%*	346 78%*	2852 70%	42 84%*	57 76%	9 71%~	45 73%	113 63%	256 73%	381 65%*	3062 70%*	2178 65%*	1296 79%*	1285 65%*	2218 73%*
NO	1586 30%	253 47%*	258 35%*	270 36%*	293 26%*	350 24%*	99 22%*	1251 30%	8 16%*	18 24%	4 29%~	17 27%	66 37%	95 27%	205 35%*	1291 30%*	1167 35%*	346 21%*	694 35%*	835 27%*
NOT ANSWERED	251	10	10	14	19	51	8	76		4		3	9	3	26	83	60	45	59	52
VALID CASES	5202	536	746	753	1109	1434	446	4103	50	74	13	62	179	351	586	4354	3345	1642	1979	3053
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q5																		
YES	3616 70%	224 70%	194 65%	214 68%	200 63%*	160 66%	188 70%	198 73%	199 68%	193 67%	215 65%	211 71%	260 71%	221 71%	246 72%	239 70%	190 65%	221 69%
NO	1586 30%	95 30%	105 35%	100 32%	118 37%*	83 34%	81 30%	73 27%	94 32%	95 33%	114 35%	85 29%	106 29%	91 29%	95 28%	104 30%	103 35%	98 31%
NOT ANSWERED	251	9	16	10	15	18	10	18	8	21	18	10	14	13	15	18	11	16
VALID CASES	5202	319	299	314	318	243	269	271	293	288	329	296	366	312	341	343	293	319
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%



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?

Banner I

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q6 NEVER	100 3%	11 4%	14 3%	17 4%	19 3%	38 4%	1 0.1%*	77 3%	3 8%~	1 2%~	1 ~0.2%~	1 1%	4 2%	2 0.6%*	86 3%	60 3%	28 2%	33 3%	60 3%	
SOMETIMES	562 17%	79 29%*	101 23%*	78 17%	109 15%	150 16%	38 12%*	406 16%*	9 25%~	10 22%~	4 55%~	13 33%~	23 22%	46 20%	71 20%	467 17%	337 18%	208 17%	207 19%	343 17%
USUALLY	870 27%	76 28%	128 29%	142 31%*	185 26%	233 25%	72 23%	671 26%	8 22%~	8 17%~	2 24%~	11 29%~	42 40%*	61 26%	114 33%*	720 26%	496 26%	326 27%	279 25%	552 27%
ALWAYS	1715 53%	106 39%*	199 45%*	225 49%	401 56%*	512 55%	200 64%*	1406 55%*	16 44%~	27 59%~	2 20%~	14 38%~	40 37%*	123 53%	162 46%*	1461 53%	1021 53%	633 53%	581 53%	1079 53%
#ALWAYS + USUALLY (NET)	2585 80%	182 67%*	327 74%*	367 79%	586 82%	746 80%	272 88%*	2077 81%*	24 67%~	35 76%~	4 45%~	26 67%~	82 77%	184 78%	276 79%	2181 80%	1517 79%	960 80%	860 78%	1631 80%
TOP BOX SCORE	1715 53%	106 39%*	199 45%*	225 49%	401 56%*	512 55%	200 64%*	1406 55%*	16 44%~	27 59%~	2 20%~	14 38%~	40 37%*	123 53%	162 46%*	1461 53%	1021 53%	633 53%	581 53%	1079 53%
NOT ANSWERED	326	17	28	35	78	127	34	258	4	9	5	7	18	26	286	193	115	137	182	
VALID CASES	3247	272	442	461	714	934	310	2560	36	46	8	38	106	234	349	2733	1914	1196	1100	2034
NUMBER OF RESPONDENTS	3573 100%	289 100%	470 100%	496 100%	792 100%	1061 100%	344 100%	2818 100%	40 100%	55 100%	8 100%	43 100%	113 100%	252 100%	375 100%	3019 100%	2107 100%	1311 100%	1237 100%	2216 100%

[ASKED IF Q5 = YES]

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q6																		
NEVER	100 3%	10 5%	3 2%	7 4%	6 3%	5 3%	1 0.6%*	4 2%	10 5%	5 3%	11 6%	10 5%	6 3%	16 8%*	8 4%	6 3%	1 0.6%*	6 3%
SOMETIMES	562 17%	43 21%	38 22%	33 17%	37 21%	27 18%	31 18%	23 13%*	27 15%	32 19%	38 19%	50 26%*	25 11%*	38 19%	32 15%	40 19%	30 17%	49 24%*
USUALLY	870 27%	45 22%	53 31%	58 30%	48 27%	39 26%	48 27%	40 23%	54 29%	48 29%	47 24%	57 30%	56 24%	58 29%	60 29%	59 28%	56 32%	62 31%
ALWAYS	1715 53%	110 53%	79 46%	95 49%	87 49%	78 52%	95 54%	109 62%*	93 51%	83 49%	103 52%	76 39%*	146 63%*	88 44%*	109 52%	106 50%	87 50%	83 42%*
#ALWAYS + USUALLY (NET)	2585 80%	155 75%	132 76%	153 79%	135 76%	117 79%	143 82%	149 85%*	147 80%	131 78%	150 75%	133 69%*	202 87%*	146 73%*	169 81%	165 78%	143 82%	145 73%*
TOP BOX SCORE	1715 53%	110 53%	79 46%	95 49%	87 49%	78 52%	95 54%	109 62%*	93 51%	83 49%	103 52%	76 39%*	146 63%*	88 44%*	109 52%	106 50%	87 50%	83 42%*
NOT ANSWERED	326	16	21	21	22	11	13	22	15	25	16	18	27	21	37	28	16	21
VALID CASES	3247	208	173	193	178	149	175	176	184	168	199	193	233	200	209	211	174	200
NUMBER OF RESPONDENTS	3573 100%	224 100%	194 100%	214 100%	200 100%	160 100%	188 100%	198 100%	199 100%	193 100%	215 100%	211 100%	260 100%	221 100%	246 100%	239 100%	190 100%	221 100%

[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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
Q7 NONE	1271 25%	208 38%*	217 29%*	201 27%	247 22%*	289 20%*	72 17%*	1020 25%	10 21%~	15 20%	3 27%~	14 23%	46 25%	59 17%*	184 31%*	1036 24%*	975 29%*	257 16%*	623 31%*	618 20%*
1 TIME	975 19%	97 18%	160 21%	140 19%	196 18%	265 19%	85 20%	778 19%	7 14%~	15 19%	2 20%~	12 19%	44 24%	48 14%*	104 18%	815 19%	702 21%*	230 14%*	412 21%*	533 18%*
2	973 19%	92 17%	138 18%	149 20%	198 18%	293 21%	93 22%	751 18%	11 23%~	24 31%*	2 20%~	11 17%	30 17%	76 22%	108 18%	835 19%	626 19%	320 20%	358 18%	599 20%*
3	600 12%	48 9%*	67 9%*	81 11%	138 12%	167 12%	66 15%*	473 12%	5 10%~	11 14%	2 15%~	10 16%	19 10%	40 12%	58 10%	503 12%	350 10%*	217 13%*	182 9%*	392 13%*
4	448 9%	36 7%*	54 7%	59 8%	112 10%	141 10%	32 8%	354 9%	6 13%~	3 4%*		5 ~ 8%	15 8%	40 12%	55 9%	367 8%	259 8%*	167 10%*	154 8%	277 9%
5 TO 9	631 12%	49 9%*	77 10%	79 10%	154 14%	197 14%*	62 15%	508 12%	8 17%~	5 7%	2 19%~	3 4%*	23 13%	53 16%	60 10%	559 13%*	321 10%*	296 18%*	187 9%*	430 14%*
10 OR MORE TIMES	265 5%	12 2%*	37 5%	48 6%	63 6%	77 5%	18 4%	204 5%	1 2%~	5 6%		7 ~ 12%	5 3%	23 7%	16 3%*	235 5%*	112 3%*	137 8%*	71 4%*	176 6%*
NOT ANSWERED	290	5	7	11	19	55	24	92	3		1	3	6	15	28	87	60	63	51	78
VALID CASES	5163	541	749	756	1109	1430	430	4087	47	78	12	62	182	339	584	4350	3345	1624	1987	3027
NUMBER OF RESPONDENTS	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q7																		
NONE	1271 25%	88 28%	80 28%	89 28%	93 30%	71 29%	65 25%	58 21%	76 26%	72 25%	90 28%	65 23%	85 24%	69 22%	82 24%	78 23%	77 27%	76 24%
1 TIME	975 19%	53 17%	46 16%	49 16%	56 18%	33 13%*	51 19%	57 21%	46 16%	52 18%	53 17%	75 26%*	76 21%	60 19%	69 20%	64 19%	52 18%	62 19%
2	973 19%	47 15%	53 18%	58 18%	54 17%	49 20%	51 19%	52 19%	58 20%	46 16%	67 21%	50 17%	54 15%	66 21%	65 19%	69 20%	49 17%	60 19%
3	600 12%	43 14%	39 13%	28 9%	28 9%	22 9%	30 11%	33 12%	34 12%	41 14%	38 12%	40 14%	44 12%	36 12%	46 14%	43 13%	33 12%	32 10%
4	448 9%	31 10%	25 9%	26 8%	24 8%	26 11%	20 8%	24 9%	27 9%	26 9%	25 8%	20 7%	39 11%	22 7%	25 7%	31 9%	31 11%	31 10%
5 TO 9	631 12%	38 12%	37 13%	43 14%	48 15%	28 11%	37 14%	31 11%	39 13%	41 14%	34 11%	24 8%*	46 13%	36 12%	37 11%	40 12%	34 12%	41 13%
10 OR MORE TIMES	265 5%	12 4%	9 3%	21 7%	11 4%	16 7%	11 4%	17 6%	12 4%	12 4%	13 4%	13 5%	14 4%	21 7%	16 5%	17 5%	10 3%	19 6%
NOT ANSWERED	290	16	26	10	19	16	14	17	9	19	27	19	22	15	16	19	18	14
VALID CASES	5163	312	289	314	314	245	265	272	292	290	320	287	358	310	340	342	286	321
NUMBER OF RESPONDENTS	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q8 #YES	2683 71%	212 66%*	310 63%*	367 65%*	583 71%	851 77%*	286 80%*	2148 72%	29 80%~	42 71%	7 100%~	27 60%~	90 74%	191 74%	297 75%	2285 71%	1590 70%*	1003 75%*	968 73%*	1649 70%
NO	1081 29%	112 34%*	186 37%*	198 35%*	239 29%	250 23%*	73 20%*	854 28%	8 20%~	18 29%		18 ~ 40%~	32 26%	67 26%	99 25%	925 29%	686 30%*	341 25%*	353 27%*	695 30%
NOT ANSWERED	79	2	13	2	25	21	7	63		1		1	3	7	6	63	40	32	32	40
VALID CASES	3764	324	496	565	822	1101	359	3002	37	60	7	45	121	258	396	3210	2276	1344	1321	2344
NUMBER OF RESPONDENTS	3843	326	509	567	847	1122	366	3065	37	60	7	45	124	265	402	3273	2316	1376	1353	2384
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q8 #YES	2683 71%	169 76%	136 68%	160 73%	146 68%	128 76%	139 70%	154 74%	150 71%	150 70%	170 75%	141 66%	191 72%	159 67%	182 72%	173 68%	141 70%	178 74%
NO	1081 29%	53 24%	65 32%	60 27%	70 32%	41 24%	59 30%	55 26%	62 29%	63 30%	56 25%	74 34%	75 28%	79 33%	70 28%	82 32%	61 30%	63 26%
NOT ANSWERED	79	2	8	5	5	5	2	5	4	5	4	7	7	3	6	9	7	4
VALID CASES	3764	222	201	220	216	169	198	209	212	213	226	215	266	238	252	255	202	241
NUMBER OF RESPONDENTS	3843	224	209	225	221	174	200	214	216	218	230	222	273	241	258	264	209	245
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q9 YES	2125 57%	148 46%*	250 51%*	295 53%*	499 61%*	650 59%	221 62%*	1723 58%	19 51%~	29 48%	5 73%~	29 67%~	51 44%*	170 65%*	178 46%*	1864 58%*	1171 52%*	882 65%*	736 56%	1332 57%
Q9 NO	1611 43%	176 54%*	243 49%*	266 47%*	315 39%*	450 41%	136 38%*	1263 42%	18 49%~	31 52%	2 27%~	14 33%~	66 56%*	91 35%*	213 54%*	1332 42%*	1081 48%*	467 35%*	585 44%	995 43%
NOT ANSWERED	107	2	16	6	33	22	9	78	1		1	7	4	11	78	65	26	32	57	
VALID CASES	3736	324	493	561	814	1100	357	2987	37	60	7	44	117	261	391	3195	2251	1350	1321	2327
NUMBER OF RESPONDENTS	3843	326	509	567	847	1122	366	3065	37	60	7	45	124	265	402	3273	2316	1376	1353	2384
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q9 YES	2125 57%	134 61%	109 53%	129 59%	117 55%	99 58%	118 60%	114 56%	136 64%*	108 51%	115 51%	105 49%*	151 57%	134 57%	136 54%	157 62%	107 53%	125 52%
NO	1611 43%	85 39%	96 47%	91 41%	96 45%	71 42%	79 40%	91 44%	76 36%*	104 49%	110 49%	111 51%*	115 43%	100 43%	115 46%	97 38%	96 47%	117 48%
NOT ANSWERED	107	5	4	5	8	4	3	9	4	6	5	6	7	7	7	10	6	3
VALID CASES	3736	219	205	220	213	170	197	205	212	212	225	216	266	234	251	254	203	242
NUMBER OF RESPONDENTS	3843	224	209	225	221	174	200	214	216	218	230	222	273	241	258	264	209	245
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]



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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q10 #YES	1887 92%	137 92%	236 94%	265 89%	449 95%*	577 91%	188 91%	1529 92%	17 99%~	25 95%~	5 100%~	23 90%~	41 83%~	152 92%	147 90%	1671 92%	1018 91%	807 93%*	627 90%	1217 93%*
NO	166 8%	13 8%	15 6%	34 11%	25 5%*	55 9%	17 9%	131 8%	1 1%~	1 5%~		3 ~ 10%~	9 17%~	13 8%	16 10%	141 8%	97 9%	57 7%*	66 10%	90 7%*
NOT ANSWERED	436	9	26	28	58	84	42	198	2	2	1	4	21	17	49	194	143	107	105	153
VALID CASES	2053	149	251	299	473	632	205	1660	17	27	5	25	49	166	163	1812	1116	864	693	1306
NUMBER OF RESPONDENTS	2489 100%	158 100%	277 100%	327 100%	531 100%	716 100%	247 100%	1858 100%	19 100%	29 100%	6 100%	29 100%	70 100%	183 100%	212 100%	2006 100%	1259 100%	971 100%	798 100%	1459 100%

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

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q10 #YES	1887 92%	127 95%*	96 91%	119 93%	101 91%	89 94%	99 86%*	107 94%	125 93%	102 96%*	90 86%	97 96%*	135 92%	122 95%	119 91%	135 89%	93 90%	115 93%
NO	166 8%	6 5%*	10 9%	9 7%	10 9%	6 6%	16 14%*	7 6%	10 7%	4 4%*	15 14%	4 4%*	11 8%	7 5%	12 9%	17 11%	10 10%	8 7%
NOT ANSWERED	436	22	33	16	33	24	20	26	14	27	42	29	34	27	28	34	28	19
VALID CASES	2053	133	106	128	111	95	115	114	135	106	105	101	146	129	131	152	103	123
NUMBER OF RESPONDENTS	2489 100%	155 100%	139 100%	144 100%	144 100%	119 100%	135 100%	140 100%	149 100%	133 100%	147 100%	130 100%	180 100%	156 100%	159 100%	186 100%	131 100%	142 100%

[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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q11 #YES	1488 73%	100 69%	188 75%	229 78%*	349 74%	429 69%*	147 69%	1204 73%	14 80%~	13 54%~	4 87%~	19 75%~	23 46%*	124 77%	105 65%*	1311 73%	787 71%*	634 74%	485 71%	953 73%
NO	562 27%	44 31%	63 25%	64 22%*	120 26%	191 31%*	65 31%	455 27%	3 20%~	11 46%~	1 13%~	6 25%~	27 54%*	36 23%	56 35%*	486 27%	325 29%*	224 26%	201 29%	348 27%
NOT ANSWERED	44	3	3	11	8	9	9	25		4		1	8	1	12	31	25	16	25	18
VALID CASES	2050	144	251	293	469	620	211	1660	17	23	5	25	50	161	161	1797	1112	858	687	1301
NUMBER OF RESPONDENTS	2094 100%	147 100%	254 100%	304 100%	477 100%	629 100%	220 100%	1685 100%	17 100%	27 100%	5 100%	25 100%	58 100%	161 100%	173 100%	1828 100%	1137 100%	874 100%	712 100%	1319 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?  
Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q11 #YES	1488 73%	93 70%	70 66%	86 67%	79 71%	72 75%	86 74%	83 73%	101 75%	80 75%	82 78%	72 71%	104 72%	96 74%	83 63%*	109 71%	68 65%	95 77%
NO	562 27%	40 30%	36 34%	42 33%	32 29%	24 25%	30 26%	30 27%	34 25%	26 25%	23 22%	29 29%	41 28%	33 26%	48 37%*	45 29%	36 35%	28 23%
NOT ANSWERED	44	1	3	1	6	3	2	1	1	2	10	4	6	5	5	3	3	2
VALID CASES	2050	133	106	128	111	96	116	113	135	106	105	101	145	129	131	154	104	123
NUMBER OF RESPONDENTS	2094 100%	134 100%	109 100%	129 100%	117 100%	99 100%	118 100%	114 100%	136 100%	108 100%	115 100%	105 100%	151 100%	134 100%	136 100%	157 100%	107 100%	125 100%

[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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 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	FE- MALE	MALE	
Q12 #YES	1534 75%	109 75%	189 76%	205 71%	352 76%	469 75%	161 76%	1224 74%	16 95%~	22 92%~	5 100%~	16 64%~	45 79%	112 72%	135 79%	1329 75%	852 77%	615 72%*	525 76%	966 75%
NO	511 25%	37 25%	61 24%	83 29%	113 24%	155 25%	51 24%	427 26%	1 5%~	2 8%~	9 ~	12 36%~	43 21%	28 28%	36 21%	454 25%	261 23%	236 28%*	165 24%	326 25%
NOT ANSWERED	49	1	4	16	12	5	8	35		3		1	1	6	2	45	24	23	22	27
VALID CASES	2045	146	250	288	465	624	212	1650	17	24	5	25	58	155	171	1783	1113	851	690	1292
NUMBER OF RESPONDENTS	2094	147	254	304	477	629	220	1685	17	27	5	25	58	161	173	1828	1137	874	712	1319
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q12 #YES	1534 75%	94 71%	81 76%	95 75%	89 79%	69 72%	96 84%*	80 71%	101 75%	87 82%	90 79%	77 75%	106 72%	90 70%	91 69%	106 70%	79 75%	98 79%
NO	511 25%	39 29%	26 24%	32 25%	23 21%	27 28%	18 16%*	33 29%	33 25%	19 18%	24 21%	26 25%	41 28%	38 30%	41 31%	45 30%	26 25%	26 21%
NOT ANSWERED	49	1	2	2	5	3	4	1	2	2	1	2	4	6	4	6	2	1
VALID CASES	2045	133	107	127	112	96	114	113	134	106	114	103	147	128	132	151	105	124
NUMBER OF RESPONDENTS	2094	134	109	129	117	99	118	114	136	108	115	105	151	134	136	157	107	125
	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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q13 WORST HEALTH CARE POSSIBLE	29 0.8%	2 0.7%	4 0.7%	4 0.7%	1 0.1%*	13 1%	5 1%	21 0.7%	~	~	~	3 7%~	2 2%	1 0.5%	2 0.4%	27 0.8%	10 0.4%*	18 1%*	9 0.7%	20 0.9%
01	27 0.7%	1 0.1%*	2 0.4%	3 0.4%	8 1%	10 1%	1 0.2%*	14 0.5%*	~	~	~	~	~	1 ~0.5%	19 ~0.6%	6 0.3%*	12 0.9%	10 0.8%	13 0.5%	
02	39 1%	2 0.5%	4 0.8%	14 3%*	15 3%*	6 0.6%*	~	31 1%	~	~	~	3 6%~	1 0.7%	5 2%	3 0.9%	33 1%	18 0.8%	22 2%*	14 1%	26 1%
03	70 2%	6 2%	17 3%*	12 2%	12 1%	18 2%	6 2%	58 2%	~	2 3%	~	~	2 1%	8 3%	3 0.7%*	69 2%*	27 1%*	44 3%*	22 2%	47 2%
04	85 2%	6 2%	20 4%*	10 2%	16 2%	34 3%*0.4%*	1 0.4%*	69 2%	~	1 0.1%*	~	3 7%~	2 1%	9 4%	9 2%	72 2%	26 1%*	61 5%*	24 2%	61 3%
05	285 8%	32 10%	31 6%	35 6%	65 8%	87 8%	19 5%*	213 7%	7 21%~	3 5%	~	1 2%~	8 6%	36 14%*	23 6%	246 8%	158 7%	120 9%*	89 7%	180 8%
06	223 6%	19 6%	34 7%	36 6%	52 6%	60 6%	17 5%	187 6%	1 0.3%~	5 9%	~	1 ~0.1%~	7 5%	15 6%	22 6%	194 6%	106 5%*	103 8%*	79 6%	139 6%
07	493 13%	45 14%	79 16%	81 14%	125 15%	104 10%*	41 11%	419 14%*	1 3%~	3 5%*	1 4%~	5 11%~	17 14%	30 12%	29 8%*	448 14%*	288 13%	175 13%	150 11%*	322 14%
08	772 21%	63 20%	112 23%	137 24%*	164 20%	206 19%	67 19%	614 20%	6 19%~	13 22%	2 35%~	14 33%~	28 23%	48 19%	70 18%	668 21%	502 22%*	247 18%*	299 23%*	450 19%*
09	616 16%	47 15%	83 17%	81 15%	150 18%	195 18%	58 16%	493 16%	6 18%~	12 21%	1 21%~	6 14%~	13 11%*	52 20%	79 20%*	531 17%	396 18%*	203 15%	252 19%*	363 16%
BEST HEALTH CARE POSSIBLE	1096 29%	95 30%	109 22%*	148 26%	215 26%*	348 32%*	144 40%*	879 29%	12 39%~	19 34%	3 40%~	8 19%~	43 35%	53 21%*	145 38%*	894 28%*	717 32%*	339 25%*	363 28%	706 30%
#8-10 (NET)	2485 66%	205 65%	304 61%*	366 65%	529 64%	749 69%*	269 75%*	1986 66%	24 75%~	44 78%*	7 96%~	29 67%~	84 69%	153 59%*	294 76%*	2092 65%*	1614 72%*	790 59%*	914 70%*	1519 65%

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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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TO ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE	
9-10 (NET)	1712 46%	142 45%	192 39%*	229 41%*	365 44%	543 50%*	202 56%*	1372 46%	18 57%~	31 55%	4 61%~	15 33%~	56 46%	105 41%	224 58%*	1425 45%*	1113 49%*	542 40%*	615 47%	1069 46%
NOT ANSWERED	106	9	15	6	25	39	7	66	5	3		1	3	8	16	74	63	31	42	59
VALID CASES	3737	317	494	561	822	1083	359	2999	32	57	7	44	121	257	386	3199	2253	1345	1311	2325
NUMBER OF RESPONDENTS	3843 100%	326 100%	509 100%	567 100%	847 100%	1122 100%	366 100%	3065 100%	37 100%	60 100%	7 100%	45 100%	124 100%	265 100%	402 100%	3273 100%	2316 100%	1376 100%	1353 100%	2384 100%
MEAN	7.91	7.92	7.66	7.79	7.86	7.96	8.38	7.93	8.28	8.35	8.96	7.11	8.08	7.49	8.37	7.87	8.17	7.49	7.98	7.89
p stat_(*=Sig @ p<=.05)		.919	.004*	.154	.415	.372	.000*	.342	~.102	~	~.360	.001*	.000*	.004*	.000*	.000*	.000*	.170	.545	

[ASKED IF Q7 >= 1 TIME]



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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q13 WORST HEALTH CARE POSSIBLE	29 0.8%	1 0.5%	2 1%	1 0.5%	~	2 1%	1 0.5%	2 1%	1 0.5%	~0.4%	1 1%	3 0.8%	2 0.7%	3 1%	~	4 2%	1 0.5%	2 0.8%
01	27 0.7%	1 0.5%	~	~	~	2 1%	1 0.5%	3 1%	~	~0.4%	1 0.9%	2 0.4%	1 0.4%	~	3 1%	4 2%	1 0.5%	~
02	39 1%	1 0.5%	4 2%	2 0.9%	1 0.5%	3 2%	1 0.5%	~	4 2%	1 0.5%	5 2%	4 2%	1 0.4%	6 3%	7 3%	7 3%	3 1%	3 1%
03	70 2%	5 2%	4 2%	4 2%	7 3%	4 2%	5 3%	2 1%	2 0.9%	6 3%	4 2%	4 2%	3 1%	7 3%	4 2%	8 3%	1 0.5%*	6 3%
04	85 2%	6 3%	4 2%	11 5%	8 4%	3 2%	3 2%	4 2%	5 2%	6 3%	6 3%	5 2%	9 3%	6 3%	8 3%	9 4%	5 2%	8 3%
05	285 8%	10 5%*	19 9%	16 7%	11 5%	20 12%	21 11%	11 5%	15 7%	12 6%	8 4%*	15 7%	19 7%	19 8%	26 10%	31 12%*	9 4%*	22 9%
06	223 6%	18 8%	16 8%	12 6%	19 9%	11 7%	10 5%	8 4%	16 8%	14 7%	12 5%	14 7%	14 5%	17 7%	16 6%	14 6%	16 8%	16 7%
07	493 13%	33 15%	22 11%	35 16%	25 12%	13 8%*	26 13%	30 15%	27 13%	34 16%	26 12%	32 15%	38 14%	34 15%	38 15%	26 10%	21 10%	41 17%
08	772 21%	42 19%	48 23%	41 19%	44 21%	33 20%	35 18%	45 22%	43 20%	48 22%	49 22%	48 22%	69 26%	58 25%	40 16%*	59 23%	43 21%	42 17%
09	616 16%	28 13%	33 16%	40 18%	49 23%*	21 12%	35 18%	38 18%	37 17%	33 15%	41 18%	30 14%	33 12%	30 13%	38 15%	38 15%	36 18%	38 16%
BEST HEALTH CARE POSSIBLE	1096 29%	76 34%	54 26%	56 26%	50 23%*	56 33%	60 30%	63 31%	63 30%	60 28%	73 32%	58 27%	76 29%	53 23%*	71 28%	52 21%*	65 32%	62 26%
#8-10 (NET)	2485 66%	146 66%	135 66%	137 63%	143 67%	110 65%	130 66%	146 71%	143 67%	141 66%	163 72%	136 63%	178 67%	141 61%*	149 59%*	149 59%*	144 72%	142 59%*
9-10 (NET)	1712 46%	104 47%	87 42%	96 44%	99 46%	77 46%	95 48%	101 49%	100 47%	93 43%	114 50%	88 41%	109 41%	83 36%*	109 43%	90 36%*	101 50%	100 42%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	106	3	3	7	7	6	2	8	3	4	4	7	8	8	7	12	8	5
VALID CASES	3737	221	206	218	214	168	198	206	213	214	226	215	265	233	251	252	201	240
NUMBER OF RESPONDENTS	3843	224	209	225	221	174	200	214	216	218	230	222	273	241	258	264	209	245
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	7.91	8.05	7.78	7.82	7.91	7.75	7.94	8.11	7.99	7.98	8.11	7.72	7.93	7.54	7.67	7.27	8.14	7.70
p stat_(*=Sig @ p<=.05)		.319	.372	.532	.975	.349	.821	.092	.594	.615	.175	.167	.874	.004*	.073	.000*	.104	.121

[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?

Banner I

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q14 NEVER	104 3%	12 4%	12 2%	20 4%	21 3%	32 3%	9 3%	88 3%	1 ~0.8%		4 ~	3 9%~	4 3%	7 2%	94 3%	50 2%*	49 4%*	42 3%	63 3%	
SOMETIMES	575 15%	43 14%	110 22%*	101 18%	117 14%	147 14%*	37 11%*	431 14%*	8 22%~	13 24%	1 18%~	5 12%~	18 16%	54 21%*	56 15%	483 15%	328 15%	231 17%*	165 13%*	386 17%*
USUALLY	1243 33%	116 37%	170 35%	204 36%	307 38%*	331 30%*	99 28%*	1013 34%	7 20%~	16 29%	1 18%~	19 44%~	48 42%	94 37%	105 28%*	1117 35%*	701 31%*	507 38%*	455 35%	767 33%
ALWAYS	1797 48%	143 45%	200 41%*	235 42%*	366 45%*	577 53%*	210 59%*	1451 49%	22 59%~	25 46%	5 65%~	15 36%~	45 40%	104 41%*	213 56%*	1494 47%*	1168 52%*	547 41%*	654 50%	1089 47%
#ALWAYS + USUALLY (NET)	3040 82%	259 82%	370 75%*	440 78%*	674 83%	908 83%	309 87%*	2465 83%*	29 78%~	41 75%	6 82%~	35 80%~	93 82%	198 77%	317 84%	2611 82%	1869 83%*	1054 79%*	1110 84%*	1857 81%*
TOP BOX SCORE	1797 48%	143 45%	200 41%*	235 42%*	366 45%*	577 53%*	210 59%*	1451 49%	22 59%~	25 46%	5 65%~	15 36%~	45 40%	104 41%*	213 56%*	1494 47%*	1168 52%*	547 41%*	654 50%	1089 47%
NOT ANSWERED	124	12	17	6	36	34	10	81	1	5		1	10	9	22	85	69	42	36	78
VALID CASES	3719	314	492	561	811	1088	356	2984	37	55	7	44	114	256	380	3188	2247	1334	1317	2306
NUMBER OF RESPONDENTS	3843	326	509	567	847	1122	366	3065	37	60	7	45	124	265	402	3273	2316	1376	1353	2384
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q14																		
NEVER	104 3%	3 1%	10 5%	4 2%	6 3%	3 2%	4 2%	6 3%	7 3%	5 2%	9 4%	8 4%	8 3%	10 4%	10 4%	20 8%*	4 2%	6 2%
SOMETIMES	575 15%	35 16%	31 16%	38 18%	39 18%	37 22%*	32 16%	24 12%*	26 12%	31 15%	30 13%	39 18%	37 14%	44 19%	41 16%	38 15%	22 11%	54 22%*
USUALLY	1243 33%	69 31%	75 38%	72 33%	72 33%	41 24%*	64 33%	73 35%	77 37%	78 38%	82 36%	76 35%	84 32%	70 30%	87 35%	83 33%	76 39%	89 37%
ALWAYS	1797 48%	113 51%	83 42%	103 47%	99 46%	87 52%	96 49%	104 50%	100 48%	94 45%	104 46%	92 43%	137 52%	109 47%	113 45%	110 44%	93 48%	92 38%*
#ALWAYS + USUALLY (NET)	3040 82%	182 83%	158 79%	175 81%	171 79%	128 76%	160 82%	177 86%	177 84%	172 83%	186 83%	168 78%	221 83%	179 77%	200 80%	193 77%	169 87%*	181 75%*
TOP BOX SCORE	1797 48%	113 51%	83 42%	103 47%	99 46%	87 52%	96 49%	104 50%	100 48%	94 45%	104 46%	92 43%	137 52%	109 47%	113 45%	110 44%	93 48%	92 38%*
NOT ANSWERED	124	4	10	8	5	6	4	7	6	10	5	7	7	8	7	13	14	4
VALID CASES	3719	220	199	217	216	168	196	207	210	208	225	215	266	233	251	251	195	241
NUMBER OF RESPONDENTS	3843	224	209	225	221	174	200	214	216	218	230	222	273	241	258	264	209	245
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q15 YES	4201 81%	376 70%*	537 72%*	590 78%*	929 83%*	1246 86%*	399 91%*	3355 81%	33 66%*	62 84%	8 62%~	43 72%	139 74%*	289 84%	457 77%*	3551 81%	2638 79%*	1416 86%*	1511 76%*	2581 84%*
NO	995 19%	161 30%*	214 28%*	167 22%*	185 17%*	205 14%*	40 9%*	765 19%	17 34%*	12 16%	5 38%~	17 28%	47 26%*	57 16%	140 23%*	814 19%	716 21%*	233 14%*	483 24%*	480 16%*
NOT ANSWERED	257	9	5	11	14	34	15	60		4		5	2	8	14	72	51	38	44	45
VALID CASES	5196	537	751	756	1114	1451	439	4119	50	74	13	60	186	346	598	4365	3354	1649	1994	3060
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q15																		
YES	4201 81%	271 85%*	243 81%	232 74%*	264 82%	177 73%*	204 77%	225 82%	244 85%*	234 80%	289 88%*	249 85%*	308 85%	257 83%	274 80%	293 84%	250 85%*	250 78%
NO	995 19%	47 15%*	56 19%	83 26%*	58 18%	66 27%*	62 23%	48 18%	42 15%*	59 20%	41 12%*	44 15%*	56 15%	54 17%	69 20%	54 16%	44 15%*	71 22%
NOT ANSWERED	257	10	16	9	11	18	13	16	15	16	17	13	16	14	13	14	10	14
VALID CASES	5196	318	299	315	322	243	266	273	286	293	330	293	364	311	343	347	294	321
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	OTH	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q16 NONE	713 18%	115 30%*	122 23%*	120 20%	140 16%	168 14%*	46 12%*	595 19%*	2 6%~	6 10%	1 4%~	3 7%~	30 22%	36 13%*	83 19%	611 18%	544 22%*	155 11%*	283 19%*	424 17%
1 TIME	973 24%	111 29%*	142 26%	163 28%*	184 21%*	279 24%	87 23%	790 25%	11 32%~	13 25%	1 11%~	6 15%~	39 29%	54 19%*	108 25%	830 24%	687 28%*	261 19%*	405 28%*	559 23%*
2	1005 25%	72 19%*	115 21%*	138 23%	229 26%	306 26%	114 31%*	778 24%	4 11%~	20 37%	1 18%~	6 14%~	38 29%	93 32%*	123 28%	854 25%	611 24%	366 26%	363 25%	612 25%
3	534 13%	35 9%*	66 12%	75 13%	119 13%	161 14%	53 14%	383 12%*	8 23%~	8 15%	2 22%~	19 43%~	15 11%	46 16%	65 15%	437 13%*	280 11%*	224 16%*	149 10%*	362 15%*
4	322 8%	13 3%*	40 7%	33 6%*	86 10%*	95 8%	41 11%*	272 8%	6 16%~	3 5%	1 5%~	1 1%~	5 4%*	22 8%	19 4%*	294 9%*	163 7%*	147 10%*	97 7%*	218 9%*
5 TO 9	403 10%	25 7%*	48 9%	48 8%	105 12%	138 12%*	27 7%*	331 10%	2 6%~	4 8%	3 40%~	8 17%~	8 6%*	27 9%	29 7%*	345 10%	178 7%*	214 15%*	134 9%	251 10%
10 OR MORE TIMES	75 2%	9 2%	9 2%	11 2%	27 3%*	13 1%*	4 0.9%	54 2%	2 6%~	~	~	1 3%~	1 0.1%*	9 3%	6 1%	61 2%	31 1%*	36 3%*	26 2%	45 2%
NOT ANSWERED	238	13	21	23	44	91	31	204	1	3		1	5	10	26	192	169	51	95	135
VALID CASES	4026	379	541	589	890	1160	372	3203	35	54	8	44	134	288	433	3430	2495	1403	1457	2470
NUMBER OF RESPONDENTS	4264	392	562	612	934	1251	403	3407	36	57	8	45	139	298	459	3622	2664	1454	1552	2605
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES]

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

Banner II

Q16	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NONE	713 18%	58 23%*	45 20%	41 19%	52 21%	31 18%	29 15%	30 14%*	56 24%*	34 16%	64 24%*	57 25%*	46 16%	43 18%	33 13%*	46 17%	48 21%	50 21%
1 TIME	973 24%	64 25%	48 21%	46 21%	55 23%	37 22%	41 21%	60 28%	49 21%	53 25%	66 25%	67 29%	91 32%*	60 25%	74 29%	77 28%	46 20%	45 19%*
2	1005 25%	49 19%*	57 25%	47 22%	49 20%	48 28%	61 31%*	54 25%	45 20%*	46 22%	50 19%*	47 21%	60 21%	60 25%	61 24%	64 23%	55 24%	54 22%
3	534 13%	40 16%	29 13%	23 11%	33 14%	19 11%	30 15%	29 14%	35 15%	33 15%	32 12%	20 9%*	41 14%	29 12%	29 11%	31 11%	30 13%	27 11%
4	322 8%	15 6%	21 9%	18 8%	19 8%	13 8%	16 8%	15 7%	23 10%	16 8%	19 7%	18 8%	18 6%	19 8%	23 9%	26 9%	23 10%	27 11%
5 TO 9	403 10%	24 9%	23 10%	29 13%	25 10%	12 7%	18 9%	25 12%	20 9%	26 12%	29 11%	16 7%	29 10%	25 10%	26 10%	27 10%	25 11%	27 11%
10 OR MORE TIMES	75 2%	5 2%	4 2%	12 6%*	9 4%	9 5%*	1 0.5%*	1 0.5%*	2 0.9%	5 2%	7 3%	4 2%	2 0.7%*	8 3%	9 4%	5 2%	4 2%	10 4%
NOT ANSWERED	238	16	16	16	22	8	8	11	14	21	22	20	21	13	19	17	19	10
VALID CASES	4026	255	227	216	242	169	196	214	230	213	267	229	287	244	255	276	231	240
NUMBER OF RESPONDENTS	4264	271	243	232	264	177	204	225	244	234	289	249	308	257	274	293	250	250
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHTE	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q17 NEVER	47 1%	8 3%	4 1%	7 2%	8 1%	17 2%	1 0.3%*	33 1%	~	~	~0.7%~	1 2%	2 4%	8 4%	4 1%	40 1%	20 1%*	27 2%*	16 1%	27 1%
SOMETIMES	196 6%	29 12%*	26 7%	24 5%	42 6%	60 6%	13 4%*	161 6%	1 3%~	4 8%~	1 5%~	3 8%~	3 3%*	15 7%	14 4%*	176 6%	101 5%*	92 7%*	64 6%	123 6%
USUALLY	719 22%	54 22%	94 24%	114 25%	158 22%	200 20%	71 22%	551 21%	8 26%~	11 22%~	~	8 23%~	27 27%	46 20%	92 27%*	591 22%*	381 20%*	315 26%*	262 23%	437 22%
ALWAYS	2245 70%	156 63%*	268 69%	314 68%	522 72%	701 72%	234 73%	1818 71%	23 71%~	34 70%~	7 95%~	24 68%~	66 68%	161 70%	225 67%	1931 71%	1365 73%*	798 65%*	774 69%	1425 71%
#ALWAYS + USUALLY (NET)	2963 92%	210 85%*	362 92%	428 93%	680 93%	902 92%	305 96%*	2369 92%	31 97%~	45 92%~	7 95%~	32 91%~	92 95%	207 90%	317 95%*	2522 92%	1745 94%*	1113 90%*	1036 93%	1861 93%
TOP BOX SCORE	2245 70%	156 63%*	268 69%	314 68%	522 72%	701 72%	234 73%	1818 71%	23 71%~	34 70%~	7 95%~	24 68%~	66 68%	161 70%	225 67%	1931 71%	1365 73%*	798 65%*	774 69%	1425 71%
NOT ANSWERED	22		2	1	2	9	5	14		1				4	4	16	11	6	14	8
VALID CASES	3206	247	392	459	729	979	319	2563	32	49	7	35	97	230	334	2738	1866	1232	1116	2011
NUMBER OF RESPONDENTS	3228	247	394	460	731	988	324	2577	32	49	7	35	97	234	338	2754	1877	1238	1130	2019
	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]

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q17																		
NEVER	47 1%	5 3%	~	3 2%	3 2%	~	4 2%	2 1%	1 0.6%	2 1%	2 1%	2 1%	3 1%	4 2%	2 0.9%	8 4%	2 1%	3 2%
SOMETIMES	196 6%	11 6%	9 5%	7 4%	11 6%	8 6%	11 7%	8 4%	13 8%	10 6%	13 6%	9 5%	11 5%	17 8%	18 8%	15 7%	12 7%	21 11%*
USUALLY	719 22%	42 22%	44 24%	49 28%	47 25%	27 20%	35 21%	42 23%	33 19%	36 20%	34 17%*	38 22%	55 23%	47 23%	56 26%	62 27%	44 24%	39 21%
ALWAYS	2245 70%	137 70%	129 71%	114 66%	128 68%	102 74%	115 70%	131 72%	126 73%	129 73%	153 76%	123 72%	170 71%	133 66%	143 65%	143 63%*	124 68%	126 67%
#ALWAYS + USUALLY (NET)	2963 92%	179 92%	173 95%	163 94%	175 93%	129 94%	150 91%	173 95%	159 92%	165 93%	187 93%	161 94%	225 94%	180 90%	199 91%	205 90%	168 92%	165 87%*
TOP BOX SCORE	2245 70%	137 70%	129 71%	114 66%	128 68%	102 74%	115 70%	131 72%	126 73%	129 73%	153 76%	123 72%	170 71%	133 66%	143 65%	143 63%*	124 68%	126 67%
NOT ANSWERED	22	2		2	1	1	2	1	1	2	1		2		3	2	1	1
VALID CASES	3206	195	182	173	189	137	165	183	173	177	202	172	239	201	219	228	182	189
NUMBER OF RESPONDENTS	3228	197	182	175	190	138	167	184	174	179	203	172	241	201	222	230	183	190
	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?

Banner I

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q18 NEVER	67 2%	7 3%	9 2%	14 3%	16 2%	24 2%	1 0.2%*	56 2%		1 ~0.1%~		1 ~0.5%~	1 1%	8 4%	3 0.8%*	65 2%*	25 1%*	42 3%*	23 2%	45 2%
SOMETIMES	251 8%	19 8%	32 8%	50 11%*	59 8%	66 7%	18 6%	201 8%	1 3%~	4 8%~		5 ~15%~	2 2%*	23 10%	24 7%	219 8%	118 6%*	127 10%*	70 6%*	171 9%
USUALLY	665 21%	54 22%	110 28%*	83 18%	169 23%	181 18%*	44 14%*	520 20%	8 24%~	10 19%~		6 ~18%~	23 24%	59 25%	68 20%	566 21%	356 19%*	285 23%*	248 22%	398 20%
ALWAYS	2214 69%	167 68%	240 61%*	311 68%	481 66%	712 72%*	254 80%*	1786 70%	23 73%~	36 73%~	7 100%~	23 67%~	70 73%	140 61%*	241 72%	1886 69%	1365 73%*	776 63%*	779 70%	1393 69%
#ALWAYS + USUALLY (NET)	2879 90%	221 89%	350 89%	394 86%*	650 90%	894 91%	299 94%*	2305 90%	31 97%~	45 92%~	7 100%~	29 85%~	93 97%*	199 86%	309 92%	2451 90%	1721 92%*	1061 86%*	1027 92%*	1791 89%
TOP BOX SCORE	2214 69%	167 68%	240 61%*	311 68%	481 66%	712 72%*	254 80%*	1786 70%	23 73%~	36 73%~	7 100%~	23 67%~	70 73%	140 61%*	241 72%	1886 69%	1365 73%*	776 63%*	779 70%	1393 69%
NOT ANSWERED	31		3	2	6	4	6	15				1	1	4	2	18	12	9	10	12
VALID CASES	3197	247	391	458	725	984	318	2562	32	49	7	34	97	230	336	2736	1865	1229	1120	2007
NUMBER OF RESPONDENTS	3228	247	394	460	731	988	324	2577	32	49	7	35	97	234	338	2754	1877	1238	1130	2019
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q18																		
NEVER	67 2%	5 3%	~	3 2%	2 1%	4 3%	4 2%	4 2%	2 1%	2 1%	7 3%	4 2%	5 2%	5 2%	5 2%	6 3%	1 0.5%*	7 4%
SOMETIMES	251 8%	20 10%	16 9%	9 5%	19 10%	11 8%	13 8%	11 6%	13 8%	13 7%	7 3%*	14 8%	17 7%	15 7%	25 11%	36 16%*	16 9%	17 9%
USUALLY	665 21%	30 15%*	37 20%	46 26%	44 23%	26 19%	35 21%	36 20%	36 21%	30 17%	34 17%	30 18%	52 22%	51 25%	57 26%	48 21%	37 20%	46 24%
ALWAYS	2214 69%	140 72%	129 71%	116 67%	124 66%	96 70%	112 68%	132 72%	120 70%	130 74%	153 76%*	123 72%	163 69%	129 65%	133 60%*	137 60%*	128 70%	118 63%
#ALWAYS + USUALLY (NET)	2879 90%	170 87%	166 91%	162 93%	168 89%	122 89%	147 90%	168 92%	156 91%	160 91%	187 93%	153 89%	215 91%	180 90%	190 86%	185 81%*	165 91%	164 87%
TOP BOX SCORE	2214 69%	140 72%	129 71%	116 67%	124 66%	96 70%	112 68%	132 72%	120 70%	130 74%	153 76%*	123 72%	163 69%	129 65%	133 60%*	137 60%*	128 70%	118 63%
NOT ANSWERED	31	2		1	1	1	3	1	3	4	2	1	4	1	2	3	1	2
VALID CASES	3197	195	182	174	189	137	164	183	171	175	201	171	237	200	220	227	182	188
NUMBER OF RESPONDENTS	3228	197	182	175	190	138	167	184	174	179	203	172	241	201	222	230	183	190
	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?

Banner I

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 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	GOOD & FAIR & POOR	MALE	FE- MALE
Q19 NEVER	85 3%	6 2%	16 4%	18 4%	14 2%	27 3%	7 2%	68 3%	~	~	~0.5%	1 2%	2 7%*	16 7%*	4 1%*	82 3%*	32 2%*	54 4%*	27 2%	59 3%
SOMETIMES	193 6%	16 7%	21 5%	34 7%	42 6%	57 6%	14 5%	151 6%	4 14%~	4 8%~	~	2 7%~	1 1%*	9 4%	12 3%*	168 6%	96 5%*	88 7%*	60 5%	122 6%
USUALLY	575 18%	30 12%*	81 21%	86 19%	172 24%*	155 16%*	44 14%*	467 18%	2 6%~	12 25%~	~	5 15%~	18 20%	43 19%	63 19%	505 18%	311 17%*	251 20%*	206 18%	362 18%
ALWAYS	2339 73%	195 79%*	274 70%	322 70%	501 69%*	741 76%*	251 79%*	1880 73%	26 80%~	32 67%~	7 100%~	27 77%~	72 77%	162 70%	254 76%	1982 72%*	1425 76%*	834 68%*	831 74%	1458 73%
#ALWAYS + USUALLY (NET)	2915 91%	225 91%	355 91%	408 89%	673 92%	896 91%	296 93%	2347 91%	28 86%~	44 92%~	7 100%~	32 92%~	90 97%*	205 89%	317 95%*	2487 91%*	1736 93%*	1085 88%*	1037 92%	1820 91%
TOP BOX SCORE	2339 73%	195 79%*	274 70%	322 70%	501 69%*	741 76%*	251 79%*	1880 73%	26 80%~	32 67%~	7 100%~	27 77%~	72 77%	162 70%	254 76%	1982 72%*	1425 76%*	834 68%*	831 74%	1458 73%
NOT ANSWERED	35	1	2	1	3	9	8	11		1			4	4	5	17	13	10	6	18
VALID CASES	3193	247	392	460	728	979	316	2566	32	48	7	35	93	230	333	2737	1864	1228	1124	2001
NUMBER OF RESPONDENTS	3228	247	394	460	731	988	324	2577	32	49	7	35	97	234	338	2754	1877	1238	1130	2019
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q19																		
NEVER	85 3%	6 3%	~	3 2%	3 2%	5 4%	6 4%	3 2%	4 2%	4 2%	5 2%	3 2%	4 2%	8 4%	3 1%	10 4%	4 2%	7 4%
SOMETIMES	193 6%	14 7%	11 6%	5 3%*	16 8%	6 4%	10 6%	11 6%	12 7%	10 6%	6 3%*	12 7%	17 7%	11 6%	18 8%	21 9%	9 5%	11 6%
USUALLY	575 18%	25 13%*	37 21%	39 23%	39 21%	24 17%	32 20%	31 17%	30 17%	25 14%	26 13%*	29 17%	48 20%	35 18%	50 23%	46 20%	35 19%	37 20%
ALWAYS	2339 73%	150 77%	132 73%	126 73%	131 69%	103 75%	116 71%	137 75%	127 73%	137 78%	164 82%*	127 74%	170 71%	145 73%	146 67%	150 66%*	133 73%	133 71%
#ALWAYS + USUALLY (NET)	2915 91%	175 90%	169 94%	165 95%*	170 90%	127 92%	148 90%	168 92%	157 91%	162 92%	190 95%	156 91%	218 91%	180 90%	196 90%	196 86%*	168 93%	170 90%
TOP BOX SCORE	2339 73%	150 77%	132 73%	126 73%	131 69%	103 75%	116 71%	137 75%	127 73%	137 78%	164 82%*	127 74%	170 71%	145 73%	146 67%	150 66%*	133 73%	133 71%
NOT ANSWERED	35	2	2	2	1		3	2	1	3	2	1	2	2	5	3	2	2
VALID CASES	3193	195	180	173	189	138	164	182	173	176	201	171	239	199	217	227	181	188
NUMBER OF RESPONDENTS	3228	197	182	175	190	138	167	184	174	179	203	172	241	201	222	230	183	190
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 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	GOOD & FAIR & POOR	MALE	FE- MALE
Q20 NEVER	95 3%	7 3%	14 3%	13 3%	21 3%	35 4%	4 1%*	75 3%	~	~	~0.5%~0.3%*	1 1%	16 7%*	1 0.2%*	91 3%*	29 2%*	65 5%*	29 3%	62 3%	
SOMETIMES	295 9%	35 14%*	41 11%	54 12%	48 7%*	89 9%	19 6%*	211 8%*	4 13%~	5 11%~	~	4 12%~	8 8%	37 16%*	37 11%	243 9%	145 8%*	145 12%*	92 8%	191 10%
USUALLY	856 27%	65 26%	130 33%*	118 26%	228 31%*	233 24%*	68 21%*	696 27%	10 30%~	13 28%~	1 19%~	5 14%~	42 43%*	40 17%*	114 34%*	720 26%	492 26%	339 28%	322 29%	517 26%
ALWAYS	1950 61%	141 57%	207 53%*	275 60%	429 59%	629 64%*	228 72%*	1586 62%	18 57%~	29 62%~	6 81%~	26 74%~	47 48%*	138 60%	186 55%*	1686 62%	1201 64%*	684 56%*	681 61%	1238 62%
#ALWAYS + USUALLY (NET)	2806 88%	205 83%*	338 86%	392 85%	657 90%*	863 87%	296 93%*	2282 89%*	28 87%~	42 89%~	7 100%~	31 88%~	89 91%	178 77%*	300 89%	2406 88%	1693 91%*	1023 83%*	1003 89%	1755 87%
TOP BOX SCORE	1950 61%	141 57%	207 53%*	275 60%	429 59%	629 64%*	228 72%*	1586 62%	18 57%~	29 62%~	6 81%~	26 74%~	47 48%*	138 60%	186 55%*	1686 62%	1201 64%*	684 56%*	681 61%	1238 62%
NOT ANSWERED	31	1	2	1	5	2	5	8	1				4	1	14	10	5	5	11	
VALID CASES	3197	247	392	459	726	986	319	2569	32	48	7	35	97	230	338	2740	1867	1233	1125	2008
NUMBER OF RESPONDENTS	3228	247	394	460	731	988	324	2577	32	49	7	35	97	234	338	2754	1877	1238	1130	2019
	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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q20 NEVER	95 3%	8 4%	5 3%	4 2%	2 1%*	4 3%	6 4%	6 3%	3 2%	2 1%*	4 2%	7 4%	4 2%	6 3%	5 2%	9 4%	3 2%	8 4%
SOMETIMES	295 9%	19 10%	10 6%*	13 8%	22 12%	10 7%	14 9%	16 9%	16 9%	14 8%	12 6%	17 10%	23 10%	17 8%	28 13%	21 9%	22 12%	26 14%
USUALLY	856 27%	44 22%	50 28%	43 25%	58 31%	36 26%	40 25%	50 27%	48 28%	40 23%	49 24%	47 27%	64 27%	55 27%	66 30%	59 26%	56 31%	46 24%
ALWAYS	1950 61%	125 64%	115 64%	113 65%	107 57%	87 64%	103 63%	111 61%	107 61%	119 68%*	137 68%*	101 59%	148 62%	122 61%	120 55%	138 61%	100 55%	110 58%
#ALWAYS + USUALLY (NET)	2806 88%	169 86%	165 92%	156 90%	165 87%	123 90%	143 88%	161 88%	155 89%	159 91%	186 92%*	148 86%	212 89%	177 89%	186 85%	197 87%	156 86%	156 82%*
TOP BOX SCORE	1950 61%	125 64%	115 64%	113 65%	107 57%	87 64%	103 63%	111 61%	107 61%	119 68%*	137 68%*	101 59%	148 62%	122 61%	120 55%	138 61%	100 55%	110 58%
NOT ANSWERED	31	1	2	2	1	1	4	1		4	1		2	1	3	3	2	
VALID CASES	3197	196	180	173	189	137	163	183	174	175	202	172	239	200	219	227	181	190
NUMBER OF RESPONDENTS	3228	197	182	175	190	138	167	184	174	179	203	172	241	201	222	230	183	190
	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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q21 YES	1943 61%	126 51%*	212 55%*	289 64%	458 63%	622 64%*	206 65%	1580 62%	14 45%~	32 65%~	4 58%~	22 63%~	54 58%	152 66%	179 55%*	1704 63%*	1069 58%*	824 67%*	607 55%*	1306 65%*
NO	1222 39%	121 49%*	176 45%*	165 36%	267 37%	345 36%*	109 35%	965 38%	18 55%~	17 35%~	3 42%~	13 37%~	39 42%	77 34%	149 45%*	1014 37%*	769 42%*	406 33%*	488 45%*	697 35%*
NOT ANSWERED	62	1	6	6	6	22	9	33		1		1	4	5	9	36	40	8	34	16
VALID CASES	3166	247	388	454	725	966	315	2544	32	49	7	34	93	229	329	2718	1837	1230	1096	2003
NUMBER OF RESPONDENTS	3228	247	394	460	731	988	324	2577	32	49	7	35	97	234	338	2754	1877	1238	1130	2019
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q21																		
YES	1943 61%	113 58%	105 58%	115 66%	111 59%	91 66%	106 65%	107 60%	113 66%	99 56%	131 65%	97 57%	146 62%	126 63%	113 52%*	129 58%	103 57%	112 59%
NO	1222 39%	82 42%	75 42%	58 34%	77 41%	47 34%	57 35%	71 40%	57 34%	78 44%	70 35%	72 43%	90 38%	74 37%	103 48%*	95 42%	77 43%	77 41%
NOT ANSWERED	62	2	2	2	2		4	6	4	2	2	3	5	1	6	6	3	1
VALID CASES	3166	195	180	173	188	138	163	178	170	177	201	169	236	200	216	224	180	189
NUMBER OF RESPONDENTS	3228 100%	197 100%	182 100%	175 100%	190 100%	138 100%	167 100%	184 100%	174 100%	179 100%	203 100%	172 100%	241 100%	201 100%	222 100%	230 100%	183 100%	190 100%

[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?

Banner I

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE		
Q22 NEVER	119 6%	18 15%*	16 7%	23 8%	27 6%	34 6%	3 1%*	101 7%	1 ~ 5%~	1 ~ 0.3%~	2 3%	12 9%	7 4%	109 7%	65 6%	55 7%	40 7%	76 6%		
SOMETIMES	265 14%	20 16%	37 18%	41 15%	64 15%	76 13%	19 10%*	195 13%*	4 24%~	5 19%~	7 ~ 38%~	3 6%*	28 21%*	24 14%	236 15%	130 13%	133 17%*	52 9%*	203 17%*	
USUALLY	545 29%	32 26%	87 41%*	71 26%	146 34%*	169 28%	43 22%*	453 30%	3 19%~	9 32%~	2 32%~	5 31%~	15 29%	35 26%	53 31%	480 30%	295 30%	241 30%	198 33%*	345 28%
ALWAYS	927 50%	52 43%	71 34%*	136 50%	191 45%*	318 53%	132 67%*	765 51%	9 57%~	12 44%~	3 68%~	6 32%~	32 63%	57 43%	87 51%	799 49%	509 51%	376 47%*	312 52%	600 49%
#ALWAYS + USUALLY (NET)	1472 79%	84 69%*	158 75%	206 76%	336 79%	487 82%	175 89%*	1217 80%	11 76%~	20 76%~	5 100%~	11 62%~	47 92%*	91 70%*	140 82%	1278 79%	805 80%	617 77%*	510 85%*	945 77%*
TOP BOX SCORE	927 50%	52 43%	71 34%*	136 50%	191 45%*	318 53%	132 67%*	765 51%	9 57%~	12 44%~	3 68%~	6 32%~	32 63%	57 43%	87 51%	799 49%	509 51%	376 47%*	312 52%	600 49%
NOT ANSWERED	61	3	4	8	23	14	4	42	1		1	10	5	49	35	20	27	30		
VALID CASES	1856	122	211	270	428	597	197	1513	15	27	5	18	51	131	171	1623	1000	806	602	1224
NUMBER OF RESPONDENTS	1917 100%	125 100%	215 100%	278 100%	451 100%	611 100%	201 100%	1555 100%	16 100%	27 100%	5 100%	19 100%	51 100%	141 100%	176 100%	1672 100%	1035 100%	826 100%	629 100%	1254 100%

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

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q22																		
NEVER	119 6%	8 7%	5 5%	9 8%	5 5%	8 9%	5 5%	6 6%	12 11%	7 7%	6 5%	8 8%	10 7%	8 7%	6 6%	10 8%	4 4%	8 7%
SOMETIMES	265 14%	13 12%	15 15%	11 10%	13 12%	15 17%	13 12%	16 16%	16 14%	10 11%	11 9%*	22 23%*	17 12%	14 11%	19 18%	14 11%	15 15%	16 15%
USUALLY	545 29%	31 28%	28 28%	35 32%	34 33%	17 20%*	32 31%	32 31%	29 26%	25 26%	33 26%	22 23%	44 31%	40 33%	26 25%	38 30%	32 32%	44 40%*
ALWAYS	927 50%	59 53%	53 52%	55 50%	52 50%	47 54%	54 52%	49 48%	54 49%	53 56%	79 61%*	44 46%	72 50%	60 49%	54 51%	64 51%	48 48%	41 38%*
#ALWAYS + USUALLY (NET)	1472 79%	90 81%	81 80%	90 82%	86 83%	64 74%	86 83%	81 79%	83 75%	78 82%	112 87%*	66 69%*	116 81%	100 82%	80 76%	102 81%	80 81%	85 78%
TOP BOX SCORE	927 50%	59 53%	53 52%	55 50%	52 50%	47 54%	54 52%	49 48%	54 49%	53 56%	79 61%*	44 46%	72 50%	60 49%	54 51%	64 51%	48 48%	41 38%*
NOT ANSWERED	61	2	4	5	7	4	2	4	2	4	2	1	3	4	8	3	4	3
VALID CASES	1856	111	101	110	104	87	104	103	111	95	129	96	143	122	105	126	99	109
NUMBER OF RESPONDENTS	1917 100%	113 100%	105 100%	115 100%	111 100%	91 100%	106 100%	107 100%	113 100%	99 100%	131 100%	97 100%	146 100%	126 100%	113 100%	129 100%	103 100%	112 100%

[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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	FE- MALE	MALE			
Q23 WORST PERSONAL DOCTOR POSSIBLE	60 2%	5 1%	3 0.6%*	10 2%	14 2%	17 2%	4 0.9%	37 1%*	~	~	~	~	2 1%	15 5%*	2 0.4%*	55 2%	34 1%	25 2%	17 1%	39 2%	
01	30 0.7%	4 1%	3 0.5%	4 0.7%	13 1%*	8 0.7%	1 0.0%*	24 0.7%	~	~	~	~	1 ~0.2%	2 0.7%	1 0.1%*	26 0.8%	18 0.7%	8 0.6%	6 0.4%	23 1%*	
02	27 0.7%	2 0.6%	3 0.5%	6 1%	4 0.4%	14 1%*	1 0.1%*	22 0.7%	~	~	~	~	1 ~0.4%	2 2%	1 0.2%	8 2%	19 0.6%	13 0.5%	14 1%	9 0.6%	18 0.7%
03	71 2%	7 2%	19 4%*	12 2%	14 2%	17 1%	3 0.8%*	59 2%	~	~	~	~	3 7%~	1 1%	9 3%	3 0.7%*	69 2%*	35 1%*	31 2%	21 1%	50 2%
04	80 2%	13 4%	14 3%	6 1%*	11 1%*	30 3%	5 1%	68 2%	1 3%~	~	~	~	3 7%~	2 1%	7 2%	5 1%	74 2%*	35 1%*	41 3%*	29 2%	51 2%
05	203 5%	19 5%	22 4%	41 7%*	31 3%*	59 5%	19 5%	167 5%	2 7%~	2 3%	~	~	3 2%*	14 5%	14 3%*	177 5%	107 4%*	90 6%*	67 5%	126 5%	
06	153 4%	10 3%	27 5%	23 4%	50 6%*	28 2%*	11 3%	130 4%	~	3 5%	~	~	5 4%	7 2%	9 2%*	142 4%*	97 4%	56 4%	52 4%	100 4%	
07	289 7%	30 8%	53 10%*	41 7%	62 7%	78 7%	20 5%	242 8%	1 4%~	1 0.9%*	1 5%~	2 5%~	8 6%	27 9%	24 5%	254 7%	162 7%*	116 8%	99 7%	180 7%	
08	720 18%	81 22%	129 24%*	113 19%	169 19%	185 16%*	47 12%*	563 18%	6 20%~	15 27%	1 18%~	10 22%~	22 16%	59 20%	61 14%*	649 19%*	464 19%	250 18%	300 21%*	412 17%*	
09	743 19%	62 17%	105 19%	94 16%	158 18%	234 20%	69 19%	594 19%	4 13%~	13 23%	~	7 16%~	29 21%	28 10%*	104 24%*	596 18%*	497 20%*	220 16%*	287 20%	428 17%*	
BEST PERSONAL DOCTOR POSSIBLE	1623 41%	137 37%	163 30%*	228 39%	365 41%	491 42%	195 52%*	1277 40%	17 53%~	23 41%	6 78%~	19 42%~	61 45%	122 42%	207 47%*	1342 39%*	1031 41%	540 39%	562 39%	1037 42%*	
#8-10 (NET)	3087 77%	280 76%	396 73%*	435 75%	692 78%	909 78%	310 83%*	2434 76%	27 86%~	50 91%*	8 95%~	36 80%~	112 82%	209 72%*	373 85%*	2588 76%*	1992 80%*	1010 73%*	1149 79%*	1877 76%*	

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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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
9-10 (NET)	2366 59%	199 54%*	267 49%*	323 56%	523 59%	724 62%*	264 71%*	1871 59%	21 66%~	36 64%	6 78%~	26 58%~	90 66%	150 52%*	312 71%*	1939 57%*	1528 61%*	760 55%*	849 59%	1465 59%
NOT ANSWERED	265	22	22	32	44	91	30	224	4	1		1	3	7	22	219	171	62	102	139
VALID CASES	3999	370	540	580	890	1160	373	3183	32	56	8	45	136	291	437	3403	2493	1392	1450	2466
NUMBER OF RESPONDENTS	4264	392	562	612	934	1251	403	3407	36	57	8	45	139	298	459	3622	2664	1454	1552	2605
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.32	8.16	8.08	8.18	8.33	8.36	8.79	8.31	8.80	8.84	9.51	8.30	8.59	7.93	8.77	8.25	8.44	8.10	8.38	8.29
p stat_(*=Sig @ p<=.05)		.157	.006*	.122	.768	.395	0.000*	.780	~.003*	~	~.147	.013	*.000*	*.000*	*.000*	*.000*	*.000*	*.162	.257	

[ASKED IF Q15 = 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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q23 WORST PERSONAL DOCTOR POSSIBLE	60 2%	2 0.8%	~	~	0.8%	2 1%	4 2%	6 3%	3 1%	1 0.5%*	1 0.4%*	2 0.9%	1 0.4%*	2 0.8%	2 0.8%	7 3%	~	4 2%
01	30 0.7%	3 1%	2 0.9%	2 0.9%	1 0.4%	2 1%	~	1 0.5%	1 0.4%	2 0.9%	1 0.4%	1 0.4%	2 0.7%	6 2%	5 2%	4 2%	1 0.4%	~
02	27 0.7%	2 0.8%	~	3 1%	3 1%	2 1%	2 1%	~	~	1 0.5%*	5 2%	2 0.9%	5 2%	1 0.4%	1 0.4%	3 1%	2 0.9%	7 3%*
03	71 2%	4 2%	2 0.9%	4 2%	5 2%	4 2%	4 2%	3 1%	3 1%	1 0.5%*	7 3%	4 2%	4 2%	5 2%	6 2%	6 2%	4 2%	1 0.4%*
04	80 2%	11 4%	6 3%	4 2%	5 2%	4 2%	3 2%	4 2%	3 1%	6 3%	4 1%	5 2%	5 2%	1 0.4%*	10 4%	6 2%	7 3%	2 0.9%
05	203 5%	16 6%	13 6%	19 9%	11 5%	12 7%	7 4%	10 5%	7 3%	9 4%	5 2%*	8 3%	12 4%	18 7%	17 7%	21 8%	10 4%	17 7%
06	153 4%	13 5%	7 3%	6 3%	13 5%	3 2%*	8 4%	11 5%	8 4%	4 2%*	6 2%	7 3%	7 2%	8 3%	9 4%	9 3%	6 3%	8 3%
07	289 7%	20 8%	20 9%	15 7%	23 10%	10 6%	11 6%	12 6%	19 8%	21 10%	17 6%	22 10%	21 7%	19 8%	19 7%	28 11%	21 9%	32 14%*
08	720 18%	40 16%	43 19%	43 20%	35 14%	29 18%	34 17%	39 18%	52 23%	24 11%*	41 15%	44 19%	51 18%	52 21%	42 16%	45 17%	38 16%	37 16%
09	743 19%	44 18%	39 17%	37 17%	40 17%	25 15%	44 22%	34 16%	46 20%	32 15%	48 18%	52 23%	46 16%	46 19%	48 19%	46 17%	47 20%	38 16%
BEST PERSONAL DOCTOR POSSIBLE	1623 41%	96 38%	96 42%	87 40%	104 43%	72 44%	79 40%	93 44%	84 37%	110 52%*	132 49%*	82 36%	130 46%	84 35%*	96 38%	91 34%*	95 41%	87 37%
#8-10 (NET)	3087 77%	180 72%*	178 78%	167 76%	179 74%	126 76%	157 80%	166 78%	182 81%	166 79%	221 83%*	178 78%	227 80%	182 75%	186 73%	182 68%*	180 78%	162 70%*
9-10 (NET)	2366 59%	140 56%	135 59%	124 56%	144 60%	97 59%	123 63%	127 60%	130 58%	142 67%*	180 67%*	134 59%	176 62%	130 54%	144 56%	137 52%*	142 61%	125 54%

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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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	265	20	15	12	22	12	8	12	18	23	22	20	24	15	19	27	19	17
VALID CASES	3999	251	228	220	242	165	196	213	226	211	267	229	284	242	255	266	231	233
NUMBER OF RESPONDENTS	4264	271	243	232	264	177	204	225	244	234	289	249	308	257	274	293	250	250
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.32	8.12	8.48	8.27	8.33	8.24	8.40	8.33	8.44	8.66	8.64	8.35	8.50	8.13	8.10	7.86	8.46	8.11
p stat_(*=Sig @ p<=.05)		.138	.189	.750	.911	.619	.526	.907	.306	.022*	.016*	.784	.155	.159	.114	.004*	.215	.160

[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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	18 TO	25 TO	35 TO	45 TO	55 TO	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	GOOD & POOR	FE- MALE	MALE		
Q24																				
YES	2074 40%	119 22%*	186 25%*	250 33%*	526 47%*	746 51%*	216 48%*	1659 40%	22 45%~	42 55%*	3 26%~	28 43%	58 32%*	154 44%	190 32%*	1819 41%*	1111 33%*	930 56%*	721 36%*	1318 43%*
NO	3119 60%	422 78%*	561 75%*	514 67%*	592 53%*	716 49%*	232 52%*	2479 60%	27 55%~	34 45%*	10 74%~	37 57%	125 68%*	198 56%	413 68%*	2576 59%*	2259 67%*	738 44%*	1292 64%*	1756 57%*
NOT ANSWERED	260	6	9	2	10	23	6	42	1	2		1	5	3	8	42	34	19	25	31
VALID CASES	5193	540	747	765	1118	1462	448	4137	49	76	13	65	183	351	604	4395	3371	1668	2013	3074
NUMBER OF RESPONDENTS	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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?  
Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q24																		
YES	2074 40%	112 36%	125 42%	126 40%	103 32%*	97 40%	110 41%	113 41%	108 38%	128 44%	113 34%*	121 41%	152 42%	131 42%	128 38%	134 40%	109 37%	135 42%
NO	3119 60%	199 64%	171 58%	189 60%	214 68%*	145 60%	159 59%	160 59%	179 62%	163 56%	217 66%*	173 59%	206 58%	183 58%	206 62%	205 60%	183 63%	187 58%
NOT ANSWERED	260	17	19	9	16	19	10	16	14	18	17	12	22	11	22	22	12	13
VALID CASES	5193	311	296	315	317	242	269	273	287	291	330	294	358	314	334	339	292	322
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q25 NEVER	135 7%	7 6%	16 8%	27 11%*	37 8%	38 5%	4 2%*	108 7%	5 20%~	~	~	1 3%~	1 2%*	11 8%	4 2%*	119 7%	77 7%	53 6%	33 5%*	91 7%
SOMETIMES	292 15%	25 21%	39 19%	47 18%	66 14%	89 13%	29 15%	216 13%*	3 14%~	12 38%~	1 3%~	7 30%~	13 24%	16 12%	23 13%	263 15%	153 14%	135 16%	85 12%*	205 16%*
USUALLY	614 31%	26 22%*	82 40%*	77 30%	150 32%	218 32%	57 29%	505 31%	3 14%~	12 39%~	~	4 16%~	20 36%	44 31%	47 28%	551 32%	316 30%	280 32%	231 34%	377 30%
ALWAYS	926 47%	62 51%	70 34%*	108 42%	217 46%	346 50%	106 54%*	781 49%*	12 52%~	8 24%~	3 97%~	12 51%~	21 39%	69 49%	95 56%*	802 46%	514 48%	394 46%	336 49%	578 46%
#ALWAYS + USUALLY (NET)	1540 78%	88 73%	151 73%	185 71%*	367 78%	563 82%*	163 83%*	1287 80%*	15 66%~	20 62%~	3 97%~	15 67%~	41 74%	113 81%	143 84%*	1353 78%	829 78%	673 78%	567 83%*	955 76%*
TOP BOX SCORE	926 47%	62 51%	70 34%*	108 42%	217 46%	346 50%	106 54%*	781 49%*	12 52%~	8 24%~	3 97%~	12 51%~	21 39%	69 49%	95 56%*	802 46%	514 48%	394 46%	336 49%	578 46%
NOT ANSWERED	78		6	6	20	21	19	44	1	4		6	1	16	9	64	31	45	24	53
VALID CASES	1967	120	206	259	470	690	196	1610	22	32	3	23	55	140	169	1735	1059	861	685	1250
NUMBER OF RESPONDENTS	2045 100%	120 100%	212 100%	265 100%	490 100%	711 100%	215 100%	1654 100%	23 100%	36 100%	3 100%	29 100%	56 100%	156 100%	178 100%	1799 100%	1090 100%	906 100%	709 100%	1303 100%

[ASKED IF Q24 = YES]

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q25																		
NEVER	135 7%	4 4%	13 11%	6 5%	7 7%	8 8%	5 5%	9 8%	11 10%	7 6%	7 6%	7 6%	11 7%	12 9%	5 4%	11 8%	4 4%	7 5%
SOMETIMES	292 15%	10 9%	19 16%	24 20%	14 14%	19 20%	17 17%	15 14%	13 12%	20 17%	22 20%	17 14%	24 16%	16 12%	22 18%	24 18%	12 12%	25 19%
USUALLY	614 31%	33 31%	29 24%	36 30%	30 30%	22 23%*	32 31%	39 36%	32 30%	39 33%	31 28%	31 26%	34 23%*	42 33%	37 30%	29 22%*	34 33%	44 33%
ALWAYS	926 47%	59 56%	61 50%	55 45%	49 49%	47 49%	49 48%	46 42%	51 48%	53 45%	51 46%	63 53%	79 53%	59 46%	58 48%	67 51%	52 51%	56 42%
#ALWAYS + USUALLY (NET)	1540 78%	92 87%*	90 74%	91 75%	79 79%	69 72%	81 79%	85 78%	83 78%	92 77%	82 74%	94 80%	113 76%	101 78%	95 78%	96 73%	86 84%	100 76%
TOP BOX SCORE	926 47%	59 56%	61 50%	55 45%	49 49%	47 49%	49 48%	46 42%	51 48%	53 45%	51 46%	63 53%	79 53%	59 46%	58 48%	67 51%	52 51%	56 42%
NOT ANSWERED	78	6	3	5	3	1	7	4	1	9	2	3	4	2	6	3	7	3
VALID CASES	1967	106	122	121	100	96	103	109	107	119	111	118	148	129	122	131	102	132
NUMBER OF RESPONDENTS	2045	112	125	126	103	97	110	113	108	128	113	121	152	131	128	134	109	135
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER 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	MALE	FE- MALE	
Q26 NONE	93 5%	3 3%	15 7%	24 9%*	18 4%	30 4%	4 2%*	75 5%	5 23%~	~	1 ~0.5%	1 ~0.8%*	8 6%	9 5%	81 5%	51 5%	34 4%	30 4%	60 5%	
1 SPECIALIST	1033 52%	78 65%*	135 65%*	154 58%*	257 55%	327 47%*	85 43%*	848 53%	6 26%~	21 64%~	2 54%~	9 34%~	36 64%	71 49%	82 48%	931 53%*	641 60%*	378 44%*	333 49%*	685 54%*
2	522 26%	31 26%	39 19%*	61 23%	114 24%	191 28%	70 35%*	434 27%	5 21%~	8 24%~	1 3%~	8 29%~	5 10%*	33 23%	51 30%	453 26%	239 22%*	263 30%*	195 28%	316 25%
3	217 11%	4 3%*	13 6%*	16 6%*	55 12%	101 15%*	22 11%	157 10%*	5 22%~	4 12%~	1 44%~	8 31%~	10 19%	22 15%	20 12%	185 11%	84 8%*	130 15%*	90 13%*	125 10%
4	74 4%	4 3%	6 3%	7 3%	17 4%	27 4%	9 5%	63 4%	1 4%~	~	~	1 5%~	1 ~0.8%*	5 3%	6 4%	59 3%	32 3%	41 5%	21 3%	49 4%
5 OR MORE SPECIALISTS	41 2%	~	2 1%	3 1%	10 2%	15 2%	8 4%	32 2%	1 4%~	~	~	~	3 6%	5 4%	1 0.5%*	35 2%	17 2%	23 3%	17 2%	24 2%
NOT ANSWERED	66	1	3	1	20	21	15	45		3		3	1	11	8	56	27	37	23	42
VALID CASES	1979	120	209	264	470	690	200	1609	23	33	3	26	55	145	170	1743	1063	869	686	1261
NUMBER OF RESPONDENTS	2045	120	212	265	490	711	215	1654	23	36	3	29	56	156	178	1799	1090	906	709	1303
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

Banner II

Q26	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NONE	93 5%	2 2%*	8 7%	5 4%	4 4%	~	5 5%	6 5%	5 5%	6 5%	5 5%	8 7%	11 7%	9 7%	7 6%	10 8%	4 4%	8 6%
1 SPECIALIST	1033 52%	55 51%	68 57%	65 53%	50 51%	48 51%	48 46%	64 58%	59 55%	52 44%	64 58%	65 55%	78 53%	66 51%	71 58%	72 55%	52 50%	62 47%
2	522 26%	30 28%	28 24%	31 25%	28 29%	30 32%	31 30%	25 23%	34 32%	40 34%	29 26%	26 22%	37 25%	31 24%	25 20%	31 24%	25 24%	42 32%
3	217 11%	10 9%	13 11%	15 12%	7 7%	11 12%	14 13%	10 9%	3 3%*	15 13%	5 5%*	13 11%	17 12%	20 15%	10 8%	11 8%	14 14%	11 8%
4	74 4%	5 5%	1 0.8%*	2 2%	7 7%	3 3%	3 3%	5 5%	3 3%	2 2%	6 5%	5 4%	3 2%	3 2%	6 5%	3 2%	6 6%	5 4%
5 OR MORE SPECIALISTS	41 2%	5 5%	1 0.8%	4 3%	2 2%	3 3%	3 3%	1 0.9%	3 3%	2 2%	2 2%	1 0.8%	1 0.7%	1 0.8%	4 3%	3 2%	2 2%	5 4%
NOT ANSWERED	66	5	6	4	5	2	6	2	1	11	2	3	5	1	5	4	6	2
VALID CASES	1979	107	119	122	98	95	104	111	107	117	111	118	147	130	123	130	103	133
NUMBER OF RESPONDENTS	2045	112	125	126	103	97	110	113	108	128	113	121	152	131	128	134	109	135
	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?

Banner I

	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
	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/ IND/ PAC	AMER ALSK NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
Q27 WORST SPECIALIST POSSIBLE	21 1%	1 ~0.5%	2 0.7%	7 1%	12 2%		15 1%	1 ~0.4%			1 ~0.6%	1 1%	1 0.0%*	20 1%*	5 0.5%*	15 2%*	9 1%	11 1%		
01	7 0.4%	2 2%	4 2%	2 ~0.4%	1 0.0%*	1 0.0%*	6 0.4%					2 2%		7 ~0.5%*	4 0.4%	3 0.4%	1 0.2%	6 0.5%		
02	19 1%	2 2%	1 0.5%	1 0.3%*	7 2%	2 0.2%*	9 ~0.6%*	3 13%~				1 ~0.1%*	4 3%	8 0.5%*	12 1%	4 0.5%	4 0.7%	8 0.7%		
03	28 2%	5 4%	7 4%	7 3%	2 0.4%*	8 1%	1 0.2%*	23 2%			3 ~11%~	1 ~0.6%	3 2%	1 0.3%*	28 2%*	16 2%	12 1%	6 1%	21 2%	
04	18 1%	1 0.9%	4 2%	2 0.7%	3 0.7%	8 1%	1 0.4%	19 1%*					1 ~0.2%	1 0.2%	17 1%	12 1%	5 0.6%	5 0.7%	13 1%	
05	88 5%	10 9%	7 4%	10 4%	22 5%	29 4%	10 5%	73 5%	4 18%~	2 5%~	1 ~0.3%~	2 4%	2 2%*	9 6%	74 5%	43 4%	44 5%	35 5%	52 5%	
06	76 4%	7 6%	4 2%*	6 3%	29 7%*	23 3%	5 3%	58 4%	2 ~6%~			5 ~10%	10 8%	3 2%	74 5%*	29 3%*	47 6%*	26 4%	51 4%	
07	154 8%	4 3%*	28 15%*	17 7%	32 7%	61 9%	12 7%	117 8%	5 ~16%~		2 ~7%~	7 13%	9 7%	18 11%	127 8%	94 10%*	60 7%	50 8%	101 9%	
08	272 15%	18 17%	35 18%	38 15%	60 14%	111 17%	14 8%*	223 15%	4 18%~	6 17%~		5 ~22%~	6 12%	16 10%	244 15%	134 14%	134 16%	98 15%	171 15%	
09	345 19%	18 16%	36 19%	45 18%	101 23%*	116 18%	32 17%	294 20%	3 14%~	4 11%~	1 44%~	8 33%~	10 19%	19 14%	32 20%	312 19%	181 18%	162 20%	133 20%	215 18%
BEST SPECIALIST POSSIBLE	812 44%	44 40%	64 33%*	116 48%	171 39%*	282 43%	112 60%*	660 44%	7 36%~	15 45%~	2 56%~	6 27%~	21 41%	70 53%*	74 47%	718 44%	453 46%	336 41%*	285 44%	512 44%

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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE	FE- MALE		
#8-10 (NET)	1429 78%	80 72%	135 70%*	198 82%	332 76%	509 78%	158 85%*	1177 79%	14 69%~	25 73%~	3 100%~	20 81%~	37 72%	105 79%	122 77%	1274 78%	768 78%	631 77%	516 79%	898 77%
9-10 (NET)	1157 63%	62 56%	100 52%*	161 66%	271 62%	398 61%	144 77%*	954 64%	10 50%~	19 56%~	3 100%~	14 59%~	30 60%	89 67%	106 67%	1030 63%	634 65%	497 61%	418 64%	727 62%
NOT ANSWERED	34	1	1	2	9	5	9	26						5	1	25	19	8	2	26
VALID CASES	1838	111	192	243	435	652	187	1497	20	34	3	24	51	133	158	1630	984	822	652	1164
NUMBER OF RESPONDENTS	1872 100%	111 100%	193 100%	245 100%	444 100%	657 100%	196 100%	1523 100%	20 100%	34 100%	3 100%	24 100%	51 100%	138 100%	158 100%	1655 100%	1003 100%	830 100%	654 100%	1190 100%
MEAN	8.47	8.03	8.05	8.64	8.36	8.47	9.07	8.51	7.54	8.57	9.56	8.22	8.48	8.61	8.62	8.48	8.54	8.36	8.52	8.46
p stat_(*=Sig @ p<=.05)		.050*	.003*	.181	.200	.962	.000*	.211	~	~	~	~	.974	.405	.345	.728	.088	.040*	.440	.750

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



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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q27 WORST SPECIALIST POSSIBLE	21 1%	~	~	2 2%	~	2 2%	1 1%	1 1%	1 1%	1 0.9%	~	1 0.9%	5 4%	2 2%	5 4%	2 2%	~	~
01	7 0.4%	~	~	~	1 1%	~	~	~	2 2%	1 0.9%	2 2%	~	1 0.7%	2 2%	1 0.9%	2 2%	~	~
02	19 1%	2 2%	1 0.9%	1 0.9%	2 2%	2 2%	~	2 2%	~	2 2%	1 0.9%	~	~	~	1 0.9%	1 0.8%	1 1%	~
03	28 2%	1 1%	~	4 3%	~	1 1%	2 2%	2 2%	1 1%	2 2%	3 3%	~	2 1%	2 2%	~	2 2%	1 1%	2 2%
04	18 1%	2 2%	2 2%	2 2%	2 2%	2 2%	~	1 1%	2 2%	4 4%	~	1 0.9%	~	~	1 0.9%	3 3%	~	2 2%
05	88 5%	5 5%	5 5%	7 6%	~	6 6%	6 6%	5 5%	3 3%	1 0.9%*	2 2%*	1 0.9%*	3 2%	8 7%	2 2%*	4 3%	4 4%	9 7%
06	76 4%	1 1%*	5 5%	4 3%	4 4%	4 4%	3 3%	5 5%	4 4%	4 4%	3 3%	5 5%	9 7%	6 5%	3 3%	5 4%	5 5%	6 5%
07	154 8%	4 4%*	8 7%	16 14%	4 4%	6 6%	11 11%	8 8%	11 11%	7 6%	7 7%	7 6%	16 12%	13 11%	11 10%	10 8%	4 4%*	12 10%
08	272 15%	19 18%	17 15%	17 15%	16 17%	14 15%	8 8%*	14 14%	17 17%	16 14%	15 14%	27 25%*	21 16%	19 16%	21 18%	21 18%	18 18%	24 19%
09	345 19%	20 19%	16 15%	24 21%	21 23%	20 21%	19 19%	19 19%	17 17%	23 21%	25 24%	17 16%	22 16%	21 18%	17 15%	21 18%	17 17%	24 19%
BEST SPECIALIST POSSIBLE	812 44%	49 48%	56 51%	40 34%*	42 46%	38 40%	48 49%	44 44%	42 42%	50 45%	48 45%	50 46%	55 41%	45 38%	52 46%	49 41%	48 49%	45 36%
#8-10 (NET)	1429 78%	88 85%*	89 81%	81 69%*	79 86%*	72 76%	75 77%	77 76%	76 76%	89 80%	88 83%	94 86%*	98 73%	85 72%	90 79%	91 76%	83 85%*	93 75%
9-10 (NET)	1157 63%	69 67%	72 65%	64 55%	63 68%	58 61%	67 68%	63 62%	59 59%	73 66%	73 69%	67 61%	77 57%	66 56%	69 61%	70 58%	65 66%	69 56%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NOT ANSWERED	34	2	1		2		1	4	2				1	2	3	2		1	1
VALID CASES	1838	103	110	117	92	95	98	101	100	111	106	109	134	118	114	120	98	124	
NUMBER OF RESPONDENTS	1872	105	111	117	94	95	99	105	102	111	106	110	136	121	116	120	99	125	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.47	8.70	8.74	8.08	8.72	8.24	8.63	8.40	8.38	8.47	8.63	8.78	8.24	8.19	8.36	8.24	8.78	8.36	
p stat_(*=Sig @ p<=.05)		.248	.119	.041*	.244	.299	.350	.645	.664	1.00	.426	.041*	.268	.106	.631	.234	.120	.517	

[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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q28 YES	1182 23%	111 21%	215 29%*	171 23%	258 23%	329 23%	80 18%*	918 22%	11 22%~	17 23%	2 17%~	19 30%	45 25%	101 29%*	113 19%*	1037 24%*	790 24%	377 23%	408 20%*	752 25%*
NO	3968 77%	426 79%	527 71%*	588 77%	854 77%	1124 77%	364 82%*	3192 78%	38 78%~	56 77%	11 83%~	45 70%	138 75%	251 71%*	487 81%*	3330 76%*	2555 76%	1281 77%	1590 80%*	2304 75%*
NOT ANSWERED	303	9	14	8	16	33	11	68	1	5		1	5	2	12	70	60	29	40	49
VALID CASES	5150	537	742	759	1112	1452	443	4111	49	73	13	64	183	352	600	4367	3345	1658	1998	3056
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q28																		
YES	1182 23%	72 23%	37 12%*	58 18%*	51 16%*	70 29%*	62 24%	71 26%	53 18%*	62 21%	59 18%*	53 18%*	53 15%*	83 27%	47 14%*	67 19%	50 17%*	74 23%
NO	3968 77%	237 77%	260 88%*	257 82%*	266 84%*	170 71%*	201 76%	200 74%	236 82%*	230 79%	268 82%*	242 82%*	300 85%*	229 73%	286 86%*	277 81%	237 83%*	248 77%
NOT ANSWERED	303	19	18	9	16	21	16	18	12	17	20	11	27	13	23	17	17	13
VALID CASES	5150	309	297	315	317	240	263	271	289	292	327	295	353	312	333	344	287	322
NUMBER OF RESPONDENTS	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR POOR	MALE	FE- MALE	
Q29 NEVER	119 12%	11 15%	21 12%	21 13%	26 12%	40 15%	1 1%*	78 10%*	1 10%~	~	~	3 19%~	15 44%~	19 24%*	6 7%	113 13%*	77 12%	41 13%	33 10%	86 13%*
SOMETIMES	339 34%	36 48%*	71 40%	68 42%*	79 35%	66 24%*	18 25%	301 38%*	1 14%~	8 47%~	1 35%~	4 29%~	3 10%~	16 20%*	14 16%*	321 36%*	221 34%	110 34%	115 34%	218 34%
USUALLY	332 33%	16 21%*	60 34%	38 23%*	78 35%	100 37%	32 47%*	261 33%	4 39%~	5 33%~	~	4 33%~	9 28%~	28 34%	36 42%	288 33%	221 34%	104 32%	118 35%	212 33%
ALWAYS	213 21%	13 17%	28 15%*	33 21%	40 18%	64 24%	18 27%	155 20%*	3 37%~	3 20%~	1 65%~	2 18%~	6 18%~	17 22%	30 35%*	161 18%*	137 21%	70 22%	76 22%	121 19%*
#ALWAYS + USUALLY (NET)	545 54%	29 38%*	88 49%	71 44%*	118 53%	164 61%*	51 74%*	416 52%*	7 77%~	9 53%~	1 65%~	7 51%~	15 45%~	45 56%	66 77%*	449 51%*	358 55%	174 54%	194 57%	333 52%
TOP BOX SCORE	213 21%	13 17%	28 15%*	33 21%	40 18%	64 24%	18 27%	155 20%*	3 37%~	3 20%~	1 65%~	2 18%~	6 18%~	17 22%	30 35%*	161 18%*	137 21%	70 22%	76 22%	121 19%*
NOT ANSWERED	19	5	2	1	3	8	1	8	1	2				5	2	17	11	7	8	11
VALID CASES	1003	77	179	160	223	270	69	795	9	16	2	13	33	80	86	882	656	325	342	637
NUMBER OF RESPONDENTS	1022	82	181	161	226	278	69	803	10	18	2	13	33	85	88	899	667	332	350	648
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q29 NEVER	119 12%	9 12%	1 3%~	2 4%*	5 10%	10 15%	7 11%	9 13%	8 16%	6 10%	5 9%	7 13%	7 13%	7 9%	5 11%~	5 8%	5 10%	12 17%
SOMETIMES	339 34%	26 36%	14 40%~	26 46%	17 34%	25 37%	25 41%	19 27%	15 29%	21 36%	26 45%	24 46%	20 38%	31 38%	21 46%~	22 34%	7 14%*	20 29%
USUALLY	332 33%	20 28%	13 37%~	18 32%	18 36%	21 31%	18 30%	24 34%	15 29%	23 40%	17 29%	16 31%	19 37%	25 30%	11 24%~	26 41%	26 52%*	24 34%
ALWAYS	213 21%	17 24%	7 20%~	10 18%	10 20%	12 18%	11 18%	18 26%	13 25%	8 14%	10 17%	5 10%*	6 12%*	19 23%	9 20%~	11 17%	12 24%	14 20%
#ALWAYS + USUALLY (NET)	545 54%	37 51%	20 57%~	28 50%	28 56%	33 49%	29 48%	42 60%	28 55%	31 53%	27 47%	21 40%*	25 48%	44 54%	20 43%~	37 58%	38 76%*	38 54%
TOP BOX SCORE	213 21%	17 24%	7 20%~	10 18%	10 20%	12 18%	11 18%	18 26%	13 25%	8 14%	10 17%	5 10%*	6 12%*	19 23%	9 20%~	11 17%	12 24%	14 20%
NOT ANSWERED	19		2	2	1	2	1	1	2	4	1	1	1	1	1	3		4
VALID CASES	1003	72	35	56	50	68	61	70	51	58	58	52	52	82	46	64	50	70
NUMBER OF RESPONDENTS	1022	72	37	58	51	70	62	71	53	62	59	53	53	83	47	67	50	74
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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	OTH-	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q30 YES	1525 30%	141 26%*	216 29%	212 28%	357 32%*	483 33%*	108 25%*	1180 29%*	25 52%~	15 21%	4 33%~	18 28%	76 42%*	108 32%	230 38%*	1234 28%*	976 29%	525 32%*	510 26%*	985 32%*
NO	3584 70%	398 74%*	523 71%	544 72%	744 68%*	965 67%*	325 75%*	2919 71%*	22 48%~	57 79%	8 67%~	46 72%	107 58%*	232 68%	369 62%*	3105 72%*	2349 71%	1120 68%*	1471 74%*	2054 68%*
NOT ANSWERED	344	7	16	11	26	37	21	80	3	6	1	1	6	14	13	98	80	42	57	66
VALID CASES	5109	539	740	756	1102	1448	433	4099	47	72	12	65	182	340	599	4339	3325	1645	1981	3039
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q30																		
YES	1525 30%	93 30%	62 21%*	81 26%	79 25%	93 39%*	76 29%	80 30%	74 26%	74 26%	105 33%	88 30%	102 29%	93 30%	74 22%*	85 25%	92 32%	90 28%
NO	3584 70%	215 70%	232 79%*	229 74%	233 75%	147 61%*	187 71%	186 70%	211 74%	213 74%	218 67%	204 70%	250 71%	215 70%	256 78%*	251 75%	199 68%	231 72%
NOT ANSWERED	344	20	21	14	21	21	16	23	16	22	24	14	28	17	26	25	13	14
VALID CASES	5109	308	294	310	312	240	263	266	285	287	323	292	352	308	330	336	291	321
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%



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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	MALE	FE- MALE
Q31 NEVER	51 4%	8 7%	10 5%	7 4%	9 3%	16 4%	2 2%	42 4%	1 4%~	~	1 ~0.4%~	3 5%	4 4%	10 5%	41 4%	27 3%	23 5%	22 5%	29 3%	
SOMETIMES	295 21%	27 22%	61 29%*	59 29%*	67 22%	60 14%*	16 15%	220 20%	1 0.5%~	6 32%~	1 19%~	6 30%~	11 17%	30 30%*	46 22%	238 21%	182 20%	109 23%	96 21%	192 21%
USUALLY	400 28%	42 34%	51 25%	43 21%*	83 27%	138 31%	36 33%	298 28%	11 41%~	7 36%~	1 36%~	3 13%~	11 17%*	32 32%	51 24%	335 29%	261 29%	123 25%	107 23%*	287 31%*
ALWAYS	670 47%	46 37%*	86 41%	93 46%	148 48%	225 51%	54 50%	519 48%	15 55%~	6 32%~	1 44%~	11 57%~	39 61%*	34 34%*	106 50%	530 46%	427 48%	227 47%	235 51%*	415 45%*
#ALWAYS + USUALLY (NET)	1070 76%	88 72%	138 66%*	136 67%*	231 75%	362 83%*	90 83%*	817 76%	26 95%~	13 68%~	2 81%~	14 70%~	50 78%	66 66%*	157 74%	865 76%	688 77%	350 73%	341 74%	702 76%
TOP BOX SCORE	670 47%	46 37%*	86 41%	93 46%	148 48%	225 51%	54 50%	519 48%	15 55%~	6 32%~	1 44%~	11 57%~	39 61%*	34 34%*	106 50%	530 46%	427 48%	227 47%	235 51%*	415 45%*
NOT ANSWERED	26	2	1	2	6	8	4	20	1				1	1	5	20	11	13	11	14
VALID CASES	1415	123	209	202	307	438	108	1079	27	19	3	20	64	100	213	1145	897	482	459	923
NUMBER OF RESPONDENTS	1441 100%	125 100%	210 100%	204 100%	313 100%	446 100%	112 100%	1099 100%	28 100%	19 100%	3 100%	20 100%	65 100%	101 100%	218 100%	1165 100%	908 100%	495 100%	470 100%	937 100%

[ASKED IF Q30 = YES]

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q31 NEVER	51 4%	4 4%	4 7%	4 5%	6 8%	3 3%	5 7%	2 ~	3 3%	5 7%	1 1%*	3 4%	2 2%	5 5%	4 6%	7 9%	1 1%*	4 5%
SOMETIMES	295 21%	20 22%	7 11%*	14 18%	16 21%	24 26%	24 32%*	10 13%*	15 21%	10 15%	16 16%	16 19%	17 18%	14 15%	17 24%	16 20%	19 21%	20 23%
USUALLY	400 28%	27 30%	18 30%	24 32%	23 31%	22 24%	16 21%	28 35%	24 33%	21 31%	29 29%	25 29%	34 35%	28 30%	20 28%	21 26%	20 22%	24 28%
ALWAYS	670 47%	40 44%	32 52%	34 45%	30 40%	43 47%	30 40%	42 52%	31 43%	31 46%	55 54%	41 48%	44 45%	46 49%	30 42%	37 46%	49 55%	39 45%
#ALWAYS + USUALLY (NET)	1070 76%	67 74%	50 82%	58 76%	53 71%	65 71%	46 61%*	70 88%*	55 76%	52 78%	84 83%	66 78%	78 80%	74 80%	50 70%	58 72%	69 78%	63 72%
TOP BOX SCORE	670 47%	40 44%	32 52%	34 45%	30 40%	43 47%	30 40%	42 52%	31 43%	31 46%	55 54%	41 48%	44 45%	46 49%	30 42%	37 46%	49 55%	39 45%
NOT ANSWERED	26	2	1	5	4	1	1	2	7	4	3	5		3	4	3	3	
VALID CASES	1415	91	61	76	75	92	75	80	72	67	101	85	97	93	71	81	89	87
NUMBER OF RESPONDENTS	1441 100%	93 100%	62 100%	81 100%	79 100%	93 100%	76 100%	80 100%	74 100%	74 100%	105 100%	88 100%	102 100%	93 100%	74 100%	85 100%	92 100%	90 100%

[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?  
Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q32 NEVER	24 2%	1 0.3%*	4 2%	5 2%	8 3%	6 1%	~	19 2%	2 ~ 10%~		1 ~ 0.4%~	1 0.7%	1 0.4%	2 1%	21 2%	10 1%*	13 3%	14 3%*	10 1%*	
SOMETIMES	83 6%	21 17%*	8 4%	17 8%	22 7%	13 3%*	2 2%*	55 5%	2 ~ 11%~		1 ~ 3%~	4 6%	14 14%*	23 11%*	58 5%*	53 6%	29 6%	30 7%	52 6%	
USUALLY	312 22%	26 21%	59 28%*	41 20%	83 27%*	81 19%*	20 18%	224 21%	9 34%~	5 27%~	9 ~ 45%~	22 34%*	17 17%	52 24%	248 22%	206 23%	98 20%	102 22%	207 22%	
ALWAYS	995 70%	75 61%*	137 66%	139 69%	193 63%*	337 77%*	86 80%*	780 72%*	18 66%~	10 53%~	3 100%~	10 51%~	38 60%	68 68%	136 64%*	816 71%	626 70%	342 71%	312 68%	655 71%
#ALWAYS + USUALLY (NET)	1307 92%	101 82%*	196 94%	180 89%	276 90%	418 96%*	106 98%*	1004 93%	27 100%~	15 80%~	3 100%~	19 96%~	60 94%	85 86%*	188 88%*	1064 93%	832 93%	439 91%	413 90%	862 93%
TOP BOX SCORE	995 70%	75 61%*	137 66%	139 69%	193 63%*	337 77%*	86 80%*	780 72%*	18 66%~	10 53%~	3 100%~	10 51%~	38 60%	68 68%	136 64%*	816 71%	626 70%	342 71%	312 68%	655 71%
NOT ANSWERED	27	2	1	2	6	9	4	21	1			1	1	5	21	12	14	13	14	
VALID CASES	1414	123	209	202	307	437	108	1078	27	19	3	20	64	100	213	1144	896	481	457	923
NUMBER OF RESPONDENTS	1441	125	210	204	313	446	112	1099	28	19	3	20	65	101	218	1165	908	495	470	937
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q30 = YES]

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q32																		
NEVER	24 2%	2 2%	3 5%	1 1%	3 4%	2 2%	2 3%	5 ~ 7%	1 2%	1 1%	2 2%	1 1%	1 1%	2 3%	2 2%	~	1 1%	
SOMETIMES	83 6%	5 5%	5 8%	5 7%	9 12%	7 8%	3 4%	5 6%	4 6%	6 9%	27 22%	6 7%	5 5%	5 5%	4 6%	7 9%	3 3%	4 5%
USUALLY	312 22%	18 20%	12 20%	15 20%	7 9%*	16 17%	21 28%	18 23%	12 17%	13 20%	71 58%	15 18%	26 27%	23 25%	17 24%	13 16%	23 26%	13 15%
ALWAYS	995 70%	66 73%	41 67%	55 72%	57 75%	67 73%	49 65%	57 71%	51 71%	46 70%	23 19%	61 73%	66 67%	64 69%	48 68%	58 73%	63 71%	69 79%*
#ALWAYS + USUALLY (NET)	1307 92%	84 92%	53 87%	70 92%	64 84%*	83 90%	70 93%	75 94%	63 88%	59 89%	94 77%	76 90%	92 94%	87 94%	65 92%	71 89%	86 97%*	82 94%
TOP BOX SCORE	995 70%	66 73%	41 67%	55 72%	57 75%	67 73%	49 65%	57 71%	51 71%	46 70%	23 19%	61 73%	66 67%	64 69%	48 68%	58 73%	63 71%	69 79%*
NOT ANSWERED	27	2	1	5	3	1	1	2	8	6	4	4	3	5	3	3	3	
VALID CASES	1414	91	61	76	76	92	75	80	72	66	122	84	98	93	71	80	89	87
NUMBER OF RESPONDENTS	1441	93	62	81	79	93	76	80	74	74	122	88	102	93	74	85	92	90
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q33 YES	1804 36%	207 39%	304 41%*	233 32%*	399 36%	497 35%	126 29%*	1366 34%*	16 34%~	24 35%	5 40%~	30 48%	76 42%	149 44%*	261 44%*	1461 34%*	1132 34%*	601 37%	698 35%	1058 35%
NO	3261 64%	318 61%	438 59%*	501 68%*	706 64%	927 65%	310 71%*	2697 66%*	31 66%~	44 65%	8 60%~	33 52%	106 58%	193 56%*	333 56%*	2842 66%*	2158 66%*	1033 63%	1272 65%	1947 65%
NOT ANSWERED	388	21	14	32	22	62	18	116	3	10		2	6	13	18	134	115	53	68	100
VALID CASES	5065	525	742	735	1106	1423	436	4063	47	68	13	63	182	341	594	4303	3290	1634	1970	3005
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q33																		
YES	1804 36%	128 42%*	85 29%*	108 35%	114 37%	75 32%	92 35%	90 34%	116 41%	102 35%	103 32%	108 37%	123 35%	117 38%	133 41%	114 33%	94 33%	110 34%
NO	3261 64%	174 58%*	209 71%*	199 65%	198 63%	159 68%	170 65%	174 66%	169 59%	188 65%	222 68%	182 63%	227 65%	187 62%	192 59%	228 67%	192 67%	213 66%
NOT ANSWERED	388	26	21	17	21	27	17	25	16	19	22	16	30	21	31	19	18	12
VALID CASES	5065	302	294	307	312	234	262	264	285	290	325	290	350	304	325	342	286	323
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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

Banner I

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
PQ34 NEVER	97 2%	8 2%	15 2%	18 2%	30 3%*	18 1%*	4 1%*	56 1%*	~	1 1%	7 ~	9 11%*	12 5%	10 2%	80 2%	56 2%	39 2%	26 1%*	66 2%	
SOMETIMES	322 6%	55 10%*	64 9%*	48 7%	63 6%	71 5%*	14 3%*	230 6%*	4 8%~	6 8%	9 ~	14 14%	31 10%*	45 8%	261 6%	197 6%	104 7%	139 7%	171 6%*	
USUALLY	697 14%	74 14%	125 17%*	79 11%*	157 15%	191 14%	61 14%	557 14%	8 17%~	11 16%	1 9%~	7 10%	26 15%	49 15%	98 17%*	575 13%	438 13%	243 15%	257 13%	435 15%
ALWAYS	3891 78%	391 74%*	535 72%*	593 80%	826 77%	1122 80%*	343 81%*	3175 79%*	34 74%~	51 75%	12 91%~	41 64%*	131 73%	234 72%*	423 73%*	3346 79%*	2573 79%*	1213 76%*	1520 78%	2297 77%
#ALWAYS + USUALLY (NET)	4589 92%	465 88%*	660 89%*	672 91%	983 91%	1313 94%*	404 96%*	3732 93%*	42 92%~	62 91%	13 100%~	47 75%*	158 88%	284 87%*	521 90%	3921 92%*	3012 92%*	1456 91%	1777 91%	2731 92%
TOP BOX SCORE	3891 78%	391 74%*	535 72%*	593 80%	826 77%	1122 80%*	343 81%*	3175 79%*	34 74%~	51 75%	12 91%~	41 64%*	131 73%	234 72%*	423 73%*	3346 79%*	2573 79%*	1213 76%*	1520 78%	2297 77%
NOT ANSWERED	87	6	5	5	23	36	11	54	1	2	1	4	13	18	59	55	30	33	53	
VALID CASES	5008	528	739	738	1076	1403	422	4018	46	68	13	63	180	328	576	4262	3265	1599	1943	2969
NUMBER OF RESPONDENTS	5095 100%	534 100%	744 100%	743 100%	1099 100%	1439 100%	433 100%	4072 100%	47 100%	70 100%	13 100%	63 100%	184 100%	341 100%	594 100%	4321 100%	3320 100%	1629 100%	1976 100%	3022 100%

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

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

Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PQ34																		
NEVER	97 2%	5 2%	5 2%	7 2%	9 3%	6 3%	4 2%	5 2%	7 2%	6 2%	3 0.9%	7 2%	5 1%	5 2%	5 2%	8 2%	4 1%	8 3%
SOMETIMES	322 6%	21 7%	13 4%	21 7%	21 7%	18 8%	18 7%	14 5%	21 7%	17 6%	19 6%	17 6%	8 2%*	17 6%	32 10%*	25 7%	16 6%	19 6%
USUALLY	697 14%	45 15%	29 10%*	38 13%	38 13%	27 12%	39 15%	38 15%	39 14%	42 15%	33 10%	48 17%	48 14%	40 13%	47 15%	45 13%	32 11%	38 12%
ALWAYS	3891 78%	226 76%	243 84%*	238 78%	236 78%	181 78%	197 76%	200 78%	215 76%	223 77%	261 83%*	214 75%	280 82%*	238 79%	237 74%	260 77%	229 81%	253 80%
#ALWAYS + USUALLY (NET)	4589 92%	271 91%	272 94%	276 91%	274 90%	208 90%	236 91%	238 93%	254 90%	265 92%	294 93%	262 92%	328 96%*	278 93%	284 88%	305 90%	261 93%	291 92%
TOP BOX SCORE	3891 78%	226 76%	243 84%*	238 78%	236 78%	181 78%	197 76%	200 78%	215 76%	223 77%	261 83%*	214 75%	280 82%*	238 79%	237 74%	260 77%	229 81%	253 80%
NOT ANSWERED	87	5	4	3	8	2	4	7	3	2	9	4	9	4	4	4	5	5
VALID CASES	5008	297	290	304	304	232	258	257	282	288	316	286	341	300	321	338	281	318
NUMBER OF RESPONDENTS	5095	302	294	307	312	234	262	264	285	290	325	290	350	304	325	342	286	323
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	FE- MALE MALE		
Q35 WORST HEALTH PLAN POSSIBLE	59 1%	1 0.1%*	9 1%	7 0.9%	14 1%	21 2%	1 0.2%*	26 0.7%*	1 0.1%*	~	~	4 6%	5 3%	9 3%	8 1%	46 1%	21 0.7%*	32 2%*	29 2%	29 1%
01	31 0.6%	3 0.5%	3 0.5%	6 0.9%	8 0.8%	11 0.8%	~	29 0.7%	~	~	~	~	~	2 0.6%	4 0.7%	25 0.6%	13 0.4%*	17 1%*	14 0.7%	15 0.5%
02	40 0.8%	1 0.1%*	5 0.7%	9 1%	16 0.8%	11 0.8%	~	36 0.9%	~	~	~	1 2%	2 0.2%*	1 0.3%*	2 0.9%*	39 0.7%	21 0.6%*	19 1%	12 0.6%	28 1%
03	85 2%	6 1%	17 2%	16 2%	22 2%	20 1%	5 1%	64 2%	~	~	~	1 3%	6 5%*	16 5%*	8 1%	77 2%	62 2%	23 1%	20 1%*	65 2%*
04	121 2%	21 4%*	19 3%	19 3%	25 2%	39 3%	3 0.8%*	98 3%	4 9%*	2 3%	~	~	5 3%	6 2%	15 2%	101 2%	88 3%	33 2%	50 3%	72 2%
05	451 9%	46 10%	69 10%	89 12%*	102 10%	122 9%	22 5%*	378 10%	4 9%*	3 4%*	2 15%*	14 22%*	10 6%	41 12%	23 4%*	421 10%*	266 8%*	185 12%*	182 10%	267 9%
06	332 7%	31 6%	77 11%*	43 6%	73 7%	99 7%	15 4%*	306 8%*	4 8%*	4 8%*	~	2 3%*	5 3%*	11 3%*	24 4%*	302 7%*	196 6%*	129 8%*	113 6%*	216 7%*
07	632 13%	87 18%*	112 15%*	94 13%	135 13%	157 11%*	36 9%*	530 14%*	4 9%*	4 5%*	~	5 7%	20 12%	44 13%	50 8%*	548 13%	430 13%	183 12%	250 13%	358 12%
08	921 19%	94 19%	155 21%	157 22%	193 18%	258 19%	62 15%*	754 19%	10 22%*	18 27%	1 7%*	17 26%	23 13%*	54 16%	76 13%*	824 20%*	632 20%*	265 17%*	357 19%	552 19%
09	768 16%	78 16%	87 12%*	78 11%*	177 17%	244 18%*	87 21%*	602 15%	7 14%*	13 19%	3 31%*	10 16%	19 11%*	57 17%	111 19%*	625 15%*	512 16%	245 16%	337 18%*	421 15%*
BEST HEALTH PLAN POSSIBLE	1430 29%	120 25%*	170 23%*	210 29%	300 28%	395 29%	176 43%*	1066 27%*	14 29%*	25 37%	5 47%*	11 17%*	79 45%*	93 28%	267 45%*	1109 27%*	950 30%	429 28%	539 28%	861 30%
#8-10 (NET)	3119 64%	293 60%	411 57%*	444 61%	670 63%	898 65%	326 80%*	2422 62%*	31 65%*	56 83%*	9 85%*	37 59%	121 69%	204 61%	455 77%*	2559 62%*	2094 66%*	939 60%*	1233 65%	1834 64%

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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
9-10 (NET)	2198 45%	199 41%*	257 36%*	287 40%*	476 45%	640 46%	264 65%*	1668 43%*	20 43%~	38 56%	8 78%~	20 32%*	98 56%*	150 45%	378 64%*	1735 42%*	1463 46%	674 43%	876 46%	1282 44%
NOT ANSWERED	583	59	34	40	62	108	47	290	2	11	3	2	13	21	23	320	214	128	135	220
VALID CASES	4870	487	722	727	1066	1377	407	3889	48	67	10	63	175	333	589	4117	3191	1559	1903	2885
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%
MEAN	7.82	7.78	7.54	7.65	7.73	7.82	8.65	7.77	7.81	8.55	8.79	7.02	8.07	7.59	8.46	7.73	7.92	7.60	7.84	7.80
p stat_(*=Sig @ p<=.05)		.619	.000*	.019*	.117	.872	0.000*	.011*	~.000*	~.023*	.172	.075	.000*	.000*	.000*	.000*	.705	.395		

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q35 WORST HEALTH PLAN POSSIBLE	59 1%	7 2%	5 2%	3 1%	5 2%	3 1%	1 0.4%*	5 2%		2 ~0.7%	1 0.3%*	4 1%	7 2%	4 1%	4 1%	8 3%	1 0.4%*	3 1%	
01	31 0.6%	1 0.3%	3 1%	5 2%	3 1%	2 0.9%		2 ~0.8%	2 0.7%	3 1%		1 ~0.4%	1 0.3%	2 0.7%	6 2%	7 2%	1 0.4%	1 0.3%	
02	40 0.8%	4 1%	5 2%	4 1%	5 2%	1 0.4%	1 0.4%		~	5 2%	2 0.7%	4 1%	8 3%*	4 1%	4 1%	2 0.6%	3 1%	2 0.7%	6 2%
03	85 2%	3 1%	9 3%	7 2%	6 2%	6 3%	6 2%	1 0.4%*	2 0.7%	4 1%	2 0.7%*	9 3%	5 1%	10 3%	11 4%	10 3%	1 0.4%*	5 2%	
04	121 2%	11 4%	8 3%	11 4%	8 3%	8 4%	7 3%	5 2%	6 2%	7 3%	4 1%	6 2%	7 2%	6 2%	11 4%	8 3%	4 1%	11 4%	
05	451 9%	21 7%	29 10%	25 9%	28 9%	28 12%	26 10%	20 8%	31 11%	19 7%	24 8%	24 9%	24 7%	20 7%	45 14%*	36 12%	25 9%	36 12%	
06	332 7%	35 12%*	16 6%	16 5%	19 6%	15 7%	14 6%	13 5%	21 8%	25 9%	25 8%	23 8%	20 6%	27 9%	24 8%	30 10%	17 6%	24 8%	
07	632 13%	33 11%	39 14%	40 14%	42 14%	30 13%	31 12%	32 13%	34 12%	31 11%	38 12%	43 15%	55 16%	41 14%	41 13%	39 13%	37 13%	46 15%	
08	921 19%	52 18%	49 18%	57 20%	55 18%	31 14%*	52 21%	53 21%	55 20%	54 20%	59 19%	52 19%	75 22%	56 19%	56 18%	53 17%	46 16%	44 15%*	
09	768 16%	36 12%	38 14%	41 14%	49 16%	38 17%	43 17%	40 16%	34 12%	53 19%	46 15%	41 15%	46 14%	41 14%	47 15%	39 13%	54 19%	43 14%	
BEST HEALTH PLAN POSSIBLE	1430 29%	90 31%	79 28%	82 28%	81 27%	64 28%	71 28%	84 33%	83 30%	74 27%	101 33%	68 24%*	93 28%	79 27%	67 21%*	77 25%	91 33%	83 27%	
#8-10 (NET)	3119 64%	178 61%	166 59%	180 62%	185 61%	133 59%	166 66%	177 69%*	172 63%	181 66%	206 68%	161 58%*	214 64%	176 61%	170 54%*	169 55%*	191 68%	170 56%*	
9-10 (NET)	2198 45%	126 43%	117 42%	123 42%	130 43%	102 45%	114 45%	124 49%	117 43%	127 46%	147 48%	109 39%*	139 41%	120 41%	114 36%*	116 37%*	145 52%*	126 42%	

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	583	35	35	33	32	35	27	34	28	35	43	27	43	35	42	51	25	33
VALID CASES	4870	293	280	291	301	226	252	255	273	274	304	279	337	290	314	310	279	302
NUMBER OF RESPONDENTS	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	7.82	7.67	7.54	7.64	7.65	7.63	7.90	8.04	7.83	7.88	8.10	7.50	7.78	7.66	7.27	7.27	8.15	7.57
p stat_(*=Sig @ p<=.05)		.258	.053	.160	.158	.146	.448	.044*	.978	.697	.017*	.011*	.702	.156	.000*	.000*	.003*	.049*

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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	MALE	FE- MALE	
Q35A YES	736 14%	19 4%*	41 6%*	63 8%*	172 16%	297 21%*	121 27%*	615 15%*	7 15%~	6 8%	1 0.8%~	14 22%	28 16%	48 14%	42 7%*	671 15%*	301 9%*	419 26%*	273 14%	451 15%
NO	4378 86%	520 96%*	705 94%*	698 92%*	926 84%	1137 79%*	321 73%*	3475 85%*	41 85%~	69 92%	11 99%~	51 78%	153 84%	303 86%	557 93%*	3670 85%*	3044 91%*	1222 74%*	1713 86%	2590 85%
NOT ANSWERED	339	7	9	6	30	52	12	89	2	3	1	1	6	3	13	97	61	46	51	64
VALID CASES	5114	539	747	761	1098	1433	442	4090	48	75	12	65	182	351	599	4340	3344	1641	1987	3041
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35A																		
YES	736 14%	41 13%	48 16%	41 13%	30 10%*	21 9%*	51 19%*	41 15%	40 14%	32 11%	24 7%*	34 12%	55 16%	44 14%	47 14%	50 15%	39 14%	37 11%
NO	4378 86%	264 87%	249 84%	269 87%	284 90%*	219 91%*	213 81%*	228 85%	246 86%	259 89%	303 93%*	257 88%	299 84%	262 86%	285 86%	286 85%	245 86%	285 89%
NOT ANSWERED	339	23	18	14	19	21	15	20	15	18	20	15	26	19	24	25	20	13
VALID CASES	5114	305	297	310	314	240	264	269	286	291	327	291	354	306	332	336	284	322
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 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	MALE	FE- MALE	
Q35B NEVER	123 19%	11 48%~	13 29%~	15 20%	35 23%	43 18%	12 11%*	95 18%	1 14%~	1 33%~	4 ~	3 40%~	14 16%~	8 19%~	110 19%	54 23%	63 16%*	44 18%	79 20%	
SOMETIMES	72 11%	2 9%~	12 28%~	13 18%	13 8%	18 8%*	15 13%	63 12%	~	~	~	~	1 ~0.3%~	11 19%	5 11%~	68 12%	26 11%	46 12%	19 8%	53 13%*
USUALLY	177 27%	4 19%~	3 7%~	25 35%	46 29%	68 29%	31 28%	132 25%*	2 31%~	1 17%~	4 ~	9 48%~	26 53%~	13 45%*	161 31%~	55 27%	119 30%	71 30%	104 26%	
ALWAYS	279 43%	6 25%~	16 36%~	19 27%*	62 40%	108 45%	54 48%	245 46%*	3 56%~	2 50%~	1 100%~	1 12%~	5 31%~	7 12%*	17 39%~	250 42%	103 43%	167 42%	104 44%	166 41%
#ALWAYS + USUALLY (NET)	456 70%	10 44%~	19 43%~	44 62%	109 69%	176 74%	85 76%	378 71%	4 86%~	2 67%~	1 100%~	5 60%~	14 84%~	33 57%*	30 70%~	411 70%	159 66%	286 72%	175 74%	269 67%*
TOP BOX SCORE	279 43%	6 25%~	16 36%~	19 27%*	62 40%	108 45%	54 48%	245 46%*	3 56%~	2 50%~	1 100%~	1 12%~	5 31%~	7 12%*	17 39%~	250 42%	103 43%	167 42%	104 44%	166 41%
NOT ANSWERED	24		1	2	5	5	10	20		1		1		1	19	13	8	11	13	
VALID CASES	651	23	44	72	157	237	111	535	5	4	1	9	17	58	43	589	239	395	238	402
NUMBER OF RESPONDENTS	675	23	44	74	162	242	121	555	5	5	1	9	17	59	43	608	252	403	249	415
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35A = YES]

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35B NEVER	123 19%	8 20%	8 18%	10 25%	6 21%	4 19%	10 20%	6 15%	10 26%	5 16%	9 43%	4 13%	13 24%	9 21%	9 21%	20 42%	4 11%	10 27%
SOMETIMES	72 11%	5 12%	4 9%	7 18%	9 31%	2 10%	4 8%	6 15%	2 5%	3 9%	1 5%	2 6%	6 11%	4 9%	8 19%	4 8%	3 8%	2 5%
USUALLY	177 27%	8 20%	16 36%	10 25%	6 21%	3 14%	15 31%	12 31%	12 31%	12 38%	6 29%	13 41%	12 22%	9 21%	9 21%	5 10%	10 26%	6 16%
ALWAYS	279 43%	20 49%	17 38%	13 33%	8 28%	12 57%	20 41%	15 38%	15 38%	12 38%	5 24%	13 41%	23 43%	21 49%	16 38%	19 40%	21 55%	19 51%
#ALWAYS + USUALLY (NET)	456 70%	28 68%	33 73%	23 58%	14 48%	15 71%	35 71%	27 69%	27 69%	24 75%	11 52%	26 81%	35 65%	30 70%	25 60%	24 50%	31 82%	25 68%
TOP BOX SCORE	279 43%	20 49%	17 38%	13 33%	8 28%	12 57%	20 41%	15 38%	15 38%	12 38%	5 24%	13 41%	23 43%	21 49%	16 38%	19 40%	21 55%	19 51%
NOT ANSWERED	24		3	1	1		2	2	1		3	2	1	1	5	2	1	
VALID CASES	651	41	45	40	29	21	49	39	39	32	21	32	54	43	42	48	38	37
NUMBER OF RESPONDENTS	675	41	48	41	30	21	51	41	40	32	24	34	55	44	47	50	39	37
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- PAN- IC	EX & VERY GOOD &	FAIR POOR	FE- MALE	MALE	
Q35C YES	760 15%	34 6%*	62 8%*	87 12%*	200 18%*	311 22%*	61 14%	616 15%	5 11%~	7 10%	2 14%~	18 28%*	25 14%	57 16%	54 9%*	672 16%*	348 11%*	400 24%*	261 13%*	487 16%*
NO	4319 85%	501 94%*	681 92%*	664 88%*	886 82%*	1116 78%*	381 86%	3462 85%	41 89%~	66 90%	11 86%~	47 72%*	150 86%	290 84%	532 91%*	3649 84%*	2963 89%*	1241 76%*	1728 87%*	2520 84%*
NOT ANSWERED	373	11	12	16	41	58	12	101	4	5			12	7	26	116	95	47	49	98
VALID CASES	5080	535	744	751	1087	1427	442	4078	46	73	13	65	176	347	586	4321	3310	1640	1989	3007
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35C																		
YES	760 15%	39 13%	39 13%	47 15%	45 15%	34 14%	39 15%	40 15%	39 14%	46 16%	39 12%	44 15%	63 18%	57 19%	35 11%*	55 16%	42 15%	42 13%
NO	4319 85%	263 87%	254 87%	263 85%	265 85%	205 86%	225 85%	226 85%	242 86%	234 84%	280 88%	246 85%	285 82%	248 81%	288 89%*	287 84%	244 85%	272 87%
NOT ANSWERED	373	26	22	14	23	22	15	23	20	29	28	16	32	20	33	19	18	21
VALID CASES	5080	302	293	310	310	239	264	266	281	280	319	290	348	305	323	342	286	314
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35D NEVER	165 23%	11 27%	15 26%	25 30%	54 28%	54 21%	6 8%*	129 22%	1 0.9%	~	~	4 38%	4 21%	22 37%*	9 16%	150 23%	81 24%	78 21%	47 19%	116 25%
SOMETIMES	141 19%	9 23%	21 36%*	20 24%	45 23%	34 13%*	9 12%*	103 17%*	~	2 33%	~	4 38%	4 20%	15 25%	13 25%	120 19%	63 19%	76 20%	47 19%	88 19%
USUALLY	179 25%	7 19%	11 19%	15 18%	50 26%	73 28%	24 31%	142 24%	2 35%	3 44%	~	2 25%	11 55%	10 17%	14 26%	164 25%	71 21%*	106 28%*	74 30%*	108 23%
ALWAYS	239 33%	12 31%	11 20%*	24 28%	44 23%*	101 39%*	39 50%*	216 37%*	4 64%	2 23%	1 100%	~	1 3%	13 21%*	17 33%	213 33%	119 36%	115 31%	77 31%	159 34%
#ALWAYS + USUALLY (NET)	418 58%	20 50%	22 38%*	39 47%*	94 48%*	174 67%*	63 81%*	358 61%*	6 99%	5 67%	1 100%	2 25%	12 59%	23 38%*	31 59%	378 58%	190 57%	220 59%	151 61%	266 57%
TOP BOX SCORE	239 33%	12 31%	11 20%*	24 28%	44 23%*	101 39%*	39 50%*	216 37%*	4 64%	2 23%	1 100%	~	1 3%	13 21%*	17 33%	213 33%	119 36%	115 31%	77 31%	159 34%
NOT ANSWERED	20	~	2	3	7	6	2	16	~	~	~	1	1	4	2	17	8	11	9	12
VALID CASES	725	40	58	83	194	262	77	590	6	7	1	10	21	61	53	648	334	375	245	470
NUMBER OF RESPONDENTS	745	40	60	86	201	268	79	606	6	7	1	10	22	65	55	665	342	386	254	482
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35C = YES]

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

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35D																		
NEVER	165 23%	14 40%~	15 41%~	12 26%~	13 31%~	7 21%~	5 13%~	9 23%~	8 21%~	18 43%~	16 42%~	13 32%~	15 24%	15 27%	10 29%~	19 36%	5 13%~	11 28%~
SOMETIMES	141 19%	9 26%~	4 11%~	7 15%~	7 17%~	7 21%~	8 21%~	9 23%~	7 18%~	5 12%~	5 13%~	6 15%~	11 18%	6 11%*	9 26%~	10 19%	9 23%~	10 26%~
USUALLY	179 25%	5 14%~	7 19%~	11 24%~	8 19%~	11 33%~	13 33%~	7 18%~	7 18%~	7 17%~	5 13%~	11 27%~	13 21%	15 27%	7 21%~	10 19%	12 31%~	6 15%~
ALWAYS	239 33%	7 20%~	11 30%~	16 35%~	14 33%~	8 24%~	13 33%~	15 38%~	16 42%~	12 29%~	12 32%~	11 27%~	23 37%	20 36%	8 24%~	14 26%	13 33%~	12 31%~
#ALWAYS + USUALLY (NET)	418 58%	12 34%~	18 49%~	27 59%~	22 52%~	19 58%~	26 67%~	22 55%~	23 61%~	19 45%~	17 45%~	22 54%~	36 58%	35 63%	15 44%~	24 45%	25 64%~	18 46%~
TOP BOX SCORE	239 33%	7 20%~	11 30%~	16 35%~	14 33%~	8 24%~	13 33%~	15 38%~	16 42%~	12 29%~	12 32%~	11 27%~	23 37%	20 36%	8 24%~	14 26%	13 33%~	12 31%~
NOT ANSWERED	20	4	2	1	3	1			1	4	1	3	1	1	1	2	3	3
VALID CASES	725	35	37	46	42	33	39	40	38	42	38	41	62	56	34	53	39	39
NUMBER OF RESPONDENTS	745	39	39	47	45	34	39	40	39	46	39	44	63	57	35	55	42	42
	100%	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q35E YES	2872 56%	211 39%*	366 49%*	412 54%	686 62%*	902 62%*	256 58%	2341 57%	18 40%~	28 36%*	5 39%~	38 58%	85 48%*	240 68%*	256 43%*	2517 58%*	1688 50%*	1107 67%*	977 49%*	1838 60%*
NO	2261 44%	327 61%*	382 51%*	353 46%	421 38%*	555 38%*	189 42%	1784 43%	28 60%~	50 64%*	8 61%~	27 42%	92 52%*	112 32%*	335 57%*	1860 42%*	1664 50%*	553 33%*	1028 51%*	1218 40%*
NOT ANSWERED	320	8	8	2	22	28	9	54	4	1			12	2	21	61	53	27	33	49
VALID CASES	5133	538	748	765	1106	1457	445	4125	46	78	13	65	176	352	591	4376	3352	1660	2005	3056
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35E																		
YES	2872 56%	175 57%	164 56%	174 56%	161 52%	137 57%	152 57%	149 56%	166 59%	168 58%	156 48%*	151 52%	206 58%	180 58%	190 57%	195 57%	151 53%	183 57%
NO	2261 44%	133 43%	129 44%	136 44%	150 48%	105 43%	116 43%	119 44%	116 41%	123 42%	169 52%*	140 48%	147 42%	129 42%	142 43%	147 43%	135 47%	136 43%
NOT ANSWERED	320	20	22	14	22	19	11	21	19	18	22	15	27	16	24	19	18	16
VALID CASES	5133	308	293	310	311	242	268	268	282	291	325	291	353	309	332	342	286	319
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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

Banner I

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 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	MALE	FE- MALE
Q35F																				
NO EFFORT AT ALL	94 3%	5 2%	8 2%	11 3%	25 4%	33 4%	10 4%	65 3%*	5 24%~	1 3%~		5 15%~	5 7%	6 3%	9 4%	82 3%	40 3%*	56 5%*	48 5%*	46 3%*
A LITTLE EFFORT WAS MADE	213 8%	13 7%	21 6%	51 13%*	54 8%	53 6%*	18 7%	167 7%	1 0.2%~	4 14%~		1 2%~	6 8%	23 11%	27 11%	178 7%	103 6%*	105 9%*	62 6%*	147 8%
SOME EFFORT WAS MADE	662 24%	62 32%*	115 32%*	87 22%	149 23%	209 24%	37 15%*	506 22%*	1 6%~	11 42%~		12 34%~	35 45%*	52 24%	84 35%*	561 23%*	362 23%	291 26%*	231 24%	421 24%
A LOT OF EFFORT WAS MADE	1793 65%	113 59%	218 60%*	254 63%	422 65%	568 66%	186 74%*	1525 67%*	13 70%~	11 41%~	3 100%~	17 48%~	31 41%*	137 63%	122 50%*	1624 66%*	1086 68%*	659 59%*	636 65%	1137 65%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2455 89%	176 91%	333 92%*	342 85%*	571 88%	777 90%	224 89%	2031 90%*	14 76%~	22 83%~	3 100%~	29 83%~	66 86%	189 87%	206 85%	2185 89%	1448 91%*	951 86%*	866 89%	1558 89%
TOP BOX SCORE	1793 65%	113 59%	218 60%*	254 63%	422 65%	568 66%	186 74%*	1525 67%*	13 70%~	11 41%~	3 100%~	17 48%~	31 41%*	137 63%	122 50%*	1624 66%*	1086 68%*	659 59%*	636 65%	1137 65%
NOT ANSWERED	95	6	2	17	27	24	10	68		2		1	3	10	5	71	45	36	26	58
VALID CASES	2763	194	362	404	651	863	252	2262	19	26	3	35	77	218	243	2445	1590	1112	977	1752
NUMBER OF RESPONDENTS	2858	200	364	421	678	887	262	2330	19	28	3	35	80	228	248	2516	1635	1148	1003	1810
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35E = YES]

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

Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35F																		
NO EFFORT AT ALL	94 3%	12 7%	8 5%	4 2%	2 1%*	10 7%	1 0.7%*	4 3%	6 4%	7 4%	11 7%	4 3%	6 3%	7 4%	8 4%	13 7%	5 3%	7 4%
A LITTLE EFFORT WAS MADE	213 8%	13 8%	12 7%	12 7%	19 12%	13 10%	11 8%	8 6%	16 10%	7 4%*	7 5%	14 10%	17 8%	10 6%	18 10%	27 14%*	13 9%	15 8%
SOME EFFORT WAS MADE	662 24%	31 19%	29 18%	46 27%	35 22%	31 23%	39 27%	35 24%	34 21%	38 24%	32 21%	41 28%	53 26%	40 23%	57 31%*	45 24%	28 19%	50 28%
A LOT OF EFFORT WAS MADE	1793 65%	111 66%	111 69%	109 64%	101 64%	81 60%	94 65%	98 68%	104 65%	109 68%	103 67%	85 59%	130 63%	117 67%	101 55%*	105 55%*	99 68%	107 60%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2455 89%	142 85%	140 88%	155 91%	136 87%	112 83%*	133 92%	133 92%	138 86%	147 91%	135 88%	126 88%	183 89%	157 90%	158 86%	150 79%*	127 88%	157 88%
TOP BOX SCORE	1793 65%	111 66%	111 69%	109 64%	101 64%	81 60%	94 65%	98 68%	104 65%	109 68%	103 67%	85 59%	130 63%	117 67%	101 55%*	105 55%*	99 68%	107 60%
NOT ANSWERED	95	8	4	3	4	2	7	4	6	7	3	7		6	6	5	6	4
VALID CASES	2763	167	160	171	157	135	145	145	160	161	153	144	206	174	184	190	145	179
NUMBER OF RESPONDENTS	2858 100%	175 100%	164 100%	174 100%	161 100%	137 100%	152 100%	149 100%	166 100%	168 100%	156 100%	151 100%	206 100%	180 100%	190 100%	195 100%	151 100%	183 100%

[ASKED IF Q35E = YES]



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

Banner I

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER PAC	IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q35G																				
NO EFFORT AT ALL	135 5%	10 5%	12 3%	25 6%	28 4%	53 6%	8 3%	97 4%*	2 12%~	3 10%~		5 15%~	8 11%	12 6%	14 6%	115 5%	58 4%*	75 7%*	53 5%	80 5%
A LITTLE EFFORT WAS MADE	226 8%	17 8%	33 9%	37 9%	43 7%	73 8%	20 8%	177 8%	1 0.2%~	4 14%~		1 3%~	2 3%*	26 12%	21 9%	197 8%	118 7%	101 9%	82 8%	142 8%
SOME EFFORT WAS MADE	652 24%	54 27%	116 32%*	102 25%	169 26%	157 18%*	48 19%*	501 22%*	5 28%~	11 38%~		10 30%~	25 33%	60 27%	64 26%	572 23%	347 22%*	293 26%*	214 22%	429 24%
A LOT OF EFFORT WAS MADE	1759 63%	118 59%	201 56%*	244 60%	409 63%	578 67%*	182 70%*	1493 66%*	11 59%~	11 38%~	3 100%~	18 51%~	41 53%	123 56%*	143 59%	1573 64%	1078 67%*	637 58%*	624 64%	1115 63%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2411 87%	172 86%	318 88%	345 85%	577 89%	735 85%	229 89%	1994 88%*	17 88%~	21 76%~	3 100%~	28 82%~	66 87%	183 83%	207 85%	2145 87%	1425 89%*	930 84%*	838 86%	1544 87%
TOP BOX SCORE	1759 63%	118 59%	201 56%*	244 60%	409 63%	578 67%*	182 70%*	1493 66%*	11 59%~	11 38%~	3 100%~	18 51%~	41 53%	123 56%*	143 59%	1573 64%	1078 67%*	637 58%*	624 64%	1115 63%
NOT ANSWERED	87	1	2	13	29	26	4	63				1	3	7	6	59	34	42	29	44
VALID CASES	2771	199	362	408	649	861	258	2267	19	28	3	35	77	221	242	2457	1601	1106	974	1766
NUMBER OF RESPONDENTS	2858	200	364	421	678	887	262	2330	19	28	3	35	80	228	248	2516	1635	1148	1003	1810
	100%	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?

Banner II

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35G																		
NO EFFORT AT ALL	135 5%	12 7%	10 6%	7 4%	6 4%	16 12%*	4 3%	4 3%	7 4%	7 4%	11 7%	5 4%	9 4%	13 8%	10 5%	15 8%	5 3%	13 7%
A LITTLE EFFORT WAS MADE	226 8%	14 8%	16 10%	10 6%	17 11%	5 4%*	11 7%	14 10%	13 8%	8 5%	5 3%*	14 10%	20 10%	9 5%	25 14%*	22 12%	17 12%	10 6%
SOME EFFORT WAS MADE	652 24%	40 24%	26 16%*	45 26%	36 23%	25 18%	42 28%	31 22%	33 20%	38 24%	32 21%	41 29%	49 24%	39 23%	55 30%	47 25%	30 21%	50 28%
A LOT OF EFFORT WAS MADE	1759 63%	103 61%	108 68%	109 64%	95 62%	91 66%	91 61%	95 66%	109 67%	108 67%	105 69%	82 58%	126 62%	111 65%	94 51%*	106 56%*	94 64%	106 59%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2411 87%	143 85%	134 84%	154 90%	131 85%	116 85%	133 90%	126 87%	142 88%	146 91%	137 90%	123 87%	175 86%	150 87%	149 81%*	153 81%*	124 85%	156 87%
TOP BOX SCORE	1759 63%	103 61%	108 68%	109 64%	95 62%	91 66%	91 61%	95 66%	109 67%	108 67%	105 69%	82 58%	126 62%	111 65%	94 51%*	106 56%*	94 64%	106 59%
NOT ANSWERED	87	6	4	3	7		4	5	4	7	3	9	2	8	6	5	5	4
VALID CASES	2771	169	160	171	154	137	148	144	162	161	153	142	204	172	184	190	146	179
NUMBER OF RESPONDENTS	2858 100%	175 100%	164 100%	174 100%	161 100%	137 100%	152 100%	149 100%	166 100%	168 100%	156 100%	151 100%	206 100%	180 100%	190 100%	195 100%	151 100%	183 100%

[ASKED IF Q35E = YES]

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 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	MALE	FE- MALE
Q35H NO EFFORT AT ALL	191 7%	8 4%*	19 5%	29 7%	44 7%	86 10%*	10 4%*	145 6%	2 12%~	1 1%~	4 ~ 11%~	8 10%	19 9%	19 8%	167 7%	77 5%*	110 10%*	67 7%	123 7%	
A LITTLE EFFORT WAS MADE	242 9%	24 12%	33 9%	39 9%	68 10%	58 7%*	20 8%	190 8%	2 13%~	6 21%~	2 ~ 7%~	6 8%	22 10%	28 12%	206 8%	113 7%*	128 11%*	84 9%	157 9%	
SOME EFFORT WAS MADE	781 28%	58 30%	130 36%*	112 27%	192 29%	222 26%	58 23%*	608 27%*	2 9%~	10 37%~	18 ~ 52%~	31 38%	72 32%	74 31%	689 28%	432 27%	331 30%	277 28%	491 28%	
A LOT OF EFFORT WAS MADE	1558 56%	105 54%	179 50%*	228 56%	356 54%	490 57%	169 66%*	1321 58%*	12 66%~	11 40%~	3 100%~	11 31%~	35 44%*	110 49%*	122 50%*	1389 57%	971 61%*	549 49%*	544 56%	996 56%
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2339 84%	163 84%	309 86%	340 84%	549 83%	712 83%	227 88%*	1929 85%	14 75%~	20 78%~	3 100%~	28 82%~	66 83%	182 81%	196 81%	2078 85%	1402 88%*	880 79%*	821 84%	1487 84%
TOP BOX SCORE	1558 56%	105 54%	179 50%*	228 56%	356 54%	490 57%	169 66%*	1321 58%*	12 66%~	11 40%~	3 100%~	11 31%~	35 44%*	110 49%*	122 50%*	1389 57%	971 61%*	549 49%*	544 56%	996 56%
NOT ANSWERED	85	5	3	14	17	31	5	65		2		1	1	4	5	64	42	30	31	44
VALID CASES	2773	195	361	407	661	856	257	2265	19	26	3	35	80	224	243	2452	1593	1118	972	1766
NUMBER OF RESPONDENTS	2858	200	364	421	678	887	262	2330	19	28	3	35	80	228	248	2516	1635	1148	1003	1810
	100%	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?

Banner II

	OHP TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q35H																			
NO EFFORT AT ALL	191 7%	14 8%	13 8%	10 6%	7 5%	15 11%	7 5%	9 6%	9 6%	8 5%	14 9%	9 6%	18 9%	15 9%	15 8%	25 13%*	10 7%	13 7%	
A LITTLE EFFORT WAS MADE	242 9%	16 9%	13 8%	12 7%	19 12%	8 6%	14 9%	12 8%	12 7%	12 8%	11 7%	13 9%	16 8%	12 7%	22 12%	19 10%	17 12%	21 12%	
SOME EFFORT WAS MADE	781 28%	41 24%	34 22%*	49 29%	39 25%	31 23%	48 32%	40 28%	41 25%	45 28%	32 21%*	45 32%	53 26%	58 33%	59 32%	49 26%	34 23%	49 27%	
A LOT OF EFFORT WAS MADE	1558 56%	98 58%	98 62%	100 58%	90 58%	82 60%	80 54%	83 58%	100 62%	94 59%	95 63%	73 52%	117 57%	89 51%	88 48%*	97 51%	84 58%	98 54%	
#A LOT OF EFFORT WAS MADE + SOME EFFORT WAS MADE (NET)	2339 84%	139 82%	132 84%	149 87%	129 83%	113 83%	128 86%	123 85%	141 87%	139 87%	127 84%	118 84%	170 83%	147 84%	147 80%	146 77%*	118 81%	147 81%	
TOP BOX SCORE	1558 56%	98 58%	98 62%	100 58%	90 58%	82 60%	80 54%	83 58%	100 62%	94 59%	95 63%	73 52%	117 57%	89 51%	88 48%*	97 51%	84 58%	98 54%	
NOT ANSWERED	85	6	6	3	6	1	3	5	4	9	4	11	2	6	6	5	6	2	
VALID CASES	2773	169	158	171	155	136	149	144	162	159	152	140	204	174	184	190	145	181	
NUMBER OF RESPONDENTS	2858	175	164	174	161	137	152	149	166	168	156	151	206	180	190	195	151	183	
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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-	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q35I YES	1866 37%	170 32%*	260 35%	249 33%*	453 41%*	542 38%	167 38%	1509 37%	23 48%~	17 23%*	4 34%~	27 41%	60 33%	144 42%	199 34%	1624 38%*	1170 35%*	653 40%*	672 34%*	1165 39%*
NO	3186 63%	368 68%*	475 65%	502 67%*	653 59%*	884 62%	269 62%	2562 63%	25 52%~	56 77%*	9 66%~	38 59%	120 67%	200 58%	393 66%	2701 62%*	2138 65%*	987 60%*	1299 66%*	1861 61%*
NOT ANSWERED	400	9	21	16	22	59	19	108	3	5		8	9	20	112	97	48	67	79	
VALID CASES	5053	537	735	751	1106	1426	435	4071	47	73	13	65	180	345	592	4325	3308	1639	1971	3026
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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?  
 Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35I																		
YES	1866 37%	108 36%	97 33%	113 37%	103 34%	86 36%	107 41%	105 40%	106 38%	111 38%	119 37%	92 32%	129 37%	97 32%	94 28%*	109 32%	98 35%	121 38%
NO	3186 63%	195 64%	197 67%	196 63%	202 66%	150 64%	155 59%	160 60%	174 62%	178 62%	200 63%	194 68%	221 63%	204 68%	238 72%*	229 68%	186 65%	194 62%
NOT ANSWERED	400	25	21	15	28	25	17	24	21	20	28	20	30	24	24	23	20	20
VALID CASES	5053	303	294	309	305	236	262	265	280	289	319	286	350	301	332	338	284	315
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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 ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE		
Q35J #YES	1483 85%	123 84%	217 91%*	200 83%	340 87%	459 87%	130 81%	1203 86%	21 90%~	14 78%~	4 83%~	15 68%~	45 89%	110 88%	170 88%	1282 86%	903 85%	546 85%	541 86%	926 85%
NO	254 15%	24 16%	22 9%*	40 17%	53 13%	71 13%	31 19%	191 14%	2 10%~	4 22%~	1 17%~	7 32%~	5 11%	15 12%	24 12%	209 14%	156 15%	95 15%	86 14%	158 15%
NOT ANSWERED	58	2	6	14	8	12	13	54					1	4	3	51	32	17	18	41
VALID CASES	1737	147	239	240	393	530	161	1395	23	18	5	22	51	125	194	1491	1059	640	627	1084
NUMBER OF RESPONDENTS	1795 100%	149 100%	245 100%	254 100%	401 100%	542 100%	174 100%	1449 100%	23 100%	18 100%	5 100%	22 100%	51 100%	129 100%	197 100%	1542 100%	1091 100%	657 100%	645 100%	1125 100%

[ASKED IF Q35I = YES]

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35J #YES	1483 85%	86 86%	80 85%	98 88%	81 82%	76 89%	82 82%	87 83%	90 87%	94 92%*	105 91%*	81 93%*	113 88%	83 90%	72 78%	95 90%	83 86%	101 84%
NO	254 15%	14 14%	14 15%	13 12%	18 18%	9 11%	18 18%	18 17%	13 13%	8 8%*	10 9%*	6 7%*	15 12%	9 10%	20 22%	10 10%	14 14%	19 16%
NOT ANSWERED	58	8	3	2	4	1	7		3	9	4	5	1	5	2	4	1	1
VALID CASES	1737	100	94	111	99	85	100	105	103	102	115	87	128	92	92	105	97	120
NUMBER OF RESPONDENTS	1795	108	97	113	103	86	107	105	106	111	119	92	129	97	94	109	98	121
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35I = YES]



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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q35K #YES	1402 81%	116 79%	209 87%*	195 83%	317 82%	407 77%*	138 85%	1124 81%	18 76%~	15 84%~	5 100%~	16 74%~	44 86%	101 82%	157 82%	1205 81%	868 82%	501 80%	513 83%	876 81%
NO	326 19%	31 21%	32 13%*	41 17%	72 18%	119 23%*	25 15%	263 19%	5 24%~	3 16%~		6 ~ 26%~	7 14%	22 18%	36 18%	278 19%	192 18%	129 20%	108 17%	207 19%
NOT ANSWERED	67	2	5	19	12	16	11	62				1	5	5	60	30	27	24	42	
VALID CASES	1728	147	240	235	389	526	163	1387	23	18	5	22	51	124	192	1482	1061	630	621	1083
NUMBER OF RESPONDENTS	1795	149	245	254	401	542	174	1449	23	18	5	22	51	129	197	1542	1091	657	645	1125
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35I = YES]

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35K #YES	1402 81%	84 84%	71 76%	94 85%	79 80%	73 86%	72 71%*	85 83%	84 82%	88 86%	104 90%*	73 83%	111 87%*	78 86%	74 82%	87 84%	82 85%	95 80%
NO	326 19%	16 16%	23 24%	16 15%	20 20%	12 14%	29 29%*	18 17%	19 18%	14 14%	12 10%*	15 17%	16 13%*	13 14%	16 18%	16 16%	14 15%	24 20%
NOT ANSWERED	67	8	3	3	4	1	6	2	3	9	3	4	2	6	4	6	2	2
VALID CASES	1728	100	94	110	99	85	101	103	103	102	116	88	127	91	90	103	96	119
NUMBER OF RESPONDENTS	1795 100%	108 100%	97 100%	113 100%	103 100%	86 100%	107 100%	105 100%	106 100%	111 100%	119 100%	92 100%	129 100%	97 100%	94 100%	109 100%	98 100%	121 100%

[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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35L NEVER	654 13%	80 15%	80 11%	119 16%*	169 16%*	170 12%	33 8%*	478 12%*	3 5%*	22 29%*	2 14%~	11 16%	35 19%	36 10%	101 17%*	530 12%*	430 13%	211 13%	333 17%*	323 11%*
SOMETIMES	567 11%	80 15%*	81 11%	83 11%	129 12%	141 10%*	38 9%	418 11%*	15 30%*	9 11%	2 17%~	9 14%	18 10%	52 15%	83 14%*	458 11%*	301 9%*	264 16%*	202 10%	342 11%
USUALLY	1126 23%	122 23%	200 28%*	168 23%	233 21%	296 21%	98 23%	904 23%	8 16%	18 23%	1 7%~	16 24%	49 26%	78 23%	135 23%	965 23%	735 23%	373 23%	438 23%	684 23%
ALWAYS	2613 53%	245 46%*	358 50%	356 49%*	559 51%	813 57%*	260 61%*	2172 55%*	24 49%	28 37%*	8 62%~	29 45%	85 45%*	181 52%	260 45%*	2301 54%*	1783 55%*	788 48%*	961 50%*	1631 55%*
#ALWAYS + USUALLY (NET)	3739 75%	367 70%*	558 78%	524 72%*	792 73%*	1109 78%*	358 83%*	3077 77%*	32 65%	46 60%*	9 69%~	44 69%	134 72%	259 75%	395 68%*	3266 77%*	2518 77%*	1161 71%*	1400 72%*	2316 78%*
TOP BOX SCORE	2613 53%	245 46%*	358 50%	356 49%*	559 51%	813 57%*	260 61%*	2172 55%*	24 49%	28 37%*	8 62%~	29 45%	85 45%*	181 52%	260 45%*	2301 54%*	1783 55%*	788 48%*	961 50%*	1631 55%*
NOT ANSWERED	493	19	37	41	39	65	25	207		2		1	1	7	34	182	156	51	103	124
VALID CASES	4960	527	719	726	1089	1420	429	3972	50	76	13	64	187	347	578	4255	3249	1636	1935	2981
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35L																		
NEVER	654 13%	41 14%	35 12%	51 17%	42 14%	31 13%	30 12%	35 14%	31 11%	38 13%	50 16%	39 14%	39 11%	39 13%	48 15%	49 15%	38 14%	46 15%
SOMETIMES	567 11%	37 12%	29 10%	29 10%	33 11%	25 11%	33 13%	30 12%	24 9%	34 12%	22 7%*	27 9%	35 10%	36 12%	47 14%	45 14%	27 10%	36 12%
USUALLY	1126 23%	64 21%	68 23%	64 21%	66 22%	51 22%	58 23%	59 23%	61 22%	61 22%	69 22%	80 28%*	82 23%	70 23%	74 23%	68 21%	61 22%	71 23%
ALWAYS	2613 53%	157 53%	162 55%	155 52%	165 54%	125 54%	135 53%	134 52%	163 58%*	149 53%	174 55%	140 49%	195 56%	155 52%	156 48%	165 50%	149 54%	160 51%
#ALWAYS + USUALLY (NET)	3739 75%	221 74%	230 78%	219 73%	231 75%	176 76%	193 75%	193 75%	224 80%*	210 74%	243 77%	220 77%	277 79%	225 75%	230 71%	233 71%	210 76%	231 74%
TOP BOX SCORE	2613 53%	157 53%	162 55%	155 52%	165 54%	125 54%	135 53%	134 52%	163 58%*	149 53%	174 55%	140 49%	195 56%	155 52%	156 48%	165 50%	149 54%	160 51%
NOT ANSWERED	493	29	21	25	27	29	23	31	22	27	32	20	29	25	31	34	29	22
VALID CASES	4960	299	294	299	306	232	256	258	279	282	315	286	351	300	325	327	275	313
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q35M ALWAYS	387 8%	23 4%*	56 8%	56 8%	80 7%	116 8%	47 11%*	302 8%	4 9%~	3 3%*	7 ~	10 11%	40 5%	12%*	53 9%	324 8%	222 7%*	152 9%*	131 7%*	253 8%*
USUALLY	258 5%	29 5%	41 6%	51 7%*	57 5%	53 4%*	25 6%	171 4%*	2 5%~	12 16%*	3 ~	20 4%	30 11%*	9%*	33 6%	216 5%	140 4%*	118 7%*	85 4%*	169 6%
SOMETIMES	881 18%	98 18%	128 17%	132 18%	192 18%	239 17%	77 18%	693 17%	11 22%~	17 23%	4 29%~	13 20%	31 17%	56 16%	131 22%*	705 17%*	507 15%*	351 21%*	338 17%	531 18%
NEVER	3452 69%	382 72%	510 69%	478 67%	768 70%	1015 71%	285 66%	2835 71%*	31 64%~	44 58%*	9 71%~	42 65%	125 67%	215 63%*	382 64%*	3008 71%*	2405 73%*	1014 62%*	1385 71%*	2049 68%*
#NEVER + SOMETIMES (NET)	4333 87%	479 90%*	637 87%	610 85%	960 88%	1253 88%	362 83%*	3528 88%*	41 86%~	61 81%	13 100%~	54 85%	156 84%	271 80%*	513 86%	3713 87%	2913 89%*	1365 83%*	1723 89%*	2580 86%*
TOP BOX SCORE	3452 69%	382 72%	510 69%	478 67%	768 70%	1015 71%	285 66%	2835 71%*	31 64%~	44 58%*	9 71%~	42 65%	125 67%	215 63%*	382 64%*	3008 71%*	2405 73%*	1014 62%*	1385 71%*	2049 68%*
NOT ANSWERED	476	15	22	50	31	63	20	178	2	2	1	1	14	13	183	130	52	99	102	
VALID CASES	4977	531	734	717	1097	1422	434	4001	48	76	13	64	187	340	599	4254	3275	1635	1939	3003
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q35M																			
ALWAYS	387 8%	14 5%*	23 8%	13 4%*	20 6%	17 7%	23 9%	24 9%	20 7%	21 7%	23 7%	22 8%	23 7%	17 6%	28 9%	20 6%	23 8%	20 6%	
USUALLY	258 5%	7 2%*	10 3%	14 5%	27 9%*	9 4%	18 7%	13 5%	13 5%	18 6%	13 4%	10 3%	18 5%	14 5%	21 6%	15 5%	12 4%	23 7%	
SOMETIMES	881 18%	61 20%	53 18%	51 17%	45 15%	35 15%	48 19%	48 19%	40 14%	53 19%	56 18%	45 16%	62 18%	56 19%	58 18%	73 22%	48 17%	52 17%	
NEVER	3452 69%	216 72%	211 71%	216 73%	216 70%	171 74%	168 65%	173 67%	205 74%	189 67%	227 71%	209 73%	248 71%	215 71%	220 67%	223 67%	199 71%	217 70%	
#NEVER + SOMETIMES (NET)	4333 87%	277 93%*	264 89%	267 91%*	261 85%	206 89%	216 84%	221 86%	245 88%	242 86%	283 89%	254 89%	310 88%	271 90%	278 85%	296 89%	247 88%	269 86%	
TOP BOX SCORE	3452 69%	216 72%	211 71%	216 73%	216 70%	171 74%	168 65%	173 67%	205 74%	189 67%	227 71%	209 73%	248 71%	215 71%	220 67%	223 67%	199 71%	217 70%	
NOT ANSWERED	476	30	18	30	25	29	22	31	23	28	28	20	29	23	29	30	22	23	
VALID CASES	4977	298	297	294	308	232	257	258	278	281	319	286	351	302	327	331	282	312	
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%	

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK 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	MALE	FE- MALE
Q35N ALWAYS	113 2%	7 1%	32 4%*	34 5%*	9 0.8%*	27 2%	4 0.9%*	93 2%	3 6%	3 4%	1 ~0.1%*	6 3%	4 1%*	11 2%	103 2%	77 2%	34 2%	39 2%	74 2%	
USUALLY	124 2%	9 2%	22 3%	20 3%	28 3%	40 3%	9 2%	97 2%	1 2%	2 2%	4 ~	6 6%	14 3%	3 0.6%*	110 3%	67 2%*	58 4%*	38 2%*	82 3%	
SOMETIMES	728 15%	52 10%*	119 16%	107 15%	173 16%	198 14%	66 15%	575 14%	7 13%	7 10%	4 29%~	18 29%*	15 8%*	85 25%*	58 10%*	646 15%*	390 12%*	331 20%*	233 12%*	493 16%*
NEVER	4037 81%	464 87%*	555 76%*	569 78%*	887 81%	1175 82%	358 82%	3256 81%	39 79%	65 85%	9 71%~	41 66%*	160 86%*	243 70%*	531 88%*	3417 80%*	2769 84%*	1222 74%*	1661 84%*	2348 78%*
#NEVER + SOMETIMES (NET)	4765 95%	516 97%*	674 93%*	676 93%*	1059 97%*	1373 95%	424 97%*	3831 95%	46 92%	72 94%	13 100%~	59 94%	174 94%	328 95%	589 98%*	4063 95%*	3158 96%	1554 94%	1895 96%*	2841 95%*
TOP BOX SCORE	4037 81%	464 87%*	555 76%*	569 78%*	887 81%	1175 82%	358 82%	3256 81%	39 79%	65 85%	9 71%~	41 66%*	160 86%*	243 70%*	531 88%*	3417 80%*	2769 84%*	1222 74%*	1661 84%*	2348 78%*
NOT ANSWERED	451	14	28	36	32	45	18	158		2		2	2	9	8	161	103	42	66	107
VALID CASES	5002	532	728	731	1096	1440	436	4021	50	76	13	63	186	345	604	4276	3302	1645	1972	2998
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35N																		
ALWAYS	113 2%	8 3%	2 0.7%*	4 1%	10 3%	4 2%	3 1%	8 3%	8 3%	6 2%	9 3%	4 1%	5 1%	6 2%	10 3%	8 2%	8 3%	7 2%
USUALLY	124 2%	4 1%	5 2%	5 2%	7 2%	9 4%	6 2%	6 2%	7 3%	7 2%	2 0.6%*	9 3%	9 3%	13 4%	9 3%	12 4%	1 0.4%*	7 2%
SOMETIMES	728 15%	36 12%	54 18%	39 13%	48 16%	22 9%*	38 15%	43 16%	44 16%	40 14%	33 10%*	38 13%	55 16%	38 12%	53 16%	67 20%*	46 16%	47 15%
NEVER	4037 81%	250 84%	237 80%	250 84%	242 79%	197 85%	211 82%	204 78%	219 79%	231 81%	275 86%*	235 82%	283 80%	247 81%	255 78%	241 73%*	229 81%	253 81%
#NEVER + SOMETIMES (NET)	4765 95%	286 96%	291 98%*	289 97%	290 94%	219 94%	249 97%	247 95%	263 95%	271 95%	308 97%	273 95%	338 96%	285 94%	308 94%	308 94%	275 97%	300 96%
TOP BOX SCORE	4037 81%	250 84%	237 80%	250 84%	242 79%	197 85%	211 82%	204 78%	219 79%	231 81%	275 86%*	235 82%	283 80%	247 81%	255 78%	241 73%*	229 81%	253 81%
NOT ANSWERED	451	30	17	26	26	29	21	28	23	25	28	20	28	21	29	33	20	21
VALID CASES	5002	298	298	298	307	232	258	261	278	284	319	286	352	304	327	328	284	314
NUMBER OF RESPONDENTS	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



Q350 IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER USE A CONDESCENDING, SARCASTIC, OR RUDE TONE OR MANNER WITH YOU?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHTE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q350 ALWAYS	98 2%	3 0.5%*	19 3%	25 3%*	14 1%*	27 2%	10 2%	80 2%	2 5%~	1 0.5%	3 ~	4 5%	8 2%	4 0.6%*	95 2%*	57 2%	40 2%	28 1%*	70 2%*	
USUALLY	112 2%	13 2%	22 3%	21 3%	13 1%*	29 2%	10 2%	82 2%	2 5%~	1 0.2%*	1 ~0.1%*	13 7%*	8 2%	6 1%*	94 2%	55 2%*	57 3%*	32 2%*	71 2%	
SOMETIMES	493 10%	37 7%*	70 10%	107 15%*	125 11%	146 10%	19 4%*	413 10%	3 7%~	5 6%	1 9%~	7 10%	6 3%*	52 15%*	35 6%*	443 10%*	267 8%*	209 13%*	167 8%*	327 11%*
NEVER	4278 86%	474 90%*	618 85%	576 79%*	946 86%	1226 86%	395 91%*	3431 86%	40 84%~	70 93%*	12 91%~	54 84%	164 88%	282 80%*	560 93%*	3636 85%*	2904 88%*	1335 81%*	1740 88%*	2515 84%*
#NEVER + SOMETIMES (NET)	4771 96%	510 97%	688 94%	683 94%*	1070 98%*	1372 96%	414 95%	3844 96%	43 91%~	74 99%*	13 100%~	61 95%	170 91%*	334 95%	595 98%*	4079 96%*	3171 97%*	1544 94%*	1907 97%*	2842 95%*
TOP BOX SCORE	4278 86%	474 90%*	618 85%	576 79%*	946 86%	1226 86%	395 91%*	3431 86%	40 84%~	70 93%*	12 91%~	54 84%	164 88%	282 80%*	560 93%*	3636 85%*	2904 88%*	1335 81%*	1740 88%*	2515 84%*
NOT ANSWERED	472	20	26	38	31	57	20	173	2	3	1	1	3	8	169	123	46	71	121	
VALID CASES	4981	526	730	729	1097	1428	434	4006	48	75	13	64	187	351	604	4268	3282	1641	1967	2984
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q350																		
ALWAYS	98 2%	2 0.7%*	3 1%	5 2%	3 1%	6 3%	1 0.4%*	11 4%*	5 2%	6 2%	4 1%	2 0.7%*	7 2%	4 1%	6 2%	6 2%	5 2%	4 1%
USUALLY	112 2%	8 3%	~	6 2%	7 2%	4 2%	6 2%	5 2%	7 3%	5 2%	6 2%	4 1%	7 2%	11 4%	8 2%	11 3%	6 2%	3 1%*
SOMETIMES	493 10%	27 9%	24 8%	32 11%	33 11%	18 8%	23 9%	31 12%	27 10%	31 11%	15 5%*	28 10%	29 8%	28 9%	37 11%	43 13%	23 8%	40 13%
NEVER	4278 86%	261 88%	266 91%*	253 85%	269 86%	205 88%	226 88%	212 82%*	239 86%	240 85%	290 92%*	251 88%	309 88%	260 86%	275 84%	266 82%*	247 88%	267 85%
#NEVER + SOMETIMES (NET)	4771 96%	288 97%	290 99%*	285 96%	302 97%	223 96%	249 97%	243 94%	266 96%	271 96%	305 97%	279 98%*	338 96%	288 95%	312 96%	309 95%	270 96%	307 98%*
TOP BOX SCORE	4278 86%	261 88%	266 91%*	253 85%	269 86%	205 88%	226 88%	212 82%*	239 86%	240 85%	290 92%*	251 88%	309 88%	260 86%	275 84%	266 82%*	247 88%	267 85%
NOT ANSWERED	472	30	22	28	21	28	23	30	23	27	32	21	28	22	30	35	23	21
VALID CASES	4981	298	293	296	312	233	256	259	278	282	315	285	352	303	326	326	281	314
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q35P #YES DEFINITELY	3312 67%	339 65%	491 68%	463 63%*	701 64%*	981 70%*	319 74%*	2734 68%*	30 60%	58 75%	10 74%~	38 66%	106 57%*	213 61%*	366 62%*	2886 68%*	2314 71%*	966 59%*	1297 67%	2009 68%
YES SOMEWHAT	1213 25%	134 26%	192 26%	195 27%	282 26%	312 22%*	86 20%*	961 24%	12 24%	17 22%	3 26%~	13 22%	50 27%	97 28%	131 22%	1047 25%	719 22%*	487 30%*	448 23%*	751 25%
NO	418 8%	50 10%	45 6%*	76 10%	104 10%	111 8%	28 6%	297 7%*	8 16%	2 3%*	7 ~	31 12%	38 17%*	38 11%	89 15%*	318 7%*	228 7%*	180 11%*	202 10%*	213 7%*
NOT ANSWERED	511	22	28	32	41	82	21	186		1		7	1	6	26	186	143	54	91	132
VALID CASES	4942	524	728	735	1087	1403	433	3993	50	77	13	58	187	348	586	4251	3262	1633	1947	2973
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q35P																			
#YES DEFINITELY	3312 67%	180 61%*	208 71%	203 69%	211 70%	152 66%	170 67%	174 66%	197 72%*	193 68%	219 72%	192 67%	227 65%	202 68%	198 61%*	195 60%*	190 69%	205 67%	
YES SOMEWHAT	1213 25%	90 30%*	72 25%	73 25%	64 21%	53 23%	66 26%	68 26%	52 19%*	61 22%	50 16%*	69 24%	96 28%	69 23%	84 26%	91 28%	61 22%	72 23%	
NO	418 8%	27 9%	13 4%*	18 6%	27 9%	25 11%	17 7%	20 8%	23 8%	28 10%	36 12%	24 8%	26 7%	28 9%	40 12%*	40 12%*	23 8%	30 10%	
NOT ANSWERED	511	31	22	30	31	31	26	27	29	27	42	21	31	26	34	35	30	28	
VALID CASES	4942	297	293	294	302	230	253	262	272	282	305	285	349	299	322	326	274	307	
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%	

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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q35Q YES	2643 53%	311 59%*	445 59%*	437 58%*	554 50%	715 50%*	189 43%*	2125 52%	28 56%	44 59%	7 57%~	33 53%	99 54%	166 47%*	312 52%	2267 52%	1815 54%*	793 48%*	959 48%*	1674 56%*
NO	2382 47%	218 41%*	305 41%*	318 42%*	554 50%	709 50%*	246 57%*	1941 48%	22 44%	31 41%	6 43%~	29 47%	85 46%	186 53%*	290 48%	2059 48%	1531 46%*	843 52%*	1043 52%*	1333 44%*
NOT ANSWERED	428	17	6	13	20	61	19	113		3		3	4	2	10	111	58	50	36	98
VALID CASES	5025	529	750	754	1108	1424	435	4066	50	75	13	62	184	352	602	4326	3347	1637	2002	3007
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35Q YES	2643 53%	164 55%	176 60%*	162 52%	185 59%*	116 50%	127 49%	131 50%	162 58%	149 51%	180 56%	175 62%*	204 58%*	176 58%*	176 53%	173 51%	146 52%	154 49%
NO	2382 47%	134 45%	116 40%*	148 48%	129 41%*	117 50%	133 51%	130 50%	119 42%	142 49%	139 44%	106 38%*	148 42%*	128 42%*	157 47%	168 49%	137 48%	158 51%
NOT ANSWERED	428	30	23	14	19	28	19	28	20	18	28	25	28	21	23	20	21	23
VALID CASES	5025	298	292	310	314	233	260	261	281	291	319	281	352	304	333	341	283	312
NUMBER OF RESPONDENTS	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q35R NEVER	799 36%	76 26%*	106 32%	125 34%	224 44%*	226 38%	46 35%	642 38%*	4 14%~	12 33%~	1 20%~	6 24%~	29 32%	73 33%	103 31%	669 37%	491 33%*	308 42%*	331 39%*	470 35%
SOMETIMES	439 20%	92 32%*	96 29%*	83 22%	71 14%*	77 13%*	18 13%*	265 16%*	13 43%~	9 24%~	2 26%~	5 21%~	26 28%	63 29%*	88 27%*	331 18%*	315 21%*	119 16%*	126 15%*	304 22%*
USUALLY	421 19%	56 19%	63 19%	60 16%	87 17%	136 23%*	24 19%	323 19%	6 19%~	10 27%~		9 ~ 34%~	18 19%	39 18%	55 17%	358 20%	279 19%	140 19%	190 22%*	235 17%*
ALWAYS	564 25%	65 22%	70 21%*	103 28%	122 24%	151 26%	43 33%	442 26%	8 24%~	6 17%~	4 54%~	5 21%~	18 20%	45 20%	82 25%	465 25%	397 27%*	167 23%*	204 24%	349 26%
#ALWAYS + USUALLY (NET)	985 44%	121 42%	133 40%	163 44%	209 41%	287 49%*	67 51%	765 46%*	14 44%~	16 43%~	4 54%~	14 55%~	36 40%	84 38%*	137 42%	822 45%	676 46%	307 42%	395 46%	584 43%
TOP BOX SCORE	564 25%	65 22%	70 21%*	103 28%	122 24%	151 26%	43 33%	442 26%	8 24%~	6 17%~	4 54%~	5 21%~	18 20%	45 20%	82 25%	465 25%	397 27%*	167 23%*	204 24%	349 26%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2730	252	398	379	589	814	287	2323	19	41	5	38	95	124	269	2438	1811	890	1106	1625
NOT ANSWERED	500	5	23	17	36	81	35	186		1		2	2	10	16	176	112	63	81	122
VALID CASES	2223	289	335	371	503	590	131	1671	31	37	8	25	91	220	327	1823	1482	735	851	1357
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q35R																		
NEVER	799 36%	42 34%	47 35%	52 38%	49 32%	34 32%	45 43%	34 30%	49 37%	57 42%	53 35%	62 47%*	52 35%	43 32%	59 41%	61 44%	50 34%	58 45%*
SOMETIMES	439 20%	16 13%*	37 27%	25 18%	36 24%	25 24%	14 13%*	28 25%	29 22%	35 26%	36 24%	23 17%	29 19%	25 19%	24 17%	26 19%	26 18%	25 20%
USUALLY	421 19%	25 20%	21 16%	32 24%	30 20%	18 17%	19 18%	23 20%	30 23%	19 14%	31 20%	19 14%	32 21%	22 17%	28 20%	22 16%	31 21%	24 19%
ALWAYS	564 25%	39 32%	30 22%	27 20%	37 24%	29 27%	26 25%	29 25%	25 19%*	26 19%	33 22%	29 22%	37 25%	43 32%	32 22%	31 22%	38 26%	21 16%*
#ALWAYS + USUALLY (NET)	985 44%	64 52%	51 38%	59 43%	67 44%	47 44%	45 43%	52 46%	55 41%	45 33%*	64 42%	48 36%*	69 46%	65 49%	60 42%	53 38%	69 48%	45 35%*
TOP BOX SCORE	564 25%	39 32%	30 22%	27 20%	37 24%	29 27%	26 25%	29 25%	25 19%*	26 19%	33 22%	29 22%	37 25%	43 32%	32 22%	31 22%	38 26%	21 16%*
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2730	172	153	170	157	123	154	142	141	150	158	144	200	170	185	194	133	180
NOT ANSWERED	500	34	27	18	24	32	21	33	27	22	36	29	30	22	28	27	26	27
VALID CASES	2223	122	135	136	152	106	104	114	133	137	153	133	150	133	143	140	145	128
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%



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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	ILND	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
	OHP TOT ADULT																			
Q36 EXCELLENT	477 9%	94 17%*	109 15%*	86 11%	83 7%*	82 6%*	25 6%*	367 9%	12 25%~	6 8%	3 23%~	1 2%*	18 10%	32 9%	86 14%*	381 9%*	476 14%~		235 ~12%*	238 8%*
VERY GOOD	1176 23%	168 31%*	255 34%*	210 28%*	218 20%*	242 17%*	75 17%*	991 24%*	4 8%~	21 27%	3 20%~	12 20%	36 20%	64 19%*	129 21%	1022 23%	1173 34%*		475 ~24%	699 23%
GOOD	1761 35%	215 40%*	249 34%	302 40%*	382 34%	498 34%	127 29%*	1451 35%	16 32%~	29 37%	6 45%~	14 22%*	52 28%*	116 33%	198 33%	1540 35%	1756 52%*		689 ~34%	1071 35%
FAIR	1244 25%	53 10%*	113 15%*	130 17%*	289 26%	490 34%*	151 35%*	978 24%*	13 27%~	17 22%	1 0.7%~	24 38%*	72 39%*	88 25%	174 29%*	1033 24%*	1273 ~75%*		469 23%	768 25%
POOR	405 8%	14 3%*	16 2%*	29 4%*	144 13%*	135 9%*	61 14%*	318 8%	4 8%~	4 6%	1 11%~	11 18%*	6 3%*	46 13%*	19 3%*	380 9%*	414 ~25%*		146 7%	260 9%
#EXCELLENT + VERY GOOD + GOOD (NET)	3415 67%	476 88%*	614 83%*	598 79%*	684 61%*	822 57%*	226 52%*	2809 68%*	32 65%~	56 72%	11 88%~	27 44%*	106 57%*	213 61%*	413 68%	2942 68%	3405 100%~		1399 ~69%*	2008 66%*
NOT ANSWERED	389	2	13	10	11	38	16	74	1			3	4	7	6	81			23	69
VALID CASES	5064	544	743	757	1117	1447	438	4105	49	78	13	62	184	347	606	4356	3405	1687	2015	3036
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q36																			
EXCELLENT	477 9%	28 9%	22 8%	23 7%	27 9%	30 13%	21 8%	29 11%	19 7%	27 9%	25 8%	40 14%*	33 9%	23 8%	19 6%*	19 6%*	27 9%	28 9%	
VERY GOOD	1176 23%	75 25%	53 18%*	63 20%	78 25%	73 31%*	55 21%	58 22%	66 23%	69 24%	95 29%*	61 21%	87 25%	69 23%	81 24%	76 22%	67 23%	76 24%	
GOOD	1761 35%	91 30%*	113 39%	126 41%*	105 34%	68 29%*	89 34%	98 37%	122 43%*	101 35%	108 33%	105 37%	109 31%	112 37%	112 34%	104 31%	88 30%	112 36%	
FAIR	1244 25%	90 29%	70 24%	70 23%	87 28%	51 22%	71 27%	56 21%	58 20%	62 22%	82 25%	64 22%	88 25%	75 25%	86 26%	93 28%	88 30%*	71 23%	
POOR	405 8%	22 7%	34 12%	28 9%	16 5%*	13 6%	26 10%	21 8%	19 7%	28 10%	15 5%*	15 5%*	34 10%	27 9%	35 11%	46 14%*	19 7%	27 9%	
#EXCELLENT + VERY GOOD + GOOD (NET)	3415 67%	194 63%	188 64%	212 68%	210 67%	171 73%	165 63%	185 71%	207 73%*	197 69%	228 70%	206 72%	229 65%	204 67%	212 64%	199 59%*	182 63%	216 69%	
NOT ANSWERED	389	22	23	14	20	26	17	27	17	22	22	21	29	19	23	23	15	21	
VALID CASES	5064	306	292	310	313	235	262	262	284	287	325	285	351	306	333	338	289	314	
NUMBER OF RESPONDENTS	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335	
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 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 & GOOD	FAIR & POOR	MALE	FE- MALE
Q37 EXCELLENT	895 18%	140 26%*	170 23%*	144 19%	176 16%	210 14%*	63 14%*	682 17%*	14 28%	16 21%	3 23%~	9 14%	51 28%*	53 15%	148 25%*	743 17%*	788 23%*	102 6%*	406 20%*	489 16%*
VERY GOOD	1258 25%	167 31%*	197 26%	192 25%	258 23%	333 23%*	107 24%	1060 26%*	5 10%*	27 35%*	4 34%~	6 10%*	39 21%	82 24%	129 21%*	1118 26%*	1040 31%*	206 12%*	503 25%	761 25%
GOOD	1533 30%	132 24%*	208 28%	259 34%*	369 33%*	432 30%	132 30%	1281 31%*	12 25%	19 25%	2 17%~	21 35%	47 25%	97 28%	200 33%	1315 30%	1034 31%	489 29%	582 29%	953 31%
FAIR	1027 20%	85 16%*	134 18%	124 16%*	200 18%*	368 25%*	110 25%*	819 20%	10 20%	11 14%	1 0.7%~	19 32%	38 20%	87 25%*	103 17%*	875 20%	422 12%*	604 36%*	378 19%*	641 21%
POOR	363 7%	19 4%*	35 5%*	40 5%*	113 10%*	121 8%	31 7%	286 7%	8 16%	4 5%	3 25%~	6 9%	11 6%	24 7%	23 4%*	325 7%	95 3%*	270 16%*	146 7%	212 7%
#EXCELLENT + VERY GOOD + GOOD (NET)	3685 73%	439 81%*	575 77%*	595 78%*	803 72%	975 67%*	302 68%*	3023 73%	32 63%	62 81%	10 74%~	36 59%*	137 74%	232 68%*	477 79%*	3177 73%	2863 85%*	798 48%*	1491 74%	2204 72%
NOT ANSWERED	378	3	12	9	12	22	11	51		1		4	2	10	9	60	26	16	23	49
VALID CASES	5075	543	744	758	1116	1463	443	4128	50	77	13	61	186	344	603	4377	3379	1671	2015	3056
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q37																			
EXCELLENT	895 18%	57 19%	52 18%	53 17%	52 17%	57 24%*	41 16%	44 17%	51 18%	57 20%	58 18%	62 21%	53 15%	44 14%	58 17%	59 17%	51 18%	71 22%	
VERY GOOD	1258 25%	87 28%	64 22%	71 23%	84 27%	68 29%	68 26%	61 23%	73 26%	73 25%	85 26%	63 22%	99 28%	72 23%	82 24%	89 26%	64 22%	71 22%	
GOOD	1533 30%	83 27%	87 29%	111 36%*	91 29%	59 25%	79 30%	78 30%	97 34%	89 31%	98 30%	97 34%	100 28%	90 29%	101 30%	94 28%	99 34%	103 32%	
FAIR	1027 20%	53 17%	74 25%	46 15%*	66 21%	41 18%	51 19%	61 23%	49 17%	46 16%	69 21%	53 18%	68 19%	74 24%	66 20%	67 20%	58 20%	54 17%	
POOR	363 7%	26 8%	20 7%	27 9%	18 6%	9 4%*	23 9%	19 7%	12 4%*	23 8%	16 5%	14 5%	33 9%	29 9%	29 9%	32 9%	17 6%	21 7%	
#EXCELLENT + VERY GOOD + GOOD (NET)	3685 73%	227 74%	203 68%	235 76%	227 73%	184 79%*	188 72%	183 70%	221 78%*	219 76%	241 74%	222 77%	252 71%	206 67%*	241 72%	242 71%	214 74%	245 77%	
NOT ANSWERED	378	22	18	16	22	27	17	26	19	21	21	17	27	16	20	20	15	15	
VALID CASES	5075	306	297	308	311	234	262	263	282	288	326	289	353	309	336	341	289	320	
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%	

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

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q38 #YES	2160 44%	175 35%*	258 35%*	231 31%*	469 43%	700 48%*	284 66%*	1732 43%	16 34%~	40 55%*	5 36%~	26 42%	89 48%	135 40%	268 46%	1833 43%*	1288 39%*	845 52%*	767 39%*	1390 46%*
NO	2803 56%	326 65%*	485 65%*	513 69%*	620 57%	745 52%*	149 34%*	2308 57%	33 66%~	32 45%*	8 64%~	35 58%	96 52%	201 60%	320 54%	2455 57%*	2009 61%*	782 48%*	1192 61%*	1611 54%*
DON'T KNOW	112	39	8	19	21	16	8	88		4			2	9	14	91	68	44	49	64
NOT ANSWERED	379	6	5	4	19	24	13	51	1	2		4	2	9	10	57	41	16	31	40
VALID CASES	4963	501	744	744	1089	1445	434	4040	49	72	13	61	184	336	588	4288	3297	1628	1958	3001
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q38 #YES	2160 44%	84 28%*	143 49%	106 35%*	109 34%*	87 38%	128 50%*	131 51%*	133 48%	101 36%*	140 44%	120 42%	136 39%	126 43%	107 33%*	144 43%	102 36%*	120 38%
NO	2803 56%	218 72%*	151 51%	200 65%*	207 66%*	142 62%	129 50%*	125 49%*	147 53%	179 64%*	176 56%	163 58%	213 61%	169 57%	221 67%*	189 57%	179 64%*	195 62%
DON'T KNOW	112	5	3	4	2	5	4	7	3	4	9	7	8	13	10	7	6	7
NOT ANSWERED	379	21	18	14	15	27	18	26	18	25	22	16	23	17	18	21	17	13
VALID CASES	4963	302	294	306	316	229	257	256	280	280	316	283	349	295	328	333	281	315
NUMBER OF RESPONDENTS	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV ILND	AMER PAC	IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q39 EVERY DAY	1063 21%	61 11%*	147 20%	145 19%	329 30%*	345 24%*	48 11%*	929 23%*	5 11%*	1 1%*	4 34%~	13 22%	17 9%*	88 25%	54 9%*	981 23%*	605 18%*	446 27%*	484 24%*	570 19%*
SOME DAYS	463 9%	42 8%	69 9%	77 10%	135 12%*	130 9%	20 5%*	354 9%*	9 18%	4 5%	15 ~ 26%*	19 11%	36 11%	51 9%	403 9%	284 9%*	177 11%*	232 12%*	228 8%*	
NOT AT ALL	3502 70%	431 81%*	536 71%	534 71%	631 58%*	974 67%*	368 84%*	2808 69%*	35 71%	71 93%*	9 66%~	30 52%*	145 80%*	222 64%*	495 82%*	2951 68%*	2449 73%*	1029 62%*	1281 64%*	2233 74%*
DON'T KNOW	42	5	3	7	9	10	4	27				3	4	3	5	37	31	10	14	25
NOT ANSWERED	383	6	1	4	25	26	13	62		2		4	3	4	7	64	36	25	27	50
VALID CASES	5028	534	752	756	1095	1449	437	4091	50	76	13	58	181	347	600	4335	3337	1652	1997	3031
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q39																			
EVERY DAY	1063 21%	69 23%	68 23%	89 29%*	90 29%*	42 18%	39 15%*	53 21%	68 25%	68 24%	64 20%	59 20%	99 28%*	82 27%*	76 23%	82 24%	65 23%	66 21%	
SOME DAYS	463 9%	31 10%	38 13%	31 10%	35 11%	29 12%	18 7%	21 8%	21 8%	30 11%	23 7%	39 14%*	40 11%	33 11%	24 7%	39 11%	23 8%	36 11%	
NOT AT ALL	3502 70%	204 67%	188 64%*	187 61%*	182 59%*	164 70%	204 78%*	184 71%	188 68%	185 65%	238 73%	190 66%	217 61%*	191 62%*	232 70%	219 64%*	198 69%	217 68%	
DON'T KNOW	42	2	1	4	5	1	1	4	6	4	1	1	1	2	2	2			
NOT ANSWERED	383	22	20	13	21	25	17	27	18	22	21	17	23	17	22	19	18	16	
VALID CASES	5028	304	294	307	307	235	261	258	277	283	325	288	356	306	332	340	286	319	
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%	



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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q40 NEVER	435 26%	37 37%*	86 34%*	65 26%	111 24%	113 22%*	11 14%*	333 24%*	4 21%~	1 15%~	1 8%~	11 35%~	7 18%~	48 35%*	26 26%	381 25%*	292 30%*	133 20%*	239 31%*	182 21%*
SOMETIMES	355 21%	30 30%	55 22%	57 23%	105 22%	90 18%*	18 22%	305 22%	4 20%~	5 72%~		6 ~ 19%~	6 16%~	26 19%	24 24%	331 22%	229 24%*	127 19%*	160 21%	198 23%
USUALLY	280 17%	8 8%*	45 18%	39 16%	77 17%	98 19%	14 18%	250 18%*	5 26%~	1 7%~		2 ~ 6%~	5 14%~	16 12%*	19 19%	261 17%	148 15%*	124 18%	145 19%	136 15%
ALWAYS	589 35%	25 25%*	63 25%*	85 35%	175 37%	209 41%*	36 46%	494 36%	6 32%~	1 7%~	4 92%~	12 40%~	19 52%~	47 34%	30 31%	546 36%	297 31%*	293 43%*	230 30%*	362 41%*
#ALWAYS + USUALLY (NET)	869 52%	32 33%*	108 43%*	124 50%	252 54%	307 60%*	50 64%*	744 54%*	12 58%~	1 14%~	4 92%~	14 46%~	24 66%~	63 46%	49 50%	807 53%	444 46%*	417 62%*	375 48%*	498 57%*
TOP BOX SCORE	589 35%	25 25%*	63 25%*	85 35%	175 37%	209 41%*	36 46%	494 36%	6 32%~	1 7%~	4 92%~	12 40%~	19 52%~	47 34%	30 31%	546 36%	297 31%*	293 43%*	230 30%*	362 41%*
NOT ANSWERED	31	2	1	1	7	7	3	20						2	2	21	14	17	12	9
VALID CASES	1659	100	249	247	468	511	79	1382	20	7	4	31	36	137	98	1520	965	677	774	878
NUMBER OF RESPONDENTS	1690	102	250	247	475	518	82	1402	20	7	4	31	36	139	100	1541	979	694	786	887
	100%	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]

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?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q40 NEVER	435 26%	30 30%	21 20%	34 29%	38 31%	16 23%	17 31%	15 21%	26 29%	29 30%	25 29%	26 27%	34 25%	27 24%	32 32%	25 21%	25 29%	28 28%
SOMETIMES	355 21%	25 25%	22 21%	16 14%*	31 25%	18 26%	11 20%	13 18%	18 20%	18 18%	19 22%	26 27%	24 18%	28 25%	25 25%	30 25%	15 18%	21 21%
USUALLY	280 17%	14 14%	20 19%	29 25%	19 15%	10 14%	4 7%*	15 21%	14 16%	23 23%	14 16%	16 16%	21 16%	22 19%	14 14%	16 14%	19 22%	17 17%
ALWAYS	589 35%	30 30%	40 39%	39 33%	36 29%	25 36%	23 42%	30 41%	31 35%	28 29%	28 33%	30 31%	56 41%	36 32%	28 28%	47 40%	26 31%	34 34%
#ALWAYS + USUALLY (NET)	869 52%	44 44%	60 58%	68 58%	55 44%	35 51%	27 49%	45 62%*	45 51%	51 52%	42 49%	46 47%	77 57%	58 51%	42 42%*	63 53%	45 53%	51 51%
TOP BOX SCORE	589 35%	30 30%	40 39%	39 33%	36 29%	25 36%	23 42%	30 41%	31 35%	28 29%	28 33%	30 31%	56 41%	36 32%	28 28%	47 40%	26 31%	34 34%
NOT ANSWERED	31	1	3	2	1	2	2	1			1		4	2	1	3	3	2
VALID CASES	1659	99	103	118	124	69	55	73	89	98	86	98	135	113	99	118	85	100
NUMBER OF RESPONDENTS	1690 100%	100 100%	106 100%	120 100%	125 100%	71 100%	57 100%	74 100%	89 100%	98 100%	87 100%	98 100%	139 100%	115 100%	100 100%	121 100%	88 100%	102 100%

[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.

Banner I

	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER				
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR WHT	AFR- IAN	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q41 NEVER	750 46%	61 60%*	137 55%*	108 46%	192 41%*	216 43%	28 35%*	608 45%	9 46%~	4 57%~	2 41%~	18 57%~	16 49%~	63 45%	49 52%	674 45%	456 48%	285 43%	377 49%*	362 42%*
SOMETIMES	380 23%	32 32%	52 21%	69 29%*	115 25%	92 18%*	20 25%	332 24%*	4 21%~	3 36%~		1 ~0.9%~	6 18%~	35 25%	27 29%	354 24%	232 24%	149 23%	175 23%	208 24%
USUALLY	243 15%	7 6%*	32 13%	35 15%	82 18%*	79 16%	10 13%	207 15%	3 16%~	1 7%~		10 ~ 33%~	1 4%~	17 12%	8 8%*	234 16%*	137 14%	102 15%	104 13%	141 16%*
ALWAYS	267 16%	2 2%*	28 11%*	24 10%*	74 16%	115 23%*	21 27%*	216 16%	3 17%~		2 ~ 59%~	3 10%~	9 30%~	24 17%	10 11%	241 16%	134 14%*	127 19%*	116 15%	147 17%
#ALWAYS + USUALLY (NET)	510 31%	9 9%*	60 24%*	59 25%*	157 34%	194 39%*	32 40%	423 31%	7 33%~	1 7%~	2 59%~	13 42%~	11 34%~	41 30%	18 19%*	475 32%	271 28%*	229 34%*	219 28%*	288 34%*
TOP BOX SCORE	267 16%	2 2%*	28 11%*	24 10%*	74 16%	115 23%*	21 27%*	216 16%	3 17%~		2 ~ 59%~	3 10%~	9 30%~	24 17%	10 11%	241 16%	134 14%*	127 19%*	116 15%	147 17%
NOT ANSWERED	51	1	1	11	11	16	3	39					4	1	6	38	21	30	15	28
VALID CASES	1639	101	249	236	464	502	79	1363	20	7	4	31	32	138	94	1503	958	664	771	859
NUMBER OF RESPONDENTS	1690 100%	102 100%	250 100%	247 100%	475 100%	518 100%	82 100%	1402 100%	20 100%	7 100%	4 100%	31 100%	36 100%	139 100%	100 100%	1541 100%	979 100%	694 100%	786 100%	887 100%

[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.

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q41																		
NEVER	750 46%	51 52%	47 45%	64 54%	68 56%*	30 43%	25 45%	19 27%*	45 51%	50 52%	49 56%	51 53%	64 48%	59 52%	56 57%*	66 56%*	45 53%	52 53%
SOMETIMES	380 23%	20 20%	25 24%	23 19%	32 26%	16 23%	9 16%	22 31%	17 19%	20 21%	13 15%*	23 24%	25 19%	24 21%	24 24%	26 22%	19 22%	19 19%
USUALLY	243 15%	14 14%	14 13%	19 16%	8 7%*	12 17%	10 18%	16 23%*	9 10%	12 12%	10 11%	8 8%*	19 14%	12 11%	10 10%	10 9%*	9 11%	11 11%
ALWAYS	267 16%	14 14%	19 18%	12 10%*	13 11%	11 16%	11 20%	13 19%	18 20%	14 15%	15 17%	14 15%	26 19%	18 16%	9 9%*	15 13%	12 14%	17 17%
#ALWAYS + USUALLY (NET)	510 31%	28 28%	33 31%	31 26%	21 17%*	23 33%	21 38%	29 41%*	27 30%	26 27%	25 29%	22 23%	45 34%	30 27%	19 19%*	25 21%*	21 25%	28 28%
TOP BOX SCORE	267 16%	14 14%	19 18%	12 10%*	13 11%	11 16%	11 20%	13 19%	18 20%	14 15%	15 17%	14 15%	26 19%	18 16%	9 9%*	15 13%	12 14%	17 17%
NOT ANSWERED	51	1	1	2	4	2	2	4		2		2	5	2	1	4	3	3
VALID CASES	1639	99	105	118	121	69	55	70	89	96	87	96	134	113	99	117	85	99
NUMBER OF RESPONDENTS	1690 100%	100 100%	106 100%	120 100%	125 100%	71 100%	57 100%	74 100%	89 100%	98 100%	87 100%	98 100%	139 100%	115 100%	100 100%	121 100%	88 100%	102 100%

[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.

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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/ IND/ PAC	AMER ALSK NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q42 NEVER	864 53%	67 68%*	140 57%	136 58%	224 48%*	244 49%*	39 50%	708 52%	8 42%~	4 50%~	1 8%~	16 54%~	19 67%~	76 55%	48 51%	781 52%	542 57%*	313 48%*	406 53%	443 52%
SOMETIMES	340 21%	24 24%	51 21%	48 20%	114 25%*	87 18%*	17 21%	301 22%*	4 19%~	3 43%~		3 ~ 11%~	6 21%~	20 15%*	31 33%*	308 21%	196 21%	146 22%	175 23%	169 20%
USUALLY	207 13%	3 3%*	32 13%	24 10%	56 12%	92 19%*	6 7%	173 13%	6 31%~	1 7%~		5 ~ 16%~	1 3%~	12 9%	6 6%*	204 14%*	109 11%	94 14%	92 12%	115 13%
ALWAYS	215 13%	5 5%*	24 10%*	28 12%	69 15%	72 15%	17 22%	173 13%	2 8%~		4 ~ 92%~	6 19%~	3 9%~	29 21%*	10 10%	201 13%	104 11%*	106 16%*	90 12%	127 15%*
#ALWAYS + USUALLY (NET)	422 26%	8 8%*	56 23%	52 22%	125 27%	164 33%*	23 29%	346 26%	8 39%~	1 7%~	4 ~ 92%~	11 35%~	3 12%~	41 30%	16 16%*	405 27%*	213 22%*	199 30%*	182 24%	241 28%*
TOP BOX SCORE	215 13%	5 5%*	24 10%*	28 12%	69 15%	72 15%	17 22%	173 13%	2 8%~		4 ~ 92%~	6 19%~	3 9%~	29 21%*	10 10%	201 13%	104 11%*	106 16%*	90 12%	127 15%*
NOT ANSWERED	64	3	3	11	12	23	3	47				1	7	1	5	46	28	36	23	34
VALID CASES	1626	99	247	236	463	495	79	1355	20	7	4	30	29	138	95	1495	951	658	763	853
NUMBER OF RESPONDENTS	1690 100%	102 100%	250 100%	247 100%	475 100%	518 100%	82 100%	1402 100%	20 100%	7 100%	4 100%	31 100%	36 100%	139 100%	100 100%	1541 100%	979 100%	694 100%	786 100%	887 100%

[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.

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q42																		
NEVER	864 53%	57 58%	52 50%	75 64%*	76 63%*	37 54%	29 54%	27 39%*	50 56%	53 56%	57 66%*	62 63%*	70 52%	65 58%	54 56%	64 55%	45 54%	56 57%
SOMETIMES	340 21%	20 20%	24 23%	17 15%	20 17%	11 16%	11 20%	19 27%	19 21%	18 19%	13 15%	19 19%	28 21%	21 19%	31 32%*	18 16%	16 19%	21 21%
USUALLY	207 13%	12 12%	12 11%	12 10%	14 12%	9 13%	7 13%	14 20%	5 6%*	10 11%	7 8%	9 9%	16 12%	12 11%	9 9%	15 13%	7 8%	11 11%
ALWAYS	215 13%	9 9%	17 16%	13 11%	11 9%	11 16%	7 13%	10 14%	15 17%	13 14%	10 11%	8 8%	21 16%	14 12%	3 3%*	19 16%	15 18%	10 10%
#ALWAYS + USUALLY (NET)	422 26%	21 21%	29 28%	25 21%	25 21%	20 29%	14 26%	24 34%	20 22%	23 24%	17 20%	17 17%*	37 27%	26 23%	12 12%*	34 29%	22 27%	21 21%
TOP BOX SCORE	215 13%	9 9%	17 16%	13 11%	11 9%	11 16%	7 13%	10 14%	15 17%	13 14%	10 11%	8 8%	21 16%	14 12%	3 3%*	19 16%	15 18%	10 10%
NOT ANSWERED	64	2	1	3	4	3	3	4		4			4	3	3	5	5	4
VALID CASES	1626	98	105	117	121	68	54	70	89	94	87	98	135	112	97	116	83	98
NUMBER OF RESPONDENTS	1690 100%	100 100%	106 100%	120 100%	125 100%	71 100%	57 100%	74 100%	89 100%	98 100%	87 100%	98 100%	139 100%	115 100%	100 100%	121 100%	88 100%	102 100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE	
Q43 YES	1180 23%	32 6%*	31 4%*	61 8%*	236 21%	558 38%*	220 51%*	994 24%*	22 43%*	15 21%	3 21%~	10 16%	22 12%*	69 20%	109 18%*	1026 24%	599 18%*	580 35%*	512 26%*	669 22%*
NO	3848 77%	507 94%*	709 96%*	698 92%*	872 79%	896 62%*	214 49%*	3112 76%*	28 57%*	58 79%	10 79%~	52 84%	166 88%*	276 80%	491 82%*	3324 76%	2738 82%*	1071 65%*	1482 74%*	2376 78%*
DON'T KNOW	55	5	8	7	13	12	8	38		4				6	6	48	29	24	26	28
NOT ANSWERED	370	2	8	2	7	18	11	35		1		4	1	3	6	39	39	11	19	32
VALID CASES	5028	539	740	759	1108	1455	434	4107	50	73	13	61	188	345	600	4350	3337	1651	1994	3045
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q43																			
YES	1180 23%	65 21%	81 28%	71 23%	67 21%	49 21%	71 27%	65 25%	56 20%	60 21%	63 20%	62 22%	81 23%	61 20%	71 21%	84 25%	69 25%	67 21%	
NO	3848 77%	238 79%	213 72%	237 77%	246 79%	184 79%	188 73%	195 75%	227 80%	228 79%	259 80%	224 78%	270 77%	247 80%	262 79%	257 75%	211 75%	248 79%	
DON'T KNOW	55	2	2	2	2	2	2	4	3		3	3	5	3	2	2	6	3	
NOT ANSWERED	370	23	19	14	18	26	18	25	15	21	22	17	24	14	21	18	18	17	
VALID CASES	5028	303	294	308	313	233	259	260	283	288	322	286	351	308	333	341	280	315	
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%	



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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q44 YES	460 10%	5 1%*	27 4%*	48 7%*	126 12%*	181 14%*	66 17%*	371 10%	4 9%~	6 9%	15 ~ 27%*	25 14%	28 9%	38 7%*	400 10%	198 6%*	256 18%*	133 7%*	319 12%*	
NO	4154 90%	511 99%*	681 96%*	654 93%*	892 88%*	1112 86%*	321 83%*	3386 90%	42 91%~	60 91%	13 100%~	41 73%*	148 86%	294 91%	519 93%*	3575 90%	2954 94%*	1168 82%*	1745 93%*	2421 88%*
DON'T KNOW	459	22	46	57	100	171	56	374	4	11	5	14	31	48	414	215	242	138	324	
NOT ANSWERED	380	8	2	9	10	21	11	48		2	4	2	1	7	48	39	21	22	41	
VALID CASES	4614	516	708	702	1018	1293	387	3757	46	66	13	57	172	322	557	3975	3151	1424	1878	2741
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q44																			
YES	460 10%	31 11%	37 13%	33 12%	26 9%	16 7%	29 12%	20 9%	22 9%	26 10%	22 7%	27 10%	36 11%	34 12%	29 10%	37 12%	24 9%	27 9%	
NO	4154 90%	256 89%	242 87%	244 88%	262 91%	207 93%	210 88%	213 91%	230 91%	243 90%	273 93%	245 90%	291 89%	246 88%	274 90%	268 88%	233 91%	263 91%	
DON'T KNOW	459	22	16	34	28	12	21	30	31	17	26	15	27	31	34	36	29	28	
NOT ANSWERED	380	19	20	13	17	26	19	26	18	23	26	19	26	14	19	20	18	17	
VALID CASES	4614	287	279	277	288	223	239	233	252	269	295	272	327	280	303	305	257	290	
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%	

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q45 YES	1742 35%	76 14%*	138 18%*	138 18%*	337 30%*	734 50%*	274 63%*	1395 34%	20 41%~	26 35%	5 38%~	28 46%	63 34%	137 39%	205 34%	1497 34%	973 29%*	759 46%*	693 35%	1054 35%
NO	3293 65%	459 86%*	611 82%*	618 82%*	772 70%*	728 50%*	159 37%*	2707 66%	29 59%~	49 65%	8 62%~	33 54%	125 66%	211 61%	403 66%	2860 66%	2366 71%*	897 54%*	1315 65%	1982 65%
NOT ANSWERED	417	10	7	12	19	24	21	76	1	3		4	1	7	5	81	66	31	30	68
VALID CASES	5036	536	749	755	1109	1461	433	4103	49	75	13	61	188	347	607	4356	3339	1656	2008	3037
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q45																		
YES	1742 35%	104 34%	123 42%*	122 39%	109 35%	70 30%	99 38%	92 36%	97 34%	108 38%	103 32%	88 31%	125 35%	101 33%	97 29%*	125 37%	94 33%	105 33%
NO	3293 65%	202 66%	172 58%*	187 61%	203 65%	163 70%	160 62%	167 64%	186 66%	178 62%	221 68%	198 69%	229 65%	208 67%	237 71%*	212 63%	192 67%	210 67%
NOT ANSWERED	417	22	20	15	21	28	20	30	18	23	23	20	26	16	22	24	18	20
VALID CASES	5036	306	295	309	312	233	259	259	283	286	324	286	354	309	334	337	286	315
NUMBER OF RESPONDENTS	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q46.1 YES	1316 24%	25 5%*	51 7%*	112 15%*	335 30%*	611 41%*	179 39%*	1066 26%*	11 23%	27 34%	2 14%~	19 30%	44 23%	94 26%	151 25%	1141 26%*	706 21%*	600 36%*	508 25%	816 26%*
NO	4137 76%	521 95%*	705 93%*	655 85%*	793 70%*	874 59%*	275 61%*	3113 74%*	39 77%	51 66%	11 86%~	46 70%	144 77%	260 74%	461 75%	3296 74%*	2699 79%*	1087 64%*	1530 75%	2289 74%*
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q46.1																			
YES	1316 24%	68 21%	80 25%	92 28%	79 24%	53 20%	80 29%*	70 24%	63 21%	68 22%	65 19%*	67 22%	72 19%*	82 25%	70 20%*	90 25%	71 23%	88 26%	
NO	4137 76%	260 79%	235 75%	232 72%	254 76%	208 80%	199 71%*	219 76%	238 79%	241 78%	282 81%*	239 78%	308 81%*	243 75%	286 80%*	271 75%	233 77%	247 74%	
VALID CASES	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335	
NUMBER OF RESPONDENTS	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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/ ILND	AMER IND/ ALSK	OTH-	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q46.2 YES	1635 30%	44 8%*	72 10%*	144 19%*	384 34%*	707 48%*	251 55%*	1322 32%*	25 51%*	34 44%*	7 57%~	23 36%	38 20%*	117 33%	139 23%*	1453 33%*	809 24%*	818 48%*	680 33%*	964 31%*
NO	3818 70%	502 92%*	684 90%*	623 81%*	744 66%*	778 52%*	203 45%*	2857 68%*	25 49%*	44 56%*	6 43%~	42 64%	150 80%*	237 67%	473 77%*	2984 67%*	2596 76%*	869 52%*	1358 67%*	2141 69%*
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q46.2																				
YES	1635 30%	95 29%	111 35%	108 33%	91 27%	71 27%	93 33%	82 28%	90 30%	81 26%	67 19%*	76 25%*	102 27%	96 30%	121 34%	125 35%	102 34%	104 31%		
NO	3818 70%	233 71%	204 65%	216 67%	242 73%	190 73%	186 67%	207 72%	211 70%	228 74%	280 81%*	230 75%*	278 73%	229 70%	235 66%	236 65%	202 66%	231 69%		
VALID CASES	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335		
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%		



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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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 ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	FE- MALE	MALE	
Q46.3 YES	862 16%	58 11%*	53 7%*	78 10%*	247 22%*	342 23%*	87 19%*	736 18%*	5 10%	4 5%*	2 18%~	15 23%	20 11%*	67 19%	70 11%*	782 18%*	429 13%*	423 25%*	322 16%	542 17%*
NO	4591 84%	488 89%*	703 93%*	689 90%*	881 78%*	1143 77%*	367 81%*	3443 82%*	45 90%	74 95%*	11 82%~	50 77%	168 89%*	287 81%	542 89%*	3655 82%*	2976 87%*	1264 75%*	1716 84%	2563 83%*
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q46.3																			
YES	862 16%	48 15%	59 19%	77 24%*	61 18%	42 16%	43 15%	37 13%	62 21%*	53 17%	42 12%*	50 16%	71 19%	55 17%	64 18%	74 20%*	46 15%	59 18%	
NO	4591 84%	280 85%	256 81%	247 76%*	272 82%	219 84%	236 85%	252 87%	239 79%*	256 83%	305 88%*	256 84%	309 81%	270 83%	292 82%	287 80%*	258 85%	276 82%	
VALID CASES	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335	
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%	

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q47.1 YES	281 5%	2 0.3%	3 0.4%	16 2%	44 4%	135 9%	68 15%	223 5%	6 12%	5 6%	1 11%	7 11%	7 4%	26 7%	16 3%	266 6%	100 3%	173 10%	119 6%	164 5%
NO	5172 95%	544 100%	753 100%	751 98%	1084 96%	1350 91%	386 85%	3956 95%	44 88%	73 94%	12 89%	58 89%	181 96%	328 93%	596 97%	4171 94%	3305 97%	1514 90%	1919 94%	2941 95%
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

	OHP TOT	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q47.1																				
YES	281 5%	15 5%	24 8%	22 7%	20 6%	8 3%*	23 8%*	15 5%	12 4%	13 4%	13 4%	16 5%	22 6%	11 3%	10 3%*	28 8%	10 3%	14 4%		
NO	5172 95%	313 95%	291 92%	302 93%	313 94%	253 97%*	256 92%*	274 95%	289 96%	296 96%	334 96%	290 95%	358 94%	314 97%	346 97%*	333 92%	294 97%	321 96%		
VALID CASES	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335		
NUMBER OF RESPONDENTS	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q47.2 YES	284 5%			14 2%*	45 4%*	141 10%*	70 15%*	221 5%	7 13%	4 5%	1 11%~	9 14%*	4 2%*	31 9%*	19 3%*	260 6%*	83 2%*	197 12%*	130 6%*	155 5%
NO	5169 95%	546 100%~	756 100%~	753 98%*	1083 96%*	1344 90%*	384 85%*	3958 95%	43 87%	74 95%	12 89%~	56 86%*	184 98%*	323 91%*	593 97%*	4177 94%*	3322 98%*	1490 88%*	1908 94%*	2950 95%
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q47.2																		
YES	284 5%	8 2%*	23 7%	9 3%*	17 5%	8 3%*	28 10%*	15 5%	13 4%	9 3%*	8 2%*	11 4%	21 6%	9 3%*	13 4%	37 10%*	11 4%	15 4%
NO	5169 95%	320 98%*	292 93%	315 97%*	316 95%	253 97%*	251 90%*	274 95%	288 96%	300 97%*	339 98%*	295 96%	359 94%	316 97%*	343 96%	324 90%*	293 96%	320 96%
VALID CASES	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q47.3 YES	221 4%	1 0.2%*	8 1%*	14 2%*	54 5%	75 5%*	53 12%*	182 4%*	1 0.1%*	4 5%	2 ~	7 3%	25 4%	7 7%*	15 2%*	199 4%*	77 2%*	140 8%*	95 5%	127 4%
NO	5232 96%	545 100%*	748 99%*	753 98%*	1074 95%	1410 95%*	401 88%*	3997 96%*	50 100%*	74 95%	13 100%~	63 97%	181 96%	329 93%*	597 98%*	4238 96%*	3328 98%*	1547 92%*	1943 95%	2978 96%
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

		-----																	
		OHP																	
		TOT																	
		ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q47.3																			
YES		221	13	23	15	19	7	22	6	11	14	12	10	20	12	19	21	5	14
		4%	4%	7%*	5%	6%	3%	8%*	2%*	4%	5%	3%	3%	5%	4%	5%	6%	2%*	4%
NO		5232	315	292	309	314	254	257	283	290	295	335	296	360	313	337	340	299	321
		96%	96%	93%*	95%	94%	97%	92%*	98%*	96%	95%	97%	97%	95%	96%	95%	94%	98%*	96%
VALID CASES		5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
NUMBER OF RESPONDENTS		5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-	AMER AS-	IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE			
Q47.4 YES	1002 18%	26 5%*	40 5%*	103 13%*	248 22%*	391 26%*	168 37%*	778 19%	9 17%	22 29%*	2 18%~	22 35%*	25 13%*	79 22%	116 19%	863 19%*	485 14%*	506 30%*	391 19%	610 20%*
NO	4451 82%	520 95%*	716 95%*	664 87%*	880 78%*	1094 74%*	286 63%*	3401 81%	41 83%	56 71%*	11 82%~	43 65%*	163 87%*	275 78%	496 81%	3574 81%*	2920 86%*	1181 70%*	1647 81%	2495 80%*
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q47.4																		
YES	1002 18%	52 16%	68 22%	54 17%	62 19%	40 15%	64 23%*	51 18%	48 16%	54 17%	46 13%*	40 13%*	55 14%*	63 19%	63 18%	78 22%	58 19%	62 19%
NO	4451 82%	276 84%	247 78%	270 83%	271 81%	221 85%	215 77%*	238 82%	253 84%	255 83%	301 87%*	266 87%*	325 86%*	262 81%	293 82%	283 78%	246 81%	273 81%
VALID CASES	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q48 YES	1692 34%	97 18%*	214 28%*	219 29%*	467 42%*	544 38%*	164 37%	1388 34%	17 34%	21 27%	3 26%~	31 50%*	54 29%	136 39%*	166 28%*	1513 35%*	827 25%*	850 51%*	578 29%*	1119 37%*
NO	3335 66%	440 82%*	538 72%*	543 71%*	648 58%*	906 62%*	274 63%	2722 66%	33 66%	55 73%	10 74%~	31 50%*	132 71%	213 61%*	434 72%*	2865 65%*	2492 75%*	801 49%*	1437 71%*	1921 63%*
NOT ANSWERED	426	9	4	4	13	35	16	69		3		3	3	5	12	59	86	37	22	65
VALID CASES	5027	537	752	763	1115	1450	438	4110	50	75	13	62	185	349	600	4378	3319	1650	2016	3040
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q48																		
YES	1692 34%	98 32%	98 33%	103 34%	102 33%	76 32%	92 35%	87 34%	99 35%	98 34%	96 30%	79 27%*	121 34%	115 38%	104 31%	134 39%*	85 30%	108 34%
NO	3335 66%	210 68%	197 67%	204 66%	211 67%	160 68%	169 65%	167 66%	185 65%	191 66%	224 70%	211 73%*	236 66%	191 62%	231 69%	210 61%*	198 70%	210 66%
NOT ANSWERED	426	20	20	17	20	25	18	35	17	20	27	16	23	19	21	17	21	17
VALID CASES	5027	308	295	307	313	236	261	254	284	289	320	290	357	306	335	344	283	318
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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

Banner I

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE- MALE	
Q49 YES	1394 85%	66 68%*	165 79%*	198 85%	367 86%	440 89%*	151 90%*	1129 85%	10 61%~	17 93%~	2 56%~	21 100%~	43 89%~	131 92%*	111 81%	1254 86%	612 79%*	756 92%*	468 85%	919 85%
NO	240 15%	31 32%*	44 21%*	36 15%	58 14%	55 11%*	17 10%*	199 15%	6 39%~	1 7%~	1 44%~	5 ~ 11%~	12 8%*	26 19%	205 14%	164 21%*	69 8%*	81 15%	160 15%	
NOT ANSWERED	62	1	1	7	18	27	7	54		1		2		2	12	46	24	38	26	36
VALID CASES	1633	97	208	234	425	494	168	1328	16	18	3	21	48	143	137	1459	775	826	548	1079
NUMBER OF RESPONDENTS	1695	98	209	241	443	521	175	1382	16	18	3	23	48	145	149	1505	799	864	574	1115
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q48 = YES]

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

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q49																		
YES	1394 85%	81 86%	80 85%	90 89%	87 91%	61 84%	77 85%	73 89%	82 85%	81 87%	74 81%	63 82%	100 86%	95 86%	83 85%	102 80%	63 77%	97 91%
NO	240 15%	13 14%	14 15%	11 11%	9 9%	12 16%	14 15%	9 11%	15 15%	12 13%	17 19%	14 18%	16 14%	16 14%	15 15%	25 20%	19 23%	10 9%
NOT ANSWERED	62	4	4	2	6	3	1	5	2	5	5	2	5	4	6	7	3	1
VALID CASES	1633	94	94	101	96	73	91	82	97	93	91	77	116	111	98	127	82	107
NUMBER OF RESPONDENTS	1695 100%	98 100%	98 100%	103 100%	102 100%	76 100%	92 100%	87 100%	99 100%	98 100%	96 100%	79 100%	121 100%	115 100%	104 100%	134 100%	85 100%	108 100%

[ASKED IF Q48 = YES]

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- AMR	IAN	NATV HAW/ ILND	AMR IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
Q50 YES	3255 65%	161 30%*	343 46%*	418 55%*	798 71%*	1161 80%*	368 83%*	2717 66%*	34 75%~	42 56%	6 49%~	48 73%	96 52%*	225 64%	292 49%*	2917 66%*	1816 54%*	1396 85%*	1221 61%*	2052 67%*
NO	1781 35%	376 70%*	407 54%*	343 45%*	319 29%*	288 20%*	76 17%*	1412 34%*	11 25%~	34 44%	7 51%~	17 27%	87 48%*	125 36%	301 51%*	1475 34%*	1519 46%*	245 15%*	776 39%*	1018 33%*
NOT ANSWERED	417	8	6	6	11	36	9	50	4	2			6	4	19	45	70	46	42	34
VALID CASES	5036	538	750	761	1117	1449	445	4129	46	76	13	65	182	350	593	4392	3335	1641	1996	3071
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q50																		
YES	3255 65%	188 61%	212 72%*	200 65%	182 58%*	147 63%	176 67%	164 64%	185 66%	181 63%	183 57%*	186 64%	231 65%	215 70%*	225 67%	233 68%	171 61%	199 63%
NO	1781 35%	121 39%	83 28%*	109 35%	132 42%*	88 37%	85 33%	93 36%	97 34%	108 37%	138 43%*	103 36%	125 35%	92 30%*	110 33%	111 32%	110 39%	119 37%
NOT ANSWERED	417	19	20	15	19	26	18	32	19	20	26	17	24	18	21	17	23	17
VALID CASES	5036	309	295	309	314	235	261	257	282	289	321	289	356	307	335	344	281	318
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%



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

	AGE							RACE							ETHNIC-ITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q51 YES	2975 94%	154 94%	305 91%*	413 93%	720 95%	1042 95%	340 97%*	2473 95%	24 76%~	39 97%~	6 100%~	43 97%~	89 96%	220 97%*	234 89%*	2686 95%*	1611 93%*	1309 96%*	1075 93%*	1888 95%*
NO	176 6%	11 6%	31 9%*	31 7%	36 5%	59 5%	12 3%*	133 5%	7 24%~	1 3%~	~	1 3%~	4 4%	7 3%*	30 11%*	144 5%*	117 7%*	56 4%*	82 7%*	94 5%*
NOT ANSWERED	127	1	9	4	29	45	23	108		2		1	3	2	17	90	64	59	51	75
VALID CASES	3151	165	336	443	756	1101	352	2606	31	41	6	44	93	227	264	2830	1729	1364	1157	1982
NUMBER OF RESPONDENTS	3278 100%	166 100%	345 100%	447 100%	785 100%	1146 100%	375 100%	2714 100%	31 100%	43 100%	6 100%	44 100%	96 100%	229 100%	281 100%	2920 100%	1793 100%	1423 100%	1208 100%	2057 100%

[ASKED IF Q50 = YES]

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q51 YES	2975 94%	168 93%	198 96%	182 92%	163 92%	133 92%	163 98%*	147 94%	171 95%	173 98%*	160 91%	163 93%	209 95%	198 94%	207 95%	210 93%	151 93%	182 92%
NO	176 6%	12 7%	8 4%	16 8%	14 8%	11 8%	3 2%*	10 6%	9 5%	4 2%*	16 9%	13 7%	12 5%	12 6%	10 5%	16 7%	12 7%	15 8%
NOT ANSWERED	127	8	6	2	5	3	10	7	5	4	7	10	10	5	8	7	8	2
VALID CASES	3151	180	206	198	177	144	166	157	180	177	176	176	221	210	217	226	163	197
NUMBER OF RESPONDENTS	3278	188	212	200	182	147	176	164	185	181	183	186	231	215	225	233	171	199
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

Banner I

	AGE							RACE						ETHNIC-ITY		HEALTH STATUS		GENDER		
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 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 & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
NQ52																				
18 TO 24	547 10%	546 100%	~	~	~	~	~	8%*	8%	16%	9%~	1%*	15%*	18%*	20%*	9%*	444 13%*	64 4%*	212 10%	301 10%
25 TO 34	870 16%	~	756 ~100%	~	~	~	~	16%	12%	3%*	22%~	8%*	11%*	19%	16%	15%*	634 19%*	133 8%*	301 15%	473 15%
35 TO 44	802 15%	~	~	767 ~100%	~	~	~	15%	19%	13%	25%~	8%	17%	13%	14%	15%	580 17%*	161 10%*	295 14%	457 15%
45 TO 54	1153 21%	~	~	1128 ~100%	~	~	~	21%	17%	16%	11%~	31%	30%*	17%*	25%*	21%	662 19%*	428 25%*	438 22%	647 21%
55 TO 64	1412 26%	~	~	~	1485 ~100%	~	~	28%*	43%*	12%*	31%~	46%*	20%*	20%*	16%*	28%*	757 22%*	594 35%*	593 29%*	780 25%
65 TO 74	405 7%	~	~	~	~	267 ~59%*	292 7%	~	23%*	0.7%~	6%	4%*	8%	31%	7%	8%	200 6%*	178 11%*	140 7%	241 8%
75 OR OLDER	264 5%	~	~	~	~	187 ~41%*	217 5%	~	16%*	~	0.1%*	2%*	4%	18%	3%*	5%*	128 4%*	129 8%*	58 3%*	206 7%*
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

NQ52 WHAT IS YOUR AGE?

Banner II

NQ52	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
18 TO 24	547 10%	29 9%	51 16%*	26 8%	46 14%*	21 8%	30 11%	30 10%	27 9%	27 9%	50 14%*	25 8%	49 13%	31 10%	35 10%	30 8%	33 11%	45 13%
25 TO 34	870 16%	59 18%	39 12%	47 15%	48 14%	53 20%	40 14%	41 14%	50 17%	51 17%	50 14%	52 17%	37 10%*	59 18%	64 18%	44 12%*	50 16%	59 18%
35 TO 44	802 15%	47 14%	39 12%	52 16%	55 17%	51 20%*	24 9%*	46 16%	56 19%	52 17%	54 16%	57 19%	41 11%*	48 15%	50 14%	54 15%	41 13%	54 16%
45 TO 54	1153 21%	82 25%	62 20%	78 24%	73 22%	62 24%	46 16%*	61 21%	68 23%	66 21%	71 20%	58 19%	89 23%	73 22%	77 22%	72 20%	73 24%	74 22%
55 TO 64	1412 26%	87 27%	88 28%	106 33%*	92 28%	64 25%	59 21%*	74 26%	81 27%	85 28%	98 28%	96 31%*	136 36%*	88 27%	104 29%	116 32%*	81 27%	89 27%
65 TO 74	405 7%	15 5%*	23 7%	13 4%*	16 5%*	5 2%*	42 15%*	25 9%	12 4%*	18 6%	14 4%*	12 4%*	19 5%*	17 5%	17 5%*	30 8%	18 6%	11 3%*
75 OR OLDER	264 5%	9 3%*	13 4%	2 0.6%*	3 0.9%*	5 2%*	38 14%*	12 4%	7 2%*	10 3%	10 3%*	6 2%*	9 2%*	9 3%*	9 3%*	15 4%	8 3%*	3 0.9%*
VALID CASES	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

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

NQ53 ARE YOU MALE OR FEMALE?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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/ ILND	AMER IND/ ALSK	OTH-	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR		FE- MALE	MALE	
NQ53 MALE	2159 40%	224 41%	293 39%	298 39%	450 40%	632 43%*	140 31%*	1612 39%*	24 47%	30 39%	9 66%~	21 32%	77 41%	142 40%	260 42%	1711 39%*	1386 41%*	623 37%*	2038 100%~	~
FEMALE	3294 60%	322 59%	463 61%	469 61%	678 60%	853 57%*	314 69%*	2567 61%*	26 53%	48 61%	4 34%~	44 68%	111 59%	212 60%	352 58%	2726 61%*	2019 59%*	1064 63%*	3105 ~100%~	
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

NQ53 ARE YOU MALE OR FEMALE?

Banner II

	OHP TOT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ53																		
MALE	2159 40%	132 40%	109 35%	130 40%	139 42%	108 41%	97 35%*	116 40%	129 43%	122 39%	138 40%	116 38%	155 41%	130 40%	132 37%	145 40%	135 44%	135 40%
FEMALE	3294 60%	196 60%	206 65%	194 60%	194 58%	153 59%	182 65%*	173 60%	172 57%	187 61%	209 60%	190 62%	225 59%	195 60%	224 63%	216 60%	169 56%	200 60%
VALID CASES	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

[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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q54 8TH GRADE OR LESS	312 6%	4 0.7%*	27 4%*	29 4%*	85 8%*	87 6%	65 15%*	186 4%*	1 2%*	6 8%	2 14%~	2 4%	46 25%*	21 6%	137 23%*	170 4%*	160 5%*	147 9%*	142 7%*	172 6%*
SOME HIGH SCHOOL BUT DID NOT GRADUATE	755 15%	106 20%*	79 11%*	86 11%*	182 16%	231 16%	74 17%	552 13%*	11 23%	21 28%*	3 21%~	12 19%	41 22%*	51 15%	122 21%*	601 14%*	453 14%*	287 17%*	346 17%*	417 14%*
HIGH SCHOOL GRADUATE OR GED	1615 32%	249 46%*	250 33%	215 28%*	346 31%	455 31%	127 29%	1399 34%*	10 20%*	13 17%*	4 29%~	12 18%*	44 24%*	102 29%	187 32%	1414 32%	1080 32%	520 32%	677 34%*	950 31%*
SOME COLLEGE OR 2-YEAR DEGREE	1732 34%	167 31%	269 36%	315 41%*	367 33%	518 35%	118 27%*	1442 35%	21 41%	27 36%	1 11%~	32 49%*	34 18%*	149 42%*	109 18%*	1622 37%*	1162 35%	543 33%	597 30%*	1150 37%*
4-YEAR COLLEGE GRADUATE	415 8%	7 1%*	109 15%*	83 11%*	92 8%	100 7%*	28 6%	380 9%*	3 5%	5 6%	3 25%~	7 11%	4 2%*	20 6%*	24 4%*	395 9%*	328 10%*	87 5%*	155 8%	259 8%
MORE THAN 4-YEAR COLLEGE DEGREE	214 4%	6 1%*	19 3%*	35 5%	37 3%	85 6%*	31 7%*	182 4%	4 8%	3 3%	~	~	17 9%*	8 2%*	12 2%*	200 5%*	148 4%	67 4%	79 4%	130 4%
NOT ANSWERED	410	7	3	5	19	9	12	39		3		1	2	2	20	35	75	37	41	27
VALID CASES	5043	539	753	762	1109	1476	442	4140	50	75	13	65	186	352	592	4402	3330	1650	1997	3078
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP																		
	TOT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q54																			
8TH GRADE OR LESS	312 6%	17 6%	14 5%	9 3%*	25 8%	9 4%	26 10%*	14 5%	13 5%	9 3%*	42 13%*	10 3%*	17 5%	11 4%*	16 5%	8 2%*	29 10%*	17 5%	
SOME HIGH SCHOOL BUT DID NOT GRADUATE	755 15%	39 13%	43 15%	46 15%	48 15%	34 15%	36 14%	40 15%	32 11%	51 18%	46 14%	29 10%*	54 15%	54 17%	49 15%	59 17%	54 19%	47 15%	
HIGH SCHOOL GRADUATE OR GED	1615 32%	121 40%*	126 43%*	113 36%	126 40%*	55 24%*	75 29%	77 30%	111 39%*	95 34%	113 35%	118 40%*	116 33%	92 30%	125 37%	129 38%*	92 33%	119 37%	
SOME COLLEGE OR 2-YEAR DEGREE	1732 34%	99 32%	94 32%	113 36%	90 29%*	93 40%	85 33%	88 34%	104 37%	88 31%	89 28%*	104 36%	134 38%	118 38%	127 38%	123 36%	83 30%	112 35%	
4-YEAR COLLEGE GRADUATE	415 8%	15 5%*	12 4%*	19 6%	14 4%*	21 9%	26 10%	27 10%	13 5%*	27 10%	22 7%	20 7%	18 5%*	27 9%	11 3%*	14 4%*	22 8%	15 5%*	
MORE THAN 4-YEAR COLLEGE DEGREE	214 4%	14 5%	4 1%*	10 3%	9 3%	22 9%*	12 5%	14 5%	9 3%	12 4%	9 3%	11 4%	12 3%	7 2%*	9 3%	9 3%	1 0.4%*	10 3%	
NOT ANSWERED	410	23	22	14	21	27	19	29	19	27	26	14	29	16	19	19	23	15	
VALID CASES	5043	305	293	310	312	234	260	260	282	282	321	292	351	309	337	342	281	320	
NUMBER OF RESPONDENTS	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335	
	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?

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q55																				
YES HISPANIC OR LATINO	610 12%	134 25%*	93 12%	85 11%	157 14%*	102 7%*	42 10%	242 6%*	3 6%~	5 7%	6 ~	136 10%	46 14%	612 100%~	~	410 12%	197 12%	264 13%	350 12%	
NO NOT HISPANIC OR LATINO	4367 88%	399 75%*	657 88%	671 89%	943 86%*	1331 93%*	395 90%	3872 94%*	44 94%~	68 93%	11 100%~	58 90%	47 26%*	296 86%	4437 ~100%~	2888 88%	1423 88%	1712 87%	2682 88%	
NOT ANSWERED	476	13	6	10	29	51	17	65	4	4	2	1	5	12		107	67	62	73	
VALID CASES	4977	533	750	757	1099	1434	437	4114	46	74	11	64	183	342	612	4437	3298	1620	1976	3032
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

Banner II

Q55	OHP TOT																	
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
YES HISPANIC OR LATINO	610 12%	28 9%	37 13%	14 5%*	59 19%*	33 14%	28 11%	32 13%	20 7%*	31 11%	99 31%*	22 8%*	23 7%*	27 9%*	14 4%*	22 7%*	70 25%*	53 17%*
NO NOT HISPANIC OR LATINO	4367 88%	276 91%	258 87%	293 95%*	255 81%*	197 86%	228 89%	221 87%	262 93%*	250 89%	225 69%*	266 92%*	327 93%*	282 91%*	312 96%*	315 93%*	210 75%*	260 83%*
NOT ANSWERED	476	24	20	17	19	31	23	36	19	28	23	18	30	16	30	24	24	22
VALID CASES	4977	304	295	307	314	230	256	253	282	281	324	288	350	309	326	337	280	313
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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	
Q56.1 YES	4262 78%	417 76%	679 90%*	646 84%*	920 82%*	1269 85%*	363 80%	4179 100%~	~	~	~	~	~	316 ~ 89%*	263 43%*	3992 90%*	2834 83%*	1374 81%*	1688 83%*	2602 84%*
NO	1191 22%	129 24%	77 10%*	121 16%*	208 18%*	216 15%*	91 20%	50 ~100%	78 ~100%	13 ~100%	65 ~100%	188 ~100%	38 ~ 11%*	349 57%*	445 10%*	571 17%*	313 19%*	350 17%*	503 16%*	
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%



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

Banner I

	AGE							RACE							ETHNIC-ITY	HEALTH STATUS		GENDER		
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV ILND	AMER ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q56.2 YES	133 2%	18 3%	25 3%	22 3%	21 2%	48 3%*0.3%*	1 ~100%*	50 ~100%*	~	~	~	~	36 ~10%*	6 1%*	120 3%*	84 2%	44 3%	52 3%	82 3%	
NO	5320 98%	528 97%	731 97%	745 97%	1107 98%	1437 97%*100%*	453 100%*	4179 100%*	78 ~100%*	13 ~100%*	65 ~100%*	188 ~100%*	318 90%*	606 99%*	4317 97%*	3321 98%	1643 97%	1986 97%	3023 97%	
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%



Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

Banner I

	AGE							RACE							ETHNIC-ITY	HEALTH STATUS	GENDER			
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q56.3 YES	225 4%	44 8%*	12 2%*	31 4%	33 3%*	33 2%*	58 13%*	~	78 ~100%~	~	~	~	38 ~ 11%*	18 3%	199 4%*	159 5%*	67 4%	80 4%	147 5%*	
NO	5228 96%	502 92%*	744 98%*	736 96%	1095 97%*	1452 98%*	396 87%*	4179 100%*	50 ~100%~	13 ~100%~	65 ~100%~	188 ~100%~	316 89%*	594 97%	4238 96%*	3246 95%*	1620 96%	1958 96%	2958 95%*	
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%





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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE	
Q56.4 YES	41 0.7%	7 1%	9 1%	9 1%	3 0.3%*	14 1%	1 0.1%*	~	~	~100%~	~	~	~	8%*	4 0.7%	33 0.7%	30 0.9%	11 0.7%	22 1%*	19 0.6%
NO	5412 99%	539 99%	747 99%	758 99%	1125 100%*	1471 99%	454 100%*	4179 100%*	50 ~100%~	78 ~100%~	65 ~100%~	188 ~100%~	325 92%*	608 99%	4404 99%	3375 99%	1676 99%	2016 99%*	3086 99%	
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

		OHP																	
		TOT																	
		ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q56.4																			
YES		41	4	2	3	1	4	3	1	1	3	3	2	3	2	4	1	2	
		0.7%	1%	0.6%	0.9%	0.3%	2%	1%	0.3%	0.3%	1%	0.9%	0.7%	0.8%	0.6%	1%	0.3%	0.7%	~
NO		5412	324	313	321	332	257	276	288	300	306	344	304	377	323	352	360	302	335
		99%	99%	99%	99%	100%	98%	99%	100%	100%	99%	99%	99%	99%	99%	99%	100%	99%	100%~
VALID CASES		5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
NUMBER OF RESPONDENTS		5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR POOR	GOOD & POOR	MALE	FE- MALE	
Q56.5 YES	314 6%	34 6%	51 7%	36 5%	75 7%	84 6%	29 6%	~	~	~	~100%	~	245 ~ 69%*	27 4%	282 6%*	171 5%*	140 8%*	127 6%	190 6%	
NO	5139 94%	512 94%	705 93%	731 95%	1053 93%	1401 94%	425 94%	4179 100%	50 ~100%	78 ~100%	13 ~100%	~	188 ~100%	109 31%*	585 96%	4155 94%*	3234 95%*	1547 92%*	1911 94%	2915 94%
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

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

Banner II

	OHP TOT	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q56.5																				
YES	314 6%	21 6%	31 10%*	15 5%	12 4%*	10 4%	31 11%*	12 4%	14 5%	14 5%	15 4%	14 5%	24 6%	14 4%	27 8%	27 7%	11 4%*	19 6%		
NO	5139 94%	307 94%	284 90%*	309 95%	321 96%*	251 96%	248 89%*	277 96%	287 95%	295 95%	332 96%	292 95%	356 94%	311 96%	329 92%	334 93%	293 96%*	316 94%		
VALID CASES	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335		
NUMBER OF RESPONDENTS	5453 100%	328 100%	315 100%	324 100%	333 100%	261 100%	279 100%	289 100%	301 100%	309 100%	347 100%	306 100%	380 100%	325 100%	356 100%	361 100%	304 100%	335 100%		

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q56.6 YES	300 5%	54 10%*	35 5%	50 6%	77 7%*	75 5%	17 4%*	~	~	~	~	~	188 ~100%	102 29%*	184 30%*	108 2%*	176 5%	121 7%*	116 6%	182 6%
NO	5153 95%	492 90%*	721 95%	717 94%	1051 93%*	1410 95%	437 96%*	4179 100%	50 100%	78 100%	13 100%	65 100%	252 ~ 71%*	428 70%*	4329 98%*	3229 95%	1566 93%*	1922 94%	2923 94%	
VALID CASES	5453	546	756	767	1128	1485	454	4179	50	78	13	65	188	354	612	4437	3405	1687	2038	3105
NUMBER OF RESPONDENTS	5453 100%	546 100%	756 100%	767 100%	1128 100%	1485 100%	454 100%	4179 100%	50 100%	78 100%	13 100%	65 100%	188 100%	354 100%	612 100%	4437 100%	3405 100%	1687 100%	2038 100%	3105 100%

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

Banner II

	OHP TOT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q56.6																		
YES	300 5%	20 6%	22 7%	13 4%	30 9%*	12 5%	15 5%	19 7%	6 2%*	10 3%*	23 7%	12 4%	22 6%	13 4%	12 3%*	15 4%	25 8%	22 7%
NO	5153 95%	308 94%	293 93%	311 96%	303 91%*	249 95%	264 95%	270 93%	295 98%*	299 97%*	324 93%	294 96%	358 94%	312 96%	344 97%*	346 96%	279 92%	313 93%
VALID CASES	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
NUMBER OF RESPONDENTS	5453	328	315	324	333	261	279	289	301	309	347	306	380	325	356	361	304	335
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q57 YES	652 16%	67 18%	84 16%	52 9%*	98 11%*	139 11%*	158 39%*	475 14%*	7 19%~	37 54%*	2 17%~	5 9%	34 23%*	21 13%	89 20%*	533 15%*	369 14%*	268 20%*	342 21%*	307 12%*
NO	3488 84%	307 82%	453 84%	534 91%*	820 89%*	1167 89%*	246 61%*	3026 86%*	31 81%~	32 46%*	9 83%~	53 91%	115 77%*	139 87%	356 80%*	3093 85%*	2346 86%*	1077 80%*	1277 79%*	2200 88%*
NOT ANSWERED	78	12	1	2	19	10	4	29	1	2	1		4		12	24	34	22	22	26
VALID CASES	4141	374	538	586	918	1305	404	3501	38	69	10	58	149	160	445	3626	2715	1345	1619	2507
NUMBER OF RESPONDENTS	4219 100%	386 100%	538 100%	588 100%	937 100%	1315 100%	408 100%	3530 100%	39 100%	71 100%	11 100%	58 100%	153 100%	160 100%	457 100%	3650 100%	2749 100%	1367 100%	1641 100%	2533 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57																		
YES	652 16%	23 9%*	36 15%	25 10%*	39 16%	18 10%*	46 21%*	45 21%*	26 12%	27 12%	46 17%	18 8%*	34 12%*	31 13%	39 14%	29 10%*	35 15%	25 9%*
NO	3488 84%	227 91%*	209 85%	227 90%*	211 84%	166 90%*	170 79%*	167 79%*	194 88%	202 88%	220 83%	221 92%*	259 88%*	210 87%	243 86%	258 90%*	195 85%	239 91%*
NOT ANSWERED	78	3	3	7	2	3	8	4	3	4	3	3	1	3	4	3	2	3
VALID CASES	4141	250	245	252	250	184	216	212	220	229	266	239	293	241	282	287	230	264
NUMBER OF RESPONDENTS	4219 100%	253 100%	248 100%	259 100%	252 100%	187 100%	224 100%	216 100%	223 100%	233 100%	269 100%	242 100%	294 100%	244 100%	286 100%	290 100%	232 100%	267 100%

[ASKED IF SURVEY COMPLETED BY MAIL]



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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q58.1 YES	253 47%	29 43%	30 39%	21 39%	45 54%	91 67%*	44 36%*	185 44%	7 80%~	11 38%~	2 82%~	6 75%~	15 56%~	14 76%~	55 63%*	185 43%*	131 43%	124 54%*	166 54%*	88 38%*
NO	289 53%	39 57%	47 61%	34 61%	37 46%	44 33%*	77 64%*	232 56%	2 20%~	19 62%~	1 18%~	2 25%~	11 44%~	5 24%~	33 37%*	247 57%*	170 57%	105 46%*	139 46%*	145 62%*
VALID CASES	542	68	77	55	82	135	121	417	9	30	3	8	26	19	88	432	301	229	305	233
NUMBER OF RESPONDENTS	542 100%	68 100%	77 100%	55 100%	82 100%	135 100%	121 100%	417 100%	9 100%	30 100%	3 100%	8 100%	26 100%	19 100%	88 100%	432 100%	301 100%	229 100%	305 100%	233 100%

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

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

Banner II

	OHP TOT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q58.1																			
YES	253 47%	10 43%~	16 44%~	12 48%~	23 59%~	9 50%~	20 43%~	21 47%~	7 27%~	14 52%~	31 67%~	8 44%~	16 47%~	15 48%~	21 54%~	18 62%~	18 51%~	11 44%~	
NO	289 53%	13 57%~	20 56%~	13 52%~	16 41%~	9 50%~	26 57%~	24 53%~	19 73%~	13 48%~	15 33%~	10 56%~	18 53%~	16 52%~	18 46%~	11 38%~	17 49%~	14 56%~	
VALID CASES	542	23	36	25	39	18	46	45	26	27	46	18	34	31	39	29	35	25	
NUMBER OF RESPONDENTS	542	23	36	25	39	18	46	45	26	27	46	18	34	31	39	29	35	25	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q58.2 YES	188 35%	16 24%*	25 32%	15 28%	36 44%	59 44%*	35 29%	144 35%	6 68%~	3 9%~	1 5%~	7 88%~	13 49%~	13 68%~	34 39%	140 32%*	87 29%*	100 44%*	110 36%	76 33%
NO	354 65%	52 76%*	52 68%	40 72%	46 56%	76 56%*	86 71%	273 65%	3 32%~	27 91%~	3 95%~	1 12%~	13 51%~	6 32%~	54 61%	292 68%*	214 71%*	129 56%*	195 64%	157 67%
VALID CASES	542	68	77	55	82	135	121	417	9	30	3	8	26	19	88	432	301	229	305	233
NUMBER OF RESPONDENTS	542 100%	68 100%	77 100%	55 100%	82 100%	135 100%	121 100%	417 100%	9 100%	30 100%	3 100%	8 100%	26 100%	19 100%	88 100%	432 100%	301 100%	229 100%	305 100%	233 100%

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



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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q58.3 YES	197 36%	27 40%	44 57%*	16 29%	27 33%	32 24%*	48 39%	179 43%*	5 ~ 17%~	3 95%~	1 10%~	11 41%~	4 20%~	25 29%	169 39%*	122 41%*	70 31%*	107 35%	89 38%	
NO	345 64%	41 60%	33 43%*	39 71%	55 67%	103 76%*	73 61%	238 57%*	9 100%~	25 83%~	1 5%~	7 90%~	15 59%~	15 80%~	63 71%	263 61%*	179 59%*	159 69%*	198 65%	144 62%
VALID CASES	542	68	77	55	82	135	121	417	9	30	3	8	26	19	88	432	301	229	305	233
NUMBER OF RESPONDENTS	542 100%	68 100%	77 100%	55 100%	82 100%	135 100%	121 100%	417 100%	9 100%	30 100%	3 100%	8 100%	26 100%	19 100%	88 100%	432 100%	301 100%	229 100%	305 100%	233 100%

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



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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q58.4 YES	81 15%	1 0.3%*	3 4%*	11 20%	12 15%	19 14%	27 22%*	33 8%*	1 14%~	17 58%~	2 77%~	4 ~ 14%~		7 ~	69 16%	57 19%*	23 10%*	44 15%	36 15%	
NO	461 85%	68 100%*	74 96%*	44 80%	70 85%	116 86%	94 78%*	384 92%*	8 86%~	13 42%~	1 23%~	8 100%~	22 86%~	19 100%~	81 93%*	363 84%	244 81%*	206 90%*	261 85%	197 85%
VALID CASES	542	68	77	55	82	135	121	417	9	30	3	8	26	19	88	432	301	229	305	233
NUMBER OF RESPONDENTS	542 100%	68 100%	77 100%	55 100%	82 100%	135 100%	121 100%	417 100%	9 100%	30 100%	3 100%	8 100%	26 100%	19 100%	88 100%	432 100%	301 100%	229 100%	305 100%	233 100%

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





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

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
Q58.5 YES	44 8%	17 25%*	8 11%	1 2%*	8 10%	11 8%	5 4%*	33 8%	1 15%~	2 7%~	~	~	2 7%~	4 22%~	4 5%	40 9%*	24 8%	21 9%	21 7%	21 9%
NO	498 92%	51 75%*	69 89%	54 98%*	74 90%	124 92%	116 96%*	384 92%	8 85%~	28 93%~	3 100%~	8 100%~	24 93%~	15 78%~	84 95%	392 91%*	277 92%	208 91%	284 93%	212 91%
VALID CASES	542	68	77	55	82	135	121	417	9	30	3	8	26	19	88	432	301	229	305	233
NUMBER OF RESPONDENTS	542 100%	68 100%	77 100%	55 100%	82 100%	135 100%	121 100%	417 100%	9 100%	30 100%	3 100%	8 100%	26 100%	19 100%	88 100%	432 100%	301 100%	229 100%	305 100%	233 100%

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



NQ13 RATING OF ALL HEALTH CARE

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
NQ13 0-6	759 20%	68 21%	112 23%	113 20%	168 20%	230 21%	49 14%*	593 20%	7 22%~	10 17%		10 ~ 23%~	20 17%	76 29%*	63 16%*	658 21%	352 16%*	379 28%*	247 19%	486 21%
7-8	1267 34%	110 34%	192 39%*	217 39%*	290 35%	311 29%*	106 30%	1032 34%	7 21%~	16 27%	3 39%~	19 44%~	44 37%	78 30%	100 26%*	1115 35%*	792 35%	422 31%*	449 34%	774 33%
9-10	1714 46%	143 45%	194 39%*	228 41%*	366 44%	544 50%*	200 56%*	1370 46%	19 57%~	32 55%	4 61%~	14 33%~	55 46%	107 41%	226 58%*	1424 45%*	1116 49%*	541 40%*	615 47%	1071 46%
VALID CASES	3741	321	499	558	824	1085	355	2994	34	58	7	43	118	261	389	3197	2261	1341	1311	2331
NUMBER OF RESPONDENTS	3741 100%	321 100%	499 100%	558 100%	824 100%	1085 100%	355 100%	2994 100%	34 100%	58 100%	7 100%	43 100%	118 100%	261 100%	389 100%	3197 100%	2261 100%	1341 100%	1311 100%	2331 100%
MEAN	2.26	2.24	2.16	2.21	2.24	2.29	2.43	2.26	2.35	2.38	2.61	2.11	2.30	2.12	2.42	2.24	2.34	2.12	2.28	2.25
p stat_(*=Sig @ p<=.05)		.624	.004*	.105	.518	.101	.000*	.594	~.192	~	~	~.558	.003*	.000*	.006*	.000*	.000*	.148	.666	

[ASKED IF Q7 >= 1 TIME]

NQ13 RATING OF ALL HEALTH CARE

Banner II

	OHP TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NQ13																			
0-6	759 20%	42 19%	49 24%	46 21%	46 21%	45 27%*	42 21%	30 15%*	43 20%	39 18%	37 16%	47 22%	49 18%	58 25%	64 25%	77 31%*	36 18%	57 24%	
7-8	1267 34%	75 34%	70 34%	76 35%	69 32%	46 27%*	61 31%	75 36%	70 33%	82 38%	75 33%	80 37%	107 40%*	92 39%	78 31%	85 34%	64 32%	83 35%	
9-10	1714 46%	104 47%	87 42%	96 44%	99 46%	77 46%	95 48%	101 49%	100 47%	93 43%	114 50%	88 41%	109 41%	83 36%*	109 43%	90 36%*	101 50%	100 42%	
VALID CASES	3741	221	206	218	214	168	198	206	213	214	226	215	265	233	251	252	201	240	
NUMBER OF RESPONDENTS	3741 100%	221 100%	206 100%	218 100%	214 100%	168 100%	198 100%	206 100%	213 100%	214 100%	226 100%	215 100%	265 100%	233 100%	251 100%	252 100%	201 100%	240 100%	
MEAN	2.26	2.28	2.18	2.23	2.25	2.19	2.27	2.34	2.27	2.25	2.34	2.19	2.23	2.11	2.18	2.05	2.32	2.18	
p stat_(*=Sig @ p<=.05)		.621	.199	.623	.884	.243	.786	.037*	.811	.955	.104	.210	.554	.002*	.123	.000*	.185	.134	

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

Banner I

	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 WHT	AFR- AMER	AS- IAN	NATV ILND	AMER ALSK	HAW/ PAC	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
NQ23 0-6	617 16%	89 17%	102 18%	134 15%	172 15%	42 11%*	504 16%	3 11%~	5 8%*	6 ~	15 14%~	53 11%	19%	41 9%*	557 17%*	335 14%*	263 19%*	198 14%*	406 17%*	
7-8	999 25%	178 34%*	151 27%	227 26%	262 23%*	66 18%*	800 25%	7 23%~	15 28%	2 22%~	11 27%~	29 22%	84 30%	84 19%*	894 27%*	619 25%	363 26%	393 28%*	589 24%*	
9-10	2342 59%	262 49%*	318 56%	516 59%	722 62%*	261 71%*	1860 59%	21 66%~	36 64%	6 78%~	25 58%~	87 66%	146 52%*	308 71%*	1920 57%*	1511 61%*	753 55%*	834 59%	1456 59%	
VALID CASES	3959	369	530	571	877	1156	369	3164	32	56	8	42	131	283	433	3371	2465	1380	1425	2451
NUMBER OF RESPONDENTS	3959	369	530	571	877	1156	369	3164	32	56	8	42	131	283	433	3371	2465	1380	1425	2451
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.44	2.37	2.33	2.38	2.44	2.48	2.60	2.43	2.55	2.56	2.78	2.44	2.55	2.33	2.62	2.40	2.48	2.36	2.45	2.43
p stat_(*=Sig @ p<=.05)		.087	.000*	.047*	.986	.039*	.000*	.320	~.219	~	~	~.075	.014*	.000*	.000*	.000*	.000*	.499	.444	

[ASKED IF Q15 = YES]

NQ23 RATING OF PERSONAL DOCTOR

Banner II

	OHP TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NQ23																			
0-6	617 16%	51 20%	30 13%	38 17%	40 17%	29 18%	28 14%	35 16%	25 11%*	24 11%	29 11%*	29 13%	36 13%	41 17%	50 20%	56 21%*	30 13%	39 17%	
7-8	999 25%	60 24%	63 28%	58 26%	58 24%	39 24%	45 23%	51 24%	71 31%*	45 21%	58 22%	66 29%	72 25%	71 29%	61 24%	73 27%	59 26%	69 30%	
9-10	2342 59%	140 56%	135 59%	124 56%	144 60%	97 59%	123 63%	127 60%	130 58%	142 67%*	180 67%*	134 59%	176 62%	130 54%	144 56%	137 52%*	142 61%	125 54%	
VALID CASES	3959	251	228	220	242	165	196	213	226	211	267	229	284	242	255	266	231	233	
NUMBER OF RESPONDENTS	3959 100%	251 100%	228 100%	220 100%	242 100%	165 100%	196 100%	213 100%	226 100%	211 100%	267 100%	229 100%	284 100%	242 100%	255 100%	266 100%	231 100%	233 100%	
MEAN	2.44	2.35	2.46	2.39	2.43	2.41	2.48	2.43	2.46	2.56	2.57	2.46	2.49	2.37	2.37	2.30	2.48	2.37	
p stat_(*=Sig @ p<=.05)		.079	.624	.378	.900	.665	.277	.924	.550	.017*	.003*	.637	.209	.128	.155	.005*	.287	.180	

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
NQ27 0-6	257 14%	27 24%*	29 15%	28 11%	72 16%	82 13%	16 8%*	203 14%	6 31%~	4 11%~	3 ~	8 12%~	19 15%	14%	18 11%	230 14%	123 12%*	131 16%*	86 13%	165 14%
7-8	429 23%	22 20%	63 33%*	54 22%	93 21%	173 26%*	27 14%*	342 23%	4 18%~	11 33%~	7 ~	13 29%~	25 25%	19%	34 22%	373 23%	229 23%	194 24%	148 23%	274 23%
9-10	1164 63%	62 56%	100 52%*	160 66%	273 62%	399 61%	146 77%*	959 64%	10 50%~	19 56%~	3 100%~	14 59%~	30 60%	91 67%	105 67%	1035 63%	639 65%	499 61%	418 64%	732 62%
VALID CASES	1850	110	192	242	437	655	189	1505	20	34	3	24	51	136	157	1638	991	824	652	1172
NUMBER OF RESPONDENTS	1850	110	192	242	437	655	189	1505	20	34	3	24	51	136	157	1638	991	824	652	1172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.49	2.32	2.37	2.55	2.46	2.48	2.69	2.50	2.19	2.45	3.00	2.48	2.45	2.53	2.56	2.49	2.52	2.45	2.51	2.48
p stat_(*=Sig @ p<=.05)		.027*	.018*	.207	.322	.808	.000*	.237	~	~	~	~	.666	.543	.220	.886	.046*	.021*	.407	.609

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

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

Banner II

	OHP TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NQ27																			
0-6	257 14%	11 11%	13 12%	20 17%	9 10%	17 18%	12 12%	16 16%	13 13%	15 14%	11 10%	8 7%*	20 15%	20 17%	13 11%	19 16%	11 11%	19 15%	
7-8	429 23%	23 22%	25 23%	33 28%	20 22%	20 21%	19 19%	22 22%	28 28%	23 21%	22 21%	34 31%	37 28%	32 27%	32 28%	31 26%	22 22%	36 29%	
9-10	1164 63%	69 67%	72 65%	64 55%	63 68%	58 61%	67 68%	63 62%	59 59%	73 66%	73 69%	67 61%	77 57%	66 56%	69 61%	70 58%	65 66%	69 56%	
VALID CASES	1850	103	110	117	92	95	98	101	100	111	106	109	134	118	114	120	98	124	
NUMBER OF RESPONDENTS	1850 100%	103 100%	110 100%	117 100%	92 100%	95 100%	98 100%	101 100%	100 100%	111 100%	106 100%	109 100%	134 100%	118 100%	114 100%	120 100%	98 100%	124 100%	
MEAN	2.49	2.56	2.54	2.38	2.59	2.43	2.56	2.47	2.46	2.52	2.58	2.54	2.43	2.39	2.49	2.42	2.55	2.40	
p stat_(*=Sig @ p<=.05)		.299	.514	.094	.199	.431	.248	.661	.671	.641	.189	.394	.319	.106	.987	.335	.380	.192	

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



NQ35 RATING OF HEALTH PLAN

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	ILND	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE
NQ35 0-6	1116 23%	110 22%	198 28%*	185 26%	257 24%	324 23%	46 11%*	934 24%*	12 27%~	8 12%*	2 15%~	20 34%	34 19%	85 25%	84 14%*	1008 25%*	662 21%*	438 28%*	418 22%	691 24%*
7-8	1551 32%	185 37%*	263 37%*	247 35%	323 31%	416 30%	97 24%*	1279 33%*	14 30%~	22 32%	1 7%~	20 34%	44 25%*	98 29%	124 21%*	1368 33%*	1053 33%*	449 29%*	604 32%	907 32%
9-10	2193 45%	204 41%*	254 36%*	283 40%*	468 45%	642 46%	262 65%*	1662 43%*	20 43%~	38 56%	8 78%~	19 32%*	100 56%*	151 45%	373 64%*	1731 42%*	1452 46%	675 43%	872 46%	1279 44%
VALID CASES	4860	499	715	715	1048	1382	405	3875	46	68	10	60	178	334	581	4107	3167	1562	1893	2877
NUMBER OF RESPONDENTS	4860	499	715	715	1048	1382	405	3875	46	68	10	60	178	334	581	4107	3167	1562	1893	2877
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.22	2.19	2.08	2.14	2.20	2.23	2.53	2.19	2.16	2.44	2.63	1.99	2.37	2.20	2.50	2.18	2.25	2.15	2.24	2.20
p stat_(*=Sig @ p<=.05)		.321	.000*	.002*	.366	.665	.000*	.000*	~.020*		~.028*	.012*	.568		.000*	.000*	.001*	.000*	.207	.066

NQ35 RATING OF HEALTH PLAN

Banner II

	OHP TOT																		
	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NQ35																			
0-6	1116 23%	82 28%	75 27%	71 24%	74 25%	63 28%	55 22%	46 18%*	67 25%	62 23%	60 20%	75 27%	68 20%	73 25%	103 33%*	102 33%*	51 18%*	86 28%*	
7-8	1551 32%	85 29%	88 31%	97 33%	97 32%	61 27%	83 33%	85 33%	89 33%	85 31%	97 32%	95 34%	130 39%*	97 33%	97 31%	92 30%	83 30%	90 30%	
9-10	2193 45%	126 43%	117 42%	123 42%	130 43%	102 45%	114 45%	124 49%	117 43%	127 46%	147 48%	109 39%*	139 41%	120 41%	114 36%*	116 37%*	145 52%*	126 42%	
VALID CASES	4860	293	280	291	301	226	252	255	273	274	304	279	337	290	314	310	279	302	
NUMBER OF RESPONDENTS	4860 100%	293 100%	280 100%	291 100%	301 100%	226 100%	252 100%	255 100%	273 100%	274 100%	304 100%	279 100%	337 100%	290 100%	314 100%	310 100%	279 100%	302 100%	
MEAN	2.22	2.15	2.15	2.18	2.19	2.17	2.23	2.31	2.18	2.24	2.29	2.12	2.21	2.16	2.04	2.05	2.34	2.13	
p stat_(*=Sig @ p<=.05)		.116	.142	.361	.434	.318	.766	.034*	.410	.747	.168	.032*	.805	.171	.000*	.000*	.010*	.056	

GETTING NEEDED CARE

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
NPRBSEE4 NQ25	2.25	2.25	2.07	2.13	2.24	2.32	2.38	2.28	2.17	1.86	2.95	2.18	2.13	2.30	2.41	2.24	2.27	2.24	2.32	2.23
p stat_(*=Sig @ p<=.05)	.918	.001*	.007*	.724	.010*	.018*	.004*	~	~	~	~	.248	.456	.007*	.102	.392	.450	.007*	.037*	
NCARNES4 NQ14	2.30	2.28	2.16	2.20	2.28	2.37	2.46	2.31	2.37	2.20	2.47	2.15	2.22	2.18	2.40	2.29	2.35	2.20	2.34	2.28
p stat_(*=Sig @ p<=.05)	.586	.000*	.001*	.432	.001*	.000*	.121	~	.367	~	~	.233	.009*	.009*	.020*	.000*	.000*	.020*	.021*	
COMPOSITE	2.28	2.26	2.12	2.17	2.26	2.34	2.42	2.30	2.27	2.03	2.71	2.17	2.17	2.24	2.40	2.26	2.31	2.22	2.33	2.25
p stat_(*=Sig @ p<=.05)	.893	.031*	.147	.827	.267	.276	.251	~	.488	~	~	.606	.778	.232	.406	.270	.241	.289	.362	

GETTING NEEDED CARE

Banner II

	OHP	TOT	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NPRBSEE4 NQ25	2.25	2.42	2.24	2.21	2.28	2.21	2.26	2.20	2.25	2.22	2.20	2.33	2.30	2.24	2.25	2.24	2.35	2.18		
p stat_(*=Sig @ p<=.05)		.024*	.824	.513	.743	.574	.902	.380	.981	.625	.468	.283	.521	.831	1.00	.889	.182	.302		
NCARNES4 NQ14	2.30	2.34	2.21	2.28	2.25	2.28	2.31	2.36	2.32	2.28	2.29	2.21	2.35	2.24	2.25	2.21	2.34	2.13		
p stat_(*=Sig @ p<=.05)		.421	.104	.709	.326	.704	.901	.172	.716	.682	.822	.072	.344	.162	.268	.056	.402	.001*		
COMPOSITE	2.28	2.38	2.22	2.24	2.26	2.24	2.28	2.28	2.29	2.25	2.24	2.27	2.32	2.24	2.25	2.23	2.35	2.16		
p stat_(*=Sig @ p<=.05)		.045*	.884	.791	.864	.764	.970	.991	.860	.804	.913	.885	.890	.601	.799	.701	.364	.470		

GETTING CARE QUICKLY

Banner I

	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	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	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE	
NCARSN4 NQ4	2.38	2.43	2.20	2.34	2.33	2.41	2.58	2.40	2.22	2.52	2.78	1.95	2.28	2.37	2.30	2.38	2.44	2.33	2.39	2.37
p stat_(*=Sig @ p<=.05)		.323	.000*	.326	.143	.249	.000*	.092	~	~	~	~	.317	.902	.115	.627	.000*	.010*	.610	.505
NAPGET4 NQ6	2.32	2.06	2.19	2.28	2.38	2.35	2.52	2.36	2.11	2.35	1.65	2.05	2.14	2.31	2.26	2.33	2.33	2.33	2.31	2.33
p stat_(*=Sig @ p<=.05)		.000*	.000*	.218	.032*	.326	.000*	.000*	~	~	~	~	.018*	.764	.086	.234	.890	.678	.467	.489
COMPOSITE	2.35	2.24	2.19	2.31	2.36	2.38	2.55	2.38	2.16	2.43	2.21	2.00	2.21	2.34	2.28	2.36	2.38	2.33	2.35	2.35
p stat_(*=Sig @ p<=.05)		.393	.082	.667	.942	.645	.163	.205	~	.848	~	~	.517	.943	.510	.733	.378	.673	.989	.991

GETTING CARE QUICKLY

Banner II

	OHP	TOT	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NCARSN4 NQ4	2.38	2.41	2.20	2.40	2.45	2.43	2.41	2.33	2.46	2.39	2.29	2.27	2.46	2.34	2.31	2.33	2.40	2.37		
p stat_(*=Sig @ p<=.05)		.606	.039*	.747	.278	.460	.594	.485	.230	.837	.208	.100	.208	.473	.294	.450	.734	.888		
NAPGET4 NQ6	2.32	2.27	2.22	2.28	2.25	2.31	2.36	2.47	2.30	2.27	2.27	2.08	2.49	2.17	2.33	2.28	2.32	2.14		
p stat_(*=Sig @ p<=.05)		.349	.089	.493	.192	.796	.475	.003*	.724	.410	.359	.000*	.001*	.003*	.917	.470	.964	.001*		
COMPOSITE	2.35	2.34	2.21	2.34	2.35	2.37	2.39	2.40	2.38	2.33	2.28	2.18	2.48	2.25	2.32	2.31	2.36	2.25		
p stat_(*=Sig @ p<=.05)		.880	.707	.954	.974	.862	.864	.833	.577	.889	.836	.002*	.723	.207	.768	.759	.903	.610		

HOW WELL DOCTORS COMMUNICATE

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
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- OTH	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
NDREXPL4 NQ17	2.62	2.48	2.61	2.62	2.65	2.64	2.69	2.63	2.69	2.62	2.91	2.59	2.63	2.60	2.62	2.63	2.67	2.55	2.62	2.63
p stat_(*=Sig @ p<=.05)	.002*	.619	.769	.267	.455	.020*	.185	~	~	~	~	.923	.479	.972	.678	.000*	.000*	.868	.279	
NDRLSTN4 NQ18	2.59	2.57	2.51	2.54	2.56	2.63	2.74	2.60	2.70	2.65	3.00	2.52	2.69	2.47	2.64	2.59	2.66	2.49	2.61	2.59
p stat_(*=Sig @ p<=.05)	.572	.007*	.083	.118	.031*	.000*	.582	~	~	~	~	.139	.010*	.201	.152	.000*	.000*	.212	.516	
NDRESPU4 NQ19	2.65	2.70	2.61	2.59	2.61	2.67	2.73	2.65	2.67	2.59	3.00	2.70	2.74	2.60	2.72	2.63	2.70	2.56	2.66	2.64
p stat_(*=Sig @ p<=.05)	.169	.181	.053	.096	.145	.006*	.765	~	~	~	~	.136	.220	.016*	.008*	.000*	.000*	.281	.373	
NDRTMEN4 NQ20	2.49	2.40	2.39	2.45	2.49	2.51	2.65	2.51	2.44	2.51	2.81	2.62	2.40	2.37	2.44	2.49	2.55	2.39	2.50	2.49
p stat_(*=Sig @ p<=.05)	.045*	.002*	.251	.770	.216	.000*	.028*	~	~	~	~	.204	.023*	.167	.358	.000*	.000*	.574	.828	
COMPOSITE	2.59	2.54	2.53	2.55	2.58	2.61	2.70	2.60	2.62	2.59	2.93	2.61	2.62	2.51	2.60	2.58	2.64	2.50	2.60	2.59
p stat_(*=Sig @ p<=.05)	.797	.688	.777	.923	.760	.550	.778	~	~	~	~	.933	.694	.924	.889	.251	.199	.886	.989	

HOW WELL DOCTORS COMMUNICATE

Banner II

	OHP	TOT	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NDREXPL4 NQ17	2.62	2.62	2.66	2.60	2.60	2.69	2.61	2.66	2.65	2.66	2.68	2.65	2.65	2.56	2.56	2.53	2.60	2.54		
p stat_(*=Sig @ p<=.05)		.929	.457	.625	.637	.217	.648	.310	.618	.436	.190	.565	.494	.098	.139	.020*	.644	.106		
NDRLSTN4 NQ18	2.59	2.59	2.62	2.60	2.54	2.59	2.58	2.64	2.61	2.66	2.69	2.61	2.59	2.54	2.47	2.42	2.61	2.50		
p stat_(*=Sig @ p<=.05)		.947	.577	.923	.320	.976	.755	.227	.668	.202	.024*	.670	.962	.274	.006*	.001*	.712	.060		
NDRESPU4 NQ19	2.65	2.67	2.67	2.68	2.59	2.67	2.61	2.68	2.64	2.70	2.76	2.65	2.62	2.63	2.58	2.52	2.66	2.61		
p stat_(*=Sig @ p<=.05)		.638	.583	.399	.249	.680	.384	.414	.931	.269	.004*	.845	.600	.765	.110	.013*	.697	.471		
NDRTMEN4 NQ20	2.49	2.50	2.56	2.55	2.44	2.53	2.51	2.49	2.51	2.59	2.60	2.45	2.51	2.49	2.40	2.48	2.41	2.40		
p stat_(*=Sig @ p<=.05)		.808	.207	.214	.337	.428	.647	.966	.733	.060	.028*	.442	.698	.881	.059	.796	.133	.123		
COMPOSITE	2.59	2.59	2.63	2.61	2.54	2.62	2.58	2.62	2.60	2.65	2.68	2.59	2.59	2.56	2.50	2.49	2.57	2.51		
p stat_(*=Sig @ p<=.05)		.931	.947	.918	.712	.844	.967	.927	.834	.736	.855	.955	.990	.783	.606	.615	.891	.786		



CUSTOMER SERVICE

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
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	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE		
NPBCLCS4 NQ31	2.23	2.09	2.07	2.13	2.23	2.34	2.34	2.24	2.50	1.99	2.25	2.27	2.39	2.01	2.23	2.22	2.24	2.20	2.26	2.21
p stat_(*=Sig @ p<=.05)	.047*	.003*	.075	.896	.001*	.148	.549	~	~	~	~	.108	.007*	.951	.345	.420	.310	.420	.247	
NCSRESP NQ32	2.63	2.43	2.60	2.58	2.53	2.73	2.78	2.65	2.66	2.33	3.00	2.47	2.54	2.54	2.52	2.64	2.63	2.62	2.59	2.64
p stat_(*=Sig @ p<=.05)	.004*	.481	.283	.003*	.000*	.000*	.014*	~	~	~	~	.229	.223	.013*	.080	.979	.816	.088	.267	
COMPOSITE	2.43	2.26	2.34	2.36	2.38	2.53	2.56	2.45	2.58	2.16	2.63	2.37	2.47	2.27	2.38	2.43	2.44	2.41	2.42	2.43
p stat_(*=Sig @ p<=.05)	.514	.630	.719	.754	.388	.637	.693	~	~	~	~	.931	.592	.777	.945	.912	.868	.942	.966	

CUSTOMER SERVICE

Banner II

	OHP	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NPBCLCS4 NQ31	2.23	2.18	2.34	2.21	2.11	2.17	2.01	2.40	2.19	2.24	2.38	2.26	2.26	2.29	2.13	2.17	2.33	2.17
p stat_(*=Sig @ p<=.05)		.528	.280	.840	.203	.497	.014*	.021*	.709	.926	.079	.736	.740	.442	.311	.554	.242	.533
NCSRESP NQ32	2.63	2.65	2.54	2.64	2.59	2.63	2.59	2.65	2.58	2.59	2.73	2.63	2.61	2.62	2.59	2.61	2.67	2.74
p stat_(*=Sig @ p<=.05)		.753	.355	.820	.673	.971	.492	.693	.582	.658	.121	.968	.805	.940	.636	.840	.458	.111
COMPOSITE	2.43	2.41	2.44	2.43	2.35	2.40	2.30	2.53	2.39	2.41	2.55	2.44	2.43	2.46	2.36	2.39	2.50	2.45
p stat_(*=Sig @ p<=.05)		.867	.988	1.00	.572	.898	.746	.835	.717	.956	.851	.872	.993	.865	.767	.910	.666	.941

SHARED DECISION MAKING

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
NNRXWHY NQ10	2.84	2.83	2.88	2.77	2.90	2.83	2.83	2.84	2.98	2.89	3.00	2.80	2.66	2.84	2.80	2.84	2.83	2.87	2.81	2.86
p stat_(*=Sig @ p<=.05)	.889	.167	.055	.003*	.544	.819	.584	~	~	~	~	~.987	.422	.249	.248	.036*	.110	.011*		
NNRXWYNT NQ11	2.45	2.38	2.50	2.56	2.49	2.38	2.39	2.45	2.60	2.09	2.74	2.51	1.92	2.55	2.31	2.46	2.42	2.48	2.41	2.47
p stat_(*=Sig @ p<=.05)	.358	.357	.021*	.330	.030*	.265	.984	~	~	~	~	~.162	.042*	.327	.042*	.256	.172	.367		
NRXBST NQ12	2.50	2.49	2.52	2.43	2.51	2.50	2.52	2.48	2.90	2.83	3.00	2.29	2.58	2.45	2.57	2.49	2.53	2.45	2.52	2.50
p stat_(*=Sig @ p<=.05)	.908	.765	.121	.726	.926	.716	.145	~	~	~	~.477	.413	.243	.235	.064	.021*	.430	.773		
COMPOSITE	2.60	2.57	2.63	2.59	2.63	2.57	2.58	2.59	2.82	2.60	2.91	2.53	2.39	2.61	2.56	2.60	2.59	2.60	2.58	2.61
p stat_(*=Sig @ p<=.05)	.914	.852	.957	.781	.809	.940	.904	~	~	~	~.607	.956	.883	.951	.930	.989	.875	.830		

SHARED DECISION MAKING

Banner II

	OHP	TOT	ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NNRXWHY NQ10	2.84	2.91	2.81	2.86	2.82	2.87	2.72	2.88	2.85	2.92	2.71	2.92	2.85	2.89	2.82	2.78	2.81	2.87		
p stat_(*=Sig @ p<=.05)		.049*	.626	.658	.727	.497	.030*	.275	.759	.026*	.078	.037*	.806	.159	.662	.236	.529	.521		
NNRXWYNT NQ11	2.45	2.40	2.32	2.34	2.42	2.50	2.48	2.47	2.50	2.51	2.56	2.43	2.43	2.49	2.27	2.42	2.31	2.54		
p stat_(*=Sig @ p<=.05)		.486	.142	.178	.740	.569	.647	.791	.547	.506	.213	.769	.825	.614	.020*	.625	.082	.253		
NRXBST NQ12	2.50	2.41	2.51	2.50	2.59	2.44	2.68	2.42	2.51	2.64	2.58	2.50	2.44	2.41	2.38	2.40	2.50	2.58		
p stat_(*=Sig @ p<=.05)		.241	.869	.961	.272	.470	.002*	.185	.917	.093	.340	.955	.435	.189	.112	.183	.952	.306		
COMPOSITE	2.60	2.57	2.55	2.57	2.61	2.60	2.63	2.59	2.62	2.69	2.62	2.61	2.58	2.60	2.49	2.53	2.54	2.67		
p stat_(*=Sig @ p<=.05)		.831	.954	.911	.931	.967	.921	.981	.791	.747	.975	.868	.976	.993	.681	.827	.654	.859		

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

Banner I

	AGE						RACE							ETHNICITY		HEALTH STATUS		GENDER			
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	FE-	MALE		
PRBSEE4 Q25	78%	73%	73%	71%	78%	82%	83%	80%	66%	62%	97%	67%	74%	81%	84%	78%	78%	78%	78%	83%	76%
CARNES4 Q14	82%	82%	75%	78%	83%	83%	87%	83%	78%	75%	82%	80%	82%	77%	84%	82%	83%	79%	84%	81%	
AVERAGE	80.02	77.85	74.35	74.84	80.57	82.60	85.07	81.25	71.91	68.50	89.92	73.38	78.12	79.10	84.00	79.93	80.75	78.59	83.55	78.44	

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PRBSEE4 Q25	78%	87%	74%	75%	79%	72%	79%	78%	78%	77%	74%	80%	76%	78%	78%	73%	84%	76%
CARNES4 Q14	82%	83%	79%	81%	79%	76%	82%	86%	84%	83%	83%	78%	83%	77%	80%	77%	87%	75%
AVERAGE	80.02	84.76	76.58	77.93	79.08	74.03	80.14	81.74	80.93	80.00	78.27	78.90	79.72	77.56	78.78	75.09	85.49	75.43

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	FE-	MALE		
CARSN4 Q4	80%	89%	75%	81%	81%	84%	90%	84%	74%	84%	100%	63%	80%	79%	80%	83%	85%	81%	85%	82%
APGET4 Q6	80%	67%	74%	79%	82%	80%	88%	81%	67%	76%	45%	67%	77%	78%	79%	80%	79%	80%	78%	80%
AVERAGE	80.00	78.07	74.62	80.39	81.75	81.81	88.70	82.68	70.53	80.13	72.30	65.16	78.30	78.87	79.56	81.62	82.33	80.59	81.54	81.15

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
CARSN4 Q4	80%	82%	73%	82%	87%	83%	81%	85%	84%	85%	77%	78%	86%	82%	79%	81%	85%	83%
APGET4 Q6	80%	75%	76%	79%	76%	79%	82%	85%	80%	78%	75%	69%	87%	73%	81%	78%	82%	73%
AVERAGE	80.00	78.44	74.65	80.66	81.43	80.57	81.51	84.80	82.16	81.30	76.38	73.48	86.36	77.38	79.95	79.77	83.50	77.79



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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	MALE	FE- MALE	
DREXPL4 Q17	92%	85%	92%	93%	93%	92%	96%	92%	97%	92%	95%	91%	95%	90%	95%	92%	94%	90%	93%	93%
DRLSTN4 Q18	90%	89%	89%	86%	90%	91%	94%	90%	97%	92%	100%	85%	97%	86%	92%	90%	92%	86%	92%	89%
DRESPU4 Q19	91%	91%	91%	89%	92%	91%	93%	91%	86%	92%	100%	92%	97%	89%	95%	91%	93%	88%	92%	91%
DRTMEN4 Q20	88%	83%	86%	85%	90%	87%	93%	89%	87%	89%	100%	88%	91%	77%	89%	88%	91%	83%	89%	87%
AVERAGE	90.4	87.2	89.6	88.4	91.4	90.5	94.0	90.7	91.8	91.4	98.8	89.1	95.1	85.7	92.7	90.1	92.4	87.0	91.5	90.0

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
DREXPL4 Q17	92%	92%	95%	94%	93%	94%	91%	95%	92%	93%	93%	94%	94%	90%	91%	90%	92%	87%
DRLSTN4 Q18	90%	87%	91%	93%	89%	89%	90%	92%	91%	91%	93%	89%	91%	90%	86%	81%	91%	87%
DRESPU4 Q19	91%	90%	94%	95%	90%	92%	90%	92%	91%	92%	95%	91%	91%	90%	90%	86%	93%	90%
DRTMEN4 Q20	88%	86%	92%	90%	87%	90%	88%	88%	89%	91%	92%	86%	89%	89%	85%	87%	86%	82%
AVERAGE	90.4	88.7	93.0	93.2	89.7	91.3	89.6	91.7	90.7	91.9	93.1	90.1	91.2	89.6	88.1	86.1	90.5	86.8

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	HIS-	NOT HIS-	EX & VERY GOOD & GOOD	FAIR & POOR	FE-	MALE		
PBCLCS4 Q31	76%	72%	66%	67%	75%	83%	83%	76%	95%	68%	81%	70%	78%	66%	74%	76%	77%	73%	74%	76%
CSRESP Q32	92%	82%	94%	89%	90%	96%	98%	93%	100%	80%	100%	96%	94%	86%	88%	93%	93%	91%	90%	93%
AVERAGE	84.03	76.98	80.08	78.33	82.61	89.20	90.85	84.42	97.71	73.74	90.35	82.91	86.08	76.06	80.83	84.31	84.80	81.95	82.39	84.69

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

Banner II

	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PBCLCS4 Q31	76%	74%	82%	76%	71%	71%	61%	88%	76%	78%	83%	78%	80%	80%	70%	72%	78%	72%
CSRESP Q32	92%	92%	87%	92%	84%	90%	93%	94%	88%	89%	77%	90%	94%	94%	92%	89%	97%	94%
AVERAGE	84.03	82.97	84.43	84.21	77.44	80.43	77.33	90.63	81.94	83.50	80.10	84.06	87.14	86.56	80.99	80.18	87.08	83.33

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	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- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE	
NRXWHY Q10	92%	92%	94%	89%	95%	91%	91%	92%	99%	95%	100%	90%	83%	92%	90%	92%	91%	93%	90%	93%
NRXWYNT Q11	73%	69%	75%	78%	74%	69%	69%	73%	80%	54%	87%	75%	46%	77%	65%	73%	71%	74%	71%	73%
RXBST Q12	75%	75%	76%	71%	76%	75%	76%	74%	95%	92%	100%	64%	79%	72%	79%	75%	77%	72%	76%	75%
AVERAGE	79.8	78.5	81.6	79.4	81.6	78.6	79.0	79.6	91.2	80.1	95.7	76.6	69.3	80.5	78.1	79.9	79.5	79.9	79.1	80.4

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

Banner II

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	OHP TOT ADLT	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NRXWHY Q10	92%	95%	91%	93%	91%	94%	86%	94%	93%	96%	86%	96%	92%	95%	91%	89%	90%	93%
NRXWYNT Q11	73%	70%	66%	67%	71%	75%	74%	73%	75%	75%	78%	71%	72%	74%	63%	71%	65%	77%
RXBST Q12	75%	71%	76%	75%	79%	72%	84%	71%	75%	82%	79%	75%	72%	70%	69%	70%	75%	79%
AVERAGE	79.8	78.7	77.4	78.3	80.5	80.2	81.5	79.4	80.9	84.6	80.9	80.7	78.8	79.8	74.4	76.6	77.0	83.3

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q1																			
YES	5304	22	872	1353	1563	1493	3384	43	68	24	74	310	520	1843	3074	4701	266	4111	1193
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	59	8	16	16	20	31		1			5	1	35	21	52	6	51	8	
VALID CASES	5304	22	872	1353	1563	1493	3384	43	68	24	74	310	520	1843	3074	4701	266	4111	1193
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

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	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q1																		
YES	5304	299	332	290	310	307	238	306	325	294	406	324	267	302	303	303	371	320
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	59	1	4	5	7	5		2	3	6	9	3	3	1	4	2	9	2
VALID CASES	5304	299	332	290	310	307	238	306	325	294	406	324	267	302	303	303	371	320
NUMBER OF RESPONDENTS	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q3 YES	1687 32%	5 24%~	325 38%*	474 35%*	416 27%*	465 32%	1147 34%*	9 22%~	15 22%*	3 12%~	39 52%*	90 29%	178 34%	529 29%*	1077 35%*	1487 32%*	111 42%*	1166 29%*	523 44%*
Q3 NO	3541 68%	16 76%~	525 62%*	866 65%*	1126 73%*	1010 68%	2231 66%*	31 78%~	53 78%*	20 88%~	35 48%*	224 71%	339 66%	1314 71%*	1992 65%*	3208 68%*	155 58%*	2876 71%*	664 56%*
NOT ANSWERED	135	1	31	29	37	38	36	3	1	1		1	4	36	26	58	6	120	14
VALID CASES	5228	21	849	1340	1542	1475	3379	40	68	23	74	315	517	1842	3069	4695	266	4042	1187
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q3																		
YES	1687 32%	122 41%*	102 31%	107 37%	106 35%	84 28%	73 31%	87 29%	120 38%*	114 39%*	121 30%	101 31%	89 33%	103 34%	122 41%*	114 39%*	110 31%	108 34%
NO	3541 68%	173 59%*	229 69%	179 63%	200 65%	219 72%	160 69%	215 71%	200 62%*	181 61%*	278 70%	224 69%	179 67%	197 66%	177 59%*	182 61%*	248 69%	209 66%
NOT ANSWERED	135	5	5	9	11	9	5	6	8	5	16	2	2	3	8	9	22	5
VALID CASES	5228	295	331	286	306	303	233	302	320	295	399	325	268	300	299	296	358	317
NUMBER OF RESPONDENTS	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q4 NEVER	18 1%	5 ~ 2%	4 0.8%	9 ~ 2%	9 2%	6 0.5%*	1 11%~	~	~	~	4 4%	1 0.8%	7 1%	7 0.7%	15 1%	1 0.2%*	15 1%	3 0.6%	
SOMETIMES	148 9%	25 ~ 7%	29 7%*	37 9%	57 13%*	86 8%*	1 11%~	1 2%~	1 16%~	3 13%~	11 12%	12 7%	66 13%*	66 6%*	123 9%	18 16%*	104 9%	44 8%	
USUALLY	323 20%	51 ~ 15%*	87 20%	89 22%	97 22%	195 18%*	1 11%~	8 60%~	3 53%~	5 22%~	18 20%	33 18%	118 24%*	182 17%*	276 19%	34 30%*	216 19%	108 20%	
ALWAYS	1151 70%	6 100%~	258 76%*	319 73%	286 69%	813 74%*	8 66%~	5 38%~	2 31%~	15 66%~	59 64%	134 74%	301 61%*	793 76%*	1028 71%*	62 54%*	777 70%	374 71%	
#ALWAYS + USUALLY (NET)	1475 90%	6 100%~	308 91%	406 92%*	370 91%	1008 92%*	9 78%~	13 98%~	5 84%~	20 87%~	77 84%	167 93%	420 85%*	974 93%*	1304 90%	96 84%	993 89%	483 91%	
TOP BOX SCORE	1151 70%	6 100%~	258 76%*	319 73%	286 69%	813 74%*	8 66%~	5 38%~	2 31%~	15 66%~	59 64%	134 74%	301 61%*	793 76%*	1028 71%*	62 54%*	777 70%	374 71%	
NOT ANSWERED	142	2	13	45	35	47	94	1	1	1	8	5	9	32	97	111	16	97	45
VALID CASES	1641	6	339	439	407	450	1100	12	14	6	23	91	181	493	1048	1442	115	1111	530
NUMBER OF RESPONDENTS	1783	8	352	484	442	497	1194	13	14	7	31	96	190	525	1145	1553	131	1208	575
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q4																		
NEVER	18 1%	2 2%	1 1%	2 2%	1 1%	1 1%	1 2%	1 1%	~	2 2%	1 0.9%	1 1%	~	2 2%	1 0.9%	~	~	~
SOMETIMES	148 9%	8 7%	11 12%	9 9%	6 6%	6 8%	10 15%	8 10%	8 7%	8 8%	12 11%	8 9%	1 1%*	8 9%	10 9%	5 5%	11 11%	4 4%*
USUALLY	323 20%	17 15%	19 21%	17 17%	19 19%	13 16%	12 18%	19 23%	20 19%	14 14%	20 19%	12 13%*	10 12%*	19 21%	17 15%	19 19%	25 25%	27 26%
ALWAYS	1151 70%	86 76%	60 66%	70 71%	73 74%	59 75%	43 65%	54 66%	79 74%	79 77%	74 69%	73 78%	72 87%*	63 68%	84 75%	75 76%	64 64%	72 70%
#ALWAYS + USUALLY (NET)	1475 90%	103 91%	79 87%	87 89%	92 93%	72 91%	55 83%	73 89%	99 93%	93 90%	94 88%	85 90%	82 99%*	82 89%	101 90%	94 95%*	89 89%	99 96%*
TOP BOX SCORE	1151 70%	86 76%	60 66%	70 71%	73 74%	59 75%	43 65%	54 66%	79 74%	79 77%	74 69%	73 78%	72 87%*	63 68%	84 75%	75 76%	64 64%	72 70%
NOT ANSWERED	142	9	11	9	7	5	7	5	13	11	14	7	6	11	10	15	10	5
VALID CASES	1641	113	91	98	99	79	66	82	107	103	107	94	83	92	112	99	100	103
NUMBER OF RESPONDENTS	1783 100%	122 100%	102 100%	107 100%	106 100%	84 100%	73 100%	87 100%	120 100%	114 100%	121 100%	101 100%	89 100%	103 100%	122 100%	114 100%	110 100%	108 100%

[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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
OHP TOT CHLD																			
Q5 YES	3345 65%	18 86%~	672 80%*	891 67%*	919 60%*	840 58%*	2183 65%	29 68%~	39 57%	17 75%~	51 70%	204 65%	333 67%	1183 65%	1980 65%	2973 64%*	213 79%*	2414 61%*	934 79%*
NO	1824 35%	3 14%~	170 20%*	431 33%*	609 40%*	617 42%*	1189 35%	13 32%~	29 43%	6 25%~	23 30%	110 35%	163 33%	646 35%	1073 35%	1690 36%*	55 21%*	1567 39%*	255 21%*
NOT ANSWERED	194	1	38	47	51	56	42	1	1	1		1	25	49	41	89	4	181	12
VALID CASES	5169	21	842	1322	1528	1457	3373	42	68	23	74	314	496	1829	3054	4664	268	3981	1189
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q5																		
YES	3345 65%	195 66%	195 60%	178 62%	181 60%	207 69%	146 63%	193 66%	196 61%	181 63%	269 67%	198 61%	162 61%	191 65%	196 65%	206 69%	233 65%	217 69%
NO	1824 35%	100 34%	129 40%	110 38%	120 40%	93 31%	85 37%	101 34%	123 39%	108 37%	131 33%	125 39%	103 39%	105 35%	106 35%	92 31%	126 35%	98 31%
NOT ANSWERED	194	5	12	7	16	12	7	14	9	11	15	4	5	7	5	7	21	7
VALID CASES	5169	295	324	288	301	300	231	294	319	289	400	323	265	296	302	298	359	315
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%

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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q6 NEVER	35 1%	6 ~0.9%	13 2%	6 0.7%	10 1%	27 1%	~	~	~	~	1 ~0.1%*	4 1%	16 1%	18 1%	33 1%	1 0.6%	24 1%	12 1%	
SOMETIMES	451 14%	3 19%~	64 10%*	121 15%	129 15%	135 17%*	235 12%*	4 17%~	16 42%~	11 67%~	3 8%~	35 18%	38 12%	200 18%*	203 11%*	375 13%*	46 23%*	347 15%*	105 12%*
USUALLY	814 26%	1 4%~	159 25%	202 25%	248 29%*	204 26%	523 26%	4 17%~	12 30%~	2 15%~	11 28%~	57 29%	105 32%*	297 27%	486 27%	734 26%	51 26%	553 25%*	261 30%*
ALWAYS	1829 58%	12 77%~	419 65%*	469 58%	478 56%*	449 56%	1237 61%*	15 66%~	10 27%~	3 18%~	26 64%~	102 52%	185 56%	601 54%*	1125 61%*	1635 59%	102 51%*	1333 59%	495 57%
#ALWAYS + USUALLY (NET)	2643 84%	13 81%~	578 89%*	671 83%	727 84%	654 82%*	1760 87%*	19 83%~	22 58%~	5 33%~	37 92%~	159 82%	289 87%	898 81%*	1611 88%*	2369 85%*	153 77%*	1887 84%*	756 87%*
TOP BOX SCORE	1829 58%	12 77%~	419 65%*	469 58%	478 56%*	449 56%	1237 61%*	15 66%~	10 27%~	3 18%~	26 64%~	102 52%	185 56%	601 54%*	1125 61%*	1635 59%	102 51%*	1333 59%	495 57%
NOT ANSWERED	215	1	33	85	36	59	145	4	1	1	8	11	10	67	131	191	7	165	50
VALID CASES	3129	16	648	806	861	799	2022	23	38	16	40	195	331	1113	1832	2777	200	2257	872
NUMBER OF RESPONDENTS	3344 100%	17 100%	681 100%	891 100%	897 100%	858 100%	2167 100%	27 100%	39 100%	16 100%	48 100%	206 100%	341 100%	1180 100%	1963 100%	2968 100%	207 100%	2422 100%	922 100%

[ASKED IF Q5 = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q6 NEVER	35 1%	1 0.5%	4 2%	5 3%	1 0.6%	2 1%	2 1%	~	4 2%	3 2%	2 0.8%	2 1%	2 1%	4 2%	4 2%	2 1%	4 2%	2 1%
SOMETIMES	451 14%	25 13%	24 13%	23 14%	27 16%	23 12%	17 12%	29 16%	20 11%	17 10%	51 21%*	34 19%	16 10%	23 13%	31 17%	25 14%	35 16%	26 13%
USUALLY	814 26%	43 23%	46 26%	52 31%	46 27%	45 23%	41 29%	44 25%	60 33%*	51 30%	65 26%	48 27%	29 19%*	49 27%	57 31%	48 26%	51 24%	56 28%
ALWAYS	1829 58%	120 63%	104 58%	89 53%	96 56%	126 64%	81 57%	106 59%	99 54%	97 58%	129 52%	96 53%	107 69%*	105 58%	91 50%*	109 59%	126 58%	117 58%
#ALWAYS + USUALLY (NET)	2643 84%	163 86%	150 84%	141 83%	142 84%	171 87%	122 87%	150 84%	159 87%	148 88%	194 79%*	144 80%	136 88%	154 85%	148 81%	157 85%	177 82%	173 86%
TOP BOX SCORE	1829 58%	120 63%	104 58%	89 53%	96 56%	126 64%	81 57%	106 59%	99 54%	97 58%	129 52%	96 53%	107 69%*	105 58%	91 50%*	109 59%	126 58%	117 58%
NOT ANSWERED	215	6	17	9	11	11	5	14	13	13	22	18	8	10	13	22	17	16
VALID CASES	3129	189	178	169	170	196	141	179	183	168	247	180	154	181	183	184	216	201
NUMBER OF RESPONDENTS	3344 100%	195 100%	195 100%	178 100%	181 100%	207 100%	146 100%	193 100%	196 100%	181 100%	269 100%	198 100%	162 100%	191 100%	196 100%	206 100%	233 100%	217 100%

[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?

Banner I

	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- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q7 NONE	1553 31%	2 9%~	148 18%*	362 28%*	524 35%*	523 36%*	993 30%	10 25%~	27 40%	12 53%~	23 32%	79 26%*	136 27%	583 33%*	885 29%*	1445 31%*	50 19%*	1367 35%*	183 16%*		
1 TIME	1446 28%	1 7%~	244 30%	385 30%	475 31%*	340 24%*	958 29%	12 31%~	17 26%	6 25%~	21 29%	113 37%*	134 26%	494 28%	873 29%	1344 29%*	45 17%*	1171 30%*	275 23%*		
2	1007 20%	3 14%~	200 24%*	288 22%*	258 17%*	256 18%*	687 20%	7 17%~	9 13%	4 17%~	11 15%	52 17%	110 22%	360 20%	608 20%	929 20%	52 20%	739 19%*	268 23%*		
3	534 11%	9 46%~	105 13%*	132 10%	141 9%	144 10%	350 10%	7 19%~	7 10%	1 3%~	15 21%*	22 7%*	62 12%	182 10%	328 11%	464 10%*	36 14%	355 9%*	180 15%*		
4	260 5%	1 7%~	60 7%*	54 4%	56 4%*	89 6%*	172 5%	1 3%~	4 5%	1 0.7%~	3 4%	30 10%*	21 4%	92 5%	158 5%	215 5%*	32 12%*	158 4%*	103 9%*		
5 TO 9	196 4%	2 8%~	44 5%*	41 3%	43 3%*	66 5%	133 4%	2 5%~	3 4%	1 2%~		11 ~	24 4%	60 3%	128 4%	162 4%*	23 9%*	82 2%*	116 10%*		
10 OR MORE TIMES	87 2%	2 9%~	17 2%	26 2%	13 0.9%*	28 2%	61 2%	1 0.6%~	1 1%				1 ~	19 ~0.3%*	4 4%*	23 1%	65 2%*	58 1%*	25 10%*	35 0.9%*	52 4%*
NOT ANSWERED	280	1	62	79	68	68	60	4	3	1		7	15	85	50	135	9	256	24		
VALID CASES	5083	21	818	1290	1511	1445	3355	39	66	23	74	308	506	1793	3045	4618	263	3906	1177		
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201		
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q7																		
NONE	1553 31%	78 27%	98 30%	87 31%	96 32%	90 31%	73 32%	86 30%	112 35%	83 29%	112 29%	105 33%	78 29%	89 30%	82 28%	79 27%	108 31%	87 28%
1 TIME	1446 28%	71 24%	84 26%	77 28%	81 27%	93 32%	61 27%	84 29%	84 26%	64 22%*	123 32%	95 30%	84 32%	99 33%	86 29%	74 25%	92 27%	84 27%
2	1007 20%	72 25%*	74 23%	60 22%	57 19%	53 18%	31 14%*	63 22%	58 18%	68 24%	68 18%	58 18%	53 20%	57 19%	70 23%	65 22%	64 19%	63 21%
3	534 11%	34 12%	31 10%	29 10%	31 10%	29 10%	33 15%	28 10%	33 10%	31 11%	43 11%	33 10%	31 12%	25 8%	34 11%	38 13%	36 10%	36 12%
4	260 5%	17 6%	15 5%	13 5%	19 6%	10 3%	10 4%	16 5%	14 4%	21 7%	20 5%	14 4%	13 5%	11 4%	11 4%	20 7%	22 6%	19 6%
5 TO 9	196 4%	13 4%	16 5%	10 4%	11 4%	12 4%	13 6%	6 2%*	13 4%	13 5%	16 4%	10 3%	6 2%	12 4%	12 4%	16 5%	19 6%	15 5%
10 OR MORE TIMES	87 2%	6 2%	7 2%	2 0.7%	3 1%	6 2%	5 2%	8 3%	4 1%	6 2%	2 0.5%*	1 0.3%*		3 ~ 1%	3 1%	3 1%	4 1%	2 0.7%*
NOT ANSWERED	280	9	11	17	19	19	12	17	10	14	31	11	5	7	9	10	35	16
VALID CASES	5083	291	325	278	298	293	226	291	318	286	384	316	265	296	298	295	345	306
NUMBER OF RESPONDENTS	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
	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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q8 #YES	2386 68%	15 88%~	485 73%*	636 69%	642 66%	605 66%*	1593 68%	23 83%~	21 51%~	5 39%~	35 70%~	135 62%	262 71%	801 69%	1459 68%	2118 68%*	156 74%*	1677 67%*	709 72%*
NO	1113 32%	2 12%~	179 27%*	289 31%	326 34%	319 34%*	738 32%	5 17%~	20 49%~	7 61%~	15 30%~	82 38%	108 29%	365 31%	690 32%	1019 32%*	54 26%*	835 33%*	277 28%*
NOT ANSWERED	69	14	21	15	19	35		1	2	2	4	8	20	37	59	1	60	8	
VALID CASES	3499	17	664	925	969	924	2331	28	41	12	50	217	370	1166	2149	3137	210	2513	987
NUMBER OF RESPONDENTS	3568	17	678	946	984	943	2366	28	42	14	52	221	378	1186	2186	3196	210	2573	995
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q8 #YES	2386 68%	155 73%	150 68%	121 64%	117 60%*	138 69%	103 68%	136 67%	137 67%	139 71%	190 72%	143 69%	128 69%	144 72%	143 67%	134 65%	157 68%	154 72%
NO	1113 32%	56 27%	70 32%	67 36%	79 40%*	61 31%	48 32%	67 33%	66 33%	58 29%	73 28%	65 31%	57 31%	56 28%	70 33%	73 35%	73 32%	60 28%
NOT ANSWERED	69	2	7	3	6	4	2	2	3	6	9	3	2	7	3	9	7	5
VALID CASES	3499	211	220	188	196	199	151	203	203	197	263	208	185	200	213	207	230	214
NUMBER OF RESPONDENTS	3568	213	227	191	202	203	153	205	206	203	272	211	187	207	216	216	237	219
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	OHP TOT CHLD	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q9 NEVER	78 2%	1 7%	6 0.8%*	25 3%	16 2%	29 3%*	40 2%*	1 3%	5 12%~	1 ~	10 2%~	11 5%	27 2%	50 2%	75 2%*	3 1%	69 3%*	8 0.9%*	
SOMETIMES	344 10%	51 ~	87 8%*	101 9%	107 11%	12% 12%	202 9%*	4 14%~	6 15%~	5 38%~	6 11%~	28 13%	40 11%	125 11%	188 9%*	286 9%*	43 20%*	237 10%	107 11%
USUALLY	768 22%	2 9%	143 22%	189 20%	213 22%	222 24%	490 21%	5 18%~	8 20%~	2 15%~	10 20%~	47 22%	77 20%	285 25%*	432 20%*	657 21%*	66 32%*	534 21%	234 24%
ALWAYS	2292 66%	14 83%~	460 70%*	627 68%	621 65%	566 61%*	1599 69%*	18 65%~	22 53%~	6 47%~	33 66%~	130 60%	248 66%	714 62%*	1487 69%*	2110 67%*	96 46%*	1652 66%	640 65%
#ALWAYS + USUALLY (NET)	3059 88%	16 93%~	603 91%*	816 88%	835 88%	788 85%*	2089 90%*	23 83%~	30 73%~	8 62%~	43 86%~	177 82%*	325 86%	1000 87%	1919 89%*	2768 88%*	162 78%*	2186 88%	873 88%
TOP BOX SCORE	2292 66%	14 83%~	460 70%*	627 68%	621 65%	566 61%*	1599 69%*	18 65%~	22 53%~	6 47%~	33 66%~	130 60%	248 66%	714 62%*	1487 69%*	2110 67%*	96 46%*	1652 66%	640 65%
NOT ANSWERED	87	18	18	32	19	35	1	1	2	2	5	2	34	29	68	2	81	7	
VALID CASES	3481	17	660	928	952	924	2331	27	41	12	50	216	376	1152	2157	3128	208	2492	988
NUMBER OF RESPONDENTS	3568	17	678	946	984	943	2366	28	42	14	52	221	378	1186	2186	3196	210	2573	995
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q9 NEVER	78 2%	2 1%	3 1%	6 3%	1 0.5%*	5 3%	7 5%	5 2%	7 3%	5 2%	9 3%	2 1%	1 0.5%*	3 1%	8 4%	2 0.9%	4 2%	1 0.5%*
SOMETIMES	344 10%	23 11%	24 11%	16 9%	18 9%	19 10%	9 6%*	23 11%	17 8%	22 11%	22 8%	21 10%	16 9%	21 10%	16 8%	13 6%*	25 11%	15 7%
USUALLY	768 22%	41 20%	52 24%	44 24%	54 28%	32 16%*	41 28%	38 19%	51 25%	42 21%	67 26%	50 24%	33 18%	29 14%*	62 29%*	53 25%	67 29%*	52 24%
ALWAYS	2292 66%	144 69%	140 64%	120 65%	120 62%	141 72%	92 62%	134 67%	127 63%	132 66%	163 62%	135 65%	135 73%*	148 74%*	127 60%	143 68%	136 59%*	145 68%
#ALWAYS + USUALLY (NET)	3059 88%	185 88%	192 88%	164 88%	174 90%	173 88%	133 89%	172 86%	178 88%	174 87%	230 88%	185 89%	168 91%	177 88%	189 89%	196 93%*	203 88%	197 92%*
TOP BOX SCORE	2292 66%	144 69%	140 64%	120 65%	120 62%	141 72%	92 62%	134 67%	127 63%	132 66%	163 62%	135 65%	135 73%*	148 74%*	127 60%	143 68%	136 59%*	145 68%
NOT ANSWERED	87	3	8	5	9	6	4	5	4	2	11	3	2	6	3	5	5	6
VALID CASES	3481	210	219	186	193	197	149	200	202	201	261	208	185	201	213	211	232	213
NUMBER OF RESPONDENTS	3568 100%	213 100%	227 100%	191 100%	202 100%	203 100%	153 100%	205 100%	206 100%	203 100%	272 100%	211 100%	187 100%	207 100%	216 100%	216 100%	237 100%	219 100%

[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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q10 YES	1122 32%	7 43%~	185 28%*	268 29%*	321 33%	342 37%*	772 33%	8 30%~	14 33%~	3 23%~	25 51%~	56 26%*	126 34%	324 28%*	754 35%*	979 31%*	86 42%*	633 25%*	490 50%*
Q10 NO	2348 68%	10 57%~	465 72%*	652 71%*	643 67%	579 63%*	1546 67%	20 70%~	28 67%~	9 77%~	25 49%~	159 74%*	249 66%	827 72%*	1399 65%*	2147 69%*	120 58%*	1850 75%*	498 50%*
NOT ANSWERED	97	28	26	20	23	48		1	2	2	6	3	35	33	71	4	90	7	
VALID CASES	3471	17	650	920	964	920	2318	28	41	12	50	215	375	1151	2153	3125	206	2483	988
NUMBER OF RESPONDENTS	3568	17	678	946	984	943	2366	28	42	14	52	221	378	1186	2186	3196	210	2573	995
	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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q10 YES	1122 32%	67 32%	55 25%*	58 31%	59 31%	53 27%	53 36%	65 32%	82 40%*	72 36%	72 27%	65 32%	53 29%	63 31%	75 35%	68 33%	74 33%	76 36%
NO	2348 68%	141 68%	164 75%*	129 69%	132 69%	144 73%	96 64%	136 68%	122 60%*	129 64%	190 73%	140 68%	132 71%	137 69%	138 65%	139 67%	153 67%	138 64%
NOT ANSWERED	97	5	8	4	11	6	4	4	2	2	10	6	2	7	3	9	10	5
VALID CASES	3471	208	219	187	191	197	149	201	204	201	262	205	185	200	213	207	227	214
NUMBER OF RESPONDENTS	3568	213	227	191	202	203	153	205	206	203	272	211	187	207	216	216	237	219
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]



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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC	IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q11 #YES	947 94%	2 31%~	160 97%*	225 92%	266 93%	294 95%	691 96%*	8 100%~	11 99%~	3 100%~	15 99%~	37 95%~	112 91%	241 88%*	692 97%*	830 94%	88 97%*	488 92%*	471 96%*
NO	63 6%	3 69%~	5 3%*	18 8%	19 7%	16 5%	32 4%*	1 ~0.7%~	1 ~	2 1%~	11 5%~	11 9%	32 12%*	25 3%*	57 6%	2 3%*	42 8%*	20 4%*	
NOT ANSWERED	450	4	104	135	103	104	146	3	3	4	8	26	18	172	97	270	22	394	45
VALID CASES	1010	5	166	244	285	310	724	8	11	3	15	39	123	272	717	887	90	530	491
NUMBER OF RESPONDENTS	1460	9	270	379	388	414	870	11	14	7	23	65	141	444	814	1157	112	924	536
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q11 #YES	947 94%	60 94%	47 90%	54 95%	51 94%	49 98%~	47 90%	53 93%	75 97%	65 94%	62 95%	57 90%	50 98%*	55 93%	70 95%	64 96%	62 93%	66 97%
NO	63 6%	4 6%	5 10%	3 5%	3 6%	1 2%~	5 10%	4 7%	2 3%	4 6%	3 5%	6 10%	1 2%*	4 7%	4 5%	3 4%	5 7%	2 3%
NOT ANSWERED	450	17	22	22	35	28	17	29	17	19	48	19	9	18	13	20	52	29
VALID CASES	1010	64	52	57	54	50	52	57	77	69	65	63	51	59	74	67	67	68
NUMBER OF RESPONDENTS	1460	81	74	79	89	78	69	86	94	88	113	82	60	77	87	87	119	97
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q12 #YES	718 70%	4 83%~	128 70%	162 65%*	202 73%	221 72%	529 73%*	6 70%~	6 53%~	4 89%~	15 95%~	23 67%~	77 63%	174 67%	513 71%	620 70%	63 73%	354 65%*	366 76%*
NO	305 30%	1 17%~	54 30%	88 35%*	76 27%	87 28%	193 27%*	2 30%~	6 47%~	1 11%~	1 5%~	11 33%~	44 37%	86 33%	205 29%	269 30%	23 27%	187 35%*	117 24%*
NOT ANSWERED	87	2	17	32	19	17	42				6	12	2	51	22	73	8	69	17
VALID CASES	1023	5	182	250	278	308	722	8	12	5	15	35	121	260	718	889	86	541	483
NUMBER OF RESPONDENTS	1110	7	199	282	297	325	764	8	12	5	21	47	123	311	740	962	94	610	500
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME AND 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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q12																		
#YES	718 70%	45 70%	36 69%	43 77%	35 65%	36 72%	38 73%	42 74%	51 66%	42 62%	42 66%	45 71%	34 65%	44 76%	42 58%*	37 56%*	44 67%	47 71%
NO	305 30%	19 30%	16 31%	13 23%	19 35%	14 28%	14 27%	15 26%	26 34%	26 38%	22 34%	18 29%	18 35%	14 24%	31 42%*	29 44%*	22 33%	19 29%
NOT ANSWERED	87	3	3	2	5	3	1	8	5	4	8	2	1	5	2	2	8	10
VALID CASES	1023	64	52	56	54	50	52	57	77	68	64	63	52	58	73	66	66	66
NUMBER OF RESPONDENTS	1110 100%	67 100%	55 100%	58 100%	59 100%	53 100%	53 100%	65 100%	82 100%	72 100%	72 100%	65 100%	53 100%	63 100%	75 100%	68 100%	74 100%	76 100%

[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?

Banner I

	AGE						RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q13 #YES	830 78%	5 81%~	152 79%	209 76%	226 78%	239 78%	582 78%	6 74%~	10 80%~	4 84%~	15 90%~	37 78%~	74 61%*	236 78%	556 78%	725 78%	65 73%	437 75%*	394 81%*
NO	241 22%	1 19%~	41 21%	67 24%	64 22%	69 22%	160 22%	2 26%~	2 20%~	1 16%~	2 10%~	10 22%~	47 39%*	68 22%	160 22%	210 22%	25 27%	147 25%*	93 19%*
NOT ANSWERED	39	1	6	6	8	17	22				4		2	8	24	28	4	26	13
VALID CASES	1071	6	193	276	289	308	742	8	12	5	17	47	121	303	716	934	90	584	487
NUMBER OF RESPONDENTS	1110	7	199	282	297	325	764	8	12	5	21	47	123	311	740	962	94	610	500
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME AND 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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q13 #YES	830 78%	48 73%	40 75%	41 72%	44 75%	41 77%	42 81%	49 82%	54 67%*	54 76%	57 80%	48 76%	35 69%	44 73%	51 71%	50 77%	60 82%	59 82%
NO	241 22%	18 27%	13 25%	16 28%	15 25%	12 23%	10 19%	11 18%	27 33%*	17 24%	14 20%	15 24%	16 31%	16 27%	21 29%	15 23%	13 18%	13 18%
NOT ANSWERED	39	1	2	1			1	5	1	1	1	2	2	3	3	3	1	4
VALID CASES	1071	66	53	57	59	53	52	60	81	71	71	63	51	60	72	65	73	72
NUMBER OF RESPONDENTS	1110	67	55	58	59	53	53	65	82	72	72	65	53	63	75	68	74	76
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	T	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q14 WORST HEALTH CARE POSSIBLE	3 0.1%	~	1 ~0.0%	2 0.2%	1 0.1%	1 0.1%	1 3%	~	~	~	1 ~0.1%	~	1 ~0.0%	4 0.2%	3 0.1%	1 0.2%	2 0.1%	1 0.1%	
01	7 0.2%	~0.4%	3 0.0%	1 0.1%	3 0.3%	3 0.1%	~	~	~	2 4%	1 ~0.2%	~	3 ~0.3%	3 0.1%	3 0.1%	3 2%	5 0.2%	1 0.1%	
02	9 0.3%	~0.3%	2 0.1%	1 0.3%	4 0.5%	4 0.2%	~	1 2%	~	~	1 ~0.5%	1 0.3%	2 0.2%	6 0.3%	8 0.3%	~	7 ~0.3%	2 0.2%	
03	25 0.7%	~0.2%	1 0.6%	6 0.4%	3 2%	16 0.5%	~	~	~	~	1 ~0.3%	5 1%	9 0.8%	15 0.7%	17 0.6%	6 3%	12 0.5%	13 1%	
04	47 1%	1 2%	5 ~0.8%	11 1%	11 1%	20 2%	33 1%	~	~	~	1 2%	5 2%	4 1%	18 2%	27 1%	32 1%	9 4%	31 1%	16 2%
05	121 3%	3 19%	16 2%	38 4%	37 4%	26 3%	82 4%	2 6%	2 6%	~	2 4%	5 2%	19 5%	38 3%	78 4%	99 3%	20 9%	71 3%	50 5%
06	116 3%	~	21 3%	31 3%	28 3%	36 4%	69 3%	2 9%	3 7%	~	1 ~0.4%	2 1%	24 6%	26 2%	86 4%	96 3%	11 5%	79 3%	37 4%
07	300 9%	1 7%	46 7%	74 8%	85 9%	93 10%	198 9%	2 6%	9 22%	1 4%	5 10%	15 7%	31 8%	86 7%	189 9%	250 8%	26 12%	191 8%	109 11%
08	813 23%	6 36%	156 24%	225 24%	215 22%	210 23%	550 24%	8 27%	11 27%	1 8%	7 14%	58 27%	100 27%	262 23%	521 24%	721 23%	59 28%	560 23%	254 26%
09	704 20%	3 17%	140 21%	201 22%	206 22%	153 17%	480 21%	3 11%	7 17%	3 23%	11 22%	55 25%	64 17%	262 23%	405 19%	658 21%	27 13%	522 21%	182 18%
BEST HEALTH CARE POSSIBLE	1323 38%	3 18%	270 41%	332 36%	366 38%	353 39%	886 38%	11 39%	8 19%	8 66%	22 45%	74 34%	124 33%	455 39%	811 38%	1239 40%	48 23%	1002 40%	322 33%
#8-10 (NET)	2841 82%	12 71%	567 86%	758 82%	788 82%	715 78%	1916 83%	22 77%	26 63%	12 96%	39 81%	187 86%	289 77%	980 84%	1736 81%	2618 84%	134 64%	2083 84%	758 77%

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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AMER AS-	IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
9-10 (NET)	2027 58%	6 35%~	411 62%*	533 58%	573 60%	506 55%*	1366 59%	14 50%~	15 36%~	11 88%~	32 66%~	129 59%	188 51%*	717 62%*	1215 57%*	1897 61%*	75 36%*	1523 61%*	504 51%*
NOT ANSWERED	98		17	26	27	28	47		1	2	3	4	5	23	42	70	1	90	8
VALID CASES	3470	17	661	920	957	915	2319	28	41	12	49	217	373	1163	2144	3126	209	2483	987
NUMBER OF RESPONDENTS	3568	17	678	946	984	943	2366	28	42	14	52	221	378	1186	2186	3196	210	2573	995
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.58	7.80	8.74	8.58	8.62	8.44	8.61	8.28	7.87	9.50	8.56	8.61	8.35	8.66	8.54	8.67	7.64	8.67	8.34
p stat_(*=Sig @ p<=.05)		~.002*	.972	.380	.004*	.149	~	~	~	~.761	.003*	.028*	.136	.000*	.000*	.000*	0.000*	0.000*	0.000*

[ASKED IF Q7 >= 1]



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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q14 WORST HEALTH CARE POSSIBLE	3 0.1%		1 ~0.5%	1 0.5%					1 ~0.5%					1 ~0.5%	1 0.5%			
01	7 0.2%	2 1%	1 0.5%	1 0.5%							1 ~0.4%				1 ~0.5%	1 0.5%	2 0.9%	
02	9 0.3%	2 1%	2 0.9%	1 0.5%		1 ~0.5%				1 ~0.5%	2 0.8%			1 ~0.5%		1 ~0.5%	1 0.4%	1 0.5%
03	25 0.7%	2 1%	5 2%	2 1%	1 0.5%	1 0.5%	3 2%	1 0.5%	1 0.5%	1 0.5%	2 0.8%	1 0.5%	2 1%	2 1%	1 0.5%	1 0.5%	1 0.4%	2 0.9%
04	47 1%	3 1%	5 2%	5 3%	1 0.5%	1 0.5%	3 2%	4 2%	2 1%	3 1%	4 2%	2 1%			5 2%	1 0.5%	4 2%	1 0.5%
05	121 3%	7 3%	8 4%	7 4%	9 5%	5 3%	9 6%	7 3%	8 4%	7 3%	10 4%	7 3%	8 4%	4 2%	12 6%	16 8%*	5 2%	4 2%
06	116 3%	13 6%	12 6%	8 4%	9 5%	8 4%	2 1%*	6 3%	7 3%	6 3%	8 3%	7 3%	4 2%	5 3%	10 5%	11 5%	5 2%	11 5%
07	300 9%	13 6%	18 8%	17 9%	23 12%	9 5%*	15 10%	14 7%	18 9%	14 7%	20 8%	24 12%	19 10%	22 11%	19 9%	17 8%	27 12%	17 8%
08	813 23%	42 20%	46 21%	41 22%	43 22%	43 22%	31 21%	54 27%	46 23%	47 24%	50 19%	59 29%	42 23%	41 21%	65 31%*	53 25%	47 20%	45 21%
09	704 20%	40 19%	45 21%	43 23%	44 23%	40 20%	35 24%	40 20%	44 22%	43 21%	53 20%	37 18%	36 20%	41 21%	34 16%	35 17%	42 18%	49 23%
BEST HEALTH CARE POSSIBLE	1323 38%	83 40%	74 34%	60 32%	63 33%	89 45%*	50 34%	74 37%	77 38%	78 39%	111 43%	69 33%	71 39%	81 41%	64 30%*	72 35%	98 42%	85 40%
#8-10 (NET)	2841 82%	165 80%	165 76%*	144 77%	150 78%	172 87%*	116 78%	168 84%	167 82%	168 84%	214 82%	165 80%	149 82%	163 82%	163 77%	160 77%	187 81%	179 83%
9-10 (NET)	2027 58%	123 59%	119 55%	103 55%	107 55%	129 65%*	85 57%	114 57%	121 59%	121 61%	164 63%	106 51%*	107 59%	122 62%	98 46%*	107 51%*	140 60%	134 62%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	98	6	10	5	9	6	5	5	2	3	11	5	5	9	4	8	5	4
VALID CASES	3470	207	217	186	193	197	148	200	204	200	261	206	182	198	212	208	232	215
NUMBER OF RESPONDENTS	3568	213	227	191	202	203	153	205	206	203	272	211	187	207	216	216	237	219
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.58	8.47	8.25	8.31	8.48	8.83	8.42	8.60	8.59	8.65	8.63	8.50	8.64	8.68	8.22	8.34	8.63	8.69
p stat_(*=Sig @ p<=.05)		.406	.017*	.054	.391	.020*	.200	.810	.896	.558	.628	.430	.596	.340	.004*	.033*	.631	.318

[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?

Banner I

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q15 NEVER	64 2%	13 ~	20 2%	7 0.8%*	24 3%	38 2%	1 3%	1 ~0.3%*	1 ~0.4%*	6 3%	4 1%	31 3%*	25 1%*	56 2%	5 2%	42 2%	23 2%		
SOMETIMES	353 10%	2 9%~	46 7%*	85 9%	111 12%	110 12%*	180 8%*	5 18%~	3 7%~	5 42%~	5 10%~	24 11%	56 15%*	138 12%*	188 9%*	278 9%*	52 25%*	210 9%*	143 14%*
USUALLY	1112 32%	8 46%~	179 28%*	300 33%	326 34%	299 33%	718 31%*	6 22%~	17 43%~	4 32%~	17 34%~	77 36%	122 33%	399 35%*	643 30%*	977 31%*	79 38%	785 32%	326 33%
ALWAYS	1922 56%	8 45%~	411 63%*	515 56%	515 54%	472 52%*	1387 60%*	16 57%~	19 50%~	3 26%~	27 55%~	108 50%	192 51%	587 51%*	1287 60%*	1806 58%*	73 35%*	1424 58%*	497 50%*
#ALWAYS + USUALLY (NET)	3034 88%	15 91%~	590 91%*	815 89%	841 88%	770 85%*	2105 91%*	22 79%~	36 92%~	7 58%~	44 89%~	185 86%	314 84%*	986 85%*	1931 90%*	2783 89%*	153 73%*	2210 90%*	824 83%*
TOP BOX SCORE	1922 56%	8 45%~	411 63%*	515 56%	515 54%	472 52%*	1387 60%*	16 57%~	19 50%~	3 26%~	27 55%~	108 50%	192 51%	587 51%*	1287 60%*	1806 58%*	73 35%*	1424 58%*	497 50%*
NOT ANSWERED	117	30	25	24	39	43	3	2	3	6	4	30	42	78	1	111	6		
VALID CASES	3451	17	648	921	960	904	2323	28	39	12	49	215	374	1156	2144	3118	210	2462	989
NUMBER OF RESPONDENTS	3568	17	678	946	984	943	2366	28	42	14	52	221	378	1186	2186	3196	210	2573	995
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner II

	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q15																		
NEVER	64 2%	8 4%	4 2%	9 5%	1 0.5%*	3 2%	4 3%	4 2%	5 2%	1 0.5%*	9 3%		1 -0.6%*	6 3%	3 1%	1 0.5%*	2 0.9%	3 1%
SOMETIMES	353 10%	24 12%	30 14%	26 14%	22 11%	12 6%*	24 16%*	21 11%	18 9%	18 9%	27 10%	26 13%	10 6%*	18 9%	26 12%	17 8%	18 8%	18 8%
USUALLY	1112 32%	54 26%*	64 29%	48 26%*	71 37%	55 28%	51 34%	64 32%	71 35%	68 35%	95 37%	66 32%	43 24%*	53 27%	80 38%	70 34%	84 37%	73 34%
ALWAYS	1922 56%	122 59%	119 55%	104 56%	99 51%	126 64%*	70 47%*	108 55%	110 54%	110 56%	129 50%	115 56%	127 70%*	121 61%	102 48%*	120 58%	125 55%	120 56%
#ALWAYS + USUALLY (NET)	3034 88%	176 85%	183 84%	152 81%*	170 88%	181 92%*	121 81%*	172 87%	181 89%	178 90%	224 86%	181 87%	170 94%*	174 88%	182 86%	190 91%	209 91%	193 90%
TOP BOX SCORE	1922 56%	122 59%	119 55%	104 56%	99 51%	126 64%*	70 47%*	108 55%	110 54%	110 56%	129 50%	115 56%	127 70%*	121 61%	102 48%*	120 58%	125 55%	120 56%
NOT ANSWERED	117	5	10	4	9	7	4	8	2	6	12	4	6	9	5	8	8	5
VALID CASES	3451	208	217	187	193	196	149	197	204	197	260	207	181	198	211	208	229	214
NUMBER OF RESPONDENTS	3568	213	227	191	202	203	153	205	206	203	272	211	187	207	216	216	237	219
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
Q16 YES	3643 71%	3 14%~	190 23%*	1028 78%*	1307 86%*	1124 78%*	2458 73%*	35 87%~	43 64%	19 83%~	63 86%*	195 63%*	397 76%*	1204 65%*	2317 75%*	3337 71%	191 71%	2641 67%*	1005 84%*
NO	1481 29%	18 86%~	639 77%*	287 22%*	208 14%*	319 22%*	922 27%*	5 13%~	24 36%	4 17%~	11 14%*	114 37%*	123 24%*	635 35%*	754 25%*	1351 29%	76 29%	1290 33%*	188 16%*
NOT ANSWERED	239	1	51	53	64	70	35	2	2	1	1	6	1	38	24	65	4	231	8
VALID CASES	5124	21	829	1316	1515	1443	3380	41	67	23	74	309	521	1840	3071	4688	268	3931	1193
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q16																			
YES	3643 71%	207 71%	249 77%*	193 68%	213 70%	204 69%	176 78%*	198 68%	234 73%	225 78%*	287 72%	246 77%*	201 76%	216 74%	234 78%*	232 79%*	231 65%*	225 73%	
NO	1481 29%	83 29%	74 23%*	92 32%	92 30%	93 31%	50 22%*	94 32%	87 27%	62 22%*	111 28%	72 23%*	64 24%	77 26%	67 22%*	60 21%*	123 35%*	85 27%	
NOT ANSWERED	239	10	13	10	12	15	12	16	7	13	17	9	5	10	6	13	26	12	
VALID CASES	5124	290	323	285	305	297	226	292	321	287	398	318	265	293	301	292	354	310	
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%	

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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q17 YES	403 11%	30 ~ 16%	136 14%*	138 11%	98 9%*	249 10%	5 15%~	1 0.6%~	3 19%~	9 15%	22 12%	45 12%	169 14%*	211 10%*	337 10%*	46 24%*	199 8%*	202 21%*	
Q17 NO	3143 89%	4 100%~	165 84%	848 86%*	1120 89%	1007 91%*	2120 90%	27 85%~	42 99%~	12 81%~	49 85%	160 88%	337 88%	1007 86%*	1990 90%*	2882 90%*	144 76%*	2379 92%*	765 79%*
NOT ANSWERED	226	10	65	74	76	169	2	2	3	3	12	13	56	161	210	9	180	46	
VALID CASES	3545	4	195	984	1258	1105	2369	32	42	14	57	182	382	1176	2201	3219	190	2578	967
NUMBER OF RESPONDENTS	3771	4	205	1049	1332	1181	2538	34	44	17	60	194	395	1232	2362	3429	199	2758	1013
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q17 YES	403 11%	17 9%	21 9%	20 12%	23 12%	24 12%	20 12%	23 12%	23 11%	23 11%	41 16%	15 7%*	9 5%*	17 8%	19 9%	22 10%	33 15%	28 13%
NO	3143 89%	178 91%	214 91%	152 88%	172 88%	168 88%	142 88%	167 88%	192 89%	193 89%	221 84%	210 93%*	180 95%*	189 92%	204 91%	191 90%	186 85%	182 87%
NOT ANSWERED	226	12	14	21	18	12	14	8	19	9	25	21	12	10	11	19	12	15
VALID CASES	3545	195	235	172	195	192	162	190	215	216	262	225	189	206	223	213	219	210
NUMBER OF RESPONDENTS	3771	207	249	193	213	204	176	198	234	225	287	246	201	216	234	232	231	225
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES]



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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q18 #YES	349 94%	26 ~ 96%	108 ~ 90%	114 95%	101 98%	214 96%	5 100%		3 ~100%	6 81%	23 90%	40 92%	144 93%	188 94%	289 94%	46 93%	164 92%	185 96%
NO	22 6%	1 ~ 4%	12 ~ 10%	6 5%	2 2%	9 4%				1 ~ 19%	3 10%	4 8%	10 7%	11 6%	18 6%	4 7%	15 8%	7 4%
NOT ANSWERED	7		3	2	2	1		1				5	1	6	4	2	2	5
VALID CASES	371	27	120	120	104	223	5		3	7	26	43	154	199	307	49	179	192
NUMBER OF RESPONDENTS	378	27	123	122	106	224	5	1	3	7	26	48	154	205	311	51	181	197
	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES AND Q17 = 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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q18 #YES	349 94%	16 94%~	20 95%~	19 95%~	23 100%~	23 100%~	19 95%~	22 96%~	20 91%~	21 95%~	33 82%~	14 93%~	8 100%~	15 88%~	14 78%~	22 100%~	29 94%~	22 79%~
NO	22 6%	1 6%~	1 5%~	1 5%~	~	~	1 5%~	1 4%~	2 9%~	1 5%~	7 18%~	1 7%~	~	2 12%~	4 22%~	~	2 6%~	6 21%~
NOT ANSWERED	7					1			1	1	1		1		1		2	
VALID CASES	371	17	21	20	23	23	20	23	22	22	40	15	8	17	18	22	31	28
NUMBER OF RESPONDENTS	378	17	21	20	23	24	20	23	23	23	41	15	9	17	19	22	33	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES AND Q17 = YES]

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q19 YES	175 3%	2 10%~	31 4%	49 4%	51 3%	42 3%	118 3%	3 6%~	1 1%	1 ~	12 2%	21 4%	50 3%*	122 4%*	133 3%*	33 12%*	61 2%*	116 10%*	
NO	4948 97%	18 90%~	793 96%	1274 96%	1460 97%	1403 97%	3266 97%	40 94%~	67 99%	24 100%~	73 98%	296 96%	500 96%	1795 97%*	2955 96%*	4566 97%*	235 88%*	3878 98%*	1069 90%*
NOT ANSWERED	240	1	55	47	68	68	32	1	1			7	33	18	54	4	223	16	
VALID CASES	5123	21	825	1322	1511	1445	3383	42	68	24	74	308	521	1845	3077	4699	268	3939	1185
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q19 YES	175 3%	14 5%	12 4%	13 5%	16 5%	4 1%*	13 6%	8 3%	6 2%*	18 6%*	7 2%*	8 3%	8 3%	10 3%	17 6%	21 7%*	11 3%	10 3%
NO	4948 97%	278 95%	306 96%	274 95%	284 95%	294 99%*	214 94%	284 97%	313 98%*	266 94%*	390 98%*	309 97%	253 97%	285 97%	284 94%	276 93%*	343 97%	301 97%
NOT ANSWERED	240	8	18	8	17	14	11	16	9	16	18	10	9	8	6	8	26	11
VALID CASES	5123	292	318	287	300	298	227	292	319	284	397	317	261	295	301	297	354	311
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%

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

Banner I

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q20 NEVER	23 12%	1 32%~	3 7%~	4 8%	9 16%	6 14%~	16 13%	1 ~100%~	2 ~ 58%~	2 17%~	2 6%~	3 5%*	20 15%*	16 10%~	6 17%~	6 8%	16 13%	
SOMETIMES	35 18%	1 12%~	5 14%~	8 14%	10 18%	11 26%~	24 19%	~	~	1 ~ 21%~	2 13%~	4 16%~	11 21%	19 15%	25 16%~	6 19%~	8 11%*	25 22%*
USUALLY	49 25%	~	12 32%~	18 32%	11 21%	8 19%~	29 24%	~	~	~	2 ~ 13%~	12 43%~	13 23%	36 27%	44 29%~	5 16%~	23 30%	26 23%
ALWAYS	87 45%	2 56%~	17 47%~	25 46%	25 45%	18 42%~	54 44%	2 100%~	~	1 ~ 21%~	7 58%~	9 35%~	27 50%	56 43%	69 45%~	16 48%~	38 50%	49 42%
#ALWAYS + USUALLY (NET)	135 70%	2 56%~	29 78%~	43 78%	36 66%	26 60%~	83 68%	2 100%~	~	1 ~ 21%~	8 71%~	21 78%~	40 74%	92 70%	113 74%~	21 64%~	61 80%*	76 65%*
TOP BOX SCORE	87 45%	2 56%~	17 47%~	25 46%	25 45%	18 42%~	54 44%	2 100%~	~	1 ~ 21%~	7 58%~	9 35%~	27 50%	56 43%	69 45%~	16 48%~	38 50%	49 42%
NOT ANSWERED	3	1	1	1	1	3						2	1	3	1	3	1	
VALID CASES	193	3	37	55	55	44	123	2	1	3	12	27	54	131	153	33	76	117
NUMBER OF RESPONDENTS	196	3	38	56	55	44	126	2	1	3	12	27	56	132	156	33	79	117
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q20																		
NEVER	23 12%	3 21%~	5 45%~	3 23%~	2 14%~		4 ~ 31%~			4 ~ 22%~	1 14%~	1 13%~	2 25%~	1 10%~	1 6%~	2 11%~		1 ~ 10%~
SOMETIMES	35 18%	3 21%~	1 9%~	1 8%~	3 21%~	2 50%~	4 31%~	2 25%~		1 ~ 6%~	1 14%~	1 13%~			4 ~ 24%~	4 21%~	1 9%~	
USUALLY	49 25%	4 29%~	2 18%~	2 15%~	2 14%~	1 25%~	3 23%~	1 13%~	1 17%~	4 22%~	1 14%~	2 25%~	2 25%~	4 40%~	4 24%~	3 16%~	6 55%~	4 40%~
ALWAYS	87 45%	4 29%~	3 27%~	7 54%~	7 50%~	1 25%~	2 15%~	5 63%~	5 83%~	9 50%~	4 57%~	4 50%~	4 50%~	5 50%~	8 47%~	10 53%~	4 36%~	5 50%~
#ALWAYS + USUALLY (NET)	135 70%	8 57%~	5 45%~	9 69%~	9 64%~	2 50%~	5 38%~	6 75%~	6 100%~	13 72%~	5 71%~	6 75%~	6 75%~	9 90%~	12 71%~	13 68%~	10 91%~	9 90%~
TOP BOX SCORE	87 45%	4 29%~	3 27%~	7 54%~	7 50%~	1 25%~	2 15%~	5 63%~	5 83%~	9 50%~	4 57%~	4 50%~	4 50%~	5 50%~	8 47%~	10 53%~	4 36%~	5 50%~
NOT ANSWERED	3		1		2												2	
VALID CASES	193	14	11	13	14	4	13	8	6	18	7	8	8	10	17	19	11	10
NUMBER OF RESPONDENTS	196	14	12	13	16	4	13	8	6	18	7	8	8	10	17	21	11	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	IAN	NATV ILND	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q21 #YES	157 84%	1 12%	28 75%	44 89%	48 88%	36 82%	98 84%	2 100%	~	~	1 42%	11 96%	19 71%	44 82%	106 84%	130 85%	22 76%	66 87%	92 82%
NO	31 16%	3 88%	9 25%	6 11%	6 12%	8 18%	19 16%	1 100%	~	~	2 58%	1 4%	8 29%	10 18%	20 16%	23 15%	7 24%	10 13%	21 18%
NOT ANSWERED	8		1	6	1		8							2	6	3	4	3	5
VALID CASES	188	3	37	50	55	44	118	2	1		3	12	27	54	126	153	29	76	112
NUMBER OF RESPONDENTS	196	3	38	56	55	44	126	2	1		3	12	27	56	132	156	33	79	117
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q21 #YES	157 84%	11 79%~	6 60%~	10 77%~	10 71%~100%~	4 100%~	11 85%~	6 86%~100%~	6 100%~	11 61%~	4 57%~	6 75%~	3 43%~	8 80%~	15 88%~	19 95%~100%~	11 100%~	9 90%~
NO	31 16%	3 21%~	4 40%~	3 23%~	4 29%~		2 ~ 15%~	1 14%~		7 ~ 39%~	3 43%~	2 25%~	4 57%~	2 20%~	2 12%~	1 5%~		1 ~ 10%~
NOT ANSWERED	8		2		2			1					1			1		
VALID CASES	188	14	10	13	14	4	13	7	6	18	7	8	7	10	17	20	11	10
NUMBER OF RESPONDENTS	196	14	12	13	16	4	13	8	6	18	7	8	8	10	17	21	11	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q19 = YES]



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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q22																			
YES	446 9%	1 2%~	64 8%	153 12%*	119 8%	109 8%	278 8%	1 0.6%~	10 15%	1 3%~	9 13%	24 8%	47 9%	160 9%	264 9%	343 7%*	79 30%*	179 5%*	270 23%*
NO	4656 91%	20 98%~	754 92%	1160 88%*	1390 92%	1333 92%	3096 92%	39 99%~	58 85%	23 97%~	65 87%	285 92%	472 91%	1682 91%	2801 91%	4348 93%*	185 70%*	3742 95%*	911 77%*
NOT ANSWERED	261	1	61	57	70	71	41	4	1	1		6	3	36	30	62	9	241	19
VALID CASES	5102	21	819	1312	1509	1442	3374	39	68	24	74	309	518	1842	3065	4691	263	3921	1182
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q22																		
YES	446 9%	25 9%	28 9%	20 7%	18 6%*	16 5%*	30 13%*	33 11%	30 9%	21 7%	46 11%	18 6%*	14 5%*	22 7%	20 7%	27 9%	27 8%	24 8%
NO	4656 91%	263 91%	289 91%	266 93%	283 94%*	280 95%*	197 87%*	256 89%	289 91%	264 93%	354 89%	298 94%*	247 95%*	274 93%	280 93%	265 91%	327 92%	284 92%
NOT ANSWERED	261	12	19	9	16	16	11	19	9	15	15	11	9	7	7	13	26	14
VALID CASES	5102	288	317	286	301	296	227	289	319	285	400	316	261	296	300	292	354	308
NUMBER OF RESPONDENTS	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- AMER IAN	NATV HAW/ PAC ILLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q23 NEVER	62 15%	11 ~ 18%	19 14%	20 20%	11 11%	41 16%	1 ~ 10%	1 ~ 18%	1 6%	11 24%	7 5%*	48 20%*	39 12%*	14 22%	25 14%	37 16%			
SOMETIMES	96 24%	12 ~ 20%	31 22%	21 21%	32 31%	42 16%*	1 100%~	2 25%~	3 ~ 34%	11 47%~	21 47%~	41 28%	51 21%	77 24%	15 24%	37 21%	59 25%		
USUALLY	112 28%	14 ~ 23%	46 33%	26 26%	25 24%	68 27%	3 ~ 55%	3 ~ 37%	4 18%	5 11%	41 29%	69 29%	88 27%	21 34%	48 27%	64 28%			
ALWAYS	135 33%	1 100%~	24 39%	44 31%	31 32%	35 34%	104 41%*	1 ~ 10%	1 100%~	1 10%	7 29%	8 18%	55 38%	75 31%	123 38%*	13 20%*	64 37%	71 31%	
#ALWAYS + USUALLY (NET)	247 61%	1 100%~	39 63%	90 64%	57 58%	60 58%	172 67%*	4 ~ 65%	1 100%~	4 47%~	11 47%~	13 29%	96 67%*	144 59%	210 64%*	34 55%	112 64%	135 58%	
TOP BOX SCORE	135 33%	1 100%~	24 39%	44 31%	31 32%	35 34%	104 41%*	1 ~ 10%	1 100%~	1 10%	7 29%	8 18%	55 38%	75 31%	123 38%*	13 20%*	64 37%	71 31%	
NOT ANSWERED	14	1	6	4	3	12					1	1	10	12	1	6	8		
VALID CASES	405	1	62	141	99	103	255	1	6	1	8	24	44	143	243	327	63	174	231
NUMBER OF RESPONDENTS	419	1	62	147	103	106	267	1	6	1	8	24	45	144	253	339	63	180	239
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

Banner II

		OHP TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q23																			
NEVER		62 15%	5 21%~	5 19%~	5 25%~	2 12%~	2 13%~	6 21%~	5 15%~	2 7%~	1 5%~	8 19%~	4 25%~		4 18%~	5 25%~	2 8%~	2 8%~	5 22%~
SOMETIMES		96 24%	6 25%~	2 7%~	3 15%~	2 12%~	3 20%~	10 36%~	11 33%~	2 7%~	2 10%~	10 24%~	6 38%~	3 23%~	4 18%~	3 15%~	5 19%~	2 8%~	2 9%~
USUALLY		112 28%	8 33%~	4 15%~	3 15%~	3 18%~	6 40%~	8 29%~	8 24%~	10 36%~	6 30%~	10 24%~	2 13%~	3 23%~	5 23%~	2 10%~	7 27%~	11 42%~	7 30%~
ALWAYS		135 33%	5 21%~	16 59%~	9 45%~	10 59%~	4 27%~	4 14%~	9 27%~	14 50%~	11 55%~	14 33%~	4 25%~	7 54%~	9 41%~	10 50%~	12 46%~	11 42%~	9 39%~
#ALWAYS + USUALLY (NET)		247 61%	13 54%~	20 74%~	12 60%~	13 76%~	10 67%~	12 43%~	17 52%~	24 86%~	17 85%~	24 57%~	6 38%~	10 77%~	14 64%~	12 60%~	19 73%~	22 85%~	16 70%~
TOP BOX SCORE		135 33%	5 21%~	16 59%~	9 45%~	10 59%~	4 27%~	4 14%~	9 27%~	14 50%~	11 55%~	14 33%~	4 25%~	7 54%~	9 41%~	10 50%~	12 46%~	11 42%~	9 39%~
NOT ANSWERED		14	1	1		1	1	2		2	1	4	2	1			1	1	1
VALID CASES		405	24	27	20	17	15	28	33	28	20	42	16	13	22	20	26	26	23
NUMBER OF RESPONDENTS		419	25	28	20	18	16	30	33	30	21	46	18	14	22	20	27	27	24
		100%	100%	100%	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?  
Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
Q24 #YES	260 64%	1 100%~	48 79%*	84 60%	51 51%*	77 77%*	158 62%	1 100%~	5 90%~	1 100%~	8 100%~	14 57%~	32 72%~	84 59%*	170 70%*	210 65%	38 61%	99 57%*	159 69%*	
NO	143 36%		13 ~ 21%*	56 40%	50 49%*	23 23%*	95 38%		1 ~ 10%~				10 ~ 43%~	13 28%~	59 41%*	72 30%*	114 35%	25 39%	73 43%*	71 31%*
NOT ANSWERED	16		1	7	2	6	14						1	1	11	15	1	8	9	
VALID CASES	403	1	61	140	101	100	253	1	6	1	8	24	45	143	242	324	63	172	230	
NUMBER OF RESPONDENTS	419	1	62	147	103	106	267	1	6	1	8	24	45	144	253	339	63	180	239	
	100%	100%	100%	100%	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?  
Banner II

		-----																	
		OHP																	
		TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q24																			
#YES		260	10	14	12	9	7	16	24	19	16	31	13	8	12	7	16	18	15
		64%	42%~	52%~	60%~	53%~	44%~	64%~	73%~	66%~	76%~	70%~	72%~	67%~	55%~	37%~	62%~	72%~	68%~
NO		143	14	13	8	8	9	9	9	10	5	13	5	4	10	12	10	7	7
		36%	58%~	48%~	40%~	47%~	56%~	36%~	27%~	34%~	24%~	30%~	28%~	33%~	45%~	63%~	38%~	28%~	32%~
NOT ANSWERED		16	1	1		1		5		1		2		2		1	1	2	2
VALID CASES		403	24	27	20	17	16	25	33	29	21	44	18	12	22	19	26	25	22
NUMBER OF RESPONDENTS		419	25	28	20	18	16	30	33	30	21	46	18	14	22	20	27	27	24
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q25																			
YES	666 13%	1 2%~	33 4%*	111 8%*	253 17%*	273 19%*	462 14%	3 7%~	2 4%*	2 9%~	16 22%	31 10%	91 17%*	207 11%*	450 15%*	553 12%*	83 31%*	190 5%*	482 41%*
NO	4441 87%	20 98%~	791 96%*	1205 92%*	1254 83%*	1167 81%*	2923 86%	36 93%~	66 96%*	22 91%~	57 78%	276 90%	429 83%*	1647 89%*	2610 85%*	4138 88%*	185 69%*	3729 95%*	707 59%*
NOT ANSWERED	256	1	57	53	72	73	31	4	1		1	9	1	23	35	62	4	243	12
VALID CASES	5107	21	823	1316	1507	1440	3384	39	68	24	74	306	520	1855	3060	4691	268	3919	1189
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q25																		
YES	666 13%	34 12%	36 12%	36 13%	34 11%	34 11%	49 22%*	34 12%	47 15%	30 11%	45 11%	32 10%	32 12%	40 14%	35 12%	37 13%	50 14%	48 15%
NO	4441 87%	254 88%	275 88%	249 87%	266 89%	263 89%	178 78%*	256 88%	274 85%	255 89%	356 89%	283 90%	231 88%	256 86%	261 88%	259 87%	304 86%	262 85%
NOT ANSWERED	256	12	25	10	17	15	11	18	7	15	14	12	7	7	11	9	26	12
VALID CASES	5107	288	311	285	300	297	227	290	321	285	401	315	263	296	296	296	354	310
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%



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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q26 NEVER	92 14%		7 ~ 23%	16 ~ 12%	34 15%	34 14%	53 13%	1 ~ 20%	1 66%	1 5%	5 14%	19 24%*	30 15%	54 13%	71 13%	13 18%	32 17%	60 13%	
SOMETIMES	116 18%		4 ~ 14%	22 ~ 17%	45 20%	44 18%	67 16%	2 83%	2 80%		5 ~ 32%	3 7%	17 22%	34 17%	75 18%	90 17%	18 25%	36 19%	81 18%
USUALLY	171 27%		4 ~ 12%	36 ~ 27%	64 28%	67 27%	121 29%	1 17%		7 ~ 49%	13 35%	14 18%*	52 27%	113 27%	147 27%	20 27%	41 22%	129 29%	
ALWAYS	258 41%	1 100%	16 ~ 51%	56 ~ 44%	82 36%	105 42%	179 43%		1 ~ 34%	2 13%	17 44%	28 35%	79 40%	170 41%	229 43%*	21 29%*	78 42%	180 40%	
#ALWAYS + USUALLY (NET)	429 67%	1 100%	20 ~ 63%	92 ~ 71%	146 65%	172 69%	300 71%*	1 17%	1 ~ 34%	9 63%	30 79%	42 53%*	130 67%	282 69%	376 70%*	41 57%*	119 64%	309 69%	
TOP BOX SCORE	258 41%	1 100%	16 ~ 51%	56 ~ 44%	82 36%	105 42%	179 43%		1 ~ 34%	2 13%	17 44%	28 35%	79 40%	170 41%	229 43%*	21 29%*	78 42%	180 40%	
NOT ANSWERED	17			2	3	12	15			1		1	2	13	12	1	11	6	
VALID CASES	636	1	31	129	225	250	419	2	3	2	14	38	78	194	412	537	72	187	449
NUMBER OF RESPONDENTS	653	1	31	131	228	262	434	2	3	2	15	38	78	196	425	549	73	198	455
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

Banner II

		OHP TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q26																			
NEVER		92 14%	8 24%~	2 6%~	7 21%~	2 6%~	5 15%~	9 18%~	6 18%~	7 16%~	4 13%~	9 20%~	2 7%~	2 6%~	5 13%~	6 18%~	5 14%~	4 8%~	2 4%~
SOMETIMES		116 18%	8 24%~	8 23%~	8 24%~	5 15%~	3 9%~	12 24%~	6 18%~	7 16%~	4 13%~	10 23%~	6 21%~	7 23%~	7 18%~	10 30%~	5 14%~	8 17%~	8 17%~
USUALLY		171 27%	5 15%~	13 37%~	5 15%~	11 33%~	9 27%~	11 22%~	12 35%~	6 13%~	5 17%~	9 20%~	10 36%~	4 13%~	7 18%~	6 18%~	8 22%~	16 33%~	13 27%~
ALWAYS		258 41%	13 38%~	12 34%~	14 41%~	15 45%~	16 48%~	17 35%~	10 29%~	25 56%~	17 57%~	16 36%~	10 36%~	18 58%~	19 50%~	11 33%~	18 50%~	20 42%~	25 52%~
#ALWAYS + USUALLY (NET)		429 67%	18 53%~	25 71%~	19 56%~	26 79%~	25 76%~	28 57%~	22 65%~	31 69%~	22 73%~	25 57%~	20 71%~	22 71%~	26 68%~	17 52%~	26 72%~	36 75%~	38 79%~
TOP BOX SCORE		258 41%	13 38%~	12 34%~	14 41%~	15 45%~	16 48%~	17 35%~	10 29%~	25 56%~	17 57%~	16 36%~	10 36%~	18 58%~	19 50%~	11 33%~	18 50%~	20 42%~	25 52%~
NOT ANSWERED		17		1	2	1	1			2		1	4	1	2	2	1	2	
VALID CASES		636	34	35	34	33	33	49	34	45	30	44	28	31	38	33	36	48	48
NUMBER OF RESPONDENTS		653	34	36	36	34	34	49	34	47	30	45	32	32	40	35	37	50	48
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q25 = YES]

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q27 #YES	311 49%	1 100%	21 67%	68 54%	99 44%	124 49%	203 48%	1 ~ 40%	9 ~ 62%	24 63%	38 49%	101 52%	193 47%	256 48%	37 52%	79 42%*	231 51%*		
NO	326 51%	10 ~ 33%	58 46%	126 56%	129 51%	218 52%	2 100%	2 60%	2 100%	6 38%	14 37%	39 51%	95 48%	219 53%	281 52%	35 48%	107 58%*	219 49%*	
NOT ANSWERED	17		5	3	9	13					1	1	13	12	1	12	5		
VALID CASES	636	1	31	126	225	253	421	2	3	2	15	38	78	196	412	537	72	186	450
NUMBER OF RESPONDENTS	653 100%	1 100%	31 100%	131 100%	228 100%	262 100%	434 100%	2 100%	3 100%	2 100%	15 100%	38 100%	78 100%	196 100%	425 100%	549 100%	73 100%	198 100%	455 100%

[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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q27																			
#YES	311 49%	12 35%~	11 31%~	18 51%~	21 64%~	12 38%~	22 45%~	16 47%~	24 55%~	19 63%~	26 59%~	15 54%~	13 42%~	17 45%~	14 41%~	20 57%~	29 59%~	23 48%~	
NO	326 51%	22 65%~	24 69%~	17 49%~	12 36%~	20 63%~	27 55%~	18 53%~	20 45%~	11 37%~	18 41%~	13 46%~	18 58%~	21 55%~	20 59%~	15 43%~	20 41%~	25 52%~	
NOT ANSWERED	17		1	1	1	2			3		1	4	1	2	1	2	1		
VALID CASES	636	34	35	35	33	32	49	34	44	30	44	28	31	38	34	35	49	48	
NUMBER OF RESPONDENTS	653	34	36	36	34	34	49	34	47	30	45	32	32	40	35	37	50	48	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q25 = YES]

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q28 YES	978 19%	8 37%~	182 22%*	242 18%	257 17%*	289 20%	700 21%*	3 7%~	8 12%*	1 3%~	15 21%	50 16%	122 24%*	306 17%*	656 21%*	833 18%*	106 40%*	497 13%*	486 41%*
Q28 NO	4103 81%	13 63%~	638 78%*	1067 82%	1251 83%*	1136 80%	2675 79%*	36 93%~	61 88%*	23 97%~	58 79%	256 84%	393 76%*	1541 83%*	2400 79%*	3850 82%*	158 60%*	3402 87%*	698 59%*
NOT ANSWERED	281	1	61	60	71	88	39	4			1	9	5	31	39	70	8	264	17
VALID CASES	5082	21	819	1309	1508	1425	3376	39	69	24	73	306	516	1847	3056	4683	264	3898	1184
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q28																			
YES	978 19%	69 24%	46 15%*	65 23%	56 19%	48 16%	65 29%*	46 16%	66 21%	60 21%	85 21%	55 17%	43 16%	48 16%	64 21%	76 26%*	72 20%	66 21%	
NO	4103 81%	218 76%	265 85%*	220 77%	244 81%	246 84%	163 71%*	241 84%	252 79%	222 79%	313 79%	262 83%	220 84%	246 84%	234 79%	220 74%*	281 80%	242 79%	
NOT ANSWERED	281	13	25	10	17	18	10	21	10	18	17	10	7	9	9	9	27	14	
VALID CASES	5082	287	311	285	300	294	228	287	318	282	398	317	263	294	298	296	353	308	
NUMBER OF RESPONDENTS	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
Q29 #YES	594 60%	2 30%~	109 67%*	153 60%	153 58%	174 57%	412 60%	4 68%~	6 100%~	3 100%~	9 61%~	25 49%	68 56%	167 58%	407 61%	507 59%	64 63%	315 60%	279 59%	
NO	403 40%	6 70%~	54 33%*	101 40%	111 42%	133 43%	273 40%	2 32%~				6 39%~	27 51%	54 44%	123 42%	259 39%	354 41%	38 37%	209 40%	194 41%
NOT ANSWERED	32		6	6	6	15	26	1		1		2	8	22	23	4	22	11		
VALID CASES	998	8	164	254	264	307	684	6	6	3	15	52	122	290	666	861	102	524	473	
NUMBER OF RESPONDENTS	1030	8	170	260	270	322	710	7	6	3	15	52	124	298	688	884	106	546	484	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q28 = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q29																		
#YES	594 60%	38 58%	19 41%~	34 55%	33 60%	28 62%~	30 47%*	30 67%~	37 58%	37 66%	56 69%	33 62%	24 57%~	29 60%~	34 55%	55 73%*	39 56%	36 60%
NO	403 40%	27 42%	27 59%~	28 45%	22 40%	17 38%~	34 53%*	15 33%~	27 42%	19 34%	25 31%	20 38%	18 43%~	19 40%~	28 45%	20 27%*	31 44%	24 40%
NOT ANSWERED	32	4		3	1	3	1	1	2	4	4	2	1		2	1	2	6
VALID CASES	998	65	46	62	55	45	64	45	64	56	81	53	42	48	62	75	70	60
NUMBER OF RESPONDENTS	1030 100%	69 100%	46 100%	65 100%	56 100%	48 100%	65 100%	46 100%	66 100%	60 100%	85 100%	55 100%	43 100%	48 100%	64 100%	76 100%	72 100%	66 100%

[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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q30 YES	4410 88%	18 87%~	725 90%*	1169 90%*	1292 87%	1205 85%*	3010 90%*	34 92%~	45 65%*	14 64%~	61 84%	243 84%	466 90%	1580 86%*	2701 90%*	4080 88%	232 88%	3299 86%*	1113 94%*
Q30 NO	622 12%	3 13%~	82 10%*	124 10%*	201 13%	215 15%*	341 10%*	3 8%~	24 35%*	8 36%~	11 16%	47 16%	51 10%	258 14%*	314 10%*	558 12%	31 12%	555 14%*	66 6%*
NOT ANSWERED	331	1	73	77	86	93	64	5		1	2	26	4	40	80	115	8	309	21
VALID CASES	5032	21	807	1292	1493	1420	3351	38	69	23	72	289	517	1838	3015	4638	264	3853	1180
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q30																			
YES	4410 88%	259 91%*	243 79%*	242 86%	241 81%*	255 87%	198 88%	243 86%	283 89%	247 88%	350 88%	268 86%	235 90%	267 93%*	270 92%*	279 94%*	312 88%	277 91%	
NO	622 12%	25 9%*	65 21%*	39 14%	58 19%*	38 13%	26 12%	39 14%	35 11%	35 12%	46 12%	45 14%	27 10%	21 7%*	24 8%*	17 6%*	42 12%	29 9%	
NOT ANSWERED	331	16	28	14	18	19	14	26	10	18	19	14	8	15	13	9	26	16	
VALID CASES	5032	284	308	281	299	293	224	282	318	282	396	313	262	288	294	296	354	306	
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%	

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

Banner I

	OHP TOT CHLD	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q31 NONE	1163 27%	1 8%~	107 15%*	306 27%	378 31%*	372 33%*	786 27%	9 26%~	16 35%~	2 14%~	11 18%	58 25%	116 26%	426 29%	687 26%	1097 28%*	39 17%*	994 31%*	169 16%*
1 TIME	1470 34%	~	263 36%*	391 34%	471 38%*	346 30%*	985 34%	10 30%~	12 26%~	5 35%~	17 27%	95 41%*	164 36%	508 34%	911 35%	1381 35%*	57 25%*	1153 36%*	317 30%*
2	817 19%	6 35%~	168 23%*	256 22%*	203 16%*	183 16%*	562 20%	7 22%~	5 11%~	3 17%~	20 32%*	38 17%	81 18%	274 19%	507 19%	762 19%	31 13%*	561 18%*	256 24%*
3	450 11%	8 44%~	106 15%*	102 9%*	111 9%*	122 11%	291 10%	6 18%~	8 17%~	4 27%~	8 13%	21 9%	49 11%	142 10%	296 11%	384 10%*	44 19%*	288 9%*	162 15%*
4	180 4%	~	43 6%*	42 4%	42 3%	54 5%	115 4%	1 3%~	2 5%~	~	6 9%	14 6%	17 4%	66 4%	108 4%	157 4%	17 8%*	106 3%*	74 7%*
5 TO 9	146 3%	1 6%~	28 4%	43 4%	26 2%*	48 4%	107 4%	~	3 6%~	1 7%~	~	4 2%	16 4%	46 3%	92 4%	107 3%*	27 12%*	71 2%*	75 7%*
10 OR MORE TIMES	40 0.9%	1 6%~	8 1%	6 0.5%	8 0.7%	16 1%	24 0.8%	~	~	~	~	1 ~0.6%	6 1%	14 0.9%	25 1%	26 0.7%*	12 5%*	19 0.6%*	21 2%*
NOT ANSWERED	203	~	23	55	53	72	132	2	1	1	1	16	13	70	114	180	8	166	37
VALID CASES	4266	17	723	1146	1239	1141	2871	33	47	15	62	232	451	1475	2626	3913	227	3192	1074
NUMBER OF RESPONDENTS	4469	17	746	1201	1292	1213	3003	35	48	15	62	248	464	1545	2740	4093	235	3358	1111
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

Banner II

		OHP TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q31	NONE	1163 27%	61 24%	66 28%	83 36%*	75 34%*	53 22%*	56 30%	56 24%	88 33%*	56 24%	82 25%	86 33%*	63 28%	82 32%	67 26%	74 28%	78 27%	69 26%
	1 TIME	1470 34%	82 32%	74 32%	66 28%*	59 26%*	91 37%	70 37%	87 37%	81 30%	67 29%	120 36%	88 34%	79 35%	94 36%	97 37%	71 27%*	97 33%	87 33%
	2	817 19%	52 21%	52 22%	52 22%	41 18%	53 22%	21 11%*	45 19%	46 17%	55 24%	60 18%	51 20%	44 19%	46 18%	52 20%	51 19%	62 21%	49 19%
	3	450 11%	27 11%	18 8%	18 8%	25 11%	27 11%	22 12%	30 13%	28 10%	23 10%	41 12%	20 8%	28 12%	22 8%	24 9%	35 13%	23 8%	27 10%
	4	180 4%	15 6%	11 5%	4 2%*	9 4%	9 4%	10 5%	8 3%	13 5%	16 7%	14 4%	8 3%	8 4%	7 3%	11 4%	18 7%	17 6%	10 4%
	5 TO 9	146 3%	14 6%	7 3%	9 4%	11 5%	9 4%	8 4%	5 2%	10 4%	11 5%	12 4%	3 1%*	5 2%	7 3%	7 3%	11 4%	13 4%	14 5%
	10 OR MORE TIMES	40 0.9%	2 0.8%	4 2%	~	3 1%	1 0.4%	1 0.5%	4 2%	1 0.4%	4 2%	1 0.3%	1 0.4%	1 0.4%	1 0.4%	3 1%	2 0.8%	2 0.7%	5 2%
	NOT ANSWERED	203	6	11	10	18	12	10	8	16	15	20	11	7	8	9	17	20	16
VALID CASES		4266	253	232	232	223	243	188	235	267	232	330	257	228	259	261	262	292	261
NUMBER OF RESPONDENTS		4469	259	243	242	241	255	198	243	283	247	350	268	235	267	270	279	312	277
		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?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q31A ALWAYS	82 3%	13 ~ 2%	27 3%	23 3%	18 2%	28 1%*	1 4%~	1 2%~	2 ~ 4%~	9 5%	7 2%	51 5%*	19 1%*	61 2%*	10 6%	67 3%*	15 2%*		
USUALLY	49 2%	5 ~0.9%*	18 2%	17 2%	8 1%	25 1%	~	~	~	1 ~0.6%	7 2%	26 3%*	20 1%*	43 2%	5 3%	36 2%	13 1%		
SOMETIMES	229 8%	1 8%~	46 8%	56 7%	75 9%	50 7%	109 5%*0.5%~	1 16%~	5 ~	4 8%~	23 14%*	13 4%*	132 13%*	60 3%*	176 6%*	32 18%*	164 8%	65 7%	
NEVER	2671 88%	14 92%~	537 89%	728 88%	706 86%*	687 90%	1880 92%*	22 96%~	27 83%~	10 100%~	42 88%~	137 80%*	303 92%*	790 79%*	1806 95%*	2478 90%*	131 74%*	1867 87%	804 90%
#NEVER + SOMETIMES (NET)	2900 96%	15 100%~	583 97%	784 95%	780 95%	737 97%	1989 97%*	22 96%~	32 98%~	10 100%~	45 96%~	160 94%	316 96%	922 92%*	1867 98%*	2653 96%*	163 91%*	2031 95%*	869 97%*
TOP BOX SCORE	2671 88%	14 92%~	537 89%	728 88%	706 86%*	687 90%	1880 92%*	22 96%~	27 83%~	10 100%~	42 88%~	137 80%*	303 92%*	790 79%*	1806 95%*	2478 90%*	131 74%*	1867 87%	804 90%
NOT ANSWERED	30	3	7	8	12	21						2	16	8	24	1	26	4	
VALID CASES	3030	15	602	829	821	763	2042	23	33	10	47	170	331	1000	1906	2757	178	2134	896
NUMBER OF RESPONDENTS	3060	15	605	836	829	775	2063	23	33	10	47	170	333	1016	1914	2781	179	2160	900
	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]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q31A ALWAYS	82 3%	3 2%	5 3%	2 1%	4 3%	4 2%	4 3%	6 3%	3 2%	3 2%	13 5%	1 0.6%*	4 2%	8 5%	1 0.5%*	2 1%*	6 3%	5 3%
USUALLY	49 2%	2 1%	~	2 1%	6 4%	1 0.5%*	~	6 3%	1 0.6%	1 0.6%	5 2%	2 1%	1 0.6%	1 0.6%	1 0.5%*	2 1%	2 1%	6 3%
SOMETIMES	229 8%	12 6%	5 3%*	8 5%	12 8%	12 6%	7 5%	18 10%	11 6%	7 4%*	27 11%	11 7%	4 2%*	8 5%	7 4%*	4 2%*	24 12%*	14 7%
NEVER	2671 88%	173 91%	155 94%*	136 92%	125 85%	172 91%	121 92%	148 83%*	163 92%	162 94%*	196 81%*	155 92%	155 95%*	158 90%	184 95%*	179 96%*	176 85%	165 87%
#NEVER + SOMETIMES (NET)	2900 96%	185 97%	160 97%	144 97%	137 93%	184 97%	128 97%	166 93%	174 98%	169 98%	223 93%	166 98%*	159 97%	166 95%	191 99%*	183 98%	200 96%	179 94%
TOP BOX SCORE	2671 88%	173 91%	155 94%*	136 92%	125 85%	172 91%	121 92%	148 83%*	163 92%	162 94%*	196 81%*	155 92%	155 95%*	158 90%	184 95%*	179 96%*	176 85%	165 87%
NOT ANSWERED	30	2	1	1	1	1		1	1	3	7	2	1	2	1	1	6	2
VALID CASES	3030	190	165	148	147	189	132	178	178	173	241	169	164	175	193	187	208	190
NUMBER OF RESPONDENTS	3060 100%	192 100%	166 100%	149 100%	148 100%	190 100%	132 100%	179 100%	179 100%	176 100%	248 100%	171 100%	165 100%	177 100%	194 100%	188 100%	214 100%	192 100%

[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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q32 NEVER	80 3%		9 2%*	19 2%	23 3%	29 4%	40 2%*		1 4%~	3 29%~		2 1%	10 3%	33 3%	36 2%*	65 2%*	9 5%	68 3%*	12 1%*
SOMETIMES	145 5%	1 4%~	28 5%	43 5%	43 5%	30 4%	80 4%*		1 ~0.7%~		2 ~	9 4%~	20 5%	80 8%*	46 2%*	109 4%*	28 16%*	99 5%	46 5%
USUALLY	478 16%	4 24%~	67 11%*	144 18%	128 16%	137 18%	302 15%	4 18%~	1 2%~	1 11%~	13 28%~	32 19%	46 14%	194 19%*	257 14%*	432 16%	33 18%	316 15%*	163 18%*
ALWAYS	2312 77%	11 72%~	497 83%*	614 75%	619 76%	571 74%	1620 79%*	19 82%~	28 93%~	6 60%~	32 69%~	127 75%	254 77%	699 69%*	1556 82%*	2151 78%*	108 60%*	1640 77%	672 75%
#ALWAYS + USUALLY (NET)	2790 93%	14 96%~	564 94%	758 92%	747 92%	707 92%	1922 94%*100%~	23 100%~	29 96%~	7 71%~	45 96%~	159 94%	301 91%	893 89%*	1814 96%*	2582 94%*	141 79%*	1956 92%	835 94%
TOP BOX SCORE	2312 77%	11 72%~	497 83%*	614 75%	619 76%	571 74%	1620 79%*	19 82%~	28 93%~	6 60%~	32 69%~	127 75%	254 77%	699 69%*	1556 82%*	2151 78%*	108 60%*	1640 77%	672 75%
NOT ANSWERED	44		4	16	15	9	22		3			1	2	9	19	25	1	37	7
VALID CASES	3016	15	601	820	814	766	2041	23	30	10	47	170	331	1007	1895	2756	178	2123	893
NUMBER OF RESPONDENTS	3060	15	605	836	829	775	2063	23	33	10	47	170	333	1016	1914	2781	179	2160	900
	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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q32																		
NEVER	80 3%	4 2%	3 2%	2 1%	3 2%	6 3%	6 5%	5 3%	2 1%	2 1%	6 2%	2 1%	1 0.6%*	2 1%	4 2%	5 3%	9 4%	6 3%
SOMETIMES	145 5%	10 5%	3 2%*	7 5%	8 5%	9 5%	3 2%*	13 7%	6 3%	2 1%*	12 5%	7 4%	5 3%	6 3%	10 5%	5 3%	8 4%	11 6%
USUALLY	478 16%	27 14%	27 16%	33 22%	37 25%*	28 15%	21 16%	23 13%	27 15%	22 13%	46 19%	24 14%	21 13%	22 13%	27 14%	33 18%	48 23%*	26 14%
ALWAYS	2312 77%	146 78%	131 80%	107 72%	98 67%*	146 77%	101 77%	135 77%	143 80%	148 85%*	181 74%	135 80%	136 83%*	144 83%*	150 79%	143 77%	144 69%*	147 77%
#ALWAYS + USUALLY (NET)	2790 93%	173 93%	158 96%*	140 94%	135 92%	174 92%	122 93%	158 90%	170 96%	170 98%*	227 93%	159 95%	157 96%*	166 95%	177 93%	176 95%	192 92%	173 91%
TOP BOX SCORE	2312 77%	146 78%	131 80%	107 72%	98 67%*	146 77%	101 77%	135 77%	143 80%	148 85%*	181 74%	135 80%	136 83%*	144 83%*	150 79%	143 77%	144 69%*	147 77%
NOT ANSWERED	44	5	2		2	1	1	3	1	2	3	3	2	3	3	2	5	2
VALID CASES	3016	187	164	149	146	189	131	176	178	174	245	168	163	174	191	186	209	190
NUMBER OF RESPONDENTS	3060 100%	192 100%	166 100%	149 100%	148 100%	190 100%	132 100%	179 100%	179 100%	176 100%	248 100%	171 100%	165 100%	177 100%	194 100%	188 100%	214 100%	192 100%

[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?

Banner I

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q33 NEVER	40 1%	12 ~	10 2%	6 0.8%	12 2%	28 1%	2 ~	7%~	~	1 ~0.4%	4 1%	14 1%	21 1%	31 1%*	6 3%	27 1%	13 1%		
SOMETIMES	145 5%	1 4%~	22 4%	33 4%	42 5%	48 6%	101 5%	4 ~	14%~	5 ~	6 10%~	15 3%	48 4%	93 5%	124 4%	17 9%*	91 4%*	55 6%*	
USUALLY	494 16%	6 39%~	90 15%	149 18%	125 15%	124 16%	330 16%	3 11%~	11 32%~	1 13%~	8 18%~	31 18%	62 19%	178 18%	296 16%	435 16%*	44 24%*	331 16%	163 18%
ALWAYS	2341 77%	9 57%~	475 79%	627 77%	644 79%	586 76%	1587 78%	20 89%~	16 48%~	9 87%~	34 72%~	133 78%	251 76%	766 76%	1496 78%	2173 79%*	113 63%*	1675 79%*	666 74%*
#ALWAYS + USUALLY (NET)	2835 94%	14 96%~	565 94%	776 95%	769 94%	710 92%*	1917 94%	23 100%~	26 80%~	10 100%~	42 90%~	164 96%	313 94%	945 94%	1792 94%	2609 94%*	156 87%*	2006 94%*	829 92%*
TOP BOX SCORE	2341 77%	9 57%~	475 79%	627 77%	644 79%	586 76%	1587 78%	20 89%~	16 48%~	9 87%~	34 72%~	133 78%	251 76%	766 76%	1496 78%	2173 79%*	113 63%*	1675 79%*	666 74%*
NOT ANSWERED	39	6	16	11	6	17					1	2	9	8	17		36	3	
VALID CASES	3021	15	599	820	818	769	2046	23	33	10	47	170	331	1007	1906	2764	179	2124	897
NUMBER OF RESPONDENTS	3060 100%	15 100%	605 100%	836 100%	829 100%	775 100%	2063 100%	23 100%	33 100%	10 100%	47 100%	170 100%	333 100%	1016 100%	1914 100%	2781 100%	179 100%	2160 100%	900 100%

[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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q33																		
NEVER	40 1%	5 3%	2 1%	4 3%	2 1%	5 3%	2 2%	2 1%	1 0.6%		3 ~ 1%	1 0.6%		3 ~ 2%	1 0.5%	2 1%	2 1%	1 0.5%
SOMETIMES	145 5%	8 4%	8 5%	15 10%*	13 9%	5 3%	7 5%	9 5%	6 3%	5 3%	4 2%*	10 6%	5 3%	6 3%	15 8%	7 4%	11 5%	9 5%
USUALLY	494 16%	34 18%	30 18%	19 13%	31 21%	30 16%	18 14%	29 16%	25 14%	21 12%	48 20%	31 18%	25 15%	31 18%	29 15%	37 20%	33 16%	33 17%
ALWAYS	2341 77%	142 75%	126 76%	110 74%	102 69%*	148 79%	104 79%	137 77%	145 82%	147 85%*	188 77%	127 75%	133 82%	135 77%	146 76%	140 75%	162 78%	147 77%
#ALWAYS + USUALLY (NET)	2835 94%	176 93%	156 94%	129 87%*	133 90%	178 95%	122 93%	166 94%	170 96%	168 97%*	236 97%*	158 93%	158 97%*	166 95%	175 92%	177 95%	195 94%	180 95%
TOP BOX SCORE	2341 77%	142 75%	126 76%	110 74%	102 69%*	148 79%	104 79%	137 77%	145 82%	147 85%*	188 77%	127 75%	133 82%	135 77%	146 76%	140 75%	162 78%	147 77%
NOT ANSWERED	39	3		1		2	1	2	2	3	5	2	2	2	3	2	6	2
VALID CASES	3021	189	166	148	148	188	131	177	177	173	243	169	163	175	191	186	208	190
NUMBER OF RESPONDENTS	3060	192	166	149	148	190	132	179	179	176	248	171	165	177	194	188	214	192
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q34 NEVER	28 0.9%	3 ~0.5%	12 1%	4 0.5%*	10 1%	20 1%	~	~	~	~	2 0.7%	2	13 1%	12 0.6%	25 0.9%	1 0.3%	23 1%	5 0.5%	
SOMETIMES	114 4%	1 4%~	21 4%	31 4%	33 4%	29 4%	78 4%	4 ~14%~	4 ~	3 9%~	17 2%*	5	28 3%*	84 4%*	93 3%*	17 10%*	60 3%*	54 6%*	
USUALLY	407 14%	2 15%~	71 12%	105 13%	108 13%	120 16%	291 14%	2 8%~	11 34%~	1 13%~	8 17%~	20 12%	45 14%	134 13%	258 14%	356 13%*	39 22%*	257 12%*	150 17%*
ALWAYS	2460 82%	12 81%~	502 84%	665 82%	669 82%	612 79%	1654 81%	21 92%~	17 53%~	9 87%~	35 75%~	143 85%	263 80%	834 83%	1541 81%	2285 83%*	119 68%*	1777 84%*	683 77%*
#ALWAYS + USUALLY (NET)	2867 95%	14 96%~	573 96%	770 95%	777 95%	732 95%	1945 95%	23 100%~	29 86%~	10 100%~	43 91%~	164 97%	308 94%	968 96%	1799 95%	2641 96%*	158 90%*	2034 96%*	833 93%*
TOP BOX SCORE	2460 82%	12 81%~	502 84%	665 82%	669 82%	612 79%	1654 81%	21 92%~	17 53%~	9 87%~	35 75%~	143 85%	263 80%	834 83%	1541 81%	2285 83%*	119 68%*	1777 84%*	683 77%*
NOT ANSWERED	51	8	23	15	5	20					2	6	7	19	21	4	43	8	
VALID CASES	3009	15	597	813	814	770	2043	23	33	10	47	168	327	1009	1895	2760	175	2117	892
NUMBER OF RESPONDENTS	3060 100%	15 100%	605 100%	836 100%	829 100%	775 100%	2063 100%	23 100%	33 100%	10 100%	47 100%	168 100%	327 100%	1016 100%	1914 100%	2781 100%	179 100%	2160 100%	900 100%

[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?  
Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q34 NEVER	28 0.9%	5 3%	1 0.6%	4 3%	1 0.7%	1 0.5%	~	2 1%	~	~	4 2%	1 0.6%	~	2 1%	~	1 ~0.5%	3 1%	1 0.5%
SOMETIMES	114 4%	8 4%	11 7%	10 7%	10 7%	6 3%	5 4%	7 4%	4 2%	2 1%*	5 2%	4 2%	5 3%	6 3%	14 7%	7 4%	7 3%	7 4%
USUALLY	407 14%	23 12%	25 15%	19 13%	33 22%*	25 13%	11 9%*	24 14%	24 13%	25 14%	32 13%	32 19%	18 11%	22 13%	26 14%	29 16%	24 11%	27 14%
ALWAYS	2460 82%	152 81%	129 78%	115 78%	104 70%*	156 83%	113 88%*	142 81%	150 84%	146 84%	204 83%	132 78%	139 86%	144 83%	151 79%	149 80%	175 84%	154 81%
#ALWAYS + USUALLY (NET)	2867 95%	175 93%	154 93%	134 91%*	137 93%	181 96%	124 96%	166 95%	174 98%*	171 99%*	236 96%	164 97%	157 97%	166 95%	177 93%	178 96%	199 95%	181 96%
TOP BOX SCORE	2460 82%	152 81%	129 78%	115 78%	104 70%*	156 83%	113 88%*	142 81%	150 84%	146 84%	204 83%	132 78%	139 86%	144 83%	151 79%	149 80%	175 84%	154 81%
NOT ANSWERED	51	4		1		2	3	4	1	3	3	2	3	3	3	2	5	3
VALID CASES	3009	188	166	148	148	188	129	175	178	173	245	169	162	174	191	186	209	189
NUMBER OF RESPONDENTS	3060	192	166	149	148	190	132	179	179	176	248	171	165	177	194	188	214	192
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q35 YES	2050 69%	90 ~ 15%*	508 63%*	728 89%*	729 95%*	1352 66%*	15 69%~	26 78%~	8 77%~	33 69%~	113 69%	245 74%*	690 69%	1296 68%	1876 68%	127 73%	1382 66%*	669 76%*	
NO	942 31%	15 100%~	495 85%*	303 37%*	86 11%*	38 5%*	683 34%*	7 31%~	7 22%~	2 23%~	14 31%~	52 31%	87 26%*	310 31%	597 32%	871 32%	47 27%	725 34%*	217 24%*
NOT ANSWERED	67	19	24	16	8	29	1				5	2	15	21	34	5	54	13	
VALID CASES	2993	15	586	812	813	767	2034	22	33	10	47	165	331	1001	1893	2747	174	2106	887
NUMBER OF RESPONDENTS	3060	15	605	836	829	775	2063	23	33	10	47	170	333	1016	1914	2781	179	2160	900
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q35																			
YES	2050 69%	110 59%*	111 67%	86 58%*	107 73%	122 65%	92 71%	124 71%	123 69%	131 76%*	171 70%	117 70%	106 66%	113 66%	131 69%	137 74%	138 68%	130 69%	
NO	942 31%	77 41%*	54 33%	63 42%*	40 27%	67 35%	38 29%	51 29%	54 31%	42 24%*	72 30%	50 30%	55 34%	57 34%	60 31%	49 26%	66 32%	58 31%	
NOT ANSWERED	67	5	1		1	1	2	4	2	3	5	4	4	7	3	2	10	4	
VALID CASES	2993	187	165	149	147	189	130	175	177	173	243	167	161	170	191	186	204	188	
NUMBER OF RESPONDENTS	3060 100%	192 100%	166 100%	149 100%	148 100%	190 100%	132 100%	179 100%	179 100%	176 100%	248 100%	171 100%	165 100%	177 100%	194 100%	188 100%	214 100%	192 100%	

[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?

Banner I

	OHP TOT CHLD	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
Q36 NEVER	19 1%		1 ~0.2%	9 2%	5 0.7%	6 0.8%	11 0.8%	~	~	~	2 5%	3 ~	9 1%	7 0.6%	17 0.9%	1 1%	14 1%	5 0.8%	
SOMETIMES	119 6%		4 ~6%	38 7%	41 6%	36 5%	79 6%	~	1 5%	~	1 3%	5 4%	17 8%	37 6%	79 6%	102 6%	14 11%	74 5%	45 7%
USUALLY	466 23%		30 ~37%*	142 28%*	142 20%*	152 21%	284 21%*	4 30%~	7 33%~	~	8 27%~	31 28%	66 30%*	170 26%	276 22%	419 23%	36 29%	315 23%	151 23%
ALWAYS	1408 70%		46 ~57%*	323 63%*	510 73%*	530 73%*	990 73%*	9 70%~	14 62%~	8 100%~	20 64%~	73 67%	134 61%*	448 68%	915 72%	1297 71%*	74 59%*	963 70%	446 69%
#ALWAYS + USUALLY (NET)	1874 93%		76 ~94%	465 91%*	652 94%	682 94%	1274 93%	13 100%~	21 95%~	8 100%~	28 92%~	104 96%	200 91%	617 93%	1190 93%	1716 94%	110 88%	1278 94%	597 92%
TOP BOX SCORE	1408 70%		46 ~57%*	323 63%*	510 73%*	530 73%*	990 73%*	9 70%~	14 62%~	8 100%~	20 64%~	73 67%	134 61%*	448 68%	915 72%	1297 71%*	74 59%*	963 70%	446 69%
NOT ANSWERED	36		2	13	15	6	26	2				1	2	12	24	34	2	29	7
VALID CASES	2013		80	512	697	724	1365	13	22	8	31	108	221	663	1277	1835	124	1366	647
NUMBER OF RESPONDENTS	2049 100%		82 100%	525 100%	712 100%	730 100%	1391 100%	15 100%	22 100%	8 100%	31 100%	109 100%	223 100%	675 100%	1301 100%	1869 100%	126 100%	1395 100%	654 100%

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

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q36 NEVER	19 1%	1 0.9%	3 3%	3 3%	4 4%	1 0.8%	1 1%	1 0.8%	~	~	1 0.6%	1 0.9%	2 2%	1 0.9%	2 2%	1 0.7%	~	2 2%
SOMETIMES	119 6%	7 6%	8 7%	6 7%	9 9%	10 8%	4 4%	3 2%*	9 7%	5 4%	8 5%	9 8%	4 4%	8 7%	11 9%	8 6%	13 10%	5 4%
USUALLY	466 23%	24 22%	29 26%	19 22%	28 27%	21 18%	18 20%	29 24%	33 27%	31 24%	34 20%	29 25%	22 22%	27 25%	29 22%	30 22%	32 24%	34 26%
ALWAYS	1408 70%	78 71%	70 64%	58 67%	62 60%*	86 73%	67 74%	89 73%	80 66%	93 72%	126 75%	77 66%	74 73%	74 67%	87 67%	98 72%	91 67%	88 68%
#ALWAYS + USUALLY (NET)	1874 93%	102 93%	99 90%	77 90%	90 87%	107 91%	85 94%	118 97%*	113 93%	124 96%	160 95%	106 91%	96 94%	101 92%	116 90%	128 93%	123 90%	122 95%
TOP BOX SCORE	1408 70%	78 71%	70 64%	58 67%	62 60%*	86 73%	67 74%	89 73%	80 66%	93 72%	126 75%	77 66%	74 73%	74 67%	87 67%	98 72%	91 67%	88 68%
NOT ANSWERED	36		1		4	4	2	2	1	2	2	1	4	3	2		2	1
VALID CASES	2013	110	110	86	103	118	90	122	122	129	169	116	102	110	129	137	136	129
NUMBER OF RESPONDENTS	2049	110	111	86	107	122	92	124	123	131	171	117	106	113	131	137	138	130
	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 Q35 = YES]



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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q37 NEVER	89 3%	19 ~	23 3%	24 3%	23 3%	55 3%	1 0.5%	4 ~			5 ~	9 3%	43 4%	40 2%	78 3%	9 5%	72 3%	18 2%	
SOMETIMES	318 11%	1 4%	71 12%	98 12%	83 10%	65 8%	174 9%	4 17%	4 11%	1 11%	12 26%	14 8%	25 8%	151 15%	131 7%	252 9%	40 23%	226 11%	91 10%
USUALLY	708 24%	7 49%	130 22%	203 25%	198 25%	167 22%	442 22%	6 27%	13 40%	1 4%	12 25%	60 35%	83 26%	289 29%	390 21%	643 23%	51 29%	506 24%	202 23%
ALWAYS	1876 63%	7 47%	370 63%	490 60%	500 62%	510 67%	1369 67%	13 55%	12 37%	8 85%	23 50%	90 53%	205 64%	519 52%	1329 70%	1773 65%	74 43%	1295 62%	581 65%
#ALWAYS + USUALLY (NET)	2584 86%	14 96%	501 85%	693 85%	699 87%	677 89%	1811 89%	19 82%	25 76%	9 89%	35 74%	150 89%	288 90%	808 81%	1719 91%	2417 88%	125 72%	1800 86%	784 88%
TOP BOX SCORE	1876 63%	7 47%	370 63%	490 60%	500 62%	510 67%	1369 67%	13 55%	12 37%	8 85%	23 50%	90 53%	205 64%	519 52%	1329 70%	1773 65%	74 43%	1295 62%	581 65%
NOT ANSWERED	70	14	21	23	11	22					1	11	14	24	34	5	62	8	
VALID CASES	2990	15	591	815	806	764	2041	23	33	10	47	169	322	1002	1890	2747	174	2098	892
NUMBER OF RESPONDENTS	3060	15	605	836	829	775	2063	23	33	10	47	170	333	1016	1914	2781	179	2160	900
	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]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q37																		
NEVER	89 3%	5 3%	4 2%	9 6%	7 5%	2 1%*	2 2%	7 4%	2 1%*	2 1%*	6 2%	4 2%	2 1%	5 3%	4 2%	2 1%*	9 4%	8 4%
SOMETIMES	318 11%	23 12%	20 12%	12 8%	24 16%	27 14%	9 7%	19 11%	11 6%*	12 7%	29 12%	12 7%	15 9%	16 9%	16 8%	13 7%	28 13%	11 6%*
USUALLY	708 24%	38 21%	52 31%*	35 23%	42 29%	45 24%	34 26%	37 21%	38 22%	40 23%	65 27%	44 26%	27 17%*	41 24%	50 26%	54 29%	49 24%	48 25%
ALWAYS	1876 63%	119 64%	90 54%*	93 62%	74 50%*	114 61%	85 65%	110 64%	124 71%*	119 69%	143 59%	108 64%	118 73%*	110 64%	120 63%	117 63%	122 59%	123 65%
#ALWAYS + USUALLY (NET)	2584 86%	157 85%	142 86%	128 86%	116 79%*	159 85%	119 92%*	147 85%	162 93%*	159 92%*	208 86%	152 90%	145 90%	151 88%	170 89%	171 92%*	171 82%	171 90%
TOP BOX SCORE	1876 63%	119 64%	90 54%*	93 62%	74 50%*	114 61%	85 65%	110 64%	124 71%*	119 69%	143 59%	108 64%	118 73%*	110 64%	120 63%	117 63%	122 59%	123 65%
NOT ANSWERED	70	7			1	2	2	6	4	3	5	3	3	5	4	2	6	2
VALID CASES	2990	185	166	149	147	188	130	173	175	173	243	168	162	172	190	186	208	190
NUMBER OF RESPONDENTS	3060	192	166	149	148	190	132	179	179	176	248	171	165	177	194	188	214	192
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q38 #YES	2520 84%	10 84%~	542 91%*	687 84%	680 84%	601 78%*	1725 85%	21 92%~	22 67%~	9 89%~	43 92%~	139 82%	265 80%	849 84%	1592 84%	2324 84%	139 77%*	1770 84%	751 84%
NO	484 16%	2 16%~	54 9%*	131 16%	134 16%	165 22%*	314 15%	2 8%~	11 33%~	1 11%~	4 8%~	31 18%	66 20%	159 16%	304 16%	431 16%	40 23%*	341 16%	143 16%
NOT ANSWERED	56	3	9	19	15	9	25					1	3	8	17	26	1	49	7
VALID CASES	3004	12	596	817	814	766	2038	23	33	10	47	170	330	1008	1897	2755	179	2111	893
NUMBER OF RESPONDENTS	3060	15	605	836	829	775	2063	23	33	10	47	170	333	1016	1914	2781	179	2160	900
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q38 #YES	2520 84%	152 80%	135 82%	123 83%	113 77%*	166 88%*	111 86%	144 82%	154 87%	141 82%	209 86%	136 82%	140 87%	146 84%	159 83%	147 79%	182 88%	157 83%
NO	484 16%	37 20%	30 18%	25 17%	34 23%*	22 12%*	18 14%	32 18%	22 13%	31 18%	33 14%	29 18%	21 13%	28 16%	32 17%	38 21%	26 12%	32 17%
NOT ANSWERED	56	3	1	1	1	2	3	3	3	4	6	6	4	3	3	3	6	3
VALID CASES	3004	189	165	148	147	188	129	176	176	172	242	165	161	174	191	185	208	189
NUMBER OF RESPONDENTS	3060	192	166	149	148	190	132	179	179	176	248	171	165	177	194	188	214	192
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q39																			
YES	1156 39%	6 43%~	253 42%*	292 36%	292 36%	313 41%	840 41%*	6 27%~	7 20%~	1 13%~	20 42%~	65 38%	114 34%	387 39%	740 39%	1024 37%*	99 56%*	663 31%*	494 55%*
NO	1846 61%	9 57%~	343 58%*	522 64%	521 64%	451 59%	1207 59%*	17 73%~	26 80%~	9 87%~	27 58%~	104 62%	216 66%	614 61%	1165 61%	1732 63%*	78 44%*	1444 69%*	400 45%*
NOT ANSWERED	59		9	22	16	11	16				1	1	3	16	9	25	2	53	6
VALID CASES	3001	15	596	814	813	764	2047	23	33	10	47	169	330	1000	1905	2756	177	2107	894
NUMBER OF RESPONDENTS	3060	15	605	836	829	775	2063	23	33	10	47	170	333	1016	1914	2781	179	2160	900
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q39																		
YES	1156 39%	76 40%	59 36%	72 49%*	59 40%	66 35%	62 48%*	60 34%	89 50%*	53 31%*	89 36%	69 41%	55 34%	66 38%	86 46%*	82 44%	75 37%	73 39%
NO	1846 61%	112 60%	106 64%	76 51%*	88 60%	123 65%	68 52%*	116 66%	88 50%*	117 69%*	156 64%	99 59%	108 66%	108 62%	101 54%*	103 56%	129 63%	115 61%
NOT ANSWERED	59	4	1	1	1	1	2	3	2	6	3	3	2	3	7	3	10	4
VALID CASES	3001	188	165	148	147	189	130	176	177	170	245	168	163	174	187	185	204	188
NUMBER OF RESPONDENTS	3060	192	166	149	148	190	132	179	179	176	248	171	165	177	194	188	214	192
	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?

Banner I

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q40 NEVER	80 7%	1 5%~	11 5%	22 7%	16 5%	32 10%*	63 8%	~	~	~	~	3 4%	10 9%	20 5%	58 8%	76 7%*	4 3%*	45 7%	35 7%
SOMETIMES	163 14%	~	34 15%	41 14%	40 13%	48 15%	111 14%	~	3 44%~	~	1 7%~	9 13%	12 10%	61 16%	94 13%	131 13%*	26 24%*	77 11%*	86 18%*
USUALLY	320 28%	5 61%~	57 25%	79 27%	101 32%*	78 25%	232 29%	4 56%~	2 36%~	1 10%~	10 48%~	17 25%	34 29%	102 27%	208 28%	279 27%	35 33%	178 27%	141 29%
ALWAYS	595 51%	3 34%~	128 56%	151 51%	159 50%	153 49%	401 50%	4 44%~	1 20%~	2 90%~	9 45%~	41 58%	63 53%	189 51%	387 52%	541 53%*	41 39%*	371 55%*	225 46%*
#ALWAYS + USUALLY (NET)	915 79%	8 95%~	185 80%	230 78%	259 82%	231 74%*	633 78%	8 100%~	3 56%~	2 100%~	19 93%~	58 83%	97 81%	291 78%	595 80%	820 80%	76 72%	549 82%*	366 75%*
TOP BOX SCORE	595 51%	3 34%~	128 56%	151 51%	159 50%	153 49%	401 50%	4 44%~	1 20%~	2 90%~	9 45%~	41 58%	63 53%	189 51%	387 52%	541 53%*	41 39%*	371 55%*	225 46%*
NOT ANSWERED	33		5	7	3	18	28						4	7	27	31		22	11
VALID CASES	1158	8	230	294	315	311	808	8	6	2	20	70	119	372	747	1027	105	670	488
NUMBER OF RESPONDENTS	1191	8	235	301	318	329	836	8	6	2	20	70	123	379	774	1058	105	692	499
	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 AND Q39 = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q40 NEVER	80 7%	5 7%	8 14%	10 14%	7 12%	8 13%	4 7%	3 5%	5 6%	1 2%*	5 6%	6 9%	4 7%	5 8%	10 12%	3 4%	1 1%*	3 4%
SOMETIMES	163 14%	15 20%	7 12%	10 14%	13 22%	7 11%	9 15%	9 15%	10 12%	9 18%	10 11%	8 12%	6 11%	10 16%	8 9%	7 9%	9 13%	5 7%*
USUALLY	320 28%	18 24%	13 22%	15 21%	14 24%	20 31%	20 33%	20 34%	21 24%	17 33%	23 26%	14 21%	8 15%*	13 20%	22 26%	23 30%	17 24%	15 21%
ALWAYS	595 51%	36 49%	30 52%	37 51%	24 41%	29 45%	28 46%	27 46%	50 58%	24 47%	50 57%	39 58%	37 67%*	36 56%	45 53%	44 57%	43 61%	49 68%*
#ALWAYS + USUALLY (NET)	915 79%	54 73%	43 74%	52 72%	38 66%*	49 77%	48 79%	47 80%	71 83%	41 80%	73 83%	53 79%	45 82%	49 77%	67 79%	67 87%*	60 86%	64 89%*
TOP BOX SCORE	595 51%	36 49%	30 52%	37 51%	24 41%	29 45%	28 46%	27 46%	50 58%	24 47%	50 57%	39 58%	37 67%*	36 56%	45 53%	44 57%	43 61%	49 68%*
NOT ANSWERED	33	2	1		1	2	1	1	3	2	1	2		2	1	5	5	1
VALID CASES	1158	74	58	72	58	64	61	59	86	51	88	67	55	64	85	77	70	72
NUMBER OF RESPONDENTS	1191	76	59	72	59	66	62	60	89	53	89	69	55	66	86	82	75	73
	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?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q41 WORST PERSONAL DOCTOR POSSIBLE	9 0.2%	~	4 ~0.3%	1 0.1%	4 0.4%	5 0.2%	1 0.7%	~	~	~	~	2 ~0.5%	2 0.1%	7 0.3%	9 0.2%	1 0.2%	6 0.2%	3 0.3%	
01	6 0.1%	~0.4%	3 0.1%	1 0.0%	1 0.1%	4 0.1%	~	~	~	~	1 ~0.3%	1 0.2%	2 0.1%	4 0.2%	5 0.1%	1 0.1%	5 0.2%	1 0.1%	
02	7 0.2%	~0.3%	2 0.1%	1 0.2%	2 0.2%	5 0.2%	~	~	~	2 3%	~	~	3 ~0.2%	4 0.2%	5 0.1%	2 0.8%	6 0.2%	1 0.1%	
03	14 0.3%	~0.2%	2 0.3%	3 0.4%	5 0.4%	9 0.3%	~	~	~	~	~	4 ~0.8%	2 0.2%	12 0.4%	11 0.3%	3 1%	6 0.2%*	8 0.8%*	
04	45 1%	~0.6%	4 0.6%*	7 1%	17 1%	26 0.9%	~	1 2%	1 2%	3 5%	2 0.9%	3 0.7%	13 0.9%	27 1%	35 0.9%*	1 0.5%	38 1%*	6 0.6%*	
05	127 3%	~	13 2%*	34 3%	40 3%	78 3%	3 8%	3 6%	~	2 3%	1 0.6%*	18 4%	51 3%	74 3%	122 3%	5 2%	87 3%	40 4%	
06	112 3%	1 2%~	19 3%	44 4%*	19 2%*	29 3%	80 3%	~	1 2%~	~	7 11%*	6 2%	17 4%	27 2%*	86 3%*	93 2%*	15 7%*	78 2%	34 3%
07	293 7%	1 4%~	38 5%	67 6%	90 7%	97 9%*	197 7%	5 15%~	6 12%~	~	1 ~0.4%*	16 7%	38 8%	90 6%	196 7%	256 7%*	30 13%*	191 6%*	101 9%*
08	690 16%	6 38%~	119 17%	180 16%	201 16%	183 16%	471 16%	5 14%~	13 27%~	~	7 ~11%	33 14%	76 17%	227 15%	449 17%	634 16%	41 18%	524 17%	167 15%
09	810 19%	4 23%~	146 20%	222 19%	236 19%	201 18%	560 19%	8 23%~	6 14%~	2 16%~	16 27%	51 22%	67 15%*	288 19%	494 19%	746 19%	42 19%	612 19%	198 18%
BEST PERSONAL DOCTOR POSSIBLE	2128 50%	6 33%~	368 52%	580 51%	619 50%	556 49%	1444 50%	13 40%~	18 38%~	12 82%~	25 41%	124 53%	226 50%	778 52%*	1275 49%*	2011 51%*	84 38%*	1607 51%	521 48%
#8-10 (NET)	3628 86%	16 94%~	633 89%*	982 86%	1056 86%	940 83%*	2475 86%	26 77%~	37 78%~	14 98%~	48 78%	208 89%	369 82%*	1293 87%*	2218 84%*	3391 86%*	167 75%*	2742 87%*	886 82%*

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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
9-10 (NET)	2937 69%	10 56%~	513 72%	802 70%	855 69%	757 67%*	2004 70%	21 63%~	24 51%~	14 98%~	41 67%	175 75%*	293 65%*	1066 72%*	1769 67%*	2757 70%*	127 57%*	2219 70%*	719 67%*
NOT ANSWERED	228	33	57	61	78	124	1	1	1	1	14	13	61	112	165	12	198	30	
VALID CASES	4241	17	713	1144	1231	1135	2879	34	47	15	62	234	451	1484	2628	3928	223	3160	1081
NUMBER OF RESPONDENTS	4469	17	746	1201	1292	1213	3003	35	48	15	62	248	464	1545	2740	4093	235	3358	1111
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.89	8.81	8.99	8.90	8.90	8.79	8.91	8.59	8.48	9.70	8.41	9.09	8.76	8.97	8.83	8.92	8.47	8.92	8.78
p stat_(*=Sig @ p<=.05)		~.030*	.695	.673	.015*	.322	~	~	~.074	.017*	.079	.005*	.004*	.000*	.000*	.012*	.012*		

[ASKED IF Q30 = 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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q41 WORST PERSONAL DOCTOR POSSIBLE	9 0.2%	2 0.8%		2 ~0.9%		1 ~0.4%	~		1 ~0.4%		1 ~0.3%	1 0.4%	~		1 ~0.4%	1 0.4%	1 0.3%	1 0.4%
01	6 0.1%	2 0.8%		3 ~1%	1 0.4%	~	~	~	~	~	2 ~0.6%	~	~	~	~	~	1 ~0.3%	~
02	7 0.2%	2 0.8%	1 0.4%	~	~	~	~	~	~	~	1 ~0.3%	~	~	1 ~0.4%	1 0.4%	~	2 ~0.7%	~
03	14 0.3%	3 1%	1 0.4%	1 0.4%	~	~	1 ~0.5%	~	2 ~0.8%	~	1 ~0.3%	1 0.4%	~	2 ~0.8%	~	3 1%	1 0.3%	2 0.8%
04	45 1%	1 0.4%	3 1%	3 1%	1 0.4%	2 0.8%	1 0.5%	5 2%	1 0.4%	1 0.4%	3 0.9%	1 0.4%	3 1%	1 0.4%	3 1%	6 2%	2 0.7%	4 2%
05	127 3%	8 3%	6 3%	9 4%	6 3%	9 4%	5 3%	6 3%	4 2%	4 2%	12 4%	11 4%	8 4%	13 5%	16 6%*	13 5%	4 1%*	5 2%
06	112 3%	8 3%	7 3%	8 3%	12 5%	5 2%	5 3%	5 2%	6 2%	5 2%	7 2%	5 2%	4 2%	6 2%	15 6%*	7 3%	8 3%	8 3%
07	293 7%	16 7%	22 10%	19 8%	29 13%*	16 7%	10 5%	17 7%	19 7%	10 4%	8 2%*	16 6%	15 7%	18 7%	25 10%	16 6%	18 6%	8 3%*
08	690 16%	34 14%	35 15%	48 21%	40 18%	42 17%	36 19%	37 16%	34 13%	37 16%	40 12%*	55 22%*	42 19%	38 15%	45 17%	45 17%	41 14%	45 17%
09	810 19%	42 17%	49 21%	30 13%*	43 19%	36 15%	50 27%*	44 19%	55 21%	44 19%	74 22%	41 17%	47 21%	46 18%	41 16%	44 17%	65 22%	46 17%
BEST PERSONAL DOCTOR POSSIBLE	2128 50%	126 52%	107 46%	108 47%	95 42%*	130 54%	79 42%*	121 51%	141 54%	128 56%	185 55%	116 47%	106 47%	128 51%	111 43%*	129 49%	153 52%	144 55%
#8-10 (NET)	3628 86%	202 83%	191 83%	186 81%	178 78%*	208 86%	165 88%	202 86%	230 87%	209 91%*	299 90%*	212 86%	195 87%	212 84%	197 76%*	218 83%	259 88%	235 89%*
9-10 (NET)	2937 69%	168 69%	156 68%	138 60%*	138 61%*	166 69%	129 69%	165 70%	196 75%*	172 75%*	259 78%*	157 64%	153 68%	174 69%	152 59%*	173 66%	218 74%	190 72%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	228	15	12	11	14	14	11	8	20	18	16	21	10	14	12	15	16	14
VALID CASES	4241	244	231	231	227	241	187	235	263	229	334	247	225	253	258	264	296	263
NUMBER OF RESPONDENTS	4469	259	243	242	241	255	198	243	283	247	350	268	235	267	270	279	312	277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.89	8.73	8.81	8.56	8.67	8.94	8.88	8.94	9.03	9.15	9.02	8.80	8.89	8.84	8.52	8.70	8.96	8.99
p stat_(*=Sig @ p<=.05)		.186	.431	.011*	.027*	.547	.921	.495	.111	.001*	.121	.355	.980	.627	.001*	.098	.348	.267

[ASKED IF Q30 = YES]

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

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q42 YES	1024 24%	1 4%~	93 13%*	224 19%*	340 27%*	367 32%*	745 26%*	12 34%~	8 17%~	1 10%~	19 31%	157 14%*	157 34%*	240 16%*	795 30%*	867 22%*	126 55%*	231 7%*	791 73%*
NO	3250 76%	16 96%~	623 87%*	927 81%*	898 73%*	783 68%*	2155 74%*	23 66%~	40 83%~	14 90%~	42 69%	198 86%*	301 66%*	1256 84%*	1852 70%*	3081 78%*	104 45%*	2960 93%*	292 27%*
NOT ANSWERED	195		30	49	54	62	104				1	19	6	49	94	145	5	167	28
VALID CASES	4274	17	716	1152	1238	1151	2899	35	48	15	62	229	458	1496	2646	3948	230	3191	1083
NUMBER OF RESPONDENTS	4469	17	746	1201	1292	1213	3003	35	48	15	62	248	464	1545	2740	4093	235	3358	1111
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q42 YES	1024 24%	56 22%	58 25%	63 28%	55 24%	58 24%	72 38%*	54 23%	70 27%	57 25%	71 21%	53 21%	43 19%	52 20%	75 29%	91 34%*	53 18%*	60 23%
NO	3250 76%	194 78%	175 75%	166 72%	175 76%	181 76%	118 62%*	184 77%	194 73%	172 75%	267 79%	200 79%	183 81%	202 80%	186 71%	177 66%*	243 82%*	202 77%
NOT ANSWERED	195	9	10	13	11	16	8	5	19	18	12	15	9	13	9	11	16	15
VALID CASES	4274	250	233	229	230	239	190	238	264	229	338	253	226	254	261	268	296	262
NUMBER OF RESPONDENTS	4469	259	243	242	241	255	198	243	283	247	350	268	235	267	270	279	312	277
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q43 #YES	896 89%	1 100%~	70 74%*	194 89%	315 91%	316 91%	633 88%	13 99%~	7 100%~	2 100%~	18 84%~	33 92%~	126 90%	201 89%	671 89%	769 90%	107 83%*	197 85%	698 90%
NO	110 11%		24 ~ 26%*	25 11%	31 9%	30 9%	85 12%	1 1%~			3 ~ 16%~	3 8%~	15 10%	26 11%	80 11%	85 10%	22 17%*	34 15%	76 10%
NOT ANSWERED	35			10	15	11	21	1					6	8	25	29	3	11	25
VALID CASES	1006	1	94	219	345	346	717	13	7	2	21	36	140	227	751	854	129	231	774
NUMBER OF RESPONDENTS	1041	1	94	229	360	357	738	14	7	2	21	36	146	235	776	883	132	242	799
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q43 #YES	896 89%	50 94%	43 83%	50 81%	46 87%	47 82%	62 90%	48 91%	60 92%	50 89%	59 84%	49 94%	36 86%~	41 82%	68 92%	77 92%	47 94%	53 88%
NO	110 11%	3 6%	9 17%	12 19%	7 13%	10 18%	7 10%	5 9%	5 8%	6 11%	11 16%	3 6%	6 14%~	9 18%	6 8%	7 8%	3 6%	7 12%
NOT ANSWERED	35	3	6	1	2	1	3	1	5	1	1	1	1	2	1	7	3	
VALID CASES	1006	53	52	62	53	57	69	53	65	56	70	52	42	50	74	84	50	60
NUMBER OF RESPONDENTS	1041	56	58	63	55	58	72	54	70	57	71	53	43	52	75	91	53	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]



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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AMER AS-	IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q44 #YES	836 84%	1 100%~	68 72%*	168 76%*	303 89%*	297 86%	577 82%*	13 100%~	5 65%~	2 100%~	17 80%~	31 86%~	125 87%	186 83%	628 84%	732 86%*	88 68%*	177 78%*	658 85%*
NO	163 16%		26 ~ 28%*	52 24%*	38 11%*	47 14%	130 18%*		2 ~ 35%~		4 ~ 20%~	5 14%~	19 13%	38 17%	121 16%	116 14%*	41 32%*	50 22%*	114 15%*
NOT ANSWERED	41		1	9	19	13	31	1					2	11	28	34	3	15	27
VALID CASES	1000	1	94	220	341	344	707	13	7	2	21	36	144	224	748	849	129	227	772
NUMBER OF RESPONDENTS	1041	1	94	229	360	357	738	14	7	2	21	36	146	235	776	883	132	242	799
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q44 #YES	836 84%	47 87%	41 79%	48 79%	40 78%	46 81%	61 88%	42 81%	57 88%	48 87%	59 84%	46 90%	33 79%~	39 76%	61 84%	75 88%	45 90%	49 82%
NO	163 16%	7 13%	11 21%	13 21%	11 22%	11 19%	8 12%	10 19%	8 12%	7 13%	11 16%	5 10%	9 21%~	12 24%	12 16%	10 12%	5 10%	11 18%
NOT ANSWERED	41	2	6	2	4	1	3	2	5	2	1	2	1	1	2	6	3	
VALID CASES	1000	54	52	61	51	57	69	52	65	55	70	51	42	51	73	85	50	60
NUMBER OF RESPONDENTS	1041	56	58	63	55	58	72	54	70	57	71	53	43	52	75	91	53	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER ALSK	IND/ NATV	MUL-TI	HIS-IC	NOT HIS-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
OHP TOT CHLD																			
Q45 YES	774 15%	4 21%~	111 14%	184 14%	198 13%*	276 19%*	559 16%*	3 8%~	14 21%	1 3%~	12 17%	44 14%	88 17%	240 13%*	530 17%*	657 14%*	98 37%*	363 9%*	415 35%*
NO	4257 85%	16 79%~	699 86%	1117 86%	1281 87%*	1142 81%*	2838 84%*	37 92%~	53 79%	23 97%~	61 83%	265 86%	428 83%	1620 87%*	2539 83%*	4053 86%*	169 63%*	3478 91%*	776 65%*
NOT ANSWERED	332	1	69	68	99	94	18	3	1		1	5	5	18	25	42	5	321	10
VALID CASES	5031	21	811	1301	1480	1419	3397	40	68	24	74	310	516	1860	3070	4711	267	3841	1191
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q45 YES	774 15%	48 17%	45 14%	40 14%	40 13%	41 14%	53 24%*	45 16%	51 16%	42 15%	63 16%	38 12%	29 11%*	38 13%	35 12%	61 21%*	48 14%	49 16%
NO	4257 85%	236 83%	268 86%	245 86%	262 87%	250 86%	170 76%*	240 84%	266 84%	241 85%	331 84%	276 88%	234 89%*	247 87%	262 88%	228 79%*	300 86%	257 84%
NOT ANSWERED	332	16	23	10	15	21	15	23	11	17	21	13	7	18	10	16	32	16
VALID CASES	5031	284	313	285	302	291	223	285	317	283	394	314	263	285	297	289	348	306
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%

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?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q46 NEVER	73 10%	10 ~ 11%	13 8%	21 10%	29 11%	49 10%	1 3%	3 24%	1 ~ 7%	2 5%	14 15%	14 6%*	60 12%*	65 11%	6 5%*	33 10%	40 10%		
SOMETIMES	115 16%	12 ~ 12%	26 15%	33 16%	46 17%	81 16%	1 ~ 8%	1 ~ 2%	7 17%	11 12%	33 16%	79 16%	93 15%	19 18%	44 13%	71 18%			
USUALLY	209 28%	19 ~ 20%*	49 29%	63 30%	81 31%	136 27%	4 58%*	6 53%*	2 ~ 17%	15 36%*	24 27%	53 25%	152 30%	161 26%*	44 42%*	78 23%*	132 33%*		
ALWAYS	340 46%	2 100%*	57 58%*	80 48%	91 44%	106 41%*	235 47%	3 39%*	2 15%*	1 100%*	10 75%*	17 41%*	40 45%	112 53%*	213 42%*	295 48%*	35 34%*	184 54%*	155 39%*
#ALWAYS + USUALLY (NET)	549 75%	2 100%*	77 78%	129 77%	154 74%	187 71%	371 74%	7 97%*	8 68%*	1 100%*	12 92%*	32 77%*	64 73%	165 78%	364 72%	456 74%	78 76%	262 77%	287 72%
TOP BOX SCORE	340 46%	2 100%*	57 58%*	80 48%	91 44%	106 41%*	235 47%	3 39%*	2 15%*	1 100%*	10 75%*	17 41%*	40 45%	112 53%*	213 42%*	295 48%*	35 34%*	184 54%*	155 39%*
NOT ANSWERED	29	1	10	3	15	24					1	1	9	15	26	1	16	13	
VALID CASES	737	2	99	167	208	261	501	7	12	1	13	41	89	212	503	615	103	340	397
NUMBER OF RESPONDENTS	766	2	100	177	211	276	525	7	12	1	13	42	89	221	518	641	104	356	410
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q46																		
NEVER	73 10%	3 7%	5 11%	1 3%	4 11%	3 7%	4 8%	8 19%	1 2%	2 5%	3 5%	2 6%	2 7%	3 8%	8 24%	5 8%	2 4%	3 7%
SOMETIMES	115 16%	9 20%	9 20%	3 8%	5 13%	8 20%	12 23%	7 16%	3 6%	7 18%	17 27%	3 8%	2 7%	6 17%	5 15%	10 17%	4 9%	5 11%
USUALLY	209 28%	8 18%	6 13%	15 38%	12 32%	5 12%	19 37%	12 28%	18 36%	11 28%	12 19%	14 39%	9 32%	8 22%	8 24%	14 23%	16 36%	17 38%
ALWAYS	340 46%	25 56%	25 56%	21 53%	17 45%	25 61%	17 33%	16 37%	28 56%	20 50%	30 48%	17 47%	15 54%	19 53%	13 38%	31 52%	23 51%	20 44%
#ALWAYS + USUALLY (NET)	549 75%	33 73%	31 69%	36 90%	29 76%	30 73%	36 69%	28 65%	46 92%	31 77%	42 68%	31 86%	24 86%	27 75%	21 62%	45 75%	39 87%	37 82%
TOP BOX SCORE	340 46%	25 56%	25 56%	21 53%	17 45%	25 61%	17 33%	16 37%	28 56%	20 50%	30 48%	17 47%	15 54%	19 53%	13 38%	31 52%	23 51%	20 44%
NOT ANSWERED	29	3			2		1	2	1	2	1	2	1	2	1	1	3	4
VALID CASES	737	45	45	40	38	41	52	43	50	40	62	36	28	36	34	60	45	45
NUMBER OF RESPONDENTS	766	48	45	40	40	41	53	45	51	42	63	38	29	38	35	61	48	49
	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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q47 NONE	67 9%		8 ~ 8%	18 11%	19 9%	23 9%	42 8%	1 ~ 7%	2 ~ 14%	7 ~ 17%	10 12%	26 12%*	38 7%	55 9%	11 11%	35 10%	32 8%		
1 SPECIALIST	450 61%	2 100%~	66 66%	105 62%	118 57%	156 59%	317 63%	5 77%~	6 51%~	1 100%~	6 46%~	19 46%~	50 56%	126 59%	308 61%	401 64%*	43 42%*	248 72%*	201 50%*
2	144 19%		13 ~ 13%*	26 15%	51 24%*	57 22%	100 20%	2 ~ 17%~		1 ~ 10%~	9 21%~	15 17%	34 16%	107 21%	113 18%	23 23%	45 13%*	100 25%*	
3	48 6%		2 ~ 2%*	14 8%	15 7%	18 7%	31 6%	2 23%~	1 7%~		1 ~ 7%~	5 12%~	7 8%	17 8%	28 6%	30 5%*	16 16%*	9 3%*	39 10%*
4	10 1%			3 ~ 1%	3 1%	5 2%	2 0.4%*	2 ~ 17%~		1 ~ 8%~		2 ~ 2%	1 0.3%*	9 2%*	5 0.8%	4 4%	1 0.0%*	10 2%*	
5 OR MORE SPECIALISTS	23 3%		11 ~ 11%*	4 2%	2 1%*	4 2%	14 3%				2 ~ 14%~	1 3%~	4 5%	8 4%	14 3%	18 3%	4 4%	6 2%	16 4%
NOT ANSWERED	25		1	7	3	14	19				1	1	9	13	20	2	13	12	
VALID CASES	741	2	99	170	208	262	506	7	12	1	13	41	89	212	505	621	102	343	398
NUMBER OF RESPONDENTS	766	2	100	177	211	276	525	7	12	1	13	42	89	221	518	641	104	356	410
	100%	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?

Banner II

		OHP TOT CHLD																	
		AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q47	NONE	67 9%	2 4%~	4 9%~	2 5%~	3 8%~	3 7%~	5 10%	5 12%~	3 6%	1 3%~	3 5%	1 3%~	1 4%~	2 6%~	7 21%~	4 7%	7 15%~	5 11%~
	1 SPECIALIST	450 61%	35 76%~	35 78%~	27 68%~	28 72%~	28 68%~	26 50%	21 49%~	33 65%	26 70%~	39 63%	22 59%~	20 71%~	27 75%~	21 62%~	42 74%*	27 57%~	32 71%~
	2	144 19%	8 17%~	2 4%~	8 20%~	3 8%~	6 15%~	14 27%	11 26%~	11 22%	7 19%~	11 18%	8 22%~	4 14%~	5 14%~	5 15%~	9 16%	7 15%~	6 13%~
	3	48 6%	1 2%~	3 7%~	2 5%~	2 5%~	3 7%~	5 10%	3 7%~	1 2%*	1 3%~	8 13%	5 14%~	2 7%~	2 6%~	~	1 2%*	3 6%~	2 4%~
	4	10 1%	~	~	1 3%~	2 5%~	~	~	1 2%~	2 4%	~	~	1 3%~	1 4%~	~	1 3%~	~	~	~
	5 OR MORE SPECIALISTS	23 3%	~	1 2%~	~	1 3%~	1 2%~	2 4%	2 5%~	1 2%	2 5%~	1 2%	~	~	~	~	1 2%	3 6%~	~
	NOT ANSWERED	25	2			1		1	2		5	1	1	1	2	1	4	1	4
	VALID CASES	741	46	45	40	39	41	52	43	51	37	62	37	28	36	34	57	47	45
	NUMBER OF RESPONDENTS	766	48	45	40	40	41	53	45	51	42	63	38	29	38	35	61	48	49
		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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER				
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC			
Q48 WORST SPECIALIST POSSIBLE	1 0.1%	~	~	~0.4%	~	1 0.1%	~	~	~	~	~	~	~0.2%	1 0.1%	~	~	~0.2%	1			
01	2 0.3%	~0.9%	1	~	1 ~0.5%	2 0.4%	~	~	~	~	~	~	~0.4%	1 0.3%	2 0.3%	1 0.2%	~	2 ~0.5%			
02	1 0.2%	~	~	~0.6%	1 0.1%	1 0.3%	~	~	~	~	~	~	~0.3%	1 0.2%	1 0.2%	~	~0.1%	1 0.3%			
03	8 1%	~	4 5%	~0.6%	1 1%	7 1%	1 3%	~	~	~	1 4%	~	~0.8%	7 2%	1 2%	7 2%	1 2%	6 2%	2 0.6%		
04	17 3%	~	2 2%	4 3%	5 3%	6 2%	13 3%	~	2 23%	~	1 2%	~	~0.5%*	1 3%	12 3%	10 2%	6 7%	6 2%	11 3%		
05	11 2%	~0.9%	1 1%	2 0.5%	1 3%	7 2%	~	1 9%	~	~	1 ~0.5%	1 2%	3 2%	8 2%	7 1%	3 3%	0.6%	2 2%	9 2%		
06	29 4%	~	~	10 6%	9 5%	11 5%	24 5%	~	~	~	1 8%	~	~	4 5%	5 3%	24 5%	18 3%*	10 11%*	8 3%*	21 6%*	
07	71 11%	~	10 11%	10 6%*	19 10%	33 14%	41 9%*	2 28%*	3 32%*	~	~	~	~	6 17%*	10 13%	11 9%*	59 13%*	51 9%*	13 14%	28 9%	43 12%
08	106 16%	~	15 16%	19 13%	25 13%	48 20%*	78 17%	2 23%*	2 24%*	~	4 37%*	4 11%*	15 19%	27 15%	77 17%	87 15%	17 19%	40 13%	67 18%		
09	148 22%	84%*	2 25%	23 23%	36 24%	45 17%*	98 21%	~0.9%*	1 100%*	~	4 33%*	9 26%*	15 19%	62 34%*	77 17%*	126 22%	20 22%	75 25%	73 20%		
BEST SPECIALIST POSSIBLE	278 41%	1 16%*	37 40%	73 47%	80 43%	88 37%	197 42%	3 46%*	1 11%*	~	2 21%*	14 40%*	34 44%	74 40%	197 42%	254 45%*	21 23%*	138 46%*	139 38%*		

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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC			
OHP TOT CHLD	532	2	74	128	150	176	373	5	3	1	11	27	64	163	351	468	58	253	279
#8-10 (NET)	79%	100%~	81%	83%	80%	75%*	79%	69%~	36%~	100%~	90%~	77%~	82%	88%*	76%*	83%*	63%*	83%*	76%*
9-10 (NET)	426	2	60	109	125	128	295	3	1	1	6	23	49	136	274	380	41	214	212
	63%	100%~	65%	70%*	67%	54%*	63%	46%~	12%~	100%~	54%~	66%~	63%	74%*	59%*	67%*	45%*	70%*	58%*
NOT ANSWERED	10			3	3	4	5		2				1	2	9	10		6	4
VALID CASES	672	2	92	154	187	237	470	7	8	1	12	35	78	184	464	565	91	304	368
NUMBER OF RESPONDENTS	682	2	92	157	190	241	475	7	10	1	12	35	79	186	473	575	91	310	372
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.61	9.16	8.56	8.83	8.68	8.41	8.56	8.48	6.71	9.00	8.51	8.66	8.83	8.89	8.50	8.75	7.86	8.81	8.43
p stat_(*=Sig @ p<=.05)		~.769	.059	.511	.027*	.308		~	~	~	~	~	~.130	.002*	.035*	.000*	.000*	.003*	.003*

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

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q48 WORST SPECIALIST POSSIBLE	1 0.1%	~	~	3%~	~	~	~	~	~	~	2%	~	~	~	~	~	~	~
01	2 0.3%	~	~	~	~	~	~	~	4%~	~	2%	~	~	~	~	~	~	~
02	1 0.2%	1 2%~	~	~	~	~	~	~	~	~	2%	~	~	~	~	1 2%	~	~
03	8 1%	~	~	3%~	~	~	~	3%~	~	3%~	2%	3%~	4%~	~	~	~	3%~	~
04	17 3%	~	1 2%~	~	1 3%~	~	~	3%~	~	~	3%	~	~	~	~	~	1 3%~	1 3%~
05	11 2%	1 2%~	~	2 5%~	1 3%~	~	2 4%~	~	~	3%~	5%	~	4%~	~	4%~	4%	2 3%~	1 3%~
06	29 4%	5 11%~	2 5%~	3 8%~	2 6%~	3 8%~	1 2%~	2 5%~	1 2%~	1 3%~	2 3%	1 3%~	1 4%~	~	1 4%~	~	1 3%~	1 3%~
07	71 11%	3 7%~	3 7%~	2 5%~	4 11%~	2 5%~	8 17%~	5 14%~	2 4%~	2 6%~	2 3%*	4 11%~	1 4%~	5 15%~	2 7%~	2 4%*	5 13%~	~
08	106 16%	5 11%~	7 17%~	7 18%~	5 14%~	6 16%~	12 26%~	6 16%~	7 15%~	7 19%~	13 22%	6 17%~	5 19%~	4 12%~	5 19%~	11 21%	1 3%~	8 20%~
09	148 22%	8 18%~	8 20%~	5 13%~	9 26%~	7 18%~	13 28%~	8 22%~	7 15%~	10 28%~	8 14%	9 25%~	3 11%~	10 29%~	5 19%~	7 13%	10 26%~	5 13%~
BEST SPECIALIST POSSIBLE	278 41%	21 48%~	20 49%~	17 45%~	13 37%~	20 53%~	22 60%~	12 32%~	28 60%~	14 39%~	24 41%	15 42%~	15 56%~	15 44%~	13 48%~	29 56%*	19 49%~	24 60%~
#8-10 (NET)	532 79%	34 77%~	35 85%~	29 76%~	27 77%~	33 87%~	35 76%~	26 70%~	42 89%~	31 86%~	45 78%	30 83%~	23 85%~	29 85%~	23 85%~	47 90%*	30 77%~	37 93%~
9-10 (NET)	426 63%	29 66%~	28 68%~	22 58%~	22 63%~	27 71%~	23 50%~	20 54%~	35 74%~	24 67%~	32 55%	24 67%~	18 67%~	25 74%~	18 67%~	36 69%	29 74%~	29 73%~

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	10				1		1	1	1		1						1	1
VALID CASES	672	44	41	38	35	38	46	37	47	36	58	36	27	34	27	52	39	40
NUMBER OF RESPONDENTS	682	44	41	38	36	38	47	38	48	36	59	36	27	34	27	53	40	40
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.61	8.64	8.90	8.32	8.57	9.03	8.37	8.16	8.96	8.72	8.12	8.78	8.81	9.03	8.89	8.98	8.74	9.10
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~.043*	~	~	~	~	~.102	~	~

[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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q49 YES	1285 26%	11 53%~	224 28%	346 27%	387 26%	315 22%*	817 24%*	10 25%~	17 26%	4 17%~	20 27%	107 34%*	110 21%*	564 31%*	678 22%*	1196 26%	74 28%	977 26%	309 26%
NO	3691 74%	10 47%~	579 72%	933 73%	1078 74%	1094 78%*	2561 76%*	28 75%~	48 74%	20 83%~	54 73%	206 66%*	404 79%*	1279 69%*	2371 78%*	3474 74%	193 72%	2822 74%	870 74%
NOT ANSWERED	387	1	77	90	114	104	37	5	4		1	2	7	35	47	83	5	364	22
VALID CASES	4976	21	803	1279	1465	1409	3378	38	65	24	74	313	514	1843	3048	4670	267	3798	1179
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q49																			
YES	1285 26%	63 22%	56 18%*	61 22%	59 20%*	94 32%*	59 27%	81 29%	73 23%	72 26%	132 34%*	74 24%	43 16%*	60 21%*	45 15%*	56 19%*	93 27%	83 28%	
NO	3691 74%	219 78%	257 82%*	219 78%	238 80%*	197 68%*	161 73%	199 71%	242 77%	209 74%	258 66%*	237 76%	218 84%*	225 79%*	249 85%*	233 81%*	250 73%	217 72%	
NOT ANSWERED	387	18	23	15	20	21	18	28	13	19	25	16	9	18	13	16	37	22	
VALID CASES	4976	282	313	280	297	291	220	280	315	281	390	311	261	285	294	289	343	300	
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%	

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?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q50 NEVER	37 3%	5 ~ 2%	17 5%*	7 2%	9 3%	29 4%*	~	~	~	23%~	1% 4%	5 0.9%*	31 5%*	34 3%	1 2%	29 3%	8 3%		
SOMETIMES	235 20%	6 71%~	32 16%	62 19%	63 19%	71 25%*	145 20%	2 32%~	9 49%~	2 34%~	4 27%~	23 23%	27 25%	90 17%*	139 23%*	205 19%*	28 36%*	169 19%	66 23%
USUALLY	343 30%	1 7%~	64 32%	92 28%	109 32%	77 27%	210 29%	2 25%~	5 26%~	3 60%~	4 28%~	21 21%*	26 24%	165 31%	166 28%	307 29%	29 37%	244 28%*	100 35%*
ALWAYS	547 47%	2 23%~	101 50%	158 48%	158 47%	129 45%	340 47%	3 43%~	5 25%~	1 6%~	3 22%~	54 54%	50 47%	274 51%*	260 44%*	513 48%*	20 25%*	433 49%*	114 40%*
#ALWAYS + USUALLY (NET)	890 77%	2 29%~	165 82%*	250 76%	266 79%	207 72%	550 76%	5 68%~	9 51%~	3 66%~	7 50%~	76 76%	76 71%	440 82%*	426 71%*	820 77%*	49 62%*	676 77%	214 74%
TOP BOX SCORE	547 47%	2 23%~	101 50%	158 48%	158 47%	129 45%	340 47%	3 43%~	5 25%~	1 6%~	3 22%~	54 54%	50 47%	274 51%*	260 44%*	513 48%*	20 25%*	433 49%*	114 40%*
NOT ANSWERED	42	7	10	8	18	32					1	1	19	17	38	2	39	3	
VALID CASES	1162	8	202	329	336	286	724	7	18	5	14	100	107	535	596	1058	79	874	288
NUMBER OF RESPONDENTS	1204	8	209	339	344	304	756	7	18	5	14	101	108	554	613	1096	81	913	291
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q50 NEVER	37 3%	1 2%	4 7%	1 2%	1 2%	3 3%	2 4%	2 2%	7 10%*	1 1%	1 0.8%*	5 7%	1 2%~	3 5%	3 7%~	1 2%		3 ~ 4%
SOMETIMES	235 20%	15 25%	9 16%	9 15%	9 16%	15 16%	20 35%*	19 24%	7 10%*	8 11%*	22 18%	13 18%	6 15%~	10 18%	5 11%~	10 19%	15 17%	19 24%
USUALLY	343 30%	20 33%	17 31%	19 32%	12 22%	29 32%	15 26%	22 27%	19 27%	25 35%	36 30%	21 29%	6 15%~	22 39%	12 27%~	23 43%*	26 30%	20 25%
ALWAYS	547 47%	24 40%	25 45%	31 52%	33 60%*	44 48%	20 35%*	37 46%	38 54%	37 52%	62 51%	34 47%	27 68%~	22 39%	24 55%~	19 36%	45 52%	38 47%
#ALWAYS + USUALLY (NET)	890 77%	44 73%	42 76%	50 83%	45 82%	73 80%	35 61%*	59 74%	57 80%	62 87%*	98 81%	55 75%	33 83%~	44 77%	36 82%~	42 79%	71 83%	58 72%
TOP BOX SCORE	547 47%	24 40%	25 45%	31 52%	33 60%*	44 48%	20 35%*	37 46%	38 54%	37 52%	62 51%	34 47%	27 68%~	22 39%	24 55%~	19 36%	45 52%	38 47%
NOT ANSWERED	42	3	1	1	4	3	2	1	2	1	11	1	3	3	1	3	7	3
VALID CASES	1162	60	55	60	55	91	57	80	71	71	121	73	40	57	44	53	86	80
NUMBER OF RESPONDENTS	1204 100%	63 100%	56 100%	61 100%	59 100%	94 100%	59 100%	81 100%	73 100%	72 100%	132 100%	74 100%	43 100%	60 100%	45 100%	56 100%	93 100%	83 100%

[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?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	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- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q51 NEVER	21 2%	~	2 1%	8 3%	6 2%	4 1%	17 2%	1 ~0.7%	~	1 ~0.2%*	4 4%	3 0.5%*	15 3%	16 2%	5 6%	18 2%	3 1%		
SOMETIMES	81 7%	36%~	9 4%	23 7%	23 7%	22 8%	45 6%	1 ~1%	~	1 5%~	5 5%	17 16%*	41 8%	38 6%	76 7%	4 5%	60 7%	21 7%	
USUALLY	289 25%	1 3%~	48 24%	69 21%	86 26%	86 30%*	189 26%	4 57%~	8 44%~	1 9%~	4 31%~	19 19%	14 13%*	121 23%	161 27%	252 24%*	31 39%*	200 23%*	89 31%*
ALWAYS	768 66%	5 61%~	141 70%	226 69%	221 66%	174 61%*	475 66%	3 43%~	10 54%~	3 91%~	9 65%~	75 76%*	71 67%	367 69%*	382 64%	711 67%*	40 50%*	592 68%*	176 61%*
#ALWAYS + USUALLY (NET)	1057 91%	5 64%~	190 94%*	296 90%	307 91%	260 91%	664 91%	7 100%~	18 98%~	3 100%~	13 95%~	94 95%	85 80%*	488 92%	543 91%	963 91%	70 88%	793 91%	265 92%
TOP BOX SCORE	768 66%	5 61%~	141 70%	226 69%	221 66%	174 61%*	475 66%	3 43%~	10 54%~	3 91%~	9 65%~	75 76%*	71 67%	367 69%*	382 64%	711 67%*	40 50%*	592 68%*	176 61%*
NOT ANSWERED	44		8	12	8	18	30			2		2	1	23	17	40	2	42	2
VALID CASES	1160	8	201	327	336	286	726	7	18	3	14	99	107	531	596	1056	79	871	289
NUMBER OF RESPONDENTS	1204	8	209	339	344	304	756	7	18	5	14	101	108	554	613	1096	81	913	291
	100%	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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q51 NEVER	21 2%	1 2%	1 2%	1 2%	1 2%	1 1%	2 4%	1 1%	2 3%	~	3 2%	4 6%	~	~	2 5%~	~	2 2%	1 1%
SOMETIMES	81 7%	2 3%	8 15%	2 3%	1 2%*	4 4%	4 7%	9 11%	3 4%	4 6%	4 3%*	4 6%	~	3 5%	3 7%~	2 4%	6 7%	6 7%
USUALLY	289 25%	15 25%	9 17%	16 27%	10 18%	26 29%	18 32%	22 27%	11 15%*	16 23%	26 21%	12 17%	11 28%~	17 30%	6 14%~	16 31%	19 22%	12 15%*
ALWAYS	768 66%	41 69%	35 66%	41 68%	43 78%*	60 66%	32 57%	48 60%	56 78%*	51 72%	90 73%	52 72%	28 72%~	36 64%	33 75%~	34 65%	60 69%	61 76%*
#ALWAYS + USUALLY (NET)	1057 91%	56 95%	44 83%	57 95%	53 96%*	86 95%	50 89%	70 88%	67 93%	67 94%	116 94%	64 89%	39 100%~	53 95%	39 89%~	50 96%	79 91%	73 91%
TOP BOX SCORE	768 66%	41 69%	35 66%	41 68%	43 78%*	60 66%	32 57%	48 60%	56 78%*	51 72%	90 73%	52 72%	28 72%~	36 64%	33 75%~	34 65%	60 69%	61 76%*
NOT ANSWERED	44	4	3	1	4	3	3	1	1	1	9	2	4	4	1	4	6	3
VALID CASES	1160	59	53	60	55	91	56	80	72	71	123	72	39	56	44	52	87	80
NUMBER OF RESPONDENTS	1204 100%	63 100%	56 100%	61 100%	59 100%	94 100%	59 100%	81 100%	73 100%	72 100%	132 100%	74 100%	43 100%	60 100%	45 100%	56 100%	93 100%	83 100%

[ASKED IF Q49 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q52 YES	1790 36%	3 14%~	301 38%	497 39%*	533 37%	457 33%*	1171 35%*	14 38%~	10 16%*	12 58%~	27 36%	118 38%	200 39%	766 42%*	978 32%*	1689 36%	83 31%	1395 37%*	395 34%*
NO	3138 64%	18 86%~	495 62%	777 61%*	922 63%	927 67%*	2177 65%*	23 62%~	55 84%*	9 42%~	47 64%	191 62%	310 61%	1063 58%*	2039 68%*	2939 64%	181 69%	2370 63%*	769 66%*
NOT ANSWERED	435	1	85	96	125	129	67	6	4	4	1	6	12	49	78	125	8	397	37
VALID CASES	4928	21	795	1273	1454	1384	3348	37	65	20	74	309	509	1829	3017	4628	264	3765	1164
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q52																			
YES	1790 36%	93 33%	96 31%*	84 30%*	102 34%	103 36%	66 30%*	95 34%	120 38%	103 38%	168 43%*	114 37%	74 29%*	98 35%	105 36%	87 31%*	164 48%*	119 40%	
NO	3138 64%	187 67%	215 69%*	194 70%*	194 66%	182 64%	153 70%*	182 66%	192 62%	169 62%	224 57%*	194 63%	181 71%*	183 65%	186 64%	198 69%*	179 52%*	181 60%	
NOT ANSWERED	435	20	25	17	21	27	19	31	16	28	23	19	15	22	16	20	37	22	
VALID CASES	4928	280	311	278	296	285	219	277	312	272	392	308	255	281	291	285	343	300	
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%	

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

Banner I

	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- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
PQ53 NEVER	64 1%	4 ~0.5%*	19 2%	15 1%	26 2%	41 1%	~	~	2 7%~	~	4 1%	10 2%	24 1%	37 1%	59 1%	4 1%	45 1%	19 2%	
SOMETIMES	317 6%	1 2%~	45 6%	97 8%*	102 7%	72 5%*	177 5%*	3 7%~	5 7%	2 8%~	8 10%	21 7%	42 8%	141 8%*	157 5%*	293 6%	17 6%	251 7%	66 6%
USUALLY	629 13%	1 5%~	95 12%	189 15%*	188 13%	155 11%*	428 13%	3 8%~	3 5%*	1 2%~	6 8%	44 14%	66 13%	258 14%*	358 12%*	590 13%	29 11%	475 13%	155 13%
ALWAYS	3884 79%	18 92%~	652 82%*	946 76%*	1122 79%	1147 82%*	2648 80%*	31 85%~	58 88%*	19 83%~	59 81%	238 78%	378 76%	1362 76%*	2441 82%*	3619 79%	210 81%	2967 79%	916 79%
#ALWAYS + USUALLY (NET)	4513 92%	20 98%~	747 94%*	1134 91%*	1310 92%	1302 93%	3076 93%*	34 93%~	61 93%	19 85%~	65 90%	282 92%	444 90%*	1619 91%*	2800 94%*	4209 92%	239 92%	3442 92%	1071 93%
TOP BOX SCORE	3884 79%	18 92%~	652 82%*	946 76%*	1122 79%	1147 82%*	2648 80%*	31 85%~	58 88%*	19 83%~	59 81%	238 78%	378 76%	1362 76%*	2441 82%*	3619 79%	210 81%	2967 79%	916 79%
NOT ANSWERED	91	16	29	28	17	56	2	1			4	10	44	36	81	3	75	16	
VALID CASES	4894	20	796	1251	1428	1400	3294	37	66	23	73	306	496	1785	2993	4561	260	3738	1156
NUMBER OF RESPONDENTS	4985	20	812	1280	1456	1417	3350	39	66	23	73	310	506	1829	3029	4642	263	3813	1172
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner II

	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PQ53																		
NEVER	64 1%	1 0.4%*	3 1%	6 2%	4 1%	4 1%	3 1%	1 0.4%*	6 2%	3 1%	7 2%	3 1%	5 2%	4 1%	3 1%	3 1%	10 3%*	4 1%
SOMETIMES	317 6%	23 8%	14 5%	7 3%*	15 5%	18 6%	11 5%	17 6%	20 6%	13 5%	36 9%	24 8%	9 4%*	20 7%	15 5%	18 6%	26 8%	25 9%
USUALLY	629 13%	35 13%	32 10%	30 11%	34 12%	35 12%	24 11%	32 12%	38 12%	41 15%	55 14%	40 13%	18 7%*	31 11%	40 14%	37 13%	63 19%*	31 11%
ALWAYS	3884 79%	219 79%	259 84%*	228 84%*	231 81%	226 80%	178 82%	222 82%	245 79%	210 79%	283 74%*	238 78%	220 87%*	220 80%	226 80%	224 79%	234 70%*	234 80%
#ALWAYS + USUALLY (NET)	4513 92%	254 91%	291 94%	258 95%*	265 93%	261 92%	202 94%	254 93%	283 92%	251 94%	338 89%*	278 91%	238 94%	251 91%	266 94%	261 93%	297 89%*	265 90%
TOP BOX SCORE	3884 79%	219 79%	259 84%*	228 84%*	231 81%	226 80%	178 82%	222 82%	245 79%	210 79%	283 74%*	238 78%	220 87%*	220 80%	226 80%	224 79%	234 70%*	234 80%
NOT ANSWERED	91	2	3	7	12	2	3	5	3	5	11	3	3	6	7	3	10	6
VALID CASES	4894	278	308	271	284	283	216	272	309	267	381	305	252	275	284	282	333	294
NUMBER OF RESPONDENTS	4985	280	311	278	296	285	219	277	312	272	392	308	255	281	291	285	343	300
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	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	
Q54 WORST HEALTH PLAN POSSIBLE	24 0.5%	1 ~0.0%	9 0.7%	10 0.7%	5 0.4%	12 0.4%	1 2%	~	~	5 6%	6 ~ 1%	2 0.1%	20 0.7%	17 0.4%	4 1%	14 0.4%	10 0.8%		
01	11 0.2%	3 ~0.4%	1 0.0%	5 0.3%	2 0.2%	5 0.1%	~	~	~	2 2%	1 0.1%	4 0.7%	4 0.2%	7 0.2%	9 0.2%	2 0.7%	8 0.2%	3 0.3%	
02	31 0.6%	2 ~0.2%	9 0.7%	8 0.5%	12 0.9%	24 0.7%	~	~	~	4 6%	1 0.2%	2 0.3%	5 0.2%	27 0.9%	27 0.6%	4 2%	26 0.7%	5 0.4%	
03	38 0.8%	4 ~0.6%	12 0.9%	6 0.4%	16 1%	26 0.8%	~	~	~	~	4 1%	2 0.4%	8 0.4%	26 0.8%	34 0.7%	3 1%	20 0.5%	18 2%	
04	60 1%	4 ~0.5%	13 1%	13 0.9%	30 2%	49 1%	~	~	~	2 2%	11 ~ 2%	8 0.4%	56 2%	53 1%	7 3%	28 0.8%	32 3%		
05	233 5%	20 ~ 3%	61 5%	62 4%	90 7%	185 6%	1 4%	4 7%	~	1 1%	5 2%	26 5%	49 3%	179 6%	208 4%	18 7%	163 4%	70 6%	
06	215 4%	1 4%	21 3%	60 5%	70 5%	64 5%	148 4%	1 1%	3 4%	~	3 4%	9 3%	44 8%	53 3%	168 6%	197 4%	18 7%	125 3%	91 8%
07	490 10%	9 44%	76 10%	114 9%	141 10%	149 11%	370 11%	7 20%	11 17%	1 2%	4 6%	17 5%	63 12%	106 6%	394 13%	464 10%	27 10%	324 9%	167 14%
08	940 19%	5 27%	132 17%	230 18%	271 19%	302 22%	651 19%	12 33%	17 27%	2 8%	17 23%	66 22%	112 22%	295 16%	651 22%	872 19%	55 21%	677 18%	264 22%
09	878 18%	1 5%	161 20%	226 18%	283 19%	206 15%	636 19%	1 3%	12 19%	4 17%	10 14%	50 16%	75 15%	335 18%	528 17%	840 18%	34 13%	687 18%	191 16%
BEST HEALTH PLAN POSSIBLE	2014 41%	4 21%	366 46%	542 42%	591 40%	510 37%	1242 37%	14 38%	17 26%	18 74%	26 35%	155 51%	173 33%	978 53%	964 32%	1928 41%	89 34%	1682 45%	330 28%
#8-10 (NET)	3832 78%	11 53%	658 83%	999 78%	1146 78%	1018 73%	2530 76%	27 73%	46 72%	24 98%	53 72%	271 88%	360 70%	1607 87%	2142 71%	3640 78%	178 68%	3046 81%	785 66%

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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AMER AS-	IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
9-10 (NET)	2892 59%	5 26%~	527 67%*	768 60%	874 60%	716 52%*	1879 56%*	15 40%~	29 45%*	22 90%~	36 49%	205 67%*	248 48%*	1313 71%*	1492 49%*	2769 60%*	123 47%*	2369 63%*	521 44%*
NOT ANSWERED	430	1	91	92	119	126	66	5	5		1	8	4	37	76	104	11	409	20
VALID CASES	4933	21	789	1277	1460	1387	3349	38	64	24	73	307	517	1841	3019	4649	261	3753	1181
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%
MEAN	8.49	7.96	8.82	8.51	8.52	8.25	8.39	8.29	8.26	9.63	7.56	8.93	8.10	8.97	8.15	8.53	7.94	8.65	7.95
p stat_(*=Sig @ p<=.05)		~.000*	.578	.449	.000*	.000*		~.216		~.011*	.000*	.000*	.000*	.000*	.000*	.000*	.000*	.000*	.000*



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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q54 WORST HEALTH PLAN POSSIBLE	24 0.5%		1 ~0.3%	1 0.4%		2 ~0.7%	1 0.5%	2 0.7%	1 0.3%		1 ~0.3%	2 0.6%	2 0.8%	3 1%	2 0.7%	1 0.4%		1 ~0.3%	
01	11 0.2%		3 ~1%				3 ~1%			1 ~0.4%	2 0.5%			1 ~0.4%		2 ~0.7%	1 0.3%	1 0.3%	
02	31 0.6%	5 2%	5 2%	3 1%		1 ~0.3%	1 0.5%	2 0.7%		1 ~0.4%	1 0.3%	1 0.3%	1 0.4%	1 0.4%	2 0.7%	2 0.7%	4 1%	1 0.3%	
03	38 0.8%	4 1%	7 2%			2 ~0.7%	4 2%	3 1%	2 0.6%	1 0.4%	3 0.8%	1 0.3%	4 2%	1 0.4%	1 0.3%	1 0.4%	1 0.3%	1 0.3%	3 1%
04	60 1%	6 2%	9 3%	2 0.7%	2 0.7%	4 1%	7 3%	2 0.7%	1 0.3%	2 ~0.7%	4 1%	4 1%	6 2%	4 1%	5 2%	1 0.4%	3 ~0.9%	5 2%	
05	233 5%	18 6%	23 7%	10 4%	17 6%	13 5%	13 6%	9 3%	14 5%	9 3%	18 5%	22 7%	18 7%	15 5%	26 9%*	28 10%*	12 3%	8 3%*	
06	215 4%	16 6%	17 5%	11 4%	18 6%	9 3%	13 6%	9 3%	14 5%	11 4%	13 3%	17 6%	13 5%	12 4%	18 6%	9 3%	16 5%	14 5%	
07	490 10%	37 13%	36 11%	34 12%	28 9%	27 9%	30 14%	22 8%	41 13%	25 9%	25 6%*	35 11%	23 9%	31 11%	53 18%*	34 12%	19 6%*	38 12%	
08	940 19%	45 16%	57 18%	67 24%	64 21%	57 20%	52 24%	50 18%	48 16%	52 19%	48 12%*	59 19%	51 20%	53 19%	64 22%	78 27%*	60 17%	55 18%	
09	878 18%	49 17%	39 12%*	42 15%	55 18%	55 19%	36 17%	53 19%	68 22%	57 21%	70 18%	55 18%	56 22%	42 15%	41 14%	32 11%*	57 17%	50 16%	
BEST HEALTH PLAN POSSIBLE	2014 41%	103 36%	118 37%	110 39%	114 38%	117 41%	55 26%*	127 46%*	120 39%	118 43%	204 52%*	112 36%	83 32%*	113 41%	78 27%*	96 34%*	170 50%*	128 42%	
#8-10 (NET)	3832 78%	197 70%*	214 68%*	219 78%	233 78%	229 80%	143 67%*	230 82%*	236 76%	227 82%	322 83%*	226 73%	190 74%	208 75%	183 63%*	206 73%	287 84%*	233 77%	
9-10 (NET)	2892 59%	152 54%	157 50%*	152 54%	169 57%	172 60%	91 42%*	180 65%*	188 61%	175 63%	274 70%*	167 54%	139 54%	155 56%	119 41%*	128 45%*	227 66%*	178 59%	

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NOT ANSWERED	430	17	21	15	19	25	23	29	19	23	26	19	13	27	17	21	37	18
VALID CASES	4933	283	315	280	298	287	215	279	309	277	389	308	257	276	290	284	343	304
NUMBER OF RESPONDENTS	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.49	8.20	8.02	8.51	8.54	8.55	7.85	8.68	8.57	8.70	8.81	8.33	8.21	8.40	7.92	8.16	8.76	8.53
p stat_(*=Sig @ p<=.05)		.014*	.000*	.859	.578	.552	.000*	.025*	.385	.029*	.001*	.113	.015*	.388	.000*	.003*	.002*	.713

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q55 YES	2010 40%	12 59%~	323 40%	511 40%	576 39%	587 42%	1429 42%*	21 53%~	22 34%	7 29%~	39 53%*	110 35%	214 41%	655 35%*	1364 44%*	1847 39%*	154 59%*	1143 30%*	874 73%*
NO	2973 60%	9 41%~	474 60%	774 60%	899 61%	817 58%	1957 58%*	19 47%~	43 66%	17 71%~	35 47%*	200 65%	305 59%	1191 65%*	1702 56%*	2852 61%*	108 41%*	2651 70%*	317 27%*
NOT ANSWERED	380	1	83	83	103	109	29	3	3		1	5	2	32	30	53	10	368	11
VALID CASES	4983	21	797	1286	1476	1404	3386	40	66	24	74	310	519	1846	3065	4700	262	3794	1190
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q55																			
YES	2010 40%	125 44%	108 34%*	113 40%	118 39%	109 38%	90 41%	113 41%	135 43%	125 45%	146 37%	121 39%	99 38%	115 40%	134 45%	142 49%*	130 38%	133 44%	
NO	2973 60%	160 56%	208 66%*	170 60%	185 61%	181 62%	131 59%	166 59%	182 57%	153 55%	246 63%	189 61%	162 62%	170 60%	162 55%	147 51%*	213 62%	168 56%	
NOT ANSWERED	380	15	20	12	14	22	17	29	11	22	23	17	9	18	11	16	37	21	
VALID CASES	4983	285	316	283	303	290	221	279	317	278	392	310	261	285	296	289	343	301	
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%	

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q56 NEVER	30 1%	10 ~ 3%	6 1%	8 1%	6 1%	13 0.9%*	1 ~ 1%~	~	~	2 ~ 2%	8 3%	11 2%	16 1%	26 1%	2 1%	17 2%	13 1%		
SOMETIMES	187 9%	30%~ 3	6%* 20	8% 45	11% 63	10% 54	8%* 111	~ 4%~ 1	20%~ 2	6%~ 2	7% 7	17%* 39	12%* 75	8%* 103	8%* 150	19%* 31	7%* 78	13%* 109	
USUALLY	459 23%	1 3%~	75 22%	105 20%*	139 25%	140 25%	279 20%*	5 25%~	9 36%~	1 13%~	10 26%~	30 28%	72 32%*	155 24%	295 22%	401 22%*	52 32%*	228 20%*	231 27%*
ALWAYS	1338 66%	7 67%~	235 69%	381 71%*	354 63%*	364 64%	994 71%*	17 75%~	14 59%~	5 67%~	25 68%~	67 63%	108 48%*	401 62%*	915 69%*	1250 68%*	76 47%*	820 72%*	518 59%*
#ALWAYS + USUALLY (NET)	1797 89%	7 70%~	310 91%	486 91%	493 87%	503 89%	1273 91%*100%~	22 95%~	23 80%~	6 94%~	35 91%	97 79%*	181 87%*	557 91%*	1211 90%*	1650 79%*	128 92%*	1048 86%*	750 86%*
TOP BOX SCORE	1338 66%	7 67%~	235 69%	381 71%*	354 63%*	364 64%	994 71%*	17 75%~	14 59%~	5 67%~	25 68%~	67 63%	108 48%*	401 62%*	915 69%*	1250 68%*	76 47%*	820 72%*	518 59%*
NOT ANSWERED	42	3	12	6	21	29	1	1	3	6	13	29	35	4	33	8			
VALID CASES	2014	10	340	537	563	564	1397	22	24	8	37	106	227	643	1329	1827	162	1143	872
NUMBER OF RESPONDENTS	2056	10	343	549	569	585	1426	22	25	8	37	109	233	656	1358	1862	166	1176	880
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q56																			
NEVER	30 1%	2 2%	4 4%	4 4%	~ 2%	2 2%	4 5%	1 0.9%	~ 3%	4 3%	3 2%	3 3%	2 2%	~ 2%	2 2%	3 2%	1 0.8%	2 2%	
SOMETIMES	187 9%	12 10%	26 24%*	9 8%	7 6%	12 11%	9 10%	11 10%	13 10%	14 12%	11 8%	12 10%	6 6%	1 0.9%*	17 13%	10 7%	13 10%	11 8%	
USUALLY	459 23%	32 26%	30 28%	26 23%	28 25%	19 18%	24 28%	25 22%	24 18%	19 16%*	31 22%	31 26%	18 19%	22 20%	32 25%	38 27%	33 26%	31 23%	
ALWAYS	1338 66%	78 63%	47 44%*	73 65%	79 69%	74 69%	50 57%	75 67%	97 72%	83 69%	93 67%	72 61%	70 73%	89 79%*	78 60%	89 64%	79 63%	88 67%	
#ALWAYS + USUALLY (NET)	1797 89%	110 89%	77 72%*	99 88%	107 94%*	93 87%	74 85%	100 89%	121 90%	102 85%	124 90%	103 87%	88 92%	111 99%*	110 85%	127 91%	112 89%	119 90%	
TOP BOX SCORE	1338 66%	78 63%	47 44%*	73 65%	79 69%	74 69%	50 57%	75 67%	97 72%	83 69%	93 67%	72 61%	70 73%	89 79%*	78 60%	89 64%	79 63%	88 67%	
NOT ANSWERED	42	1	1	1	4	2	3	1	1	5	8	3	3	3	5	2	4	1	
VALID CASES	2014	124	107	112	114	107	87	112	134	120	138	118	96	112	129	140	126	132	
NUMBER OF RESPONDENTS	2056	125	108	113	118	109	90	113	135	125	146	121	99	115	134	142	130	133	
	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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q57 #YES	1193 60%	5 70%~	190 56%	321 61%	324 58%	354 63%	805 58%*	12 60%~	17 78%~	7 93%~	22 62%~	66 67%	134 59%	425 67%*	735 56%*	1059 59%*	116 72%*	636 56%*	557 65%*
NO	793 40%	2 30%~	147 44%	203 39%	237 42%	204 37%	585 42%*	8 40%~	5 22%~	1 7%~	14 38%~	33 33%	94 41%	209 33%*	575 44%*	740 41%*	44 28%*	492 44%*	301 35%*
NOT ANSWERED	70	3	6	25	8	27	36	2	4		1	10	5	22	48	63	6	48	23
VALID CASES	1986	7	337	524	561	558	1390	20	21	8	36	99	228	634	1310	1799	160	1128	857
NUMBER OF RESPONDENTS	2056 100%	10 100%	343 100%	549 100%	569 100%	585 100%	1426 100%	22 100%	25 100%	8 100%	37 100%	109 100%	233 100%	656 100%	1358 100%	1862 100%	166 100%	1176 100%	880 100%

[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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57 #YES	1193 60%	66 54%	53 49%*	70 64%	78 68%	59 56%	48 54%	73 68%*	82 64%	61 50%*	89 63%	58 49%*	58 59%	61 56%	56 43%*	71 53%	83 66%	77 58%
NO	793 40%	57 46%	55 51%*	40 36%	37 32%	46 44%	41 46%	35 32%*	47 36%	60 50%*	53 37%	61 51%*	41 41%	47 44%	75 57%*	64 47%	42 34%	55 42%
NOT ANSWERED	70	2		3	3	4	1	5	6	4	4	2		7	3	7	5	1
VALID CASES	1986	123	108	110	115	105	89	108	129	121	142	119	99	108	131	135	125	132
NUMBER OF RESPONDENTS	2056	125	108	113	118	109	90	113	135	125	146	121	99	115	134	142	130	133
	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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR		NO CCC	CCC	
Q57A YES	3840 79%	15 76%~	397 50%*	1014 81%*	1274 88%*	1146 83%*	2595 78%	30 83%~	57 85%	10 48%~	65 91%*	230 79%	400 77%	1472 82%*	2313 77%*	3612 79%	210 80%	2870 78%*	972 82%*
NO	1039 21%	5 24%~	390 50%*	237 19%*	172 12%*	230 17%*	736 22%	6 17%~	10 15%	11 52%~	7 9%*	61 21%	116 23%	328 18%*	708 23%*	986 21%	54 20%	825 22%*	213 18%*
NOT ANSWERED	484	2	93	118	133	137	83	6	3	3	3	24	5	79	75	156	8	467	16
VALID CASES	4879	20	787	1251	1446	1376	3332	37	66	21	71	291	516	1799	3020	4597	264	3695	1185
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57A YES	3840 79%	213 77%	252 82%	205 74%	236 83%	210 75%	174 80%	208 76%	233 75%	216 79%	336 88%*	256 84%*	207 81%	214 76%	250 87%*	226 80%	289 85%*	225 76%
NO	1039 21%	62 23%	54 18%	71 26%	50 17%	71 25%	43 20%	67 24%	78 25%	57 21%	47 12%*	50 16%*	48 19%	68 24%	36 13%*	56 20%	50 15%*	70 24%
NOT ANSWERED	484	25	30	19	31	31	21	33	17	27	32	21	15	21	21	23	41	27
VALID CASES	4879	275	306	276	286	281	217	275	311	273	383	306	255	282	286	282	339	295
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%

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?

Banner I

	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- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q57B NEVER	674 30%	7 63%~	102 37%*	178 26%*	174 26%*	211 35%*	381 29%	6 28%~	9 32%~	4 27%~	15 35%~	62 41%*	74 25%*	309 31%	345 29%	625 30%	45 28%	518 30%	155 30%
SOMETIMES	430 19%	2 14%~	40 15%*	128 19%	130 19%	130 21%	239 18%	1 2%~	7 27%~	8 58%~	5 13%~	15 10%*	76 26%*	201 20%	201 17%*	376 18%*	45 28%*	333 19%	97 19%
USUALLY	488 22%	1 3%~	48 18%	155 23%	176 26%*	108 18%*	299 23%	4 18%~	8 28%~	1 1%~	8 19%~	35 23%	68 23%	209 21%	268 23%	460 22%*	26 16%*	368 21%	120 23%
ALWAYS	667 30%	2 20%~	84 31%	216 32%	201 30%	162 26%*	402 30%	10 51%~	4 13%~	2 13%~	14 33%~	38 26%	79 27%	275 28%	363 31%	606 29%	45 28%	518 30%	149 29%
#ALWAYS + USUALLY (NET)	1154 51%	3 23%~	133 48%	371 55%*	377 55%*	270 44%*	701 53%*	14 69%~	12 42%~	2 15%~	22 53%~	73 49%	147 50%	484 49%*	631 54%*	1066 52%	71 44%	886 51%	269 52%
TOP BOX SCORE	667 30%	2 20%~	84 31%	216 32%	201 30%	162 26%*	402 30%	10 51%~	4 13%~	2 13%~	14 33%~	38 26%	79 27%	275 28%	363 31%	606 29%	45 28%	518 30%	149 29%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2651	9	510	582	772	780	2012	19	41	11	32	151	215	825	1851	2561	104	1987	665
NOT ANSWERED	454	2	95	110	125	121	83	4	1		1	14	10	58	68	125	7	438	15
VALID CASES	2258	12	275	677	682	611	1320	20	28	13	42	150	296	995	1177	2067	161	1737	521
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57B NEVER	674 30%	37 32%	35 26%	39 34%	33 22%*	35 30%	23 25%	47 33%	33 26%	33 29%	48 26%	53 37%	33 33%	30 29%	36 29%	43 41%*	50 27%	36 27%
SOMETIMES	430 19%	18 16%	29 21%	26 23%	30 20%	33 28%*	14 15%	26 18%	14 11%*	20 18%	37 20%	29 20%	17 17%	14 13%	21 17%	21 20%	39 21%	31 23%
USUALLY	488 22%	23 20%	25 18%	18 16%	28 19%	15 13%*	31 34%*	32 22%	37 29%	24 21%	37 20%	23 16%	19 19%	24 23%	34 27%	23 22%	41 23%	17 13%*
ALWAYS	667 30%	36 32%	47 35%	32 28%	56 38%*	33 28%	24 26%	39 27%	42 33%	37 32%	60 33%	37 26%	30 30%	37 35%	34 27%	19 18%*	52 29%	50 37%
#ALWAYS + USUALLY (NET)	1154 51%	59 52%	72 53%	50 43%	84 57%	48 41%*	55 60%	71 49%	79 63%*	61 54%	97 53%	60 42%*	49 49%	61 58%	68 54%	42 40%*	93 51%	67 50%
TOP BOX SCORE	667 30%	36 32%	47 35%	32 28%	56 38%*	33 28%	24 26%	39 27%	42 33%	37 32%	60 33%	37 26%	30 30%	37 35%	34 27%	19 18%*	52 29%	50 37%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	2651	168	176	159	147	167	127	136	185	155	208	163	151	173	164	177	155	156
NOT ANSWERED	454	18	24	21	23	29	19	28	17	31	25	22	20	25	18	22	43	32
VALID CASES	2258	114	136	115	147	116	92	144	126	114	182	142	99	105	125	106	182	134
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%

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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
OHP TOT CHLD																			
Q57C YES	1026 21%	4 19%~	157 21%	300 24%*	322 22%	241 18%*	681 21%	11 27%~	5 8%*	5 21%~	14 19%	72 24%	130 27%*	390 22%	626 21%	938 21%*	79 31%*	639 18%*	390 33%*
NO	3791 79%	17 81%~	606 79%	944 76%*	1115 78%	1110 82%*	2619 79%	30 73%~	60 92%*	19 79%~	60 81%	234 76%	355 73%*	1402 78%	2366 79%	3634 79%*	180 69%*	3005 82%*	785 67%*
NOT ANSWERED	546	1	116	125	142	162	115	2	4	1	1	9	36	86	103	181	13	518	27
VALID CASES	4817	21	764	1244	1437	1351	3300	41	65	24	74	306	485	1792	2992	4572	259	3644	1174
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57C YES	1026 21%	49 18%	50 16%*	65 23%	61 21%	52 19%	42 20%	64 24%	66 22%	54 20%	85 22%	63 21%	42 17%	58 21%	55 19%	52 19%	76 23%	62 21%
NO	3791 79%	229 82%	255 84%*	212 77%	236 79%	226 81%	170 80%	206 76%	238 78%	214 80%	298 78%	243 79%	210 83%	215 79%	233 81%	229 81%	254 77%	228 79%
NOT ANSWERED	546	22	31	18	20	34	26	38	24	32	32	21	18	30	19	24	50	32
VALID CASES	4817	278	305	277	297	278	212	270	304	268	383	306	252	273	288	281	330	290
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%

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?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	IAN	NATV ILND	AMER PAC	AMER ALSK	IND/ OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q57D #YES	865 87%	2 100%~	149 90%	256 87%	234 84%	226 90%	561 88%	6 62%~	7 75%~	2 73%~	13 100%~	54 98%*	124 89%	326 86%	524 89%	772 87%*	81 95%*	531 84%*	333 93%*
NO	124 13%	~	16 10%	39 13%	44 16%	24 10%	75 12%	3 38%~	2 25%~	1 27%~	~	1 2%*	15 11%	51 14%	68 11%	119 13%*	4 5%*	100 16%*	25 7%*
NOT ANSWERED	6	2	2	2	3	5	1					1		1	6	6		4	2
VALID CASES	990	2	165	295	278	249	636	9	10	3	13	56	139	377	592	892	85	632	358
NUMBER OF RESPONDENTS	996	2	167	295	280	252	641	9	10	3	13	56	139	378	598	898	85	636	360
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q57C = YES]

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57D #YES	865 87%	41 84%~	44 88%	56 88%	53 87%	36 71%*	37 90%~	56 88%	65 98%*	50 93%	71 85%	54 86%	32 78%~	50 88%	50 91%	49 94%*	70 92%	53 88%
NO	124 13%	8 16%~	6 12%	8 13%	8 13%	15 29%*	4 10%~	8 12%	1 2%*	4 7%	13 15%	9 14%	9 22%~	7 12%	5 9%	3 6%*	6 8%	7 12%
NOT ANSWERED	6			1		1	1				1		1	1				2
VALID CASES	990	49	50	64	61	51	41	64	66	54	84	63	41	57	55	52	76	60
NUMBER OF RESPONDENTS	996	49	50	65	61	52	42	64	66	54	85	63	42	58	55	52	76	62
	100%	100%	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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q57E #YES	853 87%	2 100%~	155 94%*	250 86%	235 86%	212 86%	553 88%	6 71%~	10 100%~	2 73%~	13 100%~	55 99%*	118 86%	326 87%	515 87%	772 87%	70 84%	537 86%	316 89%
NO	127 13%	~	10 6%*	41 14%	40 14%	36 14%	77 12%	3 29%~	1 ~ 27%~	1 ~	19 1%*	14% 14%	47 13%	74 13%	113 13%	14 16%	88 14%	39 11%	
NOT ANSWERED	15	3	4	5	4	11	1			1	2	5	9	13	1	11	5		
VALID CASES	981	2	164	291	275	248	630	9	10	3	13	56	137	373	589	885	84	625	355
NUMBER OF RESPONDENTS	996	2	167	295	280	252	641	9	10	3	13	56	139	378	598	898	85	636	360
	100%	100%	100%	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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57E #YES	853 87%	40 85%~	41 84%~	54 87%	54 89%	41 80%	36 88%~	56 88%	59 89%	45 90%	71 85%	48 80%	31 79%~	49 84%	49 89%	42 86%~	70 93%*	53 88%
NO	127 13%	7 15%~	8 16%~	8 13%	7 11%	10 20%	5 12%~	8 12%	7 11%	5 10%	13 15%	12 20%	8 21%~	9 16%	6 11%	7 14%~	5 7%*	7 12%
NOT ANSWERED	15	2	1	3		1	1			4	1	3	3			3	1	2
VALID CASES	981	47	49	62	61	51	41	64	66	50	84	60	39	58	55	49	75	60
NUMBER OF RESPONDENTS	996 100%	49 100%	50 100%	65 100%	61 100%	52 100%	42 100%	64 100%	66 100%	54 100%	85 100%	63 100%	42 100%	58 100%	55 100%	52 100%	76 100%	62 100%

[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?

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
OHP TOT CHLD	20	1	6	4	10	13					5	6	14	18	2	9	11		
NEVER	2%	~0.1%*	2%	2%	4%	2%	~	~	~	~	4%	2%	2%	2%	2%	1%	3%		
SOMETIMES	89	8	25	25	30	49	~	20%	2	1	3	1	18	37	46	70	18	63	26
	9%	~ 5%*	9%	9%	13%	8%	~	27%~	27%~	25%~	2%*	14%	10%	8%	8%*	21%*	10%	7%	
USUALLY	244	30	79	73	62	154	2	1	1	1	23	22	108	128	219	23	150	94	
	25%	~ 18%*	27%	27%	26%	24%	21%~	10%~	3%~	7%~	42%*	16%*	29%*	22%*	25%	27%	24%	26%	
ALWAYS	624	2	126	184	172	139	417	7	7	2	9	31	88	221	398	574	42	396	227
	64%	100%~	77%*	63%	63%	58%*	66%	79%~	70%~	69%~	68%~	56%	66%	59%*	68%*	65%*	49%*	64%	64%
#ALWAYS + USUALLY (NET)	868	2	156	262	244	202	571	9	8	2	10	55	110	329	526	793	65	546	321
	89%	100%~	95%*	89%	89%	83%*	90%	100%~	80%~	73%~	75%~	98%*	82%*	88%	90%	90%*	77%*	88%	90%
TOP BOX SCORE	624	2	126	184	172	139	417	7	7	2	9	31	88	221	398	574	42	396	227
	64%	100%~	77%*	63%	63%	58%*	66%	79%~	70%~	69%~	68%~	56%	66%	59%*	68%*	65%*	49%*	64%	64%
NOT ANSWERED	20	3	1	6	10	9		1			1	5	6	12	17		18	3	
VALID CASES	976	2	164	294	274	242	632	9	10	3	13	56	134	372	586	881	85	618	357
NUMBER OF RESPONDENTS	996	2	167	295	280	252	641	9	10	3	13	56	139	378	598	898	85	636	360
	100%	100%	100%	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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57F NEVER	20 2%	1 2%	2 4%	2 3%	3 5%	~	1 2%	1 2%	~	~	2 2%	1 2%	4 10%	2 3%	1 2%	1 2%	2 3%	1 2%
SOMETIMES	89 9%	2 4%	5 10%	7 11%	7 12%	7 14%	3 7%	7 11%	4 6%	3 6%	9 11%	4 6%	2 5%	1 2%*	5 9%	5 10%	7 9%	7 11%
USUALLY	244 25%	14 29%	7 14%	13 20%	19 32%	11 22%	10 24%	17 27%	15 23%	11 22%	29 35%	16 26%	10 25%	13 22%	14 26%	11 22%	17 23%	15 25%
ALWAYS	624 64%	31 65%	35 71%	42 66%	31 52%	33 65%	27 66%	37 60%	47 71%	37 73%	44 52%*	41 66%	24 60%	42 72%	34 63%	34 67%	49 65%	38 62%
#ALWAYS + USUALLY (NET)	868 89%	45 94%	42 86%	55 86%	50 83%	44 86%	37 90%	54 87%	62 94%	48 94%	73 87%	57 92%	34 85%	55 95%*	48 89%	45 88%	66 88%	53 87%
TOP BOX SCORE	624 64%	31 65%	35 71%	42 66%	31 52%	33 65%	27 66%	37 60%	47 71%	37 73%	44 52%*	41 66%	24 60%	42 72%	34 63%	34 67%	49 65%	38 62%
NOT ANSWERED	20	1	1	1	1	1	1	2		3	1	1	2		1	1	1	1
VALID CASES	976	48	49	64	60	51	41	62	66	51	84	62	40	58	54	51	75	61
NUMBER OF RESPONDENTS	996 100%	49 100%	50 100%	65 100%	61 100%	52 100%	42 100%	64 100%	66 100%	54 100%	85 100%	63 100%	42 100%	58 100%	55 100%	52 100%	76 100%	62 100%

[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?  
Banner I

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
Q57G NEVER	39 4%	4 ~	15 2%	7 5%	14 2%	24 4%	1 8%	~	~	~	2 3%	4 3%	12 3%	26 4%	38 4%*	1 1%*	26 4%	12 3%		
SOMETIMES	87 9%	21 ~	25 13%	15 9%	28 6%*	51 8%	~	~	1 27%	3 25%	1 2%*	17 13%	47 12%*	38 6%*	65 7%*	20 24%*	59 10%	28 8%		
USUALLY	248 25%	39 ~	78 24%	71 27%	60 24%	149 23%	1 7%	2 20%	1 3%	3 20%	21 37%	28 20%	107 29%*	131 22%*	222 25%	26 31%	150 24%	97 27%		
ALWAYS	607 62%	2 100%	100 ~	173 61%	181 59%	148 66%	59% 59%	411 65%*	8 85%	8 80%	2 69%	7 55%	32 58%	87 64%	210 56%*	396 67%*	564 63%*	37 44%*	387 62%	220 62%
#ALWAYS + USUALLY (NET)	855 87%	2 100%	139 ~	251 85%	252 86%	208 92%*	83% 83%	560 88%	8 92%	10 100%	2 73%	10 75%	53 95%*	115 84%	317 84%*	527 89%*	786 88%*	62 74%*	537 86%	317 89%
TOP BOX SCORE	607 62%	2 100%	100 ~	173 61%	181 59%	148 66%	59% 59%	411 65%*	8 85%	8 80%	2 69%	7 55%	32 58%	87 64%	210 56%*	396 67%*	564 63%*	37 44%*	387 62%	220 62%
NOT ANSWERED	16	3	4	6	2	6	1				1	2	2	8	9	2	13	3		
VALID CASES	980	2	164	291	274	250	635	9	10	3	13	56	137	376	590	889	83	623	357	
NUMBER OF RESPONDENTS	996	2	167	295	280	252	641	9	10	3	13	56	139	378	598	898	85	636	360	
	100%	100%	100%	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?  
Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57G																		
NEVER	39 4%	4 8%~	5 10%~	5 8%	4 7%	3 6%~	2 5%~	1 2%	1 2%	3 6%	3 4%	2 3%	6 15%~	3 5%	1 2%	1 2%	3 4%	1 2%
SOMETIMES	87 9%	2 4%~	5 10%~	5 8%	6 10%	5 10%~	5 12%~	4 6%	6 9%	2 4%	10 12%	7 11%	1 2%~	6 10%	8 15%	6 12%	8 11%	5 8%
USUALLY	248 25%	7 15%~	8 16%~	17 27%	16 27%	11 23%~	8 20%~	20 31%	16 24%	13 25%	22 26%	14 23%	9 22%~	11 19%	6 11%*	17 33%	21 28%	14 23%
ALWAYS	607 62%	35 73%~	31 63%~	37 58%	34 57%	29 60%~	26 63%~	39 61%	43 65%	34 65%	49 58%	38 62%	24 60%~	38 66%	38 72%	27 53%	44 58%	41 67%
#ALWAYS + USUALLY (NET)	855 87%	42 88%~	39 80%~	54 84%	50 83%	40 83%~	34 83%~	59 92%	59 89%	47 90%	71 85%	52 85%	33 83%~	49 84%	44 83%	44 86%	65 86%	55 90%
TOP BOX SCORE	607 62%	35 73%~	31 63%~	37 58%	34 57%	29 60%~	26 63%~	39 61%	43 65%	34 65%	49 58%	38 62%	24 60%~	38 66%	38 72%	27 53%	44 58%	41 67%
NOT ANSWERED	16	1	1	1	1	4	1			2	1	2	2		2	1		1
VALID CASES	980	48	49	64	60	48	41	64	66	52	84	61	40	58	53	51	76	61
NUMBER OF RESPONDENTS	996	49	50	65	61	52	42	64	66	54	85	63	42	58	55	52	76	62
	100%	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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC	
Q57H NEVER	18 2%	6 ~ 4%	5 2%	5 2%	2 0.7%	11 2%	~	~	1 ~ 27%	~	~	1 ~0.9%	7 2%	11 2%	11 1%*	6 7%*	15 2%*	3 0.7%*	
SOMETIMES	71 7%	9 ~ 5%	26 9%	16 6%	21 8%	33 5%*	~	~	3 ~ 25%	1 2%*	12 8%	44 12%*	17 3%*	48 5%*	22 26%*	52 8%	19 5%		
USUALLY	202 21%	29 ~ 18%	64 22%	60 22%	48 19%	123 20%	~	1 5%	1 3%	5 39%	15 28%	22 16%	91 24%*	108 18%	182 20%	19 23%	122 19%	80 22%	
ALWAYS	690 70%	2 100%	119 ~ 73%	196 67%	195 71%	177 72%	464 74%*	9 100%	9 ~ 95%	2 69%	5 36%	39 71%	104 75%	234 62%*	454 77%*	648 73%*	38 45%*	436 70%	254 71%
#ALWAYS + USUALLY (NET)	892 91%	2 100%	149 ~ 91%	260 89%	254 92%	225 91%	588 93%*	9 100%	10 ~ 100%	2 73%	10 75%	55 98%*	126 91%	324 86%*	562 95%*	830 93%*	57 67%*	557 89%*	334 94%*
TOP BOX SCORE	690 70%	2 100%	119 ~ 73%	196 67%	195 71%	177 72%	464 74%*	9 100%	9 ~ 95%	2 69%	5 36%	39 71%	104 75%	234 62%*	454 77%*	648 73%*	38 45%*	436 70%	254 71%
NOT ANSWERED	16	3	4	4	4	10		1			1	1	2	8	9		12	4	
VALID CASES	980	2	164	291	276	248	631	9	10	3	13	56	139	376	590	889	85	624	356
NUMBER OF RESPONDENTS	996	2	167	295	280	252	641	9	10	3	13	56	139	378	598	898	85	636	360
	100%	100%	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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q57H NEVER	18 2%	1 2%	1 2%	1 2%	2 3%	2 4%	~	1 2%	1 2%	~	2 2%	1 2%	3 7%	1 2%	1 2%	~	1 1%	2 3%
SOMETIMES	71 7%	4 8%	6 12%	2 3%	5 8%	5 10%	4 10%	5 8%	3 5%	~	5 6%	4 7%	1 2%	2 3%	5 9%	4 8%	6 8%	4 7%
USUALLY	202 21%	6 13%	5 10%	10 16%	18 30%	9 18%	11 27%	13 20%	7 11%*	14 27%	25 30%	14 23%	5 12%	12 21%	7 13%	12 24%	15 20%	18 30%
ALWAYS	690 70%	37 77%	37 76%	51 80%	35 58%	33 67%	26 63%	45 70%	55 83%*	38 73%	51 61%	42 69%	31 78%	43 74%	40 75%	35 69%	53 71%	37 61%
#ALWAYS + USUALLY (NET)	892 91%	43 90%	42 86%	61 95%	53 88%	42 86%	37 90%	58 91%	62 94%	52 100%	76 92%	56 92%	36 90%	55 95%	47 89%	47 92%	68 91%	55 90%
TOP BOX SCORE	690 70%	37 77%	37 76%	51 80%	35 58%	33 67%	26 63%	45 70%	55 83%*	38 73%	51 61%	42 69%	31 78%	43 74%	40 75%	35 69%	53 71%	37 61%
NOT ANSWERED	16	1	1	1	1	3	1			2	2	2	2		2	1	1	1
VALID CASES	980	48	49	64	60	49	41	64	66	52	83	61	40	58	53	51	75	61
NUMBER OF RESPONDENTS	996 100%	49 100%	50 100%	65 100%	61 100%	52 100%	42 100%	64 100%	66 100%	54 100%	85 100%	63 100%	42 100%	58 100%	55 100%	52 100%	76 100%	62 100%

[ASKED IF Q57C = YES]



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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q58																			
EXCELLENT	1951 39%	9 46%~	382 48%*	536 42%*	525 36%*	496 35%*	1381 41%*	22 50%~	26 39%	12 51%~	28 37%	107 34%*	218 42%	625 34%*	1333 43%*	1992 42%~	1715 ~ 45%*	232 19%*	
VERY GOOD	1732 35%	9 46%~	262 33%	451 35%	514 35%	496 35%	1273 37%*	14 33%~	24 36%	7 28%~	32 43%	103 33%	166 32%	586 31%*	1158 38%*	1768 37%~	1283 ~ 34%*	450 38%*	
GOOD	973 20%	2 8%~	111 14%*	243 19%	329 22%*	290 21%	598 18%*	7 16%~	8 12%*	5 22%~	9 11%*	73 23%	96 18%	468 25%*	476 15%*	994 21%*	636 ~ 17%*	340 28%*	
FAIR	308 6%	~	36 5%*	59 5%*	96 7%	118 8%*	141 4%*	~	9 13%	~	3 4%	31 10%*	40 8%	180 10%*	111 4%*	261 ~ 96%*	139 4%*	171 14%*	
POOR	13 0.3%	2 ~0.2%	2 0.2%	2 0.1%	8 0.6%*	8 0.2%*	7 0.2%	1 0.4%~	~	~	3 4%	~	~	5 ~0.3%	8 0.2%	11 ~ 4%	7 ~0.2%	6 0.5%	
#EXCELLENT + VERY GOOD + GOOD (NET)	4656 94%	20 100%~	755 95%*	1230 95%*	1367 93%	1282 91%*	3252 96%*	43 100%~	57 87%	24 100%~	68 92%	283 90%*	479 92%	1680 90%*	2967 96%*	4753 100%~	3634 ~ 96%*	1022 85%*	
NOT ANSWERED	386	2	88	77	114	105	15		3			1	2	14	9		382	3	
VALID CASES	4977	20	792	1292	1465	1408	3400	43	66	24	74	314	519	1864	3086	4753	272	3780	1198
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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

Banner II

Q58	OHP TOT																		
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
EXCELLENT	1951 39%	117 41%	126 40%	123 44%	113 38%	131 45%*	80 37%	102 36%	143 45%*	111 40%	147 37%	123 40%	121 47%*	131 46%*	100 34%	101 35%	118 34%*	110 37%	
VERY GOOD	1732 35%	106 37%	118 38%	101 36%	99 33%	89 31%	80 37%	95 34%	100 31%	102 37%	104 27%*	122 40%	101 39%	100 35%	129 44%*	114 40%	117 34%	118 39%	
GOOD	973 20%	47 17%	55 18%	43 15%	68 23%	56 19%	41 19%	55 20%	67 21%	53 19%	102 26%*	49 16%	30 12%*	45 16%	46 16%	57 20%	86 25%*	61 20%	
FAIR	308 6%	12 4%	14 4%	13 5%	21 7%	12 4%	16 7%	29 10%*	8 3%*	11 4%	37 9%*	10 3%*	6 2%*	10 3%*	13 4%	11 4%*	21 6%	12 4%	
POOR	13 0.3%	1 0.4%		1 ~0.4%		1 ~0.3%	1 0.5%				1 ~0.4%	2 0.5%	1 0.3%	1 0.4%		2 ~0.7%	2 0.7%	3 0.9%	~
#EXCELLENT + VERY GOOD + GOOD (NET)	4656 94%	270 95%	299 96%	267 95%	280 93%	276 96%	201 92%	252 90%*	310 97%*	266 96%	353 90%*	294 96%*	252 97%*	276 97%*	275 95%	272 95%	321 93%	289 96%*	
NOT ANSWERED	386	17	23	14	16	23	20	27	10	22	23	22	11	17	17	20	35	21	
VALID CASES	4977	283	313	281	301	289	218	281	318	278	392	305	259	286	290	285	345	301	
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%	

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
Q59 EXCELLENT	2270 46%	11 52%~	508 64%*	671 52%*	571 39%*	503 36%*	1593 47%*	17 39%~	30 45%	19 80%~	29 41%	146 47%	210 41%*	848 45%	1410 46%	2258 48%*	44 16%*	2017 53%*	248 21%*
VERY GOOD	1311 26%	6 28%~	185 23%*	335 26%	416 28%	371 26%	933 28%*	10 23%~	17 26%	2 10%~	21 29%	82 26%	137 26%	458 25%*	854 28%*	1301 27%*	29 11%*	1034 27%*	277 23%*
GOOD	923 19%	4 19%~	72 9%*	206 16%*	323 22%*	321 23%*	555 16%*	14 33%~	18 27%	2 8%~	10 13%	52 17%	108 21%	393 21%*	512 17%*	837 18%*	80 30%*	594 16%*	331 28%*
FAIR	400 8%	~	23 3%*	69 5%*	145 10%*	166 12%*	262 8%	2 6%~	~	1 3%~	11 16%	28 9%	49 9%	151 8%	248 8%	295 6%*	93 34%*	126 3%*	278 23%*
POOR	72 1%	~	1 0.1%*	7 0.5%*	18 1%	48 3%*	50 1%	~	1 2%	~	1 2%	4 1%	14 3%	18 1%*	57 2%*	45 1%*	24 9%*	10 0.3%*	63 5%*
#EXCELLENT + VERY GOOD + GOOD (NET)	4503 91%	20 100%~	765 97%*	1212 94%*	1309 89%*	1195 85%*	3082 91%	41 94%~	65 98%*	23 97%~	60 83%	280 90%	455 88%	1699 91%	2777 90%	4396 93%*	153 57%*	3645 96%*	856 72%*
NOT ANSWERED	387	2	92	82	107	104	21	3	2	3	3	10	13	17	3	381	5		
VALID CASES	4976	20	788	1287	1472	1409	3394	43	66	24	72	312	518	1868	3082	4736	269	3781	1196
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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

Banner II

	OHP TOT																		
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q59																			
EXCELLENT	2270 46%	134 48%	137 44%	123 44%	130 43%	138 48%	87 40%	130 46%	144 46%	128 46%	161 41%	145 48%	127 49%	136 48%	124 43%	122 43%	160 46%	136 45%	
VERY GOOD	1311 26%	81 29%	96 31%	84 30%	76 25%	74 26%	53 24%	71 25%	83 26%	87 31%	98 25%	86 28%	75 29%	84 29%	90 31%	82 29%	81 23%	77 26%	
GOOD	923 19%	41 15%	55 18%	51 18%	66 22%	54 19%	43 20%	53 19%	70 22%	40 14%*	92 23%*	47 15%	36 14%*	44 15%	40 14%*	53 19%	73 21%	52 17%	
FAIR	400 8%	18 6%	21 7%	19 7%	25 8%	18 6%	25 11%	26 9%	16 5%*	21 8%	39 10%	22 7%	17 7%	19 7%	30 10%	20 7%	28 8%	27 9%	
POOR	72 1%	8 3%	5 2%	4 1%	3 1%	5 2%	10 5%*0.7%	2 0.6%	2	3 1%	5 1%	4 1%	2 0.8%	3 1%	4 1%	7 2%	3 0.9%	9 3%	
#EXCELLENT + VERY GOOD + GOOD (NET)	4503 91%	256 91%	288 92%	258 92%	272 91%	266 92%	183 84%*	254 90%	297 94%*	255 91%	351 89%	278 91%	238 93%	264 92%	254 88%	257 90%	314 91%	265 88%	
NOT ANSWERED	387	18	22	14	17	23	20	26	13	21	20	23	13	17	19	21	35	21	
VALID CASES	4976	282	314	281	300	289	218	282	315	279	395	304	257	286	288	284	345	301	
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%	

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q60 YES	1132 23%	1 7%~	114 14%*	236 18%*	367 25%*	418 30%*	810 24%*	13 31%~	16 25%	2 9%~	22 30%	58 19%*	131 25%	345 19%*	807 26%*	1004 21%*	125 47%*	305 8%*	837 70%*
NO	3829 77%	19 93%~	674 86%*	1047 82%*	1101 75%*	984 70%*	2587 76%*	29 69%~	50 75%	22 91%~	52 70%	254 81%*	387 75%	1515 81%*	2273 74%*	3723 79%*	140 53%*	3465 92%*	356 30%*
NOT ANSWERED	401	2	92	86	111	110	17	1	3			3	3	18	15	27	7	392	8
VALID CASES	4962	20	788	1283	1468	1403	3398	42	66	24	74	312	518	1860	3080	4726	265	3770	1193
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q60																			
YES	1132 23%	65 23%	67 21%	64 23%	60 20%	62 21%	64 29%*	65 23%	76 24%	66 24%	73 19%*	64 21%	39 15%*	62 22%	58 20%	93 33%*	73 21%	70 23%	
NO	3829 77%	216 77%	245 79%	218 77%	239 80%	227 79%	153 71%*	215 77%	241 76%	209 76%	319 81%*	242 79%	222 85%*	224 78%	231 80%	192 67%*	270 79%	230 77%	
NOT ANSWERED	401	19	24	13	18	23	21	28	11	25	23	21	9	17	18	20	37	22	
VALID CASES	4962	281	312	282	299	289	217	280	317	275	392	306	261	286	289	285	343	300	
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%	

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q61 YES	857 79%	2 68%~	77 63%*	174 73%*	282 83%*	319 82%*	634 82%*100%~	14 71%~	11 100%~	3 69%~	13 76%~	34 79%	104 67%*	205 84%*	652 78%	753 79%	101 32%*	776 95%*	
NO	234 21%	1 32%~	45 37%*	63 27%*	59 17%*	68 18%*	141 18%*	4 ~ 29%~		6 ~ 31%~	11 24%~	27 21%	103 33%*	120 16%*	207 22%	26 21%	186 68%*	42 5%*	
NOT ANSWERED	30		2	9	12	7	12	1		1	5	3	17	11	27	3	21	9	
VALID CASES	1091	3	122	237	341	388	775	14	15	3	19	45	131	308	772	959	128	273	818
NUMBER OF RESPONDENTS	1121	3	124	246	353	395	787	14	15	3	20	50	134	325	783	986	131	294	827
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q61 YES	857 79%	53 85%	56 85%	51 81%	43 75%	46 77%	54 87%*	49 77%	61 81%	48 76%	54 78%	50 82%	32 84%~	45 74%	45 78%	71 78%	53 76%	55 79%
NO	234 21%	9 15%	10 15%	12 19%	14 25%	14 23%	8 13%*	15 23%	14 19%	15 24%	15 22%	11 18%	6 16%~	16 26%	13 22%	20 22%	17 24%	15 21%
NOT ANSWERED	30	3	1	1	3	2	2	1	1	3	4	3	1	1		2	3	
VALID CASES	1091	62	66	63	57	60	62	64	75	63	69	61	38	61	58	91	70	70
NUMBER OF RESPONDENTS	1121 100%	65 100%	67 100%	64 100%	60 100%	62 100%	64 100%	65 100%	76 100%	66 100%	73 100%	64 100%	39 100%	62 100%	58 100%	93 100%	73 100%	70 100%

[ASKED IF Q60 = YES]



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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q62 YES	763 90%	1 35%~	61 80%*	145 81%*	258 92%	294 96%*	567 93%*	10 75%~	8 83%~	1 10%~	16 99%~	26 72%~	92 89%	172 85%*	584 92%*	661 90%	99 92%	769 ~ 99%*	
NO	83 10%	1 65%~	16 20%*	35 19%*	22 8%	13 4%*	45 7%*	3 25%~	2 17%~	2 90%~	1 1%~	10 28%~	12 11%	30 15%*	49 8%*	74 10%	8 8%	68 100%~	10 1%*
NOT ANSWERED	20		8	2	9	3	15		1	1		1		12	7	18	2	17	2
VALID CASES	846	2	76	179	280	307	612	13	10	2	16	36	104	202	633	736	107	68	779
NUMBER OF RESPONDENTS	866	2	84	181	289	310	627	13	11	3	16	37	104	214	640	754	109	85	781
	100%	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]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q62 YES	763 90%	43 83%	51 91%	50 98%*	37 88%~	41 91%~	48 89%	44 94%~	51 85%	44 92%~	45 85%	46 96%~	29 91%~	40 91%~	39 93%~	67 96%*	43 83%	51 94%
NO	83 10%	9 17%	5 9%	1 2%*	5 12%~	4 9%~	6 11%	3 6%~	9 15%	4 8%~	8 15%	2 4%~	3 9%~	4 9%~	3 7%~	3 4%*	9 17%	3 6%
NOT ANSWERED	20	1			1	1		2	1		1	2		1	3	1	1	1
VALID CASES	846	52	56	51	42	45	54	47	60	48	53	48	32	44	42	70	52	54
NUMBER OF RESPONDENTS	866 100%	53 100%	56 100%	51 100%	43 100%	46 100%	54 100%	49 100%	61 100%	48 100%	54 100%	50 100%	32 100%	45 100%	45 100%	71 100%	53 100%	55 100%

[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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC	AMER ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q63																			
YES	727 15%	64 ~ 8%*	155 12%*	242 17%*	270 19%*	534 16%*	4 10%~	7 10%	1 4%~	14 19%	31 10%*	110 22%*	187 10%*	563 18%*	594 13%*	119 45%*	91 2%*	644 55%*	
NO	4197 85%	20 100%~	719 92%*	1128 88%*	1208 83%*	1119 81%*	2849 84%*	36 90%~	60 90%	23 96%~	60 81%	270 90%*	402 78%*	1652 90%*	2506 82%*	4088 87%*	148 55%*	3658 98%*	532 45%*
NOT ANSWERED	439	2	97	87	129	124	32	3	3			14	9	39	26	71	6	413	25
VALID CASES	4924	20	783	1282	1450	1389	3383	40	66	24	74	301	512	1839	3069	4682	266	3749	1176
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q63 YES	727 15%	46 17%	48 15%	51 18%	44 15%	41 14%	53 25%*	36 13%	46 15%	36 13%	50 13%	37 12%	32 12%	32 11%	41 14%	52 18%	52 15%	44 15%
NO	4197 85%	232 83%	262 85%	229 82%	254 85%	248 86%	162 75%*	239 87%	270 85%	243 87%	340 87%	268 88%	229 88%	252 89%	248 86%	232 82%	289 85%	254 85%
NOT ANSWERED	439	22	26	15	19	23	23	33	12	21	25	22	9	19	18	21	39	24
VALID CASES	4924	278	310	280	298	289	215	275	316	279	390	305	261	284	289	284	341	298
NUMBER OF RESPONDENTS	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q64 YES	620 86%	55 ~ 80%	136 83%	215 89%	215 86%	436 86%	5 78%~	5 100%~	1 68%~	12 91%~	24 77%~	95 91%	143 77%*	474 89%*	512 85%	102 91%*	18 20%*	596 94%*
NO	103 14%	14 ~ 20%	28 17%	27 11%	34 14%	70 14%	1 22%~		1 ~ 32%~	1 9%~	7 23%~	10 9%	42 23%*	58 11%*	91 15%	10 9%*	71 80%*	36 6%*
NOT ANSWERED	18	2	3	5	8	14				1			4	14	19	1	11	8
VALID CASES	723	69	164	242	248	507	6	5	2	13	31	105	185	532	603	112	90	632
NUMBER OF RESPONDENTS	741	71	167	247	256	521	6	5	2	14	31	105	189	546	622	112	101	640
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q64																			
YES	620 86%	38 86%~	42 89%~	39 81%~	36 86%~	35 87%~	50 96%*	32 89%~	38 86%~	28 80%~	40 85%~	29 81%~	26 87%~	22 73%~	38 93%~	41 80%	39 76%	39 91%~	
NO	103 14%	6 14%~	5 11%~	9 19%~	6 14%~	5 13%~	2 4%*	4 11%~	6 14%~	7 20%~	7 15%~	7 19%~	4 13%~	8 27%~	3 7%~	10 20%	12 24%	4 9%~	
NOT ANSWERED	18	2	1	3	2	1	1		2	1	3	1	2	2		1	1	1	
VALID CASES	723	44	47	48	42	40	52	36	44	35	47	36	30	30	41	51	51	43	
NUMBER OF RESPONDENTS	741 100%	46 100%	48 100%	51 100%	44 100%	41 100%	53 100%	36 100%	46 100%	36 100%	50 100%	37 100%	32 100%	32 100%	41 100%	52 100%	52 100%	44 100%	

[ASKED IF Q63 = YES]

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER			
	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- IC	EX & VERY GOOD & FAIR & POOR	GOOD	POOR	NO CCC	CCC	
Q65 YES	581 97%	48 ~ 96%	126 98%	200 97%	206 97%	417 97%	5 100%	5 100%	1 100%	11 100%	23 100%	86 98%	124 93%*	452 98%*	487 97%	92 96%			576 ~ 99%~	
NO	18 3%	2 ~ 4%	3 2%	6 3%	7 3%	15 3%	~	~	~	~	~	2 2%	9 7%*	9 2%*	14 3%	4 4%			13 100%~	9 1%~
NOT ANSWERED	12	1	8	3	2	5						2	6	6	6	5			9	5
VALID CASES	600	50	129	206	213	432	5	5	1	11	23	88	133	461	501	96			13	585
NUMBER OF RESPONDENTS	612 100%	51 100%	137 100%	209 100%	215 100%	437 100%	5 100%	5 100%	1 100%	11 100%	23 100%	90 100%	139 100%	467 100%	507 100%	101 100%			22 100%	590 100%

[ASKED IF Q63 = YES AND Q64 = YES]

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

Banner II

		-----																	
		OHP																	
		TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q65																			
YES		581	35	41	37	30	32	49	31	37	26	37	27	25	22	36	39	37	37
		97%	100%~	98%~	95%~	91%~	94%~	98%	100%~	97%~	93%~	95%~	93%~	100%~	100%~	95%~	98%~	95%~	97%~
NO		18		1	2	3	2	1		1	2	2	2			2	1	2	1
		3%	~	2%~	5%~	9%~	6%~	2%	~	3%~	7%~	5%~	7%~	~	~	5%~	2%~	5%~	3%~
NOT ANSWERED		12	3			3	1		1			1		1			1		1
VALID CASES		600	35	42	39	33	34	50	31	38	28	39	29	25	22	38	40	39	38
NUMBER OF RESPONDENTS		612	38	42	39	36	35	50	32	38	28	40	29	26	22	38	41	39	39
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES AND Q64 = YES]



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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-	AS-	IAN	NATV ILND	AMER ALSK	OTH	MUL-	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
OHP TOT CHLD	575	1	62	130	172	212	411	3	9	1	13	26	90	163	426	477	91	105	476
YES	12%	7%~	8%*	10%*	12%	15%*	12%	7%~	13%	1%~	18%	9%*	17%*	9%*	14%*	10%*	34%*	3%*	40%*
NO	4353	19	715	1151	1287	1180	2960	38	57	23	61	281	429	1685	2638	4218	174	3637	712
	88%	93%~	92%*	90%*	88%	85%*	88%	93%~	87%	99%~	82%	91%*	83%*	91%*	86%*	90%*	66%*	97%*	60%*
NOT ANSWERED	435	2	103	89	120	122	44	2	3	1	1	8	2	30	31	57	7	421	13
VALID CASES	4928	20	777	1280	1459	1391	3371	41	66	23	74	307	519	1848	3064	4696	265	3741	1188
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q66																			
YES	575 12%	37 13%	37 12%	33 12%	28 9%	34 12%	41 19%*	29 10%	43 14%	32 11%	41 11%	26 9%*	28 11%	30 11%	34 12%	37 13%	38 11%	33 11%	
NO	4353 88%	242 87%	274 88%	247 88%	270 91%	252 88%	176 81%*	248 90%	272 86%	247 89%	349 89%	279 91%*	233 89%	254 89%	253 88%	244 87%	302 89%	264 89%	
NOT ANSWERED	435	21	25	15	19	26	21	31	13	21	25	22	9	19	20	24	40	25	
VALID CASES	4928	279	311	280	298	286	217	277	315	279	390	305	261	284	287	281	340	297	
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%	

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q67 YES	448 80%	1 50%~	45 64%*	84 68%*	131 81%	187 92%*	324 84%*	2 24%~	3 45%~	10 ~ 82%~	16 85%~	64 80%	101 69%*	344 85%*	360 77%*	83 94%*	11 12%*	439 94%*	
NO	112 20%	1 50%~	25 36%*	39 32%*	30 19%	17 8%*	62 16%*	5 76%~	4 55%~	1 100%~	2 18%~	3 15%~	16 20%	44 31%*	63 15%*	109 23%*	6 6%*	82 88%*	27 6%*
NOT ANSWERED	21			5	11	6	14			1	5		12	8	21	1	9	12	
VALID CASES	560	2	70	122	161	204	386	7	7	1	13	18	80	145	407	469	88	94	466
NUMBER OF RESPONDENTS	581	2	70	127	172	210	400	7	7	1	13	23	80	157	415	490	89	103	478
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q67 YES	448 80%	31 89%~	25 69%~	27 84%~	20 83%~	23 70%~	36 90%~	21 75%~	34 81%~	23 77%~	32 80%~	20 77%~	25 89%~	23 82%~	25 76%~	34 92%~	30 81%~	27 82%~
NO	112 20%	4 11%~	11 31%~	5 16%~	4 17%~	10 30%~	4 10%~	7 25%~	8 19%~	7 23%~	8 20%~	6 23%~	3 11%~	5 18%~	8 24%~	3 8%~	7 19%~	6 18%~
NOT ANSWERED	21	2	1	1	4	1	1	1	1	2	1			2	1		1	
VALID CASES	560	35	36	32	24	33	40	28	42	30	40	26	28	28	33	37	37	33
NUMBER OF RESPONDENTS	581 100%	37 100%	37 100%	33 100%	28 100%	34 100%	41 100%	29 100%	43 100%	32 100%	41 100%	26 100%	28 100%	30 100%	34 100%	37 100%	38 100%	33 100%

[ASKED IF Q66 = YES]

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	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- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q68 YES	439 97%	1 100%	39 97%	90 95%	139 98%	170 97%	318 97%	3 100%	3 100%	8 ~100%	14 92%	63 98%	94 96%	340 97%	358 96%	79 98%	437 ~99%		
NO	14 3%	~	1 3%	5 5%	3 2%	6 3%	11 3%	~	~	~	~	1 8%	2 2%	4 4%	10 3%	13 4%	2 2%	13 100%	4 0.8%
NOT ANSWERED	3				2	1	2						1	2	3		1	1	
VALID CASES	453	1	40	95	141	176	330	3	3	8	15	65	98	350	371	81	13	441	
NUMBER OF RESPONDENTS	456	1	40	95	143	177	332	3	3	8	15	65	98	352	374	81	14	442	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q66 = YES AND Q67 = YES]

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

Banner II

		-----																		
		OHP																		
		TOT																		
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q68																				
YES		439	30	25	25	19	21	35	21	34	22	28	18	25	22	25	34	28	25	
		97%	100%~	100%~	93%~	95%~	91%~	97%~	100%~	100%~	96%~	88%~	90%~	100%~	100%~	100%~	100%~	93%~	96%~	
NO		14			2	1	2	1			1	4	2						2	1
		3%	~	~	7%~	5%~	9%~	3%~	~	~	4%~	13%~	10%~	~	~	~	~	7%~	4%~	
NOT ANSWERED		3	1												1					1
VALID CASES		453	30	25	27	20	23	36	21	34	23	32	20	25	22	25	34	30	26	
NUMBER OF RESPONDENTS		456	31	25	27	20	23	36	21	34	23	32	20	25	23	25	34	30	27	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES AND Q67 = YES]

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q69 YES	459 9%	57 ~ 7%*	164 13%*	135 9%	103 7%*	308 9%	3 8%~	8 12%	1 1%~	11 16%	27 9%	60 12%	147 8%*	316 10%*	374 8%*	78 29%*	121 3%*	342 29%*	
NO	4495 91%	20 100%~	729 93%*	1124 87%*	1330 91%	1293 93%*	3091 91%	38 92%~	58 88%	24 99%~	61 84%	283 91%	457 88%	1711 92%*	2763 90%*	4342 92%*	192 71%*	3641 97%*	852 71%*
NOT ANSWERED	409	2	94	81	114	117	16	2	3		1	6	4	20	16	37	3	400	7
VALID CASES	4954	20	786	1288	1465	1396	3399	41	66	24	73	309	517	1858	3079	4716	269	3762	1194
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q69																		
YES	459 9%	34 12%	31 10%	30 11%	20 7%	21 7%	35 16%*	26 9%	33 11%	23 8%	47 12%	17 6%*	13 5%*	22 8%	22 8%	30 11%	30 9%	28 9%
NO	4495 91%	246 88%	278 90%	252 89%	277 93%	266 93%	181 84%*	254 91%	281 89%	256 92%	346 88%	288 94%*	247 95%*	262 92%	268 92%	254 89%	316 91%	272 91%
NOT ANSWERED	409	20	27	13	20	25	22	28	14	21	22	22	10	19	17	21	34	22
VALID CASES	4954	280	309	282	297	287	216	280	314	279	393	305	260	284	290	284	346	300
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%



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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q70 YES	314 71%	34 ~ 63%	98 58%*	98 76%	83 89%*	211 70%	5 100%~	5 77%~	8 ~ 92%~	15 65%~	44 77%	88 65%	224 74%	256 67%*	51 84%*	16 12%*	280 90%*	
NO	129 29%	20 ~ 37%	70 42%*	30 24%	10 11%*	89 30%	1 ~ 23%~	1 100%~	1 8%~	8 35%~	13 23%	48 35%	79 26%	124 33%*	10 16%*	114 88%*	31 10%*	
NOT ANSWERED	20	5	7	2	6	14				1	1	10	6	20	1	15	6	
VALID CASES	442	54	167	128	93	300	5	6	1	9	23	56	135	304	379	60	130	311
NUMBER OF RESPONDENTS	462	59	174	130	99	314	5	6	1	9	24	57	145	310	399	61	145	317
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q70 YES	314 71%	24 71%~	14 48%~	13 46%~	12 71%~	18 86%~	28 80%~	21 84%~	21 64%~	14 67%~	27 60%~	8 50%~	9 69%~	11 55%~	8 38%~	17 63%~	16 57%~	20 77%~
NO	129 29%	10 29%~	15 52%~	15 54%~	5 29%~	3 14%~	7 20%~	4 16%~	12 36%~	7 33%~	18 40%~	8 50%~	4 31%~	9 45%~	13 62%~	10 37%~	12 43%~	6 23%~
NOT ANSWERED	20		2	2	3			1		2	2	1		2	1	3	2	2
VALID CASES	442	34	29	28	17	21	35	25	33	21	45	16	13	20	21	27	28	26
NUMBER OF RESPONDENTS	462 100%	34 100%	31 100%	30 100%	20 100%	21 100%	35 100%	26 100%	33 100%	23 100%	47 100%	17 100%	13 100%	22 100%	22 100%	30 100%	30 100%	28 100%

[ASKED IF Q69 = YES]

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q71 YES	260 95%	26 ~ 96%	78 ~ 98%*	89 96%	66 89%	182 97%*100%	5 100%	3 100%	7 ~ 83%	8 64%	36 96%	72 96%	185 94%	213 94%	47 97%	259 ~ 97%	
NO	14 5%	1 ~ 4%	1 2%*	4 4%	8 11%	5 3%*	~	~	1 ~ 17%	5 36%	1 4%	3 4%	11 6%	14 6%	1 3%	7 100%	8 3%
NOT ANSWERED	7	2	1	2	2	5					1	2	5	5	1	6	1
VALID CASES	274	27	80	93	74	187	5	3	8	13	38	75	196	227	48	7	267
NUMBER OF RESPONDENTS	281	29	81	95	76	192	5	3	8	13	39	77	201	232	49	13	268
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES AND Q70 = YES]

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

Banner II

		-----																		
		OHP																		
		TOT																		
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q71																				
YES		260	20	13	13	11	15	26	20	20	14	26	8	9	11	8	17	14	17	
		95%	91%~	93%~	100%~	92%~	94%~	93%~	95%~	95%~	100%~	96%~	100%~	100%~	100%~	100%~	100%~	93%~	89%~	
NO		14	2	1		1	1	2	1	1		1						1	2	
		5%	9%~	7%~		8%~	6%~	7%~	5%~	5%~		4%~						7%~	11%~	
NOT ANSWERED		7	2				2												1	1
VALID CASES		274	22	14	13	12	16	28	21	21	14	27	8	9	11	8	17	15	19	
NUMBER OF RESPONDENTS		281	24	14	13	12	18	28	21	21	14	27	8	9	11	8	17	16	20	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q69 = YES AND Q70 = YES]

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHT	BLK OR AFR-	AS- IAN	NATV ILND	AMER PAC ALSK	OTH	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q72 YES	722 15%	46 ~ 6%*	110 9%*	273 19%*	298 21%*	525 15%*	8 19%~	3 4%*	1 3%~	16 22%	34 11%	98 19%*	214 12%*	522 17%*	612 13%*	103 38%*	81 2%*	649 54%*	
Q72 NO	4209 85%	20 100%~	737 94%*	1162 91%*	1097 81%*	2864 85%*	33 81%~	64 96%*	23 97%~	57 78%	271 89%	418 81%*	1629 88%*	2550 83%*	4077 87%*	167 62%*	3657 98%*	545 46%*	
NOT ANSWERED	432	2	97	97	119	118	26	2	3	1	9	5	35	23	64	2	424	7	
VALID CASES	4931	20	783	1272	1460	1395	3389	41	66	24	73	306	516	1843	3072	4689	270	3738	1194
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q72																			
YES	722 15%	37 13%	44 14%	45 16%	37 13%	39 14%	57 26%*	36 13%	52 16%	35 13%	48 12%	37 12%	33 13%	35 12%	36 13%	45 16%	53 15%	50 17%	
NO	4209 85%	241 87%	267 86%	236 84%	259 87%	245 86%	159 74%*	242 87%	264 84%	243 87%	343 88%	266 88%	227 87%	248 88%	251 87%	240 84%	291 85%	249 83%	
NOT ANSWERED	432	22	25	14	21	28	22	30	12	22	24	24	10	20	20	20	36	23	
VALID CASES	4931	278	311	281	296	284	216	278	316	278	391	303	260	283	287	285	344	299	
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%	

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q73 YES	612 90%	31 ~ 82%	111 ~ 89%	230 95%*	239 87%*	436 90%	8 100%~	2 49%~	14 ~ 87%	31 91%~	76 93%	167 90%	442 91%	526 90%	81 92%	614 ~ 98%*		
NO	68 10%	7 ~ 18%	14 ~ 11%	11 5%*	37 13%*	50 10%	2 ~ 51%	1 ~ 100%	2 ~ 13%	3 9%~	6 7%	20 10%	46 9%	61 10%	7 8%	55 100%~	12 2%*	
NOT ANSWERED	39	2	7	12	18	26	1			2	2	12	27	38	2	24	14	
VALID CASES	680	38	125	242	275	486	8	4	1	16	34	82	186	487	588	88	55	626
NUMBER OF RESPONDENTS	719	40	132	254	293	512	9	4	1	16	36	84	198	514	626	90	79	640
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q72 = YES]

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q73																		
YES	612 90%	34 97%~	38 90%~	39 95%~	30 91%~	32 86%~	55 96%*	31 89%~	43 84%	30 88%~	40 91%~	30 86%~	29 91%~	26 81%~	32 91%~	39 95%~	42 91%~	44 96%~
NO	68 10%	1 3%~	4 10%~	2 5%~	3 9%~	5 14%~	2 4%*	4 11%~	8 16%	4 12%~	4 9%~	5 14%~	3 9%~	6 19%~	3 9%~	2 5%~	4 9%~	2 4%~
NOT ANSWERED	39	2	2	4	4	2		1	1	1	4	2	1	3	1	4	7	4
VALID CASES	680	35	42	41	33	37	57	35	51	34	44	35	32	32	35	41	46	46
NUMBER OF RESPONDENTS	719 100%	37 100%	44 100%	45 100%	37 100%	39 100%	57 100%	36 100%	52 100%	35 100%	48 100%	37 100%	33 100%	35 100%	36 100%	45 100%	53 100%	50 100%

[ASKED IF Q72 = YES]



NQ74 WHAT IS YOUR CHILD'S AGE?

Banner I

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ74 LESS THAN 1 YEAR OLD	27 0.5%	22 100%	~	~	~	~	19 0.5%	~	~	~	1 0.3%	4 0.8%	11 0.6%	14 0.5%	25 0.5%	~	26 0.6%	1 0.1%	
1 TO 3 YEARS OLD	890 17%	880 ~100%	~	~	~	582 17%	9 22%	12 17%	2 10%	9 12%	44 14%	75 14%	290 15%	517 17%	779 16%	32 12%	787 19%	101 8%	
4 TO 7 YEARS OLD	1394 26%	~	1369 ~100%	~	~	936 27%	10 23%	6 9%	4 15%	30 40%	88 28%	142 27%	543 29%	744 24%	1279 27%	53 19%	1147 28%	245 20%	
8 TO 12 YEARS OLD	1563 29%	~	~	1579 ~100%	~	921 27%	14 32%	14 21%	9 36%	23 31%	91 29%	159 31%	598 32%	854 28%	1382 29%	82 30%	1166 28%	399 33%	
13 OR OLDER	1489 28%	~	~	~	1513 ~100%	957 28%	10 23%	37 54%	9 40%	13 17%	92 29%	140 27%	437 23%	965 31%	1288 27%	105 39%	1036 25%	454 38%	
VALID CASES	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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

NQ74 WHAT IS YOUR CHILD'S AGE?

Banner II

NQ74	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
LESS THAN 1 YEAR OLD	27 0.5%	2 0.7%	~	3 1%	4 1%	~	~	2 ~0.6%	1 0.3%	1 0.3%	~	1 ~0.3%	~	1 ~0.3%	~	2 ~0.7%	4 1%	1 0.3%
1 TO 3 YEARS OLD	890 17%	63 21%	56 17%	54 18%	48 15%	54 17%	29 12%*	52 17%	57 17%	43 14%	61 15%	51 16%	44 16%	55 18%	49 16%	46 15%	65 17%	53 16%
4 TO 7 YEARS OLD	1394 26%	83 28%	76 23%	85 29%	85 27%	88 28%	57 24%	75 24%	82 25%	69 23%	100 24%	84 26%	51 19%*	83 27%	84 27%	67 22%	109 29%	91 28%
8 TO 12 YEARS OLD	1563 29%	79 26%	108 32%	77 26%	94 30%	87 28%	62 26%	94 31%	97 30%	93 31%	137 33%	96 29%	79 29%	85 28%	94 31%	91 30%	112 29%	94 29%
13 OR OLDER	1489 28%	73 24%	96 29%	76 26%	86 27%	83 27%	90 38%*	85 28%	91 28%	94 31%	117 28%	95 29%	96 36%*	79 26%	80 26%	99 32%	90 24%*	83 26%
VALID CASES	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
NUMBER OF RESPONDENTS	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ75 MALE	2755 51%	11 48%~	467 53%	704 51%	788 50%	785 52%	1778 52%	29 66%~	32 46%	16 69%~	37 50%	155 49%	247 47%	949 51%	1613 52%	2444 51%	145 53%	2079 50%*	677 56%*
FEMALE	2608 49%	11 52%~	413 47%	665 49%	791 50%	728 48%	1637 48%	14 34%~	37 54%	8 31%~	37 50%	160 51%	274 53%	929 49%	1482 48%	2309 49%	127 47%	2083 50%*	524 44%*
VALID CASES	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
NQ75																			
MALE	2755 51%	161 54%	181 54%	152 52%	165 52%	176 56%	117 49%	154 50%	167 51%	155 52%	207 50%	165 50%	136 50%	151 50%	160 52%	160 52%	195 51%	166 52%	
FEMALE	2608 49%	139 46%	155 46%	143 48%	152 48%	136 44%	121 51%	154 50%	161 49%	145 48%	208 50%	162 50%	134 50%	152 50%	147 48%	145 48%	185 49%	156 48%	
VALID CASES	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322	
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%	

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

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q76 HISPANIC OR LATINO	2091 42%	10 48%~	319 41%	593 47%*	673 46%*	494 36%*	975 29%*	4 9%~	1 2%*	3 12%~	23 32%	276 88%*	187 36%*	1878 100%~	1909 ~41%*	174 65%*	1736 47%*	353 30%*	
NOT HISPANIC OR LATINO	2832 58%	11 52%~	468 59%	669 53%*	790 54%*	898 64%*	2407 71%*	39 91%~	68 98%*	21 88%~	50 68%	36 12%*	332 64%*	3095 ~100%~	2772 59%*	92 35%*	1997 53%*	839 70%*	
NOT ANSWERED	440	2	93	107	117	121	33	1			1	3	3		72	6	429	9	
VALID CASES	4923	20	787	1262	1462	1392	3382	42	69	24	74	312	518	1878	3095	4681	266	3733	1192
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

Q76	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
HISPANIC OR LATINO	2091 42%	84 30%*	102 33%*	75 27%*	153 51%*	119 42%	67 31%*	144 51%*	88 28%*	113 41%	260 66%*	94 31%*	55 21%*	84 30%*	34 12%*	40 14%*	221 65%*	145 48%*
NOT HISPANIC OR LATINO	2832 58%	194 70%*	204 67%*	206 73%*	147 49%*	167 58%	148 69%*	136 49%*	225 72%*	164 59%	132 34%*	206 69%*	204 79%*	194 70%*	253 88%*	241 86%*	119 35%*	155 52%*
NOT ANSWERED	440	22	30	14	17	26	23	28	15	23	23	27	11	25	20	24	40	22
VALID CASES	4923	278	306	281	300	286	215	280	313	277	392	300	259	278	287	281	340	300
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	NATV AMER IAN	HAW/ PAC	IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.1 YES	3570 67%	17 77%~	590 67%	964 70%*	982 62%*	1016 67%	3415 100%~	~	~	~	~	~	489 94%*	950 51%*	2711 88%*	3457 73%*	143 52%*	2613 63%*	960 80%*
NO	1793 33%	5 23%~	290 33%	405 30%*	597 38%*	497 33%	43 ~100%~	69 ~100%~	24 ~100%~	74 ~100%~	315 ~100%~	32 6%*	928 49%*	384 12%*	1296 27%*	129 48%*	1549 37%*	241 20%*	
VALID CASES	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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

Banner II

		-----																	
		OHP																	
		TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q77.1																			
YES	3570	239	249	236	205	193	164	170	262	218	315	252	233	226	264	254	225	206	
	67%	80%*	74%*	80%*	65%	62%	69%	55%*	80%*	73%*	76%*	77%*	86%*	75%*	86%*	83%*	59%*	64%	
NO	1793	61	87	59	112	119	74	138	66	82	100	75	37	77	43	51	155	116	
	33%	20%*	26%*	20%*	35%	38%	31%	45%*	20%*	27%*	24%*	23%*	14%*	25%*	14%*	17%*	41%*	36%	
VALID CASES	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322	
NUMBER OF RESPONDENTS	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	



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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.2 YES	230 4%	2 8%~	38 4%	47 3%	83 5%*	60 4%	43 ~100%~	~	~	~	~	149 ~ 29%*	36 2%*	205 7%*	229 5%*	5 2%*	153 4%*	77 6%*	
NO	5133 96%	20 92%~	842 96%	1322 97%	1496 95%*	1453 96%	3415 100%~	69 ~100%~	24 ~100%~	74 ~100%~	315 ~100%~	372 71%*	1842 98%*	2890 93%*	4524 95%*	267 98%*	4009 96%*	1124 94%*	
VALID CASES	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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

Banner II

		OHP TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q77.2																			
YES		230	9	12	8	8	19	12	22	5	6	3	5	4	20	6	4	7	3
		4%	3%	4%	3%	3%*	6%	5%	7%*	2%*	2%*	0.7%*	2%*	1%*	7%	2%*	1%*	2%*	0.9%*
NO		5133	291	324	287	309	293	226	286	323	294	412	322	266	283	301	301	373	319
		96%	97%	96%	97%	97%*	94%	95%	93%*	98%*	98%*	99%*	98%*	99%*	93%	98%*	99%*	98%*	99%*
VALID CASES		5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
NUMBER OF RESPONDENTS		5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE					RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER			
	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.3 YES	201 4%	39 ~ 4%	33 2%*	45 3%*	86 6%*	~	69 ~100%	~	~	~	~	81 ~ 16%*	20 1%	196 6%*	179 4%	18 6%	168 4%*	33 3%*	
NO	5162 96%	22 100%~	841 96%	1336 98%*	1534 97%*	1427 94%*	3415 100%	43 100%	24 ~100%	74 ~100%	315 ~100%	440 84%*	1858 99%*	2899 94%*	4574 96%	254 94%	3994 96%*	1168 97%*	
VALID CASES	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q77.3																			
YES	201 4%	9 3%	5 1%*	7 2%	4 1%*	17 5%	7 3%	21 7%*	13 4%	8 3%	6 1%*	4 1%*	10 4%	7 2%	10 3%	10 3%	7 2%*	3 0.9%*	
NO	5162 96%	291 97%	331 99%*	288 98%	313 99%*	295 95%	231 97%	287 93%*	315 96%	292 97%	409 99%*	323 99%*	260 96%	296 98%	297 97%	295 97%	373 98%*	319 99%*	
VALID CASES	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322	
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%	

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

Banner I

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.4 YES	82 2%		14 ~ 2%	17 1%	22 1%	29 2%	~	~	24 ~100%	~	~	52 ~ 10%*	18 1%*	65 2%*	76 2%	5 2%	65 2%	17 1%	
NO	5281 98%	22 100%	866 100%	1352 100%	1557 100%	1484 98%	3415 100%	43 100%	69 100%	74 ~100%	315 ~100%	469 90%*	1860 99%*	3030 98%*	4677 98%	267 98%	4097 98%	1184 99%	
VALID CASES	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

		-----																
		OHP																
		TOT																
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q77.4																		
YES	82	4	3	10	3	9	6	3	7	4	6	5	4	2	3	5	5	6
	2%	1%	0.9%	3%	0.9%	3%	3%	1%	2%	1%	1%	2%	1%	0.7%	1%	2%	1%	2%
NO	5281	296	333	285	314	303	232	305	321	296	409	322	266	301	304	300	375	316
	98%	99%	99%	97%	99%	97%	97%	99%	98%	99%	99%	98%	99%	99%	99%	98%	99%	98%
VALID CASES	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
NUMBER OF RESPONDENTS	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q77.5 YES	275 5%	2 9%~	43 5%	75 6%	77 5%	78 5%	~	~	~	~100%~	~	39%*	70 4%*	214 7%*	253 5%	23 8%*	185 4%*	90 8%*	
NO	5088 95%	20 91%~	837 95%	1294 94%	1502 95%	1435 95%	3415 100%~	43 100%~	69 100%~	24 100%~	~	315 ~100%~	316 61%*	1808 96%*	2881 93%*	4500 95%	249 92%*	3977 96%*	1111 92%*
VALID CASES	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

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

Banner II

		-----																	
		-----																	
		OHP																	
		TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
		-----																	
Q77.5																			
YES		275	21	34	13	13	10	34	7	19	15	11	15	12	23	25	27	14	18
		5%	7%	10%*	4%	4%	3%*	14%*	2%*	6%	5%	3%*	5%	4%	8%	8%	9%*	4%	6%
NO		5088	279	302	282	304	302	204	301	309	285	404	312	258	280	282	278	366	304
		95%	93%	90%*	96%	96%	97%*	86%*	98%*	94%	95%	97%*	95%	96%	92%	92%	91%*	96%	94%
VALID CASES		5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
NUMBER OF RESPONDENTS		5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%



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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q77.6 YES	519 10%	1 3%~	64 7%*	151 11%	158 10%	145 10%	~	~	~	~	~	315 ~100%~	160 31%*	384 20%*	95 3%*	480 10%*	41 15%*	418 10%	101 8%
NO	4844 90%	21 97%~	816 93%*	1218 89%	1421 90%	1368 90%	3415 100%~	43 100%~	69 100%~	24 100%~	74 100%~	361 ~ 69%*	1494 80%*	3000 97%*	4273 90%*	231 85%*	3744 90%	1100 92%	
VALID CASES	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%



Q78 WHAT IS YOUR AGE?

Banner I

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q78 UNDER 18	223 5%	3 15%~	25 3%*	37 3%*	91 6%*	67 5%	167 5%	6 14%~	4 5%	2 ~	10 2%	14 3%	3%	62 3%*	160 5%*	213 5%	6 2%*	161 4%	63 5%
18 TO 24	229 5%	2 9%~	132 17%*	69 5%	13 0.9%*	11 0.8%*	148 4%	2 5%~	6 9%	2 6%~	6 8%	7 2%*	37 7%*	81 4%	148 5%	213 5%	17 6%	196 5%*	33 3%*
25 TO 34	1610 33%	13 66%~	405 52%*	638 50%*	441 30%*	101 7%*	1182 35%*	10 25%~	5 7%*	10 40%~	24 33%	105 33%	166 32%	670 36%*	919 30%*	1575 34%*	54 21%*	1334 36%*	275 23%*
35 TO 44	1842 37%	2 11%~	184 24%*	409 32%*	636 44%*	616 44%*	1162 34%*	18 42%~	23 34%	5 19%~	24 33%	138 44%*	201 39%	786 43%*	1038 34%*	1728 37%*	119 45%*	1411 38%	432 36%
45 TO 54	718 15%	~	18 2%*	85 7%*	200 14%	423 30%*	493 15%	5 11%~	26 37%*	7 29%~	11 15%	41 13%	62 12%	201 11%*	535 17%*	661 14%*	51 19%*	467 12%*	252 21%*
55 TO 64	213 4%	~	10 1%*	29 2%*	54 4%	122 9%*	161 5%	1 0.9%~	5 7%	1 2%~	5 7%	7 2%*	29 6%	31 2%*	186 6%*	203 4%	10 4%	122 3%*	92 8%*
65 TO 74	77 2%	~	2 0.3%*	13 1%*	22 2%	41 3%*	65 2%*	1 2%~	1 0.1%*	1 4%~	1 0.4%	5 2%	9 2%	5 0.3%*	75 2%*	72 2%	5 2%	38 1%*	39 3%*
75 OR OLDER	15 0.3%	~	6 0.7%*	1 0.0%*	2 0.1%*	7 0.5%*	13 0.4%	~	~	~	~	1 ~0.2%	1 0.3%	2 0.1%*	15 0.5%*	15 0.3%	1 0.2%	12 0.3%	3 0.3%
NOT ANSWERED	436	2	98	90	121	125	23	1			2	1	2	40	20	74	9	421	13
VALID CASES	4927	20	782	1279	1458	1388	3392	42	69	24	72	314	519	1838	3075	4679	263	3741	1188
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q78 WHAT IS YOUR AGE?

Banner II

Q78	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
UNDER 18	223 5%	8 3%	10 3%	13 5%	10 3%	10 3%	16 7%	12 4%	16 5%	15 5%	19 5%	14 5%	14 5%	11 4%	14 5%	16 6%	16 5%	16 5%
18 TO 24	229 5%	13 5%	12 4%	12 4%	14 5%	16 6%	3 1%*	14 5%	14 4%	10 4%	11 3%*	12 4%	10 4%	18 6%	18 6%	11 4%	18 5%	9 3%
25 TO 34	1610 33%	106 38%	99 31%	94 34%	98 33%	92 32%	56 26%*	82 30%	110 35%	86 31%	130 33%	96 32%	81 31%	98 35%	98 34%	95 33%	131 38%*	116 39%*
35 TO 44	1842 37%	99 35%	108 34%	95 34%	115 39%	110 38%	74 34%	113 41%	111 35%	108 39%	138 35%	117 39%	86 33%	104 37%	88 31%*	85 30%*	126 37%	103 35%
45 TO 54	718 15%	38 14%	42 13%	34 12%	43 15%	45 16%	37 17%	43 16%	43 14%	36 13%	66 17%	47 16%	46 18%	35 12%	41 14%	44 15%	43 12%	41 14%
55 TO 64	213 4%	14 5%	27 9%*	22 8%*	7 2%*	13 5%	26 12%*	7 3%*	15 5%	12 4%	16 4%	12 4%	13 5%	12 4%	18 6%	26 9%*	6 2%*	5 2%*
65 TO 74	77 2%	2 0.7%	15 5%*	9 3%	5 2%	1 0.3%*	5 2%	5 2%	3 1%	5 2%	11 3%	3 1%	7 3%	5 2%	7 2%	6 2%	3 0.9%	5 2%
75 OR OLDER	15 0.3%	1 0.4%	4 1%	2 ~0.7%	2 ~	2 ~0.4%	1 0.3%	1 0.3%	2 0.7%	2 ~0.3%	1 1%	3 1%	3 ~0.4%	1 ~0.4%	3 1%	1 0.3%	2 0.7%	2 0.7%
NOT ANSWERED	436	19	19	16	23	25	21	31	15	26	24	25	10	20	22	19	36	25
VALID CASES	4927	281	317	279	294	287	217	277	313	274	391	302	260	283	285	286	344	297
NUMBER OF RESPONDENTS	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q79 ARE YOU MALE OR FEMALE?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q79																			
MALE	657 13%	1 2%~	62 8%*	163 13%	204 14%	229 16%*	426 13%	1 1%~	23 34%*	3 11%~	11 15%	57 18%*	80 15%	201 11%*	464 15%*	635 13%	23 9%*	536 14%*	120 10%*
FEMALE	4307 87%	20 98%~	728 92%*	1121 87%	1268 86%	1169 84%*	2979 87%	43 99%~	46 66%*	21 89%~	63 85%	256 82%*	441 85%	1657 89%*	2620 85%*	4078 87%	245 91%*	3239 86%*	1070 90%*
NOT ANSWERED	399	2	90	85	108	114	10					2	1	19	10	40	4	387	11
VALID CASES	4964	20	790	1284	1471	1399	3405	43	69	24	74	313	520	1859	3085	4713	268	3775	1190
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	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?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q79																		
MALE	657 13%	27 10%*	46 14%	29 10%	30 10%	34 12%	37 17%	42 15%	45 14%	45 16%	47 12%	47 16%	32 12%	39 14%	44 15%	48 17%	30 9%*	37 12%
FEMALE	4307 87%	255 90%*	272 86%	252 90%	270 90%	255 88%	180 83%	240 85%	268 86%	231 84%	346 88%	254 84%	229 88%	244 86%	242 85%	236 83%	316 91%*	260 88%
NOT ANSWERED	399	18	18	14	17	23	21	26	15	24	22	26	9	20	21	21	34	25
VALID CASES	4964	282	318	281	300	289	217	282	313	276	393	301	261	283	286	284	346	297
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%

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

Banner I

	OHP TOT CHLD	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q80																			
8TH GRADE OR LESS	618 13%	1 2%~	74 9%*	153 12%	194 13%	197 14%*	249 7%*	1 3%~	7 10%	1 6%~	4 6%*	91 29%*	29 6%*	491 27%*	58 2%*	531 11%*	74 29%*	527 14%*	90 8%*
SOME HIGH SCHOOL BUT DID NOT GRADUATE	624 13%	6 31%~	103 13%	157 12%	188 13%	169 12%	352 10%*	3 7%~	4 6%*	2 8%~	6 9%	66 21%*	46 9%*	385 21%*	210 7%*	575 12%*	47 18%*	499 13%*	124 10%*
HIGH SCHOOL GRADUATE OR GED	1385 28%	6 29%~	216 28%	388 31%*	413 29%	361 26%*	961 28%	13 29%~	24 36%	12 48%~	21 29%	95 30%	119 23%*	555 31%*	823 27%*	1351 29%*	45 18%*	1134 31%*	250 21%*
SOME COLLEGE OR 2-YEAR DEGREE	1555 32%	7 38%~	264 34%	392 31%	475 33%	416 30%	1225 36%*	18 42%~	15 23%	5 21%~	31 44%*	33 10%*	252 49%*	275 15%*	1339 44%*	1511 32%*	58 23%*	1064 29%*	493 41%*
4-YEAR COLLEGE GRADUATE	470 10%	83 ~ 11%	117 9%	121 8%*	150 11%	395 12%*	4 10%~	10 15%		6 ~ 8%	19 6%*	48 9%	77 4%*	413 13%*	462 10%*	14 5%*	333 9%*	137 11%*	
MORE THAN 4-YEAR COLLEGE DEGREE	246 5%	41 ~ 5%	58 5%	58 4%*	89 6%*	205 6%*	4 9%~	7 11%	4 18%~	3 4%	9 3%*	20 4%	29 2%*	231 8%*	227 5%	19 7%	149 4%*	97 8%*	
NOT ANSWERED	466	3	99	104	130	130	27	1		4	2	7	65	20	96	14	455	9	
VALID CASES	4897	19	781	1265	1449	1383	3388	43	68	24	70	313	514	1813	3075	4657	258	3707	1192
NUMBER OF RESPONDENTS	5363	22	880	1369	1579	1513	3415	43	69	24	74	315	521	1878	3095	4753	272	4162	1201
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Banner II

	OHP TOT																		
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
Q80																			
8TH GRADE OR LESS	618 13%	21 8%*	25 8%*	24 9%*	53 18%*	36 13%	17 8%*	41 15%	26 8%*	31 11%	94 24%*	21 7%*	13 5%*	19 7%*	9 3%*	17 6%*	76 23%*	42 14%	
SOME HIGH SCHOOL BUT DID NOT GRADUATE	624 13%	27 10%	39 12%	36 13%	61 20%*	24 8%*	11 5%*	41 15%	36 12%	37 13%	51 13%	38 10%	25 10%	28 10%	41 14%	22 8%*	57 17%*	43 15%	
HIGH SCHOOL GRADUATE OR GED	1385 28%	88 32%	113 36%*	85 30%	64 21%*	86 30%	51 24%	73 26%	91 29%	84 31%	120 31%	92 30%	85 33%	66 23%*	85 30%	110 39%*	109 32%	86 29%	
SOME COLLEGE OR 2-YEAR DEGREE	1555 32%	109 39%*	104 33%	98 35%	99 33%	91 32%	86 40%*	67 24%*	117 38%*	93 34%	91 24%*	112 37%*	112 43%*	117 42%*	121 42%*	104 37%	75 22%*	90 31%	
4-YEAR COLLEGE GRADUATE	470 10%	20 7%	26 8%	27 10%	18 6%*	33 12%	34 16%*	32 12%	29 9%	21 8%	22 6%*	29 10%	18 7%	34 12%	19 7%*	20 7%	11 3%*	26 9%	
MORE THAN 4-YEAR COLLEGE DEGREE	246 5%	14 5%	7 2%*	11 4%	3 1%*	15 5%	16 7%	22 8%*	11 4%	9 3%	8 2%*	10 3%	6 2%*	17 6%	12 4%	11 4%	8 2%*	7 2%*	
NOT ANSWERED	466	21	22	14	19	27	23	32	18	25	29	25	11	22	20	21	44	28	
VALID CASES	4897	279	314	281	298	285	215	276	310	275	386	302	259	281	287	284	336	294	
NUMBER OF RESPONDENTS	5363 100%	300 100%	336 100%	295 100%	317 100%	312 100%	238 100%	308 100%	328 100%	300 100%	415 100%	327 100%	270 100%	303 100%	307 100%	305 100%	380 100%	322 100%	



Q81 HOW ARE YOU RELATED TO THE CHILD?

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- AMER IAN	NATV HAW/ PAC 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	CCC		
Q81																			
MOTHER OR FATHER	4614 94%	20 100%~	757 96%*	1207 95%	1372 94%	1257 92%*	3150 94%	35 85%~	66 95%	21 88%~	63 88%	305 98%*	466 91%*	1812 98%*	2777 92%*	4371 94%	256 95%	3577 95%*	1037 89%*
GRANDPARENT	165 3%	~	15 2%*	32 3%*	52 4%	66 5%*	133 4%*	2 6%~	~	~	2 3%	2 0.7%*	25 5%	19 1%*	147 5%*	156 3%	9 3%	100 3%*	65 6%*
AUNT OR UNCLE	19 0.4%	~	1 0.1%*	6 0.4%	6 0.4%	6 0.5%	8 0.2%	~	1 1%	1 6%~	1 2%	1 0.4%	3 0.5%	4 0.2%	16 0.5%	19 0.4%	1 0.1%	15 0.4%	4 0.4%
OLDER BROTHER OR SISTER	8 0.2%	~	2 0.2%	~	4 0.3%*	2 0.1%	9 0.3%*	~	~	~	~	~	~	2 0.1%	6 0.2%	8 0.2%*	~	8 0.2%*	~
OTHER RELATIVE	3 0.1%	~	1 0.0%	1 0.1%	~	2 0.1%	1 0.0%	~	~	~	~	~	1 0.3%	2 0.1%	1 0.0%	3 0.1%	~	3 0.1%~	~
LEGAL GUARDIAN	60 1%	~	6 0.8%	20 2%	16 1%	18 1%	29 0.9%*	2 6%~	~	1 6%~	4 6%	4 1%	14 3%*	12 0.7%*	47 2%*	60 1%	1 0.5%	27 0.7%*	33 3%*
SOMEONE ELSE	41 0.8%	~	6 0.8%	11 0.9%	7 0.5%*	17 1%	30 0.9%	1 3%~	3 4%	~	1 0.2%	~	6 1%	3 0.2%*	40 1%*	37 0.8%	3 1%	18 0.5%*	22 2%*
NOT ANSWERED	454	2	92	93	122	145	54	2			3	4	7	23	62	99	2	414	39
VALID CASES	4909	20	788	1276	1457	1368	3361	41	69	24	71	311	514	1855	3033	4654	270	3748	1162
NUMBER OF RESPONDENTS	5363 100%	22 100%	880 100%	1369 100%	1579 100%	1513 100%	3415 100%	43 100%	69 100%	24 100%	74 100%	315 100%	521 100%	1878 100%	3095 100%	4753 100%	272 100%	4162 100%	1201 100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

Banner II

Q81	OHP TOT																		
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO	
MOTHER OR FATHER	4614 94%	260 95%	278 89%*	257 94%	282 96%*	276 96%*	192 89%*	265 95%	296 95%	257 93%	373 95%	279 92%	241 94%	262 93%	257 91%	249 89%*	322 95%	276 95%	
GRANDPARENT	165 3%	10 4%	18 6%	16 6%	8 3%	5 2%*	8 4%	11 4%	6 2%	10 4%	11 3%	15 5%	10 4%	10 4%	11 4%	18 6%*	7 2%	6 2%	
AUNT OR UNCLE	19 0.4%	~	3 1%	~	3 1%	1 0.3%	1 0.5%	~	1 ~0.3%	3 1%	2 0.5%	2 0.7%	1 0.4%	~	~	2 ~0.7%	3 0.9%	3 1%	
OLDER BROTHER OR SISTER	8 0.2%	~	~	~	~	~	~	1 ~0.4%	1 0.3%	~	~	~	~	~	~	1 ~0.4%	1 0.4%	1 0.3%	~
OTHER RELATIVE	3 0.1%	1 0.4%	~	~	~	~	~	~	~	~	~	~	~	~	1 ~0.4%	1 0.4%	1 0.4%	~	~
LEGAL GUARDIAN	60 1%	1 0.4%*	8 3%	1 0.4%*	~	2 ~0.7%	9 4%*0.7%	2 1%	4 1%	4 1%	4 1%	3 1%	2 0.8%	5 2%	8 3%	5 2%	4 1%	2 0.7%	
SOMEONE ELSE	41 0.8%	2 0.7%	4 1%	~	~	3 1%	6 3%	1 0.4%	2 0.6%	2 0.7%	2 0.5%	3 1%	3 1%	3 1%	5 2%	5 2%	1 0.3%	5 2%	
NOT ANSWERED	454	26	25	21	24	25	22	28	18	24	23	25	13	22	24	24	42	30	
VALID CASES	4909	274	311	274	293	287	216	280	310	276	392	302	257	281	283	281	338	292	
NUMBER OF RESPONDENTS	5363	300	336	295	317	312	238	308	328	300	415	327	270	303	307	305	380	322	
	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?

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q82 YES	96 3%	1 5%~	6 1%*	28 3%	28 3%	33 3%	49 2%*	1 ~0.6%*	~	~	16 7%*	4 2%	53 5%*	38 2%*	88 3%	7 5%	68 3%	28 3%	
NO	3230 97%	10 95%~	543 99%*	785 97%	919 97%	973 97%	2367 98%*100%~	30 99%*100%~	59 100%~	18 100%~	60 93%*	207 98%	223 95%*	1037 98%*	2146 97%	3061 95%	137 95%	2446 97%	784 97%
NOT ANSWERED	38	5	2	22	9	10	1			5		18	13	35	1	36	2		
VALID CASES	3326	11	549	813	947	1006	2415	30	60	18	60	223	227	1090	2183	3149	144	2514	812
NUMBER OF RESPONDENTS	3364 100%	11 100%	554 100%	815 100%	969 100%	1015 100%	2425 100%	30 100%	60 100%	18 100%	60 100%	228 100%	227 100%	1108 100%	2196 100%	3184 100%	144 100%	2550 100%	814 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q82 YES	96 3%	1 0.5%*	5 2%	6 3%	8 4%	10 5%	4 3%	4 2%	4 2%	7 4%	7 3%	2 1%*	5 3%	5 3%	2 1%*	5 2%	9 4%	5 3%
NO	3230 97%	199 100%*	210 98%	182 97%	185 96%	187 95%	143 97%	162 98%	205 98%	171 96%	246 97%	192 99%*	182 97%	188 97%	202 99%*	204 98%	194 96%	183 97%
NOT ANSWERED	38	1	1	2	3	2	1	2	3	2	6	5	1	1	2	3	2	3
VALID CASES	3326	200	215	188	193	197	147	166	209	178	253	194	187	193	204	209	203	188
NUMBER OF RESPONDENTS	3364 100%	201 100%	216 100%	190 100%	196 100%	199 100%	148 100%	168 100%	212 100%	180 100%	259 100%	199 100%	188 100%	194 100%	206 100%	212 100%	205 100%	191 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q83.1 YES	45 50%	6 ~ 71%	12 ~ 55%	11 ~ 45%	16 ~ 47%	13 32%	1 ~ 73%			13 ~ 67%	1 33%	35 67%	9 25%	40 51%	4 45%	37 58%	8 33%
NO	44 50%	1 100%	3 29%	10 45%	13 55%	17 53%	28 68%	1 27%		7 33%	3 67%	17 33%	27 75%	39 49%	5 55%	28 42%	16 67%
VALID CASES	89	1	9	22	24	33	41	2		20	4	52	36	79	9	65	24
NUMBER OF RESPONDENTS	89 100%	1 100%	9 100%	22 100%	24 100%	33 100%	41 100%	2 100%		20 100%	4 100%	52 100%	36 100%	79 100%	9 100%	65 100%	24 100%

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

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

Banner II

		OHP																	
		TOT																	
Q83.1		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
YES		45	1	4	3	4	5	2	1	3	5	6	1	4	2	1	2	6	2
		50%	100%~	80%~	50%~	50%~	50%~	50%~	25%~	75%~	71%~	86%~	50%~	80%~	40%~	50%~	40%~	67%~	40%~
NO		44		1	3	4	5	2	3	1	2	1	1	1	3	1	3	3	3
		50%	~	20%~	50%~	50%~	50%~	50%~	75%~	25%~	29%~	14%~	50%~	20%~	60%~	50%~	60%~	33%~	60%~
VALID CASES		89	1	5	6	8	10	4	4	4	7	7	2	5	5	2	5	9	5
NUMBER OF RESPONDENTS		89	1	5	6	8	10	4	4	4	7	7	2	5	5	2	5	9	5
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q83.2 YES	28 31%	3 ~ 28%	8 ~ 35%	9 ~ 36%	8 ~ 24%	7 16%	1 ~ 73%			8 ~ 40%	1 27%	20 38%	8 22%	25 31%	3 30%	25 38%	4 15%
NO	61 69%	1 100%	6 72%	14 65%	15 64%	25 76%	34 84%	1 ~ 27%		12 ~ 60%	3 73%	32 62%	28 78%	54 69%	6 70%	40 62%	20 85%
VALID CASES	89	1	9	22	24	33	41	2		20	4	52	36	79	9	65	24
NUMBER OF RESPONDENTS	89 100%	1 100%	9 100%	22 100%	24 100%	33 100%	41 100%	2 100%		20 100%	4 100%	52 100%	36 100%	79 100%	9 100%	65 100%	24 100%

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

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

Banner II

	OHP																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q83.2	TOT																	
YES	28		4	4	5	1	3	1	1	1	2	1	1	2			2	2
	31%		~ 80%	~ 67%	~ 63%	~ 10%	~ 75%	~ 25%	~ 25%	~ 14%	~ 29%	~ 50%	~ 20%	~ 40%	~	~	~ 22%	~ 40%
NO	61	1	1	2	3	9	1	3	3	6	5	1	4	3	2	5	7	3
	69%	100%	~ 20%	~ 33%	~ 38%	~ 90%	~ 25%	~ 75%	~ 75%	~ 86%	~ 71%	~ 50%	~ 80%	~ 60%	~ 100%	~ 100%	~ 78%	~ 60%
VALID CASES	89	1	5	6	8	10	4	4	4	7	7	2	5	5	2	5	9	5
NUMBER OF RESPONDENTS	89	1	5	6	8	10	4	4	4	7	7	2	5	5	2	5	9	5
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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



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

Banner I

	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q83.3 YES	11 12%	1 100%~	1 7%~	1 3%~	4 17%~	5 16%~	4 10%~	1 ~ 27%~			1 ~	3 ~	6 12%~	5 14%~	9 11%~	2 25%~	3 5%~	7 30%~
NO	78 88%		8 ~ 93%~	21 97%~	20 83%~	28 84%~	37 90%~	1 ~ 73%~			19 ~	1 ~	46 88%~	31 86%~	70 89%~	7 75%~	62 95%~	17 70%~
VALID CASES	89	1	9	22	24	33	41	2			20	4	52	36	79	9	65	24
NUMBER OF RESPONDENTS	89 100%	1 100%	9 100%	22 100%	24 100%	33 100%	41 100%	2 100%			20 100%	4 100%	52 100%	36 100%	79 100%	9 100%	65 100%	24 100%

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

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

Banner II

		-----																
		OHP																
		TOT																
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q83.3																		
YES	11		1	2	1	2	1		1	3			1		1	2		1
	12%		~ 20%~	33%~	13%~	20%~	25%~		~ 25%~	43%~			~ 20%~		~ 50%~	40%~		~ 20%~
NO	78	1	4	4	7	8	3	4	3	4	7	2	4	5	1	3	9	4
	88%	100%~	80%~	67%~	88%~	80%~	75%~	100%~	75%~	57%~	100%~	100%~	80%~	100%~	50%~	60%~	100%~	80%~
VALID CASES	89	1	5	6	8	10	4	4	4	7	7	2	5	5	2	5	9	5
NUMBER OF RESPONDENTS	89	1	5	6	8	10	4	4	4	7	7	2	5	5	2	5	9	5
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q83.4 YES	19 21%	1 ~	8 7%~	3 38%~	5 14%~	13 15%~	13 32%~	1 ~	73%~	4 ~	21%~	7 ~	12 33%~	17 22%~	1 12%~	16 24%~	3 13%~	
NO	70 79%	1 100%~	8 93%~	14 62%~	21 86%~	28 85%~	28 68%~	1 ~	27%~	16 ~	4 79%~	4 100%~	45 86%~	24 67%~	62 78%~	8 88%~	49 76%~	21 87%~
VALID CASES	89	1	9	22	24	33	41	2		20	4	52	36	79	9	65	24	
NUMBER OF RESPONDENTS	89 100%	1 100%	9 100%	22 100%	24 100%	33 100%	41 100%	2 100%		20 100%	4 100%	52 100%	36 100%	79 100%	9 100%	65 100%	24 100%	

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

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

Banner II

		-----																	
		OHP																	
		TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
Q83.4																			
YES		19			2	2			2			2			1			3	2
		21%	~	~	33%~	25%~	~	~	50%~	~	~	29%~	~	~	20%~	~	~	33%~	40%~
NO		70	1	5	4	6	10	4	2	4	7	5	2	5	4	2	5	6	3
		79%	100%~	100%~	67%~	75%~	100%~	100%~	50%~	100%~	100%~	71%~	100%~	100%~	80%~	100%~	100%~	67%~	60%~
VALID CASES		89	1	5	6	8	10	4	4	4	7	7	2	5	5	2	5	9	5
NUMBER OF RESPONDENTS		89	1	5	6	8	10	4	4	4	7	7	2	5	5	2	5	9	5
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

Banner I

	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q83.5 YES	8 10%	1 ~ 14%	2 8%	1 3%	5 16%	7 16%	~	~	~	~	2 10%	~	3 6%	6 16%	8 11%	~	5 7%	4 16%
NO	81 90%	1 100%	8 86%	20 92%	23 97%	28 84%	34 84%	2 100%	~	~	18 90%	4 100%	49 94%	30 84%	71 89%	9 100%	60 93%	20 84%
VALID CASES	89	1	9	22	24	33	41	2		20	4	52	36	79	9	65	24	
NUMBER OF RESPONDENTS	89 100%	1 100%	9 100%	22 100%	24 100%	33 100%	41 100%	2 100%		20 100%	4 100%	52 100%	36 100%	79 100%	9 100%	65 100%	24 100%	

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

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

Banner II

		-----																	
		-----																	
		OHP																	
		TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
		-----																	
Q83.5																			
YES		8				1				2	1		1		1		1	1	1
		10%	~	~	~	~ 10%	~	~	~ 50%	14%	~	~ 50%	~	~ 20%	~	~ 20%	11%	~ 20%	~
NO		81	1	5	6	8	9	4	4	2	6	7	1	5	4	2	4	8	4
		90%	100%	~100%	~100%	~100%	~ 90%	~100%	~100%	~ 50%	~ 86%	~100%	~ 50%	~100%	~ 80%	~100%	~ 80%	~ 89%	~ 80%
VALID CASES		89	1	5	6	8	10	4	4	4	7	7	2	5	5	2	5	9	5
NUMBER OF RESPONDENTS		89	1	5	6	8	10	4	4	4	7	7	2	5	5	2	5	9	5
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NQ14 0-6	329 10%	4 21%~	47 7%*	87 10%	85 9%	107 12%*	204 9%	5 17%~	6 15%~	5 ~	15 10%~	53 14%*	96 8%	219 10%	257 8%*	49 24%*	209 8%*	120 12%*	
7-8	1112 32%	7 44%~	201 31%	299 33%	300 31%	304 33%	748 32%	9 32%~	20 50%~	2 12%~	12 24%~	72 34%	132 35%	345 30%*	711 33%	970 31%*	84 41%*	750 30%*	361 37%*
9-10	2025 58%	6 35%~	408 62%*	531 58%	572 60%	507 55%*	1365 59%	14 50%~	15 36%~	11 88%~	32 66%~	127 59%	188 51%*	710 62%*	1217 57%*	1895 61%*	74 36%*	1523 61%*	501 51%*
VALID CASES	3466	17	657	917	957	918	2317	28	41	13	49	214	373	1152	2147	3122	207	2483	983
NUMBER OF RESPONDENTS	3466	17	657	917	957	918	2317	28	41	13	49	214	373	1152	2147	3122	207	2483	983
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.49	2.14	2.55	2.48	2.51	2.44	2.50	2.33	2.21	2.88	2.57	2.52	2.36	2.53	2.46	2.52	2.12	2.53	2.39
p stat_(*=Sig @ p<=.05)		~.007*	.787	.260	.007*	.212	~	~	~	~.432	.000*	.003*	.017*	0.000*	.000*	.000*	.000*	.000*	.000*

[ASKED IF Q7 >= 1 TIME]

NQ14 RATING OF ALL CHILD'S HEALTH CARE

Banner II

	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ14																		
0-6	329	29	34	25	20	16	17	18	19	18	27	17	14	13	30	31	18	19
	10%	14%	16%*	13%	10%	8%	11%	9%	9%	9%	10%	8%	8%	7%	14%	15%*	8%	9%
7-8	1112	55	64	58	66	52	46	68	64	61	70	83	61	63	84	70	74	62
	32%	27%	29%	31%	34%	26%	31%	34%	31%	31%	27%	40%*	34%	32%	40%*	34%	32%	29%
9-10	2025	123	119	103	107	129	85	114	121	121	164	106	107	122	98	107	140	134
	58%	59%	55%	55%	55%	65%*	57%	57%	59%	61%	63%	51%*	59%	62%	46%*	51%*	60%	62%
VALID CASES	3466	207	217	186	193	197	148	200	204	200	261	206	182	198	212	208	232	215
NUMBER OF RESPONDENTS	3466	207	217	186	193	197	148	200	204	200	261	206	182	198	212	208	232	215
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.49	2.45	2.39	2.42	2.45	2.57	2.46	2.48	2.50	2.52	2.52	2.43	2.51	2.55	2.32	2.37	2.53	2.53
p stat_(*=Sig @ p<=.05)		.478	.057	.153	.409	.055	.564	.799	.812	.581	.397	.205	.663	.170	.000*	.016*	.359	.315

[ASKED IF Q7 >= 1 TIME]



NQ41 RATING OF CHILD'S PERSONAL DOCTOR

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
NQ41 0-6	319 8%	1 2%~	43 6%	95 8%	84 7%	98 9%	207 7%	3 8%~	4 9%~	1 2%~	13 21%*	10 4%*	44 10%	100 7%	214 8%	280 7%*	26 12%*	226 7%	94 9%
7-8	980 23%	7 42%~	157 22%	245 22%	290 24%	280 25%	666 23%	10 29%~	18 39%~		7 ~ 11%*	47 21%	114 25%	314 21%*	644 25%*	885 23%*	71 32%*	712 23%	268 25%
9-10	2929 69%	10 56%~	512 72%	799 70%	851 69%	757 67%*	1998 70%	21 63%~	24 51%~	14 98%~	41 67%	171 75%*	293 65%*	1057 72%*	1766 67%*	2744 70%*	127 57%*	2209 70%*	720 67%*
VALID CASES	4228	17	712	1139	1225	1135	2871	33	47	14	61	228	452	1471	2624	3909	224	3146	1082
NUMBER OF RESPONDENTS	4228 100%	17 100%	712 100%	1139 100%	1225 100%	1135 100%	2871 100%	33 100%	47 100%	14 100%	61 100%	228 100%	452 100%	1471 100%	2624 100%	3909 100%	224 100%	3146 100%	1082 100%
MEAN	2.62	2.54	2.66	2.62	2.63	2.58	2.62	2.54	2.42	2.95	2.46	2.71	2.55	2.65	2.59	2.63	2.45	2.63	2.58
p stat_(*=Sig @ p<=.05)			~.037*	.981	.536	.026*	.378	~	~	~.137	.011*	.025*	.004*	.002*	.000*	.000*	.022*	.021*	

[ASKED IF Q30 = YES]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

Banner II

	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ41																		
0-6	319 8%	26 11%	18 8%	26 11%	20 9%	17 7%	12 6%	16 7%	14 5%	10 4%*	27 8%	19 8%	15 7%	23 9%	36 14%*	30 11%	19 6%	20 8%
7-8	980 23%	50 20%	57 25%	67 29%	69 30%*	58 24%	46 25%	54 23%	53 20%	47 21%	48 14%*	71 29%*	57 25%	56 22%	70 27%	61 23%	59 20%	53 20%
9-10	2929 69%	168 69%	156 68%	138 60%*	138 61%*	166 69%	129 69%	165 70%	196 75%*	172 75%*	259 78%*	157 64%	153 68%	174 69%	152 59%*	173 66%	218 74%	190 72%
VALID CASES	4228	244	231	231	227	241	187	235	263	229	334	247	225	253	258	264	296	263
NUMBER OF RESPONDENTS	4228 100%	244 100%	231 100%	231 100%	227 100%	241 100%	187 100%	235 100%	263 100%	229 100%	334 100%	247 100%	225 100%	253 100%	258 100%	264 100%	296 100%	263 100%
MEAN	2.62	2.58	2.60	2.48	2.52	2.62	2.63	2.63	2.69	2.71	2.69	2.56	2.61	2.60	2.45	2.54	2.67	2.65
p stat_(*=Sig @ p<=.05)		.406	.634	.004*	.016*	.977	.843	.594	.030*	.013*	.026*	.131	.928	.581	.000*	.079	.095	.448

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- AMER 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			
NQ48 0-6	69 10%	7 ~ 8%	16 11%	18 10%	28 12%	57 12%*	1 3%~	3 32%~	1 ~ 10%~	2 5%~	4 5%	11 6%*	55 12%	46 8%*	20 22%*	22 7%*	47 13%*		
7-8	178 26%	25 ~ 27%	30 19%*	43 23%	82 34%*	119 25%	4 51%~	5 56%~	4 ~ 37%~	10 28%~	25 32%	37 20%*	137 29%*	140 25%*	30 33%	68 22%*	110 30%*		
9-10	428 63%	2 100%~	60 65%	109 70%*	125 67%	130 54%*	295 63%	3 46%~	1 12%~	1 100%~	6 54%~	23 66%~	49 63%	135 74%*	277 59%*	383 67%*	41 45%*	215 70%*	212 58%*
VALID CASES	675	2	92	155	186	240	471	7	9	1	12	35	78	184	469	569	91	306	369
NUMBER OF RESPONDENTS	675 100%	2 100%	92 100%	155 100%	186 100%	240 100%	471 100%	7 100%	9 100%	1 100%	12 100%	35 100%	78 100%	184 100%	469 100%	569 100%	91 100%	306 100%	369 100%
MEAN	2.53	3.00	2.57	2.60	2.57	2.43	2.51	2.43	1.79	3.00	2.44	2.61	2.57	2.67	2.47	2.59	2.22	2.63	2.45
p stat_(*=Sig @ p<=.05)		~.531	.156	.320	.003*	.175	~	~	~	~	~.528	.000*	.002*	.000*	.000*	.000*	.000*	.000*	.000*

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

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

Banner II

		OHP TOT																	
		CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ48																			
0-6		69 10%	7 16%~	3 7%	7 18%~	4 11%~	3 8%~	3 7%	6 16%~	3 6%~	3 8%~	11 19%	2 6%~	3 11%~	~	2 7%~	3 6%	4 10%~	3 8%~
7-8		178 26%	8 18%~	10 24%~	9 24%~	9 26%~	8 21%~	20 43%~	11 30%~	9 19%~	9 25%~	15 26%	10 28%~	6 22%~	9 26%~	7 26%~	13 25%	6 15%~	8 20%~
9-10		428 63%	29 66%~	28 68%~	22 58%~	22 63%~	27 71%~	23 50%~	20 54%~	35 74%~	24 67%~	32 55%	24 67%~	18 67%~	25 74%~	18 67%~	36 69%	29 74%~	29 72%~
VALID CASES		675	44	41	38	35	38	46	37	47	36	58	36	27	34	27	52	39	40
NUMBER OF RESPONDENTS		675 100%	44 100%	41 100%	38 100%	35 100%	38 100%	46 100%	37 100%	47 100%	36 100%	58 100%	36 100%	27 100%	34 100%	27 100%	52 100%	39 100%	40 100%
MEAN		2.53	2.50	2.61	2.39	2.51	2.63	2.43	2.38	2.68	2.58	2.36	2.61	2.56	2.74	2.59	2.63	2.64	2.65
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~.065	~	~	~	~	~.231	~	~

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

NQ54 RATING OF CHILD'S HEALTH PLAN

Banner I

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	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		
NQ54 0-6	619 12%	1 4%~	56 7%*	165 13%	174 12%	224 16%*	449 13%*	3 7%~	7 11%	16 ~ 22%*	19 6%*	94 18%*	128 7%*	484 16%*	547 12%*	57 22%*	390 10%*	228 19%*	
7-8	1448 29%	14 71%~	215 26%	346 27%	414 28%	459 33%*	1021 30%*	21 53%~	28 44%*	2 10%~	21 29%	84 27%	174 34%*	402 22%*	1046 35%*	1338 29%	82 31%	1017 27%*	431 37%*
9-10	2927 59%	5 26%~	544 67%*	771 60%	878 60%	728 52%*	1879 56%*	16 40%~	29 45%*	22 90%~	35 49%	207 67%*	247 48%*	1318 71%*	1494 49%*	2775 60%*	124 47%*	2408 63%*	520 44%*
VALID CASES	4994	20	815	1282	1466	1411	3350	40	64	24	72	309	516	1849	3024	4660	263	3815	1179
NUMBER OF RESPONDENTS	4994	20	815	1282	1466	1411	3350	40	64	24	72	309	516	1849	3024	4660	263	3815	1179
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	2.46	2.22	2.60	2.47	2.48	2.36	2.43	2.33	2.34	2.90	2.27	2.61	2.30	2.64	2.33	2.48	2.26	2.53	2.25
p stat_(*=Sig @ p<=.05)		~.000*	.521	.259	.000*	.000*	~.167			~.046*	.000*	.000*	.000*	.000*	.000*	.000*	.000*	.000*	.000*

NQ54 RATING OF CHILD'S HEALTH PLAN

Banner II

	OHP																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NQ54																		
0-6	619 12%	49 17%*	65 21%*	27 10%	37 12%	31 11%	42 20%*	27 10%*	32 10%	25 9%	42 11%	47 15%	44 17%*	37 13%	54 19%*	44 15%	37 11%	33 11%
7-8	1448 29%	82 29%	93 30%	101 36%*	92 31%	84 29%	82 38%*	72 26%	89 29%	77 28%	73 19%*	94 31%	74 29%	84 30%	117 40%*	112 39%*	79 23%*	93 31%
9-10	2927 59%	152 54%	157 50%*	152 54%	169 57%	172 60%	91 42%*	180 65%*	188 61%	175 63%	274 70%*	167 54%	139 54%	155 56%	119 41%*	128 45%*	227 66%*	178 59%
VALID CASES	4994	283	315	280	298	287	215	279	309	277	389	308	257	276	290	284	343	304
NUMBER OF RESPONDENTS	4994 100%	283 100%	315 100%	280 100%	298 100%	287 100%	215 100%	279 100%	309 100%	277 100%	389 100%	308 100%	257 100%	276 100%	290 100%	284 100%	343 100%	304 100%
MEAN	2.46	2.36	2.29	2.45	2.44	2.49	2.23	2.55	2.50	2.54	2.60	2.39	2.37	2.43	2.22	2.30	2.55	2.48
p stat_(*=Sig @ p<=.05)		.027*	.000*	.707	.627	.452	.000*	.009*	.276	.060	.000*	.064	.039*	.387	.000*	.000*	.008*	.717

GETTING NEEDED CARE

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NPRBSEE4 NQ46	2.21	3.00	2.36	2.24	2.18	2.12	2.21	2.36	1.83	3.00	2.66	2.19	2.18	2.31	2.15	2.22	2.10	2.31	2.11
p stat_(*=Sig @ p<=.05)		~.050	.478	.571	.038*	.916	~	~	~	~	~.743	.023*	.013*	.239	.126	.001*	.001*		
NCARNES4 NQ15	2.44	2.36	2.54	2.44	2.41	2.37	2.50	2.36	2.42	1.84	2.45	2.36	2.35	2.36	2.50	2.47	2.08	2.48	2.34
p stat_(*=Sig @ p<=.05)		~.000*	.657	.220	.003*	.000*	~	~	~	~.111	.011*	.000*	.000*	.000*	.000*	.000*	.000*	.000*	.000*
COMPOSITE	2.32	2.68	2.45	2.34	2.30	2.25	2.36	2.36	2.12	2.42	2.55	2.28	2.26	2.33	2.32	2.35	2.09	2.39	2.22
p stat_(*=Sig @ p<=.05)		~.019*	.593	.544	.089	.061	~	~	~.289	.658	.452	.757	.889	.009*	.070	.000*	.026*		

GETTING NEEDED CARE

Banner II

	OHP	TOT	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NPRBSEE4 NQ46	2.21	2.29	2.24	2.43	2.21	2.34	2.02	2.02	2.48	2.27	2.16	2.33	2.39	2.28	2.00	2.27	2.38	2.27		
p stat_(*=Sig @ p<=.05)		~	~	~	~	~.071	~.004*	~.697	~	~	~	~.587	~	~						
NCARNES4 NQ15	2.44	2.43	2.39	2.37	2.39	2.57	2.28	2.42	2.43	2.46	2.36	2.43	2.64	2.49	2.35	2.49	2.46	2.46		
p stat_(*=Sig @ p<=.05)		.943	.359	.240	.388	.005*	.004*	.699	.840	.602	.078	.897	.000*	.251	.063	.267	.597	.580		
COMPOSITE	2.32	2.36	2.32	2.40	2.30	2.45	2.15	2.22	2.45	2.37	2.26	2.38	2.52	2.38	2.17	2.38	2.42	2.36		
p stat_(*=Sig @ p<=.05)		.348	.982	.419	.613	.066	.052	.562	.001*	.468	.680	.115	.372	.256	.071	.667	.142	.620		



GETTING CARE QUICKLY

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NCARSN4 NQ4	2.60	3.00	2.67	2.65	2.60	2.49	2.66	2.44	2.36	2.15	2.53	2.48	2.67	2.46	2.69	2.62	2.39	2.59	2.62
p stat_(*=Sig @ p<=.05)		~.031*	.044*	.990	.000*	.000*	~	~	~	~.114	.144	.000*	.000*	.014*	.001*	.496	.496		
NAPGET4 NQ6	2.43	2.58	2.54	2.42	2.40	2.38	2.48	2.49	1.85	1.51	2.56	2.34	2.43	2.35	2.49	2.44	2.28	2.43	2.43
p stat_(*=Sig @ p<=.05)		~.000*	.536	.167	.040*	.000*	~	~	~	~.091	.990	.000*	.000*	.025*	.006*	.794	.799		
COMPOSITE	2.51	2.79	2.60	2.53	2.50	2.44	2.57	2.47	2.10	1.83	2.55	2.41	2.55	2.40	2.59	2.53	2.33	2.51	2.53
p stat_(*=Sig @ p<=.05)		~.195	.730	.768	.146	.022*	~	~	~	~.417	.717	.017*	.005*	.193	.190	.812	.834		

GETTING CARE QUICKLY

Banner II

	OHP	TOT	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NCARSN4 NQ4	2.60	2.67	2.53	2.60	2.67	2.66	2.48	2.55	2.66	2.67	2.57	2.68	2.86	2.58	2.65	2.71	2.53	2.66		
p stat_(*=Sig @ p<=.05)		.237	.342	.981	.307	.409	.199	.391	.312	.286	.646	.229	.000*	.718	.416	.113	.267	.282		
NAPGET4 NQ6	2.43	2.50	2.43	2.36	2.40	2.52	2.44	2.43	2.41	2.46	2.31	2.33	2.58	2.43	2.31	2.45	2.40	2.44		
p stat_(*=Sig @ p<=.05)		.198	.973	.238	.605	.079	.855	.976	.724	.607	.013*	.079	.015*	.969	.027*	.763	.573	.792		
COMPOSITE	2.51	2.58	2.48	2.48	2.53	2.59	2.46	2.49	2.54	2.56	2.44	2.51	2.72	2.50	2.48	2.58	2.47	2.55		
p stat_(*=Sig @ p<=.05)		.189	.846	.783	.692	.377	.589	.905	.641	.578	.691	.878	.517	.863	.780	.726	.528	.770		

HOW WELL DOCTORS COMMUNICATE

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILLND	AMER IND/ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
NDREXPL4 NQ32	2.69	2.68	2.77	2.67	2.68	2.67	2.74	2.82	2.89	2.31	2.65	2.69	2.68	2.58	2.78	2.72	2.39	2.69	2.69
p stat_(*=Sig @ p<=.05)		~.000*	.282	.471	.204	.000*	~	~	~	~.882	.595	0.000*	0.000*	0.000*	0.000*	0.808	.801		
NDRLSTN4 NQ33	2.71	2.53	2.74	2.71	2.73	2.68	2.71	2.89	2.27	2.87	2.61	2.75	2.70	2.70	2.72	2.73	2.50	2.73	2.67
p stat_(*=Sig @ p<=.05)		~.270	.957	.379	.115	.932	~	~	~	~.454	.709	.258	.215	.000*	.000*	.005*	.005*		
NDRESPU4 NQ34	2.77	2.77	2.80	2.77	2.78	2.74	2.76	2.92	2.39	2.87	2.66	2.82	2.75	2.79	2.76	2.79	2.58	2.80	2.70
p stat_(*=Sig @ p<=.05)		~.110	.778	.675	.113	.241	~	~	~	~.116	.362	.202	.368	.000*	.000*	.000*	.000*		
NDRTMEN4 NQ37	2.49	2.43	2.47	2.45	2.49	2.55	2.56	2.37	2.13	2.73	2.24	2.42	2.53	2.33	2.61	2.53	2.14	2.48	2.53
p stat_(*=Sig @ p<=.05)		~.502	.076	.876	.007*	.000*	~	~	~	~.192	.281	.000*	.000*	.000*	0.000*	.058	.059		
COMPOSITE	2.67	2.60	2.69	2.65	2.67	2.66	2.69	2.75	2.42	2.70	2.54	2.67	2.66	2.60	2.72	2.69	2.40	2.68	2.65
p stat_(*=Sig @ p<=.05)		~.786	.846	.988	.957	.478	~	~	~	~.992	.984	.341	.175	.139	.184	.790	.787		

HOW WELL DOCTORS COMMUNICATE

Banner II

	OHP	TOT	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NDREXP4 NQ32	2.69	2.71	2.76	2.66	2.60	2.69	2.70	2.66	2.76	2.83	2.67	2.75	2.80	2.78	2.71	2.72	2.61	2.68		
p stat_(*=Sig @ p<=.05)		.748	.085	.488	.049*	.978	.836	.471	.088	.000*	.499	.202	.008*	.017*	.647	.605	.026*	.860		
NDRLST4 NQ33	2.71	2.68	2.70	2.61	2.59	2.73	2.73	2.71	2.78	2.82	2.74	2.69	2.79	2.72	2.68	2.70	2.72	2.72		
p stat_(*=Sig @ p<=.05)		.450	.747	.089	.020*	.592	.803	.964	.076	.002*	.345	.532	.065	.871	.434	.831	.934	.854		
NDRESPU4 NQ34	2.77	2.74	2.70	2.68	2.63	2.79	2.84	2.76	2.82	2.83	2.80	2.75	2.83	2.78	2.72	2.76	2.79	2.77		
p stat_(*=Sig @ p<=.05)		.449	.160	.094	.005*	.530	.126	.727	.129	.049*	.455	.628	.123	.766	.215	.748	.564	.958		
NDRTMEN4 NQ37	2.49	2.49	2.40	2.48	2.29	2.45	2.57	2.49	2.63	2.61	2.44	2.55	2.62	2.52	2.53	2.55	2.41	2.55		
p stat_(*=Sig @ p<=.05)		.990	.100	.893	.001*	.419	.195	.892	.002*	.018*	.326	.301	.022*	.615	.505	.235	.070	.286		
COMPOSITE	2.67	2.65	2.64	2.61	2.53	2.67	2.71	2.66	2.75	2.77	2.66	2.68	2.76	2.70	2.66	2.68	2.63	2.68		
p stat_(*=Sig @ p<=.05)		.871	.934	.754	.036*	.992	.771	.972	.193	.416	.988	.796	.829	.713	.968	.952	.747	.931		

CUSTOMER SERVICE

Banner I

	AGE					RACE							ETHNICITY	HEALTH STATUS		CCC SCREENER			
	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- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NPBCLCS4 NQ50	2.24	1.52	2.32	2.24	2.26	2.17	2.23	2.11	1.77	1.72	1.73	2.30	2.18	2.33	2.15	2.26	1.87	2.27	2.14
p stat_(*=Sig @ p<=.05)		~.099	.910	.486	.133	.664	~	~	~	~.440	.467	.000*	.000*	.002*	.000*	.018*	.018*		
NCSRESP NQ51	2.57	2.25	2.65	2.60	2.57	2.52	2.57	2.43	2.52	2.91	2.60	2.71	2.46	2.61	2.55	2.59	2.38	2.59	2.53
p stat_(*=Sig @ p<=.05)		~.065	.479	.840	.099	.819	~	~	~	~.033*	.135	.075	.246	.036*	.012*	.147	.147		
COMPOSITE	2.41	1.88	2.48	2.42	2.42	2.34	2.40	2.27	2.15	2.31	2.16	2.50	2.32	2.47	2.35	2.42	2.13	2.43	2.33
p stat_(*=Sig @ p<=.05)		~.654	.913	.936	.645	.912	~	~	~	~.743	.727	.420	.461	.468	.323	.576	.566		

CUSTOMER SERVICE

Banner II

	OHP	TOT	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NPBCLCS4 NQ50	2.24	2.13	2.22	2.35	2.42	2.29	1.96	2.20	2.34	2.39	2.32	2.22	2.50	2.16	2.36	2.15	2.35	2.20		
p stat_(*=Sig @ p<=.05)		.320	.865	.279	.090	.528	.014*	.593	.281	.098	.260	.850		~.440		~.440	.161	.698		
NCSRESP NQ51	2.57	2.64	2.49	2.63	2.75	2.60	2.46	2.47	2.71	2.66	2.67	2.61	2.72	2.59	2.64	2.62	2.60	2.67		
p stat_(*=Sig @ p<=.05)		.400	.439	.480	.016*	.625	.210	.095	.073	.252	.094	.638		~.854		~.648	.713	.167		
COMPOSITE	2.41	2.39	2.35	2.49	2.58	2.45	2.21	2.34	2.52	2.53	2.50	2.42	2.61	2.37	2.50	2.38	2.47	2.44		
p stat_(*=Sig @ p<=.05)		.872	.907	.724	.088	.823	.395	.876	.231	.460	.784	.925		~.856		~.951	.707	.874		

SHARED DECISION MAKING

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NNRXWHY NQ11	2.88	1.63	2.94	2.85	2.87	2.89	2.91	3.00	2.99	3.00	2.97	2.90	2.82	2.77	2.93	2.87	2.95	2.84	2.92
p stat_(*=Sig @ p<=.05)		~.022*	.342	.812	.386	.007*	~	~	~	~	~.237	.000*	.000*	.578	.035*	.008*	.008*		
NNRXWYNT NQ12	2.40	2.65	2.41	2.30	2.45	2.43	2.46	2.40	2.07	2.78	2.90	2.35	2.27	2.34	2.43	2.39	2.47	2.31	2.52
p stat_(*=Sig @ p<=.05)		~.941	.037*	.293	.484	.007*	~	~	~	~	~.105	.153	.269	.453	.472	.000*	.000*		
NRXBST NQ13	2.55	2.61	2.58	2.52	2.56	2.55	2.57	2.48	2.60	2.69	2.79	2.56	2.22	2.55	2.55	2.55	2.45	2.50	2.62
p stat_(*=Sig @ p<=.05)		~.621	.461	.832	.974	.341	~	~	~	~	~.000*	.912	.900	.890	.266	.018*	.018*		
COMPOSITE	2.61	2.30	2.64	2.55	2.63	2.63	2.65	2.63	2.55	2.82	2.89	2.61	2.44	2.55	2.64	2.61	2.62	2.55	2.68
p stat_(*=Sig @ p<=.05)		~.858	.680	.902	.897	.465	~	~	~	~	~.436	.654	.622	.915	.959	.401	.399		

SHARED DECISION MAKING

Banner II

	OHP	TOT	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NNRXWHY NQ11	2.88	2.87	2.81	2.89	2.89	2.96	2.81	2.86	2.95	2.88	2.91	2.81	2.96	2.86	2.89	2.91	2.85	2.94		
p stat_(*=Sig @ p<=.05)		1.00	.419	.746	.824	.035*	.383	.771	.052	.875	.549	.365	.044*	.863	.755	.501	.681	.127		
NNRXWYNT NQ12	2.40	2.41	2.38	2.54	2.30	2.44	2.46	2.47	2.32	2.24	2.31	2.43	2.31	2.52	2.15	2.12	2.33	2.42		
p stat_(*=Sig @ p<=.05)		.981	.883	.254	.378	.764	.621	.448	.454	.157	.457	.824	.459	.295	.033*	.026*	.514	.855		
NRXBST NQ13	2.55	2.45	2.51	2.44	2.49	2.55	2.62	2.63	2.33	2.52	2.61	2.52	2.37	2.47	2.42	2.54	2.64	2.64		
p stat_(*=Sig @ p<=.05)		.379	.738	.357	.601	.979	.549	.328	.035*	.776	.582	.805	.187	.445	.220	.914	.297	.368		
COMPOSITE	2.61	2.58	2.57	2.62	2.56	2.65	2.63	2.66	2.54	2.55	2.61	2.59	2.55	2.62	2.49	2.52	2.61	2.67		
p stat_(*=Sig @ p<=.05)		.826	.941	.968	.679	.843	.929	.929	.547	.782	1.00	.855	.940	.963	.708	.853	1.00	.845		



ACCESS TO SPECIALIZED SERVICES

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILLND	AMER IND/ALSK	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
NEZMDEQ NQ20	2.15	2.13	2.25	2.23	2.12	2.02	2.12	3.00	1.00	1.42	2.29	2.13	2.24	2.13	2.19	2.12	2.30	2.07	
p stat_(*=Sig @ p<=.05)		~	~.395	.731		~.536	~	~	~	~	~	~.357	.634	~	~.065	.065			
NEZTHP NQ23	1.94	3.00	2.02	1.96	1.90	1.92	2.08	1.00	1.75	3.00	1.57	1.76	1.46	2.05	1.90	2.02	1.75	2.01	1.89
p stat_(*=Sig @ p<=.05)		~.469	.818	.561	.739	.000*	~	~	~	~	~	~.035*	.347	.003*	.029*	.158	.158		
NEZTC NQ26	2.08	3.00	2.15	2.15	2.01	2.11	2.14	1.17	1.00	1.68	1.76	2.22	1.89	2.08	2.10	2.13	1.86	2.06	2.09
p stat_(*=Sig @ p<=.05)		~	~.331	.115	.522	.023*	~	~	~	~	~.045*	.941	.493	.007*	.019*	.677	.677		
COMPOSITE	2.06	2.71	2.14	2.11	2.01	2.01	2.11	1.72	1.25	2.34	1.58	2.09	1.82	2.12	2.04	2.11	1.91	2.13	2.02
p stat_(*=Sig @ p<=.05)		~.567	.490	.401	.439	.041*	~	~	~	~.834	.004*	.274	.636	.002*	.340	.156	.188		

ACCESS TO SPECIALIZED SERVICES

Banner II

	OHP	TOT	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NEZMDEQ NQ20	2.15	1.86	1.73	2.23	2.14	1.75	1.54	2.38	2.83	2.22	2.29	2.25	2.25	2.40	2.18	2.21	2.27	2.40		
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTHP NQ23	1.94	1.75	2.33	2.05	2.35	1.93	1.57	1.79	2.36	2.40	1.90	1.62	2.31	2.05	2.10	2.19	2.27	2.09		
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTC NQ26	2.08	1.91	2.06	1.97	2.24	2.24	1.92	1.94	2.24	2.30	1.93	2.07	2.29	2.18	1.85	2.22	2.17	2.31		
p stat_(*=Sig @ p<=.05)		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.06	1.84	2.04	2.08	2.25	1.98	1.68	2.03	2.48	2.31	2.04	1.98	2.28	2.21	2.04	2.21	2.24	2.27		
p stat_(*=Sig @ p<=.05)		.003*	.929	.840	.007*		~.000*	.932	.000*	.040*	.943		~	~.076	.919	.429	.062	.081		

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

Banner I

	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- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PRBSEE4 Q46	75%	100%	78%	77%	74%	71%	74%	97%	68%	100%	92%	77%	73%	78%	72%	74%	76%	77%	72%
CARNES4 Q15	88%	91%	91%	89%	88%	85%	91%	79%	92%	58%	89%	86%	84%	85%	90%	89%	73%	90%	83%
AVERAGE	81.22	95.47	84.31	82.71	80.82	78.32	82.31	87.79	80.14	58.06	90.42	81.68	78.17	81.57	81.25	81.73	74.56	83.48	77.73

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PRBSEE4 Q46	75%	73%	69%	90%	76%	73%	69%	65%	92%	77%	68%	86%	86%	75%	62%	75%	87%	82%
CARNES4 Q15	88%	85%	84%	81%	88%	92%	81%	87%	89%	90%	86%	87%	94%	88%	86%	91%	91%	90%
AVERAGE	81.22	78.97	76.61	85.64	82.20	82.76	75.22	76.21	90.36	83.93	76.95	86.78	89.82	81.44	74.01	83.17	88.97	86.20

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

Banner I

	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- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
CARSN4 Q4	90%	100%	91%	92%	91%	85%	92%	78%	98%	84%	87%	84%	93%	85%	93%	90%	84%	89%	91%
APGET4 Q6	84%	81%	89%	83%	84%	82%	87%	83%	58%	33%	92%	82%	87%	81%	88%	85%	77%	84%	87%
AVERAGE	87.16	90.55	90.09	87.88	87.64	83.55	89.36	80.41	77.79	58.58	89.77	82.84	89.93	82.92	90.45	87.87	80.42	86.47	88.85

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
CARSN4 Q4	90%	91%	87%	89%	93%	91%	83%	89%	93%	90%	88%	90%	99%	89%	90%	95%	89%	96%
APGET4 Q6	84%	86%	84%	83%	84%	87%	87%	84%	87%	88%	79%	80%	88%	85%	81%	85%	82%	86%
AVERAGE	87.16	88.70	85.54	86.10	88.23	89.19	84.93	86.41	89.70	89.19	83.20	85.21	93.55	87.11	85.53	90.14	85.47	91.09

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

Banner I

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
DREXPL4 Q32	93%	96%	94%	92%	92%	92%	94%	100%	96%	71%	96%	94%	91%	89%	96%	94%	79%	92%	94%
DRLSTN4 Q33	94%	96%	94%	95%	94%	92%	94%	100%	80%	100%	90%	96%	94%	94%	94%	94%	87%	94%	92%
DRESPU4 Q34	95%	96%	96%	95%	95%	95%	95%	100%	86%	100%	91%	97%	94%	96%	95%	96%	90%	96%	93%
DRTMEN4 Q37	86%	96%	85%	85%	87%	89%	89%	82%	76%	89%	74%	89%	90%	81%	91%	88%	72%	86%	88%
AVERAGE	92.0	96.0	92.2	91.8	92.0	92.0	93.0	95.5	84.6	90.0	87.9	94.0	92.2	89.8	93.9	92.9	82.0	92.1	91.8

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

Banner II

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	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
DREXPL4 Q32	93%	93%	96%	94%	92%	92%	93%	90%	96%	98%	93%	95%	96%	95%	93%	95%	92%	91%
DRLSTN4 Q33	94%	93%	94%	87%	90%	95%	93%	94%	96%	97%	97%	93%	97%	95%	92%	95%	94%	95%
DRESPU4 Q34	95%	93%	93%	91%	93%	96%	96%	95%	98%	99%	96%	97%	97%	95%	93%	96%	95%	96%
DRTMEN4 Q37	86%	85%	86%	86%	79%	85%	92%	85%	93%	92%	86%	90%	90%	88%	89%	92%	82%	90%
AVERAGE	92.0	90.9	92.2	89.4	88.5	91.9	93.5	90.8	95.5	96.4	92.9	93.9	94.9	93.4	91.6	94.4	90.8	92.9

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

Banner I

	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- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PBCLCS4 Q50	79%	29%	82%	76%	79%	72%	76%	68%	51%	66%	50%	76%	71%	82%	71%	77%	62%	77%	74%
CSRESP Q51	91%	64%	94%	90%	91%	91%	91%	100%	98%	100%	95%	95%	80%	92%	91%	91%	88%	91%	92%
AVERAGE	85.00	46.72	88.07	83.20	85.27	81.51	83.70	84.09	74.90	82.95	72.85	85.27	75.40	87.02	81.25	84.36	75.38	84.17	83.01

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

Banner II

	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
PBCLCS4 Q50	79%	73%	76%	83%	82%	80%	61%	74%	80%	87%	81%	75%	83%	77%	82%	79%	83%	72%
CSRESP Q51	91%	95%	83%	95%	96%	95%	89%	88%	93%	94%	94%	89%	100%	95%	89%	96%	91%	91%
AVERAGE	85.00	84.12	79.69	89.17	89.09	87.36	75.34	80.62	86.67	90.85	87.65	82.12	91.25	85.92	85.23	87.70	86.68	81.87

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

Banner I

	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NRXWHY Q11	94%	31%	97%	92%	93%	95%	96%	100%	99%	100%	99%	95%	91%	88%	97%	94%	97%	92%	96%
NRXWYNT Q12	70%	83%	70%	65%	73%	72%	73%	70%	53%	89%	95%	67%	63%	67%	71%	70%	73%	65%	76%
RXBST Q13	78%	81%	79%	76%	78%	78%	78%	74%	80%	84%	90%	78%	61%	78%	78%	78%	73%	75%	81%
AVERAGE	80.5	64.8	82.0	77.7	81.3	81.3	82.4	81.4	77.6	91.1	94.4	80.3	71.8	77.6	81.9	80.3	81.1	77.4	84.2

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

Banner II

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	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
NRXWHY Q11	94%	94%	90%	95%	94%	98%	90%	93%	97%	94%	95%	90%	98%	93%	95%	96%	93%	97%
NRXWYNT Q12	70%	70%	69%	77%	65%	72%	73%	74%	66%	62%	66%	71%	65%	76%	58%	56%	67%	71%
RXBST Q13	78%	73%	75%	72%	75%	77%	81%	82%	67%	76%	80%	76%	69%	73%	71%	77%	82%	82%
AVERAGE	80.5	78.9	78.4	81.2	77.9	82.5	81.4	82.8	76.8	77.3	80.4	79.4	77.4	80.8	74.3	76.2	80.5	83.4

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
EZMDEQ Q20	70%	56%	78%	78%	66%	60%	68%	100%	0%	21%	71%	78%	74%	70%	74%	64%	80%	65%	
EZTHP Q23	61%	100%	63%	64%	58%	58%	67%	0%	65%	100%	47%	47%	29%	67%	59%	64%	55%	64%	58%
EZTC Q26	67%	100%	63%	71%	65%	69%	71%	17%	0%	34%	63%	79%	53%	67%	69%	70%	57%	64%	69%
AVERAGE	66.1	56.3	68.1	71.0	63.1	62.3	68.9	58.3	21.6	33.8	43.6	65.4	53.2	69.2	66.1	69.3	58.4	69.6	64.0

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

Banner II

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	OHP TOT CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
EZMDEQ Q20	70%	57%	45%	69%	64%	50%	38%	75%	100%	72%	71%	75%	75%	90%	71%	68%	91%	90%
EZTHP Q23	61%	54%	74%	60%	76%	67%	43%	52%	86%	85%	57%	38%	77%	64%	60%	73%	85%	70%
EZTC Q26	67%	53%	71%	56%	79%	76%	57%	65%	69%	73%	57%	71%	71%	68%	52%	72%	75%	79%
AVERAGE	66.1	54.8	63.7	61.7	73.2	64.1	46.2	63.7	84.9	76.9	61.8	61.3	74.3	74.0	60.7	71.2	83.5	79.6

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

Banner I

	AGE					RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	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- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
DRTLKU Q38	84%	84%	91%	84%	84%	78%	85%	92%	67%	89%	92%	82%	80%	84%	84%	84%	77%	84%	84%
DRUNCON Q43	89%	100%	74%	89%	91%	91%	88%	99%	100%	100%	84%	92%	90%	89%	89%	90%	83%	85%	90%
DRUNFAM Q44	84%	100%	72%	76%	89%	86%	82%	100%	65%	100%	80%	86%	87%	83%	84%	86%	68%	78%	85%
AVERAGE	85.5	84.1	79.0	83.0	87.8	85.4	84.8	96.8	77.4	96.2	85.5	86.5	85.5	85.3	85.7	86.9	76.3	82.3	86.5

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

Banner II

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	OHP TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
DRTLKU Q38	84%	80%	82%	83%	77%	88%	86%	82%	87%	82%	86%	82%	87%	84%	83%	79%	88%	83%
DRUNCON Q43	89%	94%	83%	81%	87%	82%	90%	91%	92%	89%	84%	94%	86%	82%	92%	92%	94%	88%
DRUNFAM Q44	84%	87%	79%	79%	78%	81%	88%	81%	88%	87%	84%	90%	79%	76%	84%	88%	90%	82%
AVERAGE	85.5	87.3	81.1	80.8	80.7	83.8	88.1	84.4	89.2	86.2	85.0	89.0	83.7	80.8	86.2	86.5	90.5	84.4

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CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

Banner I

	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- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
HELPCONT Q18	94%	96%	90%	95%	98%	96%	100%		100%	81%	90%	92%	93%	94%	94%	93%	92%	96%	
HLPCOORD Q29	60%	30%	67%	60%	58%	60%	68%	100%	100%	61%	49%	56%	58%	61%	59%	63%	60%	59%	
AVERAGE	76.8	30.3	81.2	75.3	76.5	77.2	78.0	84.2	100	100	71.0	69.1	73.7	75.5	77.8	76.5	77.8	75.9	77.7

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

Banner II

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	OHP																	
	TOT																	
	CHLD	AHP	CCC	COPA	EAST	FMCA	FFS	HTS	INHE	JCC	PCG	PSCS	PHSJ	TCH	UHAL	WORA	WVCH	YCCO
HELPCONT Q18	94%	94%	95%	95%	100%	100%	95%	96%	91%	95%	82%	93%	100%	88%	78%	100%	94%	79%
HLPCOORD Q29	60%	58%	41%	55%	60%	62%	47%	67%	58%	66%	69%	62%	57%	60%	55%	73%	56%	60%
AVERAGE	76.8	76.3	68.3	74.9	80.0	81.1	70.9	81.2	74.4	80.8	75.8	77.8	78.6	74.3	66.3	86.7	74.6	69.3

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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.

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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*



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.

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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?

- |                            |                       |                       |                       |                       |                       |                           |                       |                       |                       |                       |
|----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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 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

**GETTING HEALTH CARE FROM SPECIALISTS**

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

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

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

- Yes
- No → **Go to Question 49**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- |                           |                       |                       |                       |                       |                       |                          |                       |                       |                       |                       |
|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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 |                       |                       |                       |                       |

**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









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

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

**INSTRUCCIONES PARA EL CUESTIONARIO**

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

Marca  
Correcta



Marca  
Incorrecta



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

- Sí ➔ *Pase a la Pregunta 1*
- No



**COMIENCE AQUI**



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

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

- Sí ➔ *Pase a la pregunta 3*
- No

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

\_\_\_\_\_

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

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

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

Sí  
 No → *Pase a la pregunta 5*

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

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

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

Sí  
 No → *Pase a la pregunta 7*

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

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

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

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

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

Sí  
 No

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

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

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

- Sí
- No → *Pase a la pregunta 14*

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

- Sí
- No

12. ¿Hablaron usted y un doctor u otro profesional médico sobre las razones por las que tal vez usted 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



37. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con su niño?

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

38. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 41*

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

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

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

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

42. ¿Tiene su niño alguna condición médica, de comportamiento u otra condición de salud que ha durado por más de 3 meses?

- Sí
- No → *Pase a la pregunta 45*

43. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su niño?

- Sí
- No

44. ¿El doctor o enfermera personal de su niño entiende cómo estas condiciones médicas, de comportamiento u otras condiciones de salud afectan la vida cotidiana de su familia?

- Sí
- No









## 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 --&gt; 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 --&gt; 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 --&gt; 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 --&gt; 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 --&gt; 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 --&gt; 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 --&gt; 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 --&gt; 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 --&gt; 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 --&gt; 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 --&gt; CHCOUNS

## WHYSTA

70. / WHYSTA

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

1. YES
2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --&gt; 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 --&gt; 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.