



Pacific Care Columbia Gorge  
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2014



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## METHODOLOGY

### Introduction

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

### Survey Milestones

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

### Sampling

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

### Questionnaires

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

### Selection of Cases for Analysis

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

## Composites, Overall Ratings, and Measures for Reporting

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

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

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

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

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

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

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

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

### **Composite: Customer Service**

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

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

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

### **Rating Questions**

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

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

- Q--/20. Getting special medical equipment or devices for your child
- Q--/23. Getting special therapy (physical, occupational, speech) for your child
- Q--/26. Getting treatment or counseling for your child

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

- Q--/38. Child's personal doctor talked with you about how child is feeling, growing, behaving
- Q--/43. Child's personal doctor understands how child's health conditions affect child's day-to-day life
- Q--/44. Child's personal doctor understands how child's health conditions affect family's day-to-day life

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

- Q--/18. Got help contacting school and daycare from someone at health plan or doctor's office
- Q--/29. Got help coordinating care among providers from someone at health plan or doctor's office

## Comparisons, Statistical Testing, Scoring, and Weighting

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

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

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

## Sample Disposition

Category	Adult		Child	
	Pacific Care Columbia Gorge	Overall	Pacific Care Columbia Gorge	Overall
<b>**First mailing - sent</b>	900	15300	900	15300
<b>*First mailing - usable survey returned</b>	193	3059	193	2459
<b>Second mailing - sent</b>	681	11718	706	12459
<b>*Second mailing - usable survey returned</b>	64	1039	64	1057
<b>*Phone - usable surveys</b>	91	1456	183	2502
<b>Total - usable surveys</b>	348	5554	440	6018
<b>†Ineligible: According to population criteria‡</b>	24	348	24	362
<b>†Ineligible: Deceased</b>	3	78	0	3
<b>†Ineligible: Mentally or physically unable to complete survey</b>	18	301	0	0
<b>†Ineligible: Language barrier</b>	2	77	0	39
<b>Incorrect address AND incorrect phone number</b>	63	1065	41	991
<b>Refusal/Returned survey blank</b>	42	720	35	783
<b>Nonresponse - Unavailable by mail or phone</b>	400	7157	360	7104
<b>Adjusted Response Rate</b>	<b>40.8%</b>	<b>38.3%</b>	<b>50.2%</b>	<b>40.4%</b>

\*Included in response rate numerator

†Excluded from adjusted response rate denominator

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

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

## Response/Non-Response Comparison

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

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

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

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

### Adult

Gender / Age	Non-Respondents	Respondents	Difference
Male	148 33.5%	114 32.8%	-0.73%
Female	294 66.5%	234 67.2%	0.73%
18-24	129 29.2%	89 25.6%	-3.61%
25-34	113 25.6%	48 13.8%	-11.77%
35-44	84 19.0%	53 15.2%	-3.77%
45-54	58 13.1%	65 18.7%	5.56%
55-64	31 7.0%	67 19.3%	12.24%
65-74	12 2.7%	15 4.3%	1.60%
75 or Older	15 3.4%	11 3.2%	-0.23%

### Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	211 53.4%	219 49.8%	-3.64%
Female	184 46.6%	221 50.2%	3.64%
<1, 1-3	96 24.3%	82 18.6%	-5.67%
4-7	83 21.0%	138 31.4%	10.35%
8-12	107 27.1%	127 28.9%	1.78%
13 or older	109 27.6%	93 21.1%	-6.46%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE	
Q1 YES	336 100%	5403 100%	74 100%	44 100%	52 100%	57 100%	64 100%	22 100%	258 100%	2 100%	3 100%	8 100%	10 100%	19 100%	77 100%	236 100%	205 100%	112 100%	103 100%	216 100%
NOT ANSWERED	12	151	3	1	2	1	4	10							7	5	7	5	5	7
VALID CASES	336	5403	74	44	52	57	64	22	258	2	3	8	10	19	77	236	205	112	103	216
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%



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?

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE					
Q3 YES	138 42%	2419 45%	27 36%	15 37%	28 53%	21 36%	34 52%	8 33%	108 41%			2 67%	4 57%	1 10%	13 68%	23 29%*	109 46%*	74 36%*	61 54%*	44 42%	91 42%	
NO	194 58%	2914 55%	48 64%	26 63%	25 47%	37 64%	31 48%	16 67%	154 59%			2 ~100%	1 33%	3 43%	9 90%	6 32%	57 71%*	128 54%*	133 64%*	53 46%*	61 58%	127 58%
NOT ANSWERED	16	220	2	3		1	2		6				1			4	4	5	3	3	5	
VALID CASES	332	5334	75	41	53	58	65	24	262			2	3	7	10	19	80	237	207	114	105	218
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%			2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q4 NEVER	1 0.8%	72 3%*	1 4%~	~	~	~	~	~	~	~	~	1 33%~	~	~	1 1%~	1 2%	~	~	1 1%~		
SOMETIMES	12 10%	310 15%	2 8%~	1 8%~	2 9%~	2 11%~	3 12%~	1 13%~	8 9%~	~	~	1 33%~	2 15%~	3 15%~	8 9%~	4 6%	8 16%	3 8%~	9 11%~		
USUALLY	38 32%	531 26%	7 27%~	6 46%~	9 41%~	7 37%~	6 23%~	2 25%~	32 35%~	~	~	1 50%~	~	3 23%~	8 40%~	29 31%~	20 31%	17 34%	11 31%~	26 33%~	
ALWAYS	67 57%	1161 56%	16 62%~	6 46%~	11 50%~	10 53%~	17 65%~	5 63%~	51 56%~	~	~	1 50%~	1 33%~	1 100%~	8 62%~	9 45%~	56 60%~	40 62%	25 50%	22 61%~	43 54%~
#ALWAYS + USUALLY (NET)	105 89%	1692 82%*	23 88%~	12 92%~	20 91%~	17 89%~	23 88%~	7 88%~	83 91%~	~	~	2 100%~	1 33%~	1 100%~	11 85%~	17 85%~	85 90%~	60 92%	42 84%	33 92%~	69 87%~
TOP BOX SCORE	67 57%	1161 56%	16 62%~	6 46%~	11 50%~	10 53%~	17 65%~	5 63%~	51 56%~	~	~	1 50%~	1 33%~	1 100%~	8 62%~	9 45%~	56 60%~	40 62%	25 50%	22 61%~	43 54%~
NOT ANSWERED	20	322	1	2	6	2	8		17			1			3	15	9	11	8	12	
VALID CASES	118	2074	26	13	22	19	26	8	91			2	3	1	13	20	94	65	50	36	79
NUMBER OF RESPONDENTS	138 100%	2396 100%	27 100%	15 100%	28 100%	21 100%	34 100%	8 100%	108 100%			2 100%	4 100%	1 100%	13 100%	23 100%	109 100%	74 100%	61 100%	44 100%	91 100%

[ASKED IF Q3 = YES]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q5 YES	231 70%	3840 72%	45 61%	27 66%	35 67%	45 78%	51 78%	17 65%	185 71%	1 ~	2 50%	5 100%	5 63%	13 56%	13 68%	48 61%	172 73%	130 64%*	92 80%*	61 60%*	163 74%*
NO	99 30%	1468 28%	29 39%	14 34%	17 33%	13 22%	14 22%	9 35%	76 29%	1 ~	3 50%	4 38%	6 44%	6 32%	31 39%	65 27%	74 36%*	23 20%*	41 40%*	56 26%*	
NOT ANSWERED	18	246	3	3	1	1			7			1	1		5	4	8	2	6	4	
VALID CASES	330	5308	74	41	52	58	65	26	261	2	2	8	9	19	79	237	204	115	102	219	
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%	

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

	PCG TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ PAC ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE MALE			
Q6 NEVER	4 2%	83 2%	1 ~ 4%	1 ~ 3%	1 ~ 2%	1 ~ 2%	2 1%	~	~	~	~	~	1 8%	2 5%	2 1%	1 0.8%	3 4%	4 ~ 3%*			
SOMETIMES	40 20%	655 19%	12 29%	2 8%	10 33%	5 12%	7 17%	2 13%	32 20%	~	~	1 50%	1 33%	3 ~ 23%	9 20%	29 20%	19 16%	20 27%	10 20%	29 20%	
USUALLY	47 23%	957 28%	6 15%	9 38%	5 17%	8 20%	11 27%	6 40%	38 24%	~	~	1 50%	1 33%	2 40%	3 23%	10 23%	35 24%	28 24%	18 24%	12 24%	34 24%
ALWAYS	110 55%	1742 51%	23 56%	12 50%	15 50%	27 66%	21 53%	7 47%	89 55%	~100%	1	1	3 60%	6 46%	23 52%	82 55%	70 59%	34 45%*	29 57%	77 53%	
#ALWAYS + USUALLY (NET)	157 78%	2699 79%	29 71%	21 88%	20 67%	35 85%	32 80%	13 87%	127 79%	~100%	1	1	2 67%	5 100%	9 69%	33 75%	117 79%	98 83%*	52 69%*	41 80%	111 77%
TOP BOX SCORE	110 55%	1742 51%	23 56%	12 50%	15 50%	27 66%	21 53%	7 47%	89 55%	~100%	1	1	3 60%	6 46%	23 52%	82 55%	70 59%	34 45%*	29 57%	77 53%	
NOT ANSWERED	30	401	4	3	5	4	11	2	24				2		4	24	12	17	10	19	
VALID CASES	201	3437	41	24	30	41	40	15	161		1	2	3	5	13	44	148	118	75	51	144
NUMBER OF RESPONDENTS	231	3838	45	27	35	45	51	17	185		1	2	5	5	13	48	172	130	92	61	163
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q5 = YES]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE					
Q7 NONE	82 25%	1217 23%	22 31%	12 29%	15 29%	11 20%	11 17%	8 32%	65 25%	1 ~	1 50%	2 33%	3 29%	3 33%	3 17%	24 31%	55 23%	64 31%*	16 15%*	37 36%*	43 20%*
1 TIME	60 19%	847 16%	16 22%	13 32%	5 10%*	11 20%	12 19%	50 19%	1 ~	1 50%	1 ~	3 14%	1 33%	1 6%	15 19%	43 18%	46 23%*	11 10%*	19 18%	39 18%	
2	58 18%	1010 19%	8 11%	4 10%	8 15%	13 23%	15 24%	5 20%	46 18%	~	~	2 67%	1 14%	2 22%	2 11%	12 16%	43 18%	33 16%	24 22%	19 18%	38 18%
3	35 11%	647 12%	6 8%	3 7%	9 17%	6 11%	6 10%	3 12%	29 11%	~	~	~	~	4 22%	8 10%	26 11%	18 9%	15 14%	6 6%*	28 13%*	
4	24 7%	427 8%	3 4%	3 7%	3 6%	4 7%	9 14%	1 4%	20 8%	~	~	~	1 11%	2 11%	3 4%	20 9%	14 7%	9 8%	9 9%	14 7%	
5 TO 9	43 13%	719 14%	11 15%	5 12%	7 13%	6 11%	7 11%	6 24%	31 12%	~	~	2 29%	~	3 17%	11 14%	31 13%	22 11%	20 18%	8 8%*	34 16%*	
10 OR MORE TIMES	22 7%	356 7%	6 8%	1 2%	5 10%	5 9%	3 5%	2 8%	16 6%	~	~	1 14%	~	3 17%	4 5%	17 7%	7 3%*	15 14%*	5 5%	17 8%	
NOT ANSWERED	24	330	5	3	1	3	2	1	11			1	1	1	7	6	8	7	5	10	
VALID CASES	324	5224	72	41	52	56	63	25	257	2	3	7	9	18	77	235	204	110	103	213	
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q8 #YES	162 70%	2839 72%	33 66%	14 52%~	24 69%~	37 84%~	35 70%	12 80%~	129 70%~	~	2 ~100%~	2 50%~	5 83%~	11 73%~	35 67%	121 70%	97 71%	59 68%	47 73%	110 68%
NO	70 30%	1080 28%	17 34%	13 48%~	11 31%~	7 16%~	15 30%	3 20%~	55 30%~	1 ~100%~	2 ~50%~	1 17%~	4 27%~	17 33%	51 30%	40 29%	28 32%	17 27%	52 32%	
NOT ANSWERED	10	109		2	2	1	2	2	8			1			1	8	3	7	2	8
VALID CASES	232	3919	50	27	35	44	50	15	184	1	2	4	6	15	52	172	137	87	64	162
NUMBER OF RESPONDENTS	242	4028	50	29	37	45	52	17	192	1	2	5	6	15	53	180	140	94	66	170
	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?

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE				
Q9 YES	124 54%	2140 54%	20 40%*	13 50%~	20 57%~	24 55%~	30 60%	11 73%~	98 53%~	~	~	~	2 50%~	1 17%~	9 60%~	22 43%	97 57%	64 47%*	55 63%*	27 43%*	93 57%
NO	107 46%	1796 46%	30 60%*	13 50%~	15 43%~	20 45%~	20 40%	4 27%~	87 47%~	1 ~100%~	~	2 ~	5 50%~	6 83%~	6 40%~	29 57%	74 43%	72 53%*	32 37%*	36 57%*	69 43%
NOT ANSWERED	11	92		3	2	1	2	2	7			2	1			2	9	4	7	3	8
VALID CASES	231	3936	50	26	35	44	50	15	185	1		4	6	15	51	171	136	87	63	162	
NUMBER OF RESPONDENTS	242	4028	50	29	37	45	52	17	192	1	2	5	6	15	53	180	140	94	66	170	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE					
Q10 NOT AT ALL	10 8%	93 4%	~	~	5%~	4%~	17%~	18%~	9%~	~	~	~	~	~	~	2 10%~	8 8%~	3 5%	7 13%	3 12%~	7 8%~
A LITTLE	12 10%	327 16%*	5%~	~	15%~	~	17%~	18%~	11%~	~	~	~	~	~	~	~	11 12%~	4 7%	7 13%	2 8%~	9 10%~
SOME	35 29%	758 36%	42%~	42%~	25%~	35%~	20%~	18%~	29%~	~	~	~	~	~	2 22%~	6 29%~	29 31%~	21 34%	13 24%	9 36%~	26 28%~
#A LOT	62 52%	898 43%	53%~	58%~	55%~	61%~	47%~	45%~	47%~	~	~	~	100%~	100%~	78%~	13 62%~	47 49%~	33 54%	28 51%	11 44%~	50 54%~
NOT ANSWERED	5	95	1	1		1			2							1	2	3		2	1
VALID CASES	119	2076	19	12	20	23	30	11	96			2	1	9		21	95	61	55	25	92
NUMBER OF RESPONDENTS	124	2171	20	13	20	24	30	11	98			2	1	9		22	97	64	55	27	93
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%		100%	100%	100%	100%	100%	100%

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



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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE				
Q11 NOT AT ALL	17 14%	407 20%	1 5%~	1 8%~	3 15%~	3 13%~	7 23%~	1 9%~	14 14%~	~	~	~	~	~	2 22%~	1 5%~	16 17%~	7 11%	10 18%	5 19%~	12 13%~
A LITTLE	19 16%	411 20%	5 25%~	1 8%~	3 15%~	4 17%~	5 17%~	1 9%~	17 18%~	~	~	~	~	~	~	4 20%~	14 15%~	6 10%	12 22%	5 19%~	14 15%~
SOME	48 40%	704 34%	8 40%~	6 50%~	9 45%~	8 35%~	10 33%~	5 45%~	39 40%~	~	~	~	~	1 ~100%~	3 33%~	9 45%~	37 39%~	27 44%	19 35%	8 31%~	38 42%~
#A LOT	35 29%	554 27%	6 30%~	4 33%~	5 25%~	8 35%~	8 27%~	4 36%~	27 28%~	~	~	~	2 ~100%~	4 ~44%~	6 30%~	29 30%~	21 34%	14 25%	8 31%~	27 30%~	
NOT ANSWERED	5	95		1		1			1							2	1	3		1	2
VALID CASES	119	2076	20	12	20	23	30	11	97			2	1	9	20	96	61	55	26	91	
NUMBER OF RESPONDENTS	124	2171	20	13	20	24	30	11	98			2	1	9	22	97	64	55	27	93	
	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?

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE			
Q12 #YES	84 72%	1495 72%	18 90%	11 100%	14 70%	17 74%	16 55%	7 64%	68 72%	~	~	~	1 50%	1 100%	7 78%	18 90%	65 69%	53 88%*	29 54%*	20 80%	63 70%
NO	32 28%	577 28%	2 10%	~	6 30%	6 26%	13 45%	4 36%	27 28%	~	~	~	1 50%	2 22%	2 10%	29 31%	7 12%*	25 46%*	5 20%	27 30%	
NOT ANSWERED	8	99		2		1	1		3						2	3	4	1	2	3	
VALID CASES	116	2072	20	11	20	23	29	11	95				2	1	9	20	94	60	54	25	90
NUMBER OF RESPONDENTS	124 100%	2171 100%	20 100%	13 100%	20 100%	24 100%	30 100%	11 100%	98 100%				2 100%	1 100%	9 100%	22 100%	97 100%	64 100%	55 100%	27 100%	93 100%

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

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE					
Q13 WORST HEALTH CARE POSSIBLE	4 2%	27 0.7%	1 2%	2 ~	1 6%~	1 2%~	~	3 2%~	~	~	~	~	~	1 7%~	1 2%	3 2%	4 ~	4%~	1 2%	3 2%	
01	1 0.4%	36 0.9%	~	~	~	1 2%	~	1 0.5%~	~	~	~	~	~	~	~	1 ~	~	1%~	1 2%~	~	
02		49 1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03	3 1%	75 2%	~	1 4%~	~	1 2%	~	1 0.5%~	~	~	~	~	1 17%~	~	2 4%	1 0.6%	~	3%~	~	3 2%	
04	9 4%	144 4%	~	~	1 3%~	3 7%~	2 4%	3 19%~	8 4%~	~	~	~	~	~	~	8 5%	3 2%	6 7%	1 2%	8 5%	
05	12 5%	268 7%	~	3 11%~	1 3%~	3 7%~	5 10%	~	10 5%~	~	~	~	~	1 7%~	2 4%	10 6%	5 4%	7 8%	2 3%	10 6%	
06	8 4%	223 6%	2 4%	1 4%~	2 6%~	2 5%~	1 2%	~	8 4%~	~	~	~	~	~	3 6%	5 3%	3 2%	4 4%	4 6%	4 2%	
07	30 13%	446 11%	7 14%	4 15%~	6 17%~	5 11%~	7 14%	~	22 12%~	1 ~100%~	1 ~	2 25%~	1 33%~	1 7%~	9 17%	21 12%	21 16%	9 10%	6 10%	24 15%	
08	48 21%	874 22%	12 24%	9 33%~	7 19%~	9 20%~	7 14%	4 25%~	41 22%~	~	~	1 ~100%~	2 50%~	1 17%~	3 20%~	6 11%*	42 24%*	27 20%	21 24%	11 18%	37 23%
09	40 18%	633 16%	11 22%	3 11%~	6 17%~	6 14%~	11 22%	2 13%~	33 18%~	~	~	~	~	~	5 33%~	8 15%	31 18%	31 23%*	8 9%*	17 27%*	22 13%*
BEST HEALTH CARE POSSIBLE	73 32%	1114 29%	17 34%	6 22%~	11 31%~	15 34%~	15 30%	7 44%~	58 31%~	~	~	1 ~25%~	2 33%~	4 27%~	22 42%	50 29%	45 33%	26 29%	19 31%	53 32%	
#8-10 (NET)	161 71%	2622 67%	40 80%	18 67%~	24 67%~	30 68%~	33 66%	13 81%~	132 71%~	~	~	1 ~100%~	3 75%~	3 50%~	12 80%~	36 68%	123 72%	103 76%*	55 62%*	47 76%	112 68%

Continued

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

	AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER					
	PCG TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	MUL- TI	OTHER	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE			
9-10 (NET)	113 50%	1747 45%	28 56%	9 33%	17 47%	21 48%	26 52%	9 56%	91 49%	~	~	~	1 25%	2 33%	9 60%	30 57%	81 47%	76 56%*	34 38%*	36 58%	75 46%	
NOT ANSWERED	14	139		2	1	1	2	1	7				1	1			8	5	5	4	6	
VALID CASES	228	3889	50	27	36	44	50	16	185		1	1	4	6	15	53	172	135	89	62	164	
NUMBER OF RESPONDENTS	242 100%	4028 100%	50 100%	29 100%	37 100%	45 100%	52 100%	17 100%	192 100%		1 100%	2 100%	5 100%	6 100%	15 100%	53 100%	180 100%	140 100%	94 100%	66 100%	170 100%	
MEAN	8.06	7.86	8.52	7.81	7.86	7.95	7.94	8.25	8.07		7.00	8.00	8.25	7.50	8.07	8.25	8.01	8.50	7.37	8.26	7.97	
p stat_(*=Sig @ p<=.05)		.167	.050*	~	~	~	.653	~	~	~	~	~	~	~	~	~	.479	.543	.001*	.000*	.388	.303

[ASKED IF Q7 >= 1 TIME]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q14 NEVER	10 4%	106 3%	2 4%	2 7%	3 9%	2 ~	2 4%	5 3%	~	~	~	~	1 17%	2 13%	6 12%*	4 2%	4 3%	6 7%	2 3%	8 5%	
SOMETIMES	26 11%	606 16%	2 4%*	2 7%	2 6%	11 24%	8 16%	1 6%	23 12%	~	~	~	~	~	5 10%	20 12%	13 9%	13 15%	5 8%	21 13%	
USUALLY	75 33%	1251 32%	18 36%	12 44%	11 32%	13 29%	13 27%	5 31%	62 34%	~	~	~	1 25%	1 17%	7 47%	12 24%	62 36%	41 30%	33 38%	21 33%	54 33%
ALWAYS	118 52%	1927 50%	28 56%	11 41%	18 53%	21 47%	26 53%	10 63%	95 51%	~	1 100%	2 100%	3 75%	4 67%	6 40%	28 55%	87 50%	79 58%*	36 41%*	36 56%	80 49%
#ALWAYS + USUALLY (NET)	193 84%	3178 82%	46 92%*	23 85%	29 85%	34 76%	39 80%	15 94%	157 85%	~	1 100%	2 100%	4 100%	5 83%	13 87%	40 78%	149 86%	120 88%	69 78%	57 89%	134 82%
TOP BOX SCORE	118 52%	1927 50%	28 56%	11 41%	18 53%	21 47%	26 53%	10 63%	95 51%	~	1 100%	2 100%	3 75%	4 67%	6 40%	28 55%	87 50%	79 58%*	36 41%*	36 56%	80 49%
NOT ANSWERED	13	138		2	3		3	1	7				1			2	7	3	6	2	7
VALID CASES	229	3890	50	27	34	45	49	16	185		1	2	4	6	15	51	173	137	88	64	163
NUMBER OF RESPONDENTS	242 100%	4028 100%	50 100%	29 100%	37 100%	45 100%	52 100%	17 100%	192 100%		1 100%	2 100%	5 100%	6 100%	15 100%	53 100%	180 100%	140 100%	94 100%	66 100%	170 100%

[ASKED IF Q7 >= 1 TIME]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q15 YES	283 87%	4471 84%	63 83%	35 81%~	44 85%	51 89%	60 94%*	21 88%	231 88%	2 ~100%	2 ~100%	6 75%~	7 78%~	16 84%~	67 82%	210 89%	177 85%	102 90%	84 81%	196 89%*
NO	44 13%	824 16%	13 17%	8 19%~	8 15%	6 11%	4 6%*	3 12%~	32 12%	~	~	2 ~25%~	2 22%~	3 16%~	15 18%	26 11%	31 15%	11 10%	20 19%	23 11%*
NOT ANSWERED	21	259	1	1	1	2	1	2	5			1	1		2	5	4	4	4	4
VALID CASES	327	5295	76	43	52	57	64	24	263	2	2	8	9	19	82	236	208	113	104	219
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q16 NONE	59 22%	737 18%	22 35%*	10 31%~	7 18%~	8 17%~	9 17%	2 10%	47 22%~	2 ~100%~	4 ~ 67%~	1 14%~	1 6%~	20 30%	38 19%	49 29%*	9 10%*	20 27%	38 20%	
1 TIME	61 23%	904 22%	11 17%	9 28%~	8 20%~	13 27%~	17 31%	1 5%~	49 23%~	~	1 ~100%~	3 ~ 43%~	6 38%~	13 20%	47 24%	40 23%	20 22%	22 29%	38 20%	
2	59 22%	921 22%	9 14%	4 13%~	9 23%~	12 25%~	14 26%	7 35%~	53 25%~	~	~	1 ~ 14%~	1 6%~	13 20%	45 23%	40 23%	18 20%	15 20%	44 24%	
3	27 10%	552 13%	5 8%	2 6%~	6 15%~	4 8%~	5 9%	4 20%	22 10%~	~	~	1 ~ 14%~	3 19%~	4 6%	22 11%	12 7%*	14 16%	6 8%	20 11%	
4	17 6%	381 9%	3 5%	2 6%~	1 3%~	4 8%~	3 6%	4 20%	15 7%~	~	~	1 ~ 14%~	1 6%~	4 6%	13 7%	11 6%	6 7%	5 7%	12 6%	
5 TO 9	29 11%	484 12%	10 16%	4 13%~	4 10%~	5 10%~	5 9%	1 5%~	21 10%~	~	~	1 ~ 17%~	2 ~ 13%~	8 12%	21 11%	14 8%	15 17%	5 7%	24 13%	
10 OR MORE TIMES	13 5%	164 4%	3 5%	1 3%~	5 13%~	2 4%~	1 2%	1 5%~	9 4%~	~	~	1 ~ 17%~	2 ~ 13%~	4 6%	9 5%	5 3%	8 9%	2 3%	11 6%	
NOT ANSWERED	18	311		3	4	3	6	1	15		1			1	15	6	12	9	9	
VALID CASES	265	4143	63	32	40	48	54	20	216	2	1	6	7	16	66	195	171	90	75	187
NUMBER OF RESPONDENTS	283	4454	63	35	44	51	60	21	231	2	2	6	7	16	67	210	177	102	84	196
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q15 = YES]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHTE	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q17 NEVER	4 2%	64 2%	~	~	2 6%	~	2 5%	~	4 2%	~	~	~	~	~	~	1 2%	3 2%	1 0.8%	3 4%	~	4 3%
SOMETIMES	8 4%	221 7%	1 2%	1 5%	1 3%	1 2%	2 5%	1 6%	5 3%	~	~	~	~	1 17%	~	3 7%	5 3%	2 2%	6 7%	1 2%	7 5%
USUALLY	35 17%	788 23%*	6 15%	3 14%	7 21%	5 12%	10 23%	3 17%	30 18%	~	~	~	~	~	2 13%	6 13%	29 19%	16 13%	19 24%	6 11%	29 20%
ALWAYS	157 77%	2286 68%*	34 83%	18 82%	23 70%	34 85%	30 68%	14 78%	128 77%	~	~	1 100%	2 100%	5 83%	13 87%	36 78%	119 76%	102 84%*	52 65%*	47 87%*	108 73%*
#ALWAYS + USUALLY (NET)	192 94%	3074 92%	40 98%	21 95%	30 91%	39 98%	40 91%	17 94%	158 95%	~	~	1 100%	2 100%	5 83%	15 100%	42 91%	148 95%	118 98%*	71 89%*	53 98%	137 93%*
TOP BOX SCORE	157 77%	2286 68%*	34 83%	18 82%	23 70%	34 85%	30 68%	14 78%	128 77%	~	~	1 100%	2 100%	5 83%	13 87%	36 78%	119 76%	102 84%*	52 65%*	47 87%*	108 73%*
NOT ANSWERED	2	36					1		2							1	1	1	1	1	1
VALID CASES	204	3360	41	22	33	40	44	18	167			1	2	6	15	46	156	121	80	54	148
NUMBER OF RESPONDENTS	206	3396	41	22	33	40	45	18	169			1	2	6	15	46	157	122	81	55	149
	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?

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE	
Q18 NEVER	3 1%	80 2%	~	~	2%~	~	2%~	~	~	~	~	~	~	~	2%~	1%~	~	4%	~	2%~	
SOMETIMES	12 6%	289 9%	2 5%~	~	1 3%~	3 7%~	4 9%~	1 6%~	9 5%~	~	~	~	~	1 17%~	1 7%~	2 4%~	10 6%~	5 4%	7 9%	2 4%	10 7%
USUALLY	38 19%	705 21%	5 12%~	6 27%~	7 21%~	4 10%~	9 20%~	5 28%~	32 19%~	~	~	~	~	1 17%~	2 13%~	10 22%~	27 17%~	15 12%*	22 27%*	4 7%*	33 22%*
ALWAYS	152 74%	2267 68%*	34 83%~	16 73%~	23 70%~	33 83%~	30 68%~	12 67%~	124 74%~	~	~	1 ~100%~	2 ~100%~	4 67%~	12 80%~	33 72%~	117 75%~	102 84%*	48 60%*	48 89%*	103 69%*
#ALWAYS + USUALLY (NET)	190 93%	2972 89%*	39 95%~	22 100%~	30 91%~	37 93%~	39 89%~	17 94%~	156 93%~	~	~	1 ~100%~	2 ~100%~	5 83%~	14 93%~	43 93%~	144 92%~	117 96%*	70 88%*	52 96%	136 91%
TOP BOX SCORE	152 74%	2267 68%*	34 83%~	16 73%~	23 70%~	33 83%~	30 68%~	12 67%~	124 74%~	~	~	1 ~100%~	2 ~100%~	4 67%~	12 80%~	33 72%~	117 75%~	102 84%*	48 60%*	48 89%*	103 69%*
NOT ANSWERED	1	55					1		1							1		1		1	
VALID CASES	205	3341	41	22	33	40	44	18	168			1	2	6	15	46	156	122	80	54	149
NUMBER OF RESPONDENTS	206	3396	41	22	33	40	45	18	169			1	2	6	15	46	157	122	81	55	149
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	PCG TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE	
Q19 NEVER	5 2%	70 2%	1 2%	2 ~	2 6%	1 ~	1 6%	5 3%	~	~	~	~	~	~	1 2%	4 3%	5 ~	1 2%	4 3%	
SOMETIMES	11 5%	242 7%	1 2%	2 ~	3 6%	3 7%	1 6%	7 4%	~	~	~	~	2 13%	3 7%	8 5%	3 2%*	8 10%*	2 4%	9 6%	
USUALLY	25 12%	541 16%	3 7%	4 18%	4 12%	3 7%	8 18%	2 12%	20 12%	~	~	~	2 33%	1 7%	8 17%	17 11%	10 8%*	15 19%*	3 6%*	22 15%*
ALWAYS	163 80%	2489 74%	36 88%	18 82%	25 76%	34 85%	32 73%	13 76%	135 81%	~	1 ~100%	2 ~100%	4 67%	12 80%	34 74%	126 81%	108 89%*	52 65%*	47 89%*	114 77%*
#ALWAYS + USUALLY (NET)	188 92%	3030 91%	39 95%	22 ~100%	29 88%	37 93%	40 91%	15 88%	155 93%	~	1 ~100%	2 ~100%	6 ~100%	13 87%	42 91%	143 92%	118 98%*	67 84%*	50 94%	136 91%
TOP BOX SCORE	163 80%	2489 74%	36 88%	18 82%	25 76%	34 85%	32 73%	13 76%	135 81%	~	1 ~100%	2 ~100%	4 67%	12 80%	34 74%	126 81%	108 89%*	52 65%*	47 89%*	114 77%*
NOT ANSWERED	2	53					1 1	1 2							2	1 1	1 2			
VALID CASES	204	3343	41	22	33	40	44	17	167		1	2	6	15	46	155	121	80	53	149
NUMBER OF RESPONDENTS	206 100%	3396 100%	41 100%	22 100%	33 100%	40 100%	45 100%	18 100%	169 100%		1 100%	2 100%	6 100%	15 100%	46 100%	157 100%	122 100%	81 100%	55 100%	149 100%

[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?

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q20 NEVER	5 3%	102 3%	1 ~	5%~	~	~	3 7%~	1 6%~	5 3%~	~	~	~	~	~	~	5 3%~	2 2%	3 4%	1 2%	4 3%	
SOMETIMES	14 7%	343 11%	4 10%~	1 5%~	2 6%~	4 10%~	1 2%~	1 6%~	11 7%~	~	~	~	2 33%~	~	6 13%~	8 5%~	5 4%	9 12%	3 6%	11 8%	
USUALLY	47 24%	852 27%	7 17%~	6 27%~	12 36%~	8 21%~	10 24%~	3 18%~	38 23%~	~	~	1 50%~	1 17%~	5 33%~	11 24%~	36 24%~	22 18%*	25 32%*	10 19%	37 26%	
ALWAYS	133 67%	1905 60%*	30 73%~	14 64%~	19 58%~	27 69%~	27 66%~	12 71%~	108 67%~	~	~	1 100%~	1 50%~	3 50%~	10 67%~	29 63%~	102 68%~	90 76%*	40 52%*	39 74%	92 64%
#ALWAYS + USUALLY (NET)	180 90%	2757 86%*	37 90%~	20 91%~	31 94%~	35 90%~	37 90%~	15 88%~	146 90%~	~	~	1 100%~	2 100%~	4 67%~	15 100%~	40 87%~	138 91%~	112 94%*	65 84%*	49 92%	129 90%
TOP BOX SCORE	133 67%	1905 60%*	30 73%~	14 64%~	19 58%~	27 69%~	27 66%~	12 71%~	108 67%~	~	~	1 100%~	1 50%~	3 50%~	10 67%~	29 63%~	102 68%~	90 76%*	40 52%*	39 74%	92 64%
NOT ANSWERED	7	195				1	4	1	7							6	3	4	2	5	
VALID CASES	199	3201	41	22	33	39	41	17	162			1	2	6	15	46	151	119	77	53	144
NUMBER OF RESPONDENTS	206 100%	3396 100%	41 100%	22 100%	33 100%	40 100%	45 100%	18 100%	169 100%			1 100%	2 100%	6 100%	15 100%	46 100%	157 100%	122 100%	81 100%	55 100%	149 100%

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

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q21 YES	110 56%	1971 62%	20 49%~	10 48%~	18 55%~	23 59%~	27 68%~	9 56%~	87 55%~	~	~	1 ~100%~	1 50%~	2 33%~	11 73%~	24 53%~	85 57%~	58 49%*	50 67%*	32 62%	77 54%
NO	86 44%	1225 38%	21 51%~	11 52%~	15 45%~	16 41%~	13 32%~	7 44%~	72 45%~	~	~	~	1 50%~	4 67%~	4 27%~	21 47%~	64 43%~	60 51%*	25 33%*	20 38%	65 46%
NOT ANSWERED	10	201		1		1	5	2	10							1	8	4	6	3	7
VALID CASES	196	3195	41	21	33	39	40	16	159			1	2	6	15	45	149	118	75	52	142
NUMBER OF RESPONDENTS	206 100%	3396 100%	41 100%	22 100%	33 100%	40 100%	45 100%	18 100%	169 100%			1 100%	2 100%	6 100%	15 100%	46 100%	157 100%	122 100%	81 100%	55 100%	149 100%

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

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE					
Q22 NEVER	4 4%	127 7%	1 5%	1 10%	~	~	1 4%	1 11%	4 5%	~	~	~	~	~	~	4 5%	4 8%	1 3%	3 4%		
SOMETIMES	8 7%	264 14%*	2 10%	1 10%	2 12%	1 4%	2 7%	~	4 5%	~	~	~	1 50%	2 18%	5 21%	3 4%	1 2%*	7 14%*	1 3%	7 9%	
USUALLY	30 28%	545 29%	5 25%	2 20%	6 35%	10 43%	3 11%	2 22%	26 30%	~	~	1 100%	1 50%	~	7 29%	22 26%	17 30%	11 22%	9 28%	20 26%	
ALWAYS	67 61%	930 50%*	12 60%	6 60%	9 53%	12 52%	21 78%	6 67%	52 60%	~	~	1 100%	9 82%	12 50%	55 65%	39 68%	28 56%	21 66%	46 61%		
#ALWAYS + USUALLY (NET)	97 89%	1474 79%*	17 85%	8 80%	15 88%	22 96%	24 89%	8 89%	78 91%	~	~	1 100%	1 100%	1 50%	9 82%	19 79%	77 92%	56 98%*	39 78%*	30 94%	66 87%
TOP BOX SCORE	67 61%	930 50%*	12 60%	6 60%	9 53%	12 52%	21 78%	6 67%	52 60%	~	~	1 100%	9 82%	12 50%	55 65%	39 68%	28 56%	21 66%	46 61%		
NOT ANSWERED	1	57			1				1						1	1			1		
VALID CASES	109	1865	20	10	17	23	27	9	86			1	1	2	11	24	84	57	50	32	76
NUMBER OF RESPONDENTS	110	1922	20	10	18	23	27	9	87			1	1	2	11	24	85	58	50	32	77
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	MALE	FE- MALE			
Q23 WORST PERSONAL DOCTOR POSSIBLE	3 1%	44 1%	1 2%	~	1 2%	1 2%	~	3 1%	~	~	~	~	~	~	3 2%	~	3 3%	1 1%	2 1%		
01	3 1%	31 0.8%	~	~	~	~	3 6%	2 0.9%	~	~	1 17%	~	~	~	3 2%	~	3 3%	1 1%	2 1%		
02		33 0.8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
03	4 2%	49 1%	~	1 3%	~	1 2%	1 2%	2 0.9%	~	~	~	1 17%	~	2 3%	2 1%	1 0.6%	3 3%	~	4 2%*		
04	6 2%	91 2%	1 2%	~	1 2%	2 4%	1 2%	1 5%	4 2%	~	~	~	~	1 7%	1 2%	4 2%	2 1%	4 4%	1 1%	5 3%	
05	9 3%	232 6%*	1 2%	1 3%	~	4 8%	2 4%	1 5%	8 4%	~	~	1 17%	~	~	9 5%	4 2%	5 5%	3 4%	6 3%		
06	8 3%	158 4%	3 5%	~	4 10%	~	1 2%	~	7 3%	~	~	~	~	1 7%	1 2%	7 4%	6 4%	2 2%	3 4%	5 3%	
07	16 6%	284 7%	5 8%	1 3%	4 10%	3 6%	3 6%	~	11 5%	~	1 50%	1 17%	1 17%	1 7%	5 8%	11 6%	11 7%	5 5%	2 3%	14 8%	
08	43 17%	633 16%	6 10%	8 24%	5 12%	9 18%	11 22%	3 16%	40 19%	~	~	1 17%	~	1 7%	6 9%	36 19%	26 16%	16 18%	12 16%	30 16%	
09	50 19%	737 19%	14 23%	5 15%	7 17%	10 20%	10 20%	4 21%	41 19%	~	1 50%	1 100%	~	4 27%	12 18%	38 20%	35 21%	15 16%	19 26%	31 17%	
BEST PERSONAL DOCTOR POSSIBLE	118 45%	1651 42%	29 48%	17 52%	19 46%	19 39%	19 37%	10 53%	94 44%	~	~	2 33%	4 67%	7 47%	38 58%*	77 41%*	80 48%	35 38%	31 42%	85 46%	
#8-10 (NET)	211 81%	3021 77%	49 82%	30 91%	31 76%	38 78%	40 78%	17 89%	175 83%	~	1 50%	1 100%	3 50%	4 67%	12 80%	56 86%	151 79%	141 85%*	66 73%*	62 85%	146 79%

Continued

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

	AGE							RACE					ETHNICITY		HEALTH STATUS		GENDER				
	PCG TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE			
9-10 (NET)	168 65%	2388 61%	43 72%	22 67%	26 63%	29 59%	29 57%	14 74%	135 64%	1 ~	1 50%	2 100%	4 33%	11 67%	73% 77%*	50 61%*	115 70%*	50 55%*	50 68%	116 63%	
NOT ANSWERED	23	511	3	2	3	2	9	2	19		1		1	1	2	20	12	11	11	12	
VALID CASES	260	3943	60	33	41	49	51	19	212	2	1	6	6	15	65	190	165	91	73	184	
NUMBER OF RESPONDENTS	283 100%	4454 100%	63 100%	35 100%	44 100%	51 100%	60 100%	21 100%	231 100%	2 100%	2 100%	6 100%	7 100%	16 100%	67 100%	210 100%	177 100%	102 100%	84 100%	196 100%	
MEAN	8.53	8.35	8.77	8.91	8.51	8.24	8.14	8.89	8.55	8.00	9.00	6.83	8.33	8.73	9.03	8.36	8.89	7.84	8.62	8.48	
p stat_(*=Sig @ p<=.05)		.175	.281	~	~	~	.189	~	~	~	~	~	~	~	~	.010*	.020*	.002*	.001*	.672	.569

[ASKED IF Q15 = YES]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE					
Q24 YES	115 36%	2057 40%	19 25%*	13 30%~	17 33%	25 45%	31 50%*	8 33%~	89 34%	~	~	33%~	43%~	33%~	63%~	21 27%*	89 38%	55 27%*	58 53%*	31 30%	82 38%
NO	205 64%	3041 60%	56 75%*	30 70%~	35 67%	31 55%	31 50%*	16 67%~	171 66%	~100%~	2 67%~	2 57%~	4 57%~	6 67%~	7 37%~	57 73%*	144 62%	150 73%*	51 47%*	72 70%	131 62%
NOT ANSWERED	28	457	2	1	1	3	3	2	8				1	1		6	8	7	8	5	10
VALID CASES	320	5097	75	43	52	56	62	24	260		2	3	7	9	19	78	233	205	109	103	213
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%		2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%



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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q25 NEVER	5 5%	91 5%	2 11%~	1 8%~	2 14%~	~	~	1 1%~	~	~	~	~	~	4 33%~	3 16%~	2 2%~	2 4%	3 6%	1 3%~	4 5%~
SOMETIMES	14 13%	329 17%	5 26%~	1 8%~	2 14%~	2 8%~	3 10%~	1 13%~	10 12%~	~	~	2 67%~	1 33%~	1 8%~	2 11%~	12 14%~	6 11%	8 15%	2 6%~	12 16%~
USUALLY	34 31%	546 29%	5 26%~	6 46%~	3 21%~	10 42%~	7 23%~	2 25%~	29 34%~	~	1 100%~	~	~	1 8%~	6 32%~	26 30%~	19 35%	14 26%	11 35%~	22 29%~
ALWAYS	57 52%	927 49%	7 37%~	5 38%~	7 50%~	12 50%~	20 67%~	5 63%~	46 53%~	~	~	1 33%~	2 67%~	6 50%~	8 42%~	47 54%~	27 50%	29 54%	17 55%~	39 51%~
#ALWAYS + USUALLY (NET)	91 83%	1473 78%	12 63%~	11 85%~	10 71%~	22 92%~	27 90%~	7 88%~	75 87%~	~	1 100%~	1 33%~	2 67%~	7 58%~	14 74%~	73 84%~	46 85%	43 80%	28 90%~	61 79%~
TOP BOX SCORE	57 52%	927 49%	7 37%~	5 38%~	7 50%~	12 50%~	20 67%~	5 63%~	46 53%~	~	~	1 33%~	2 67%~	6 50%~	8 42%~	47 54%~	27 50%	29 54%	17 55%~	39 51%~
NOT ANSWERED	5	107			3	1	1		3						2	2	1	4		5
VALID CASES	110	1893	19	13	14	24	30	8	86		1	3	3	12	19	87	54	54	31	77
NUMBER OF RESPONDENTS	115	2000	19	13	17	25	31	8	89		1	3	3	12	21	89	55	58	31	82
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q24 = YES]

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

			AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PCG TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN AMER	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC PAN-	NOT HIS- IC PAN-	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q26 NONE	4 4%	66 3%	1 5%	~	~	2 8%	1 3%	~	2 2%	~	~	~	1 33%	1 8%	1 5%	3 3%	2 4%	2 4%	1 3%	3 4%	
1 SPECIALIST	59 54%	967 51%	10 53%	10 77%	8 57%	10 42%	15 50%	4 50%	48 56%	~	~	1 100%	2 67%	1 33%	4 33%	8 42%	48 55%	33 61%	24 44%	15 48%	42 55%
2	23 21%	501 26%	6 32%	1 8%	4 29%	6 25%	5 17%	1 13%	18 21%	~	~	~	~	4 33%	4 21%	19 22%	11 20%	12 22%	8 26%	15 19%	
3	12 11%	222 12%	~	1 8%	~	4 17%	6 20%	1 13%	10 12%	~	~	1 33%	~	~	2 11%	9 10%	6 11%	6 11%	5 16%	7 9%	
4	6 5%	72 4%	1 5%	1 8%	1 7%	~	2 7%	1 13%	2 2%	~	~	~	~	3 25%	3 16%	3 3%	1 2%	5 9%	2 6%	4 5%	
5 OR MORE SPECIALISTS	6 5%	70 4%	1 5%	~	1 7%	2 8%	1 3%	1 13%	5 6%	~	~	~	1 33%	~	1 5%	5 6%	1 2%	5 9%	~	6 8%	
NOT ANSWERED	5	103			3	1	1		4						2	2	1	4		5	
VALID CASES	110	1897	19	13	14	24	30	8	85		1	3	3	12	19	87	54	54	31	77	
NUMBER OF RESPONDENTS	115	2000	19	13	17	25	31	8	89		1	3	3	12	21	89	55	58	31	82	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q24 = YES]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE		
Q27 WORST SPECIALIST POSSIBLE	3 3%	10 0.6%	2 11%	1 ~	1 8%	~	~	2 2%	~	~	~	~	~	1 9%	1 6%	2 2%	3 ~	6 6%	1 3%	2 3%	
01		12 0.7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02		19 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03	1 1%	29 2%	1 6%	~	~	~	~	1 1%	~	~	~	~	~	~	~	1 1%	~	1 2%	1 3%	~	
04		30 2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
05	3 3%	55 3%	~	1 8%	1 8%	~	1 3%	1 1%	~	~	~	~	~	1 50%	1 9%	2 12%	1 1%	~	3 6%	1 3%	2 3%
06	6 6%	75 4%	2 11%	1 8%	1 8%	1 5%	1 3%	3 4%	~	~	~	~	~	~	2 18%	2 12%	4 5%	4 8%	2 4%	1 3%	5 7%
07	5 5%	144 8%	3 17%	~	1 8%	1 5%	~	3 4%	~	~	~	~	~	1 50%	1 9%	1 6%	4 5%	3 6%	2 4%	2 7%	3 4%
08	13 12%	332 19%	2 11%	2 15%	3 23%	~	5 17%	11 13%	~	~	~	~	~	~	1 9%	4 24%	8 10%	6 12%	6 12%	2 7%	10 14%
09	22 21%	332 19%	2 11%	4 31%	2 15%	3 14%	10 34%	1 13%	16 20%	~	1 ~100%	~	~	~	2 18%	4 24%	17 20%	12 23%	10 20%	9 30%	13 18%
BEST SPECIALIST POSSIBLE	52 50%	747 42%	6 33%	5 38%	4 31%	17 77%	12 41%	7 88%	45 55%	~	~	3 ~100%	~	3 ~27%	3 18%	47 56%	27 52%	24 47%	13 43%	38 52%	
#8-10 (NET)	87 83%	1411 79%	10 56%	11 85%	9 69%	20 91%	27 93%	8 100%	72 88%	~	~	1 ~100%	3 ~100%	~	6 55%	11 65%	72 86%	45 87%	40 78%	24 80%	61 84%

Continued

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

	AGE								RACE					ETHNICITY		HEALTH STATUS		GENDER		
	PCG TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AMR AS-	NATV PAC ILND	AMR IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
9-10 (NET)	74	1080	8	9	6	20	22	8	61		1	3	5	7	64	39	34	22	51	
	70%	60%*	44%~	69%~	46%~	91%~	76%~	100%~	74%~	~	~100%~	100%~	~ 45%~	41%~	76%~	75%	67%	73%~	70%~	
NOT ANSWERED	1	31			1				1					1			1		1	
VALID CASES	105	1786	18	13	13	22	29	8	82		1	3	2	11	17	84	52	51	30	73
NUMBER OF RESPONDENTS	106	1817	18	13	14	22	29	8	83		1	3	2	11	18	84	52	52	30	74
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.68	8.46	7.22	8.69	7.69	9.55	9.00	9.88	8.89		9.00	10.00	6.00	7.27	7.47	8.89	9.06	8.27	8.50	8.74
p stat_(*=Sig @ p<=.05)		.281	~	~	~	~	~	~	~	~	~	~	~	~	~	~.077	.064	~	~	

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

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q28 YES	52 16%	1016 20%	11 14%	5 12%	10 20%	8 15%	15 25%	1 4%	38 15%	1 ~ 50%	~	~	1 ~ 10%	5 26%	9 11%	40 17%	31 15%	20 18%	12 12%	39 18%
NO	269 84%	4109 80%	65 86%	38 88%	41 80%	47 85%	46 75%	23 96%	218 85%	1 ~ 50%	3 ~ 100%	8 ~ 100%	9 ~ 90%	14 74%	70 89%	192 83%	175 85%	89 82%	91 88%	175 82%
NOT ANSWERED	27	429	1	1	2	4	4	2	12						5	9	6	8	5	9
VALID CASES	321	5125	76	43	51	55	61	24	256	2	3	8	10	19	79	232	206	109	103	214
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	OTH	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE				
Q29 NEVER	2 4%	95 10%	~	~	11%~	~	7%~	~	6%~	~	~	~	~	~	~	2 5%	1 3%	1 6%	1 8%	1 3%	
SOMETIMES	20 41%	336 35%	30%~	2 40%~	4 44%~	6 75%~	4 29%~	~	15 42%~	~	~	~	~	2 40%~	4 44%~	14 38%~	13 43%~	7 39%~	5 42%~	15 42%~	
USUALLY	16 33%	299 31%	50%~	5 20%~	1 22%~	2 13%~	5 36%~	1 100%~	11 31%~	~	~	~	~	1 20%~	4 44%~	11 30%~	10 33%~	5 28%~	2 17%~	13 36%~	
ALWAYS	11 22%	228 24%	20%~	2 40%~	2 22%~	1 13%~	4 29%~	~	8 22%~	~	~	~	~	1 100%~	2 40%~	10 27%~	6 20%~	5 28%~	4 33%~	7 19%~	
#ALWAYS + USUALLY (NET)	27 55%	526 55%	70%~	7 60%~	3 44%~	4 25%~	2 64%~	9 100%~	19 53%~	~	~	~	~	1 100%~	3 60%~	5 56%~	21 57%~	16 53%~	10 56%~	6 50%~	20 56%~
TOP BOX SCORE	11 22%	228 24%	20%~	2 40%~	2 22%~	1 13%~	4 29%~	~	8 22%~	~	~	~	~	1 100%~	2 40%~	10 27%~	6 20%~	5 28%~	4 33%~	7 19%~	
NOT ANSWERED	3	45	1	1	1	1	1	2	1	1	3	1	2	3	1	2	3	3	3	3	
VALID CASES	49	957	10	5	9	8	14	1	36	1	5	9	37	30	18	12	36	12	36	36	
NUMBER OF RESPONDENTS	52	1002	11	5	10	8	15	1	38	1	5	9	40	31	20	12	39	12	39	39	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q28 = YES]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q30 YES	87 27%	1357 27%	21 28%	9 21%~	11 21%	16 29%	20 33%	6 25%~	70 27%	1 ~ 50%~	1 33%~	2 ~ 20%~	5 26%~	25 32%	58 25%	45 22%*	39 35%*	25 25%	60 28%	
NO	233 73%	3728 73%	55 72%	34 79%~	41 79%	39 71%	41 67%	18 75%~	186 73%	1 ~ 50%~	2 67%~	8 100%~	8 80%~	14 74%~	54 68%	174 75%	158 78%*	73 65%*	77 75%	154 72%
NOT ANSWERED	28	469	1	1	1	4	4	2	12					5	9	9	5	6	9	
VALID CASES	320	5085	76	43	52	55	61	24	256	2	3	8	10	19	79	232	203	112	102	214
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	FAIR & POOR	MALE	FE- MALE
Q31 NEVER		46 4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
SOMETIMES	18 22%	289 23%	6 30%~	3 ~	3 27%~	4 20%~	1 17%~	16 25%~	~	~	~	~	1 20%~	5 20%~	13 25%~	7 17%~	11 31%~	5 21%~	13 24%~	
USUALLY	26 33%	401 32%	8 40%~	6 67%~	2 18%~	5 33%~	3 20%~	1 17%~	22 34%~	~	1 ~100%~	~	1 ~50%~	1 20%~	10 40%~	16 31%~	16 39%~	9 25%~	7 29%~	19 35%~
ALWAYS	36 45%	508 41%	6 30%~	3 33%~	6 55%~	7 47%~	8 53%~	4 67%~	26 41%~	~	~	~	1 ~50%~	3 60%~	10 40%~	22 43%~	18 44%~	16 44%~	12 50%~	22 41%~
#ALWAYS + USUALLY (NET)	62 78%	909 73%	14 70%~	9 100%~	8 73%~	12 80%~	11 73%~	5 83%~	48 75%~	~	1 ~100%~	~	2 ~100%~	4 80%~	20 80%~	38 75%~	34 83%~	25 69%~	19 79%~	41 76%~
TOP BOX SCORE	36 45%	508 41%	6 30%~	3 33%~	6 55%~	7 47%~	8 53%~	4 67%~	26 41%~	~	~	~	1 ~50%~	3 60%~	10 40%~	22 43%~	18 44%~	16 44%~	12 50%~	22 41%~
NOT ANSWERED	7	75	1			1	5	6		1					7	4	3	1	6	
VALID CASES	80	1245	20	9	11	15	15	6	64		1		2	5	25	51	41	36	24	54
NUMBER OF RESPONDENTS	87	1320	21	9	11	16	20	6	70	1	1		2	5	25	58	45	39	25	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%		100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]



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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q32 NEVER		18 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	3 4%	93 7%	1 5%	1 11%	~	1 7%	~	3 5%	~	~	~	~	~	~	3 6%	2 5%	1 3%	1 4%	2 4%	
USUALLY	14 17%	288 23%	5 25%	3 33%	~	2 13%	2 13%	11 17%	~	1 100%	~	~	~	3 12%	10 20%	9 22%	4 11%	4 17%	9 17%	
ALWAYS	63 79%	849 68%	14 70%	5 56%	11 100%	12 80%	13 87%	6 100%	50 78%	~	~	~	2 100%	5 100%	22 88%	38 75%	30 73%	31 86%	19 79%	43 80%
#ALWAYS + USUALLY (NET)	77 96%	1137 91%	19 95%	8 89%	11 100%	14 93%	15 100%	6 100%	61 95%	~	1 100%	~	2 100%	5 100%	25 100%	48 94%	39 95%	35 97%	23 96%	52 96%
TOP BOX SCORE	63 79%	849 68%	14 70%	5 56%	11 100%	12 80%	13 87%	6 100%	50 78%	~	~	~	2 100%	5 100%	22 88%	38 75%	30 73%	31 86%	19 79%	43 80%
NOT ANSWERED	7	73	1			1	5	6		1					7	4	3	1	6	
VALID CASES	80	1247	20	9	11	15	15	6	64		1		2	5	25	51	41	36	24	54
NUMBER OF RESPONDENTS	87	1320	21	9	11	16	20	6	70	1	1		2	5	25	58	45	39	25	60
	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?

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q33 YES	105 33%	1535 30%	27 36%	14 32%	19 37%	18 32%	17 28%	8 36%	78 30%*	2 ~100%	1 ~50%	4 50%	5 56%	8 42%	30 38%	73 32%	62 31%	42 38%	33 33%	71 33%	
NO	212 67%	3528 70%	47 64%	30 68%	32 63%	38 68%	44 72%	14 64%	178 70%*	~	~	1 50%	4 50%	4 44%	11 58%	49 62%	155 68%	139 69%	68 62%	66 67%	143 67%
NOT ANSWERED	31	491	3		2	3	4	4	12			1		1		5	13	11	7	9	9
VALID CASES	317	5063	74	44	51	56	61	22	256	2	2	8	9	19	79	228	201	110	99	214	
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%	

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
PQ34 NEVER	3 1%	53 1%	~	~	2%	4%	~	~	~	~	~	13%	~	11%	1	2	1%	0.9%	~	3%	~	1%
SOMETIMES	18 6%	302 6%	8%	2%	8%	4%	7%	~	6%	~	~	13%	~	5%	1	1	6%	6%	5%	7%	6%	6%
USUALLY	38 12%	589 12%	15%	11%	10%	12%	8%	18%	12%	~	~	50%	13%	22%	1	1	14%	12%	13%	11%	14%	11%
ALWAYS	255 81%	4094 81%	77%	86%	80%	80%	85%	82%	83%	~	100%	50%	63%	78%	1	1	78%	82%	82%	79%	80%	82%
#ALWAYS + USUALLY (NET)	293 93%	4682 93%	92%	98%	90%	93%	93%	100%	94%	~	100%	100%	75%	100%	1	2	92%	93%	95%	90%	94%	93%
TOP BOX SCORE	255 81%	4094 81%	77%	86%	80%	80%	85%	82%	83%	~	100%	50%	63%	78%	1	1	78%	82%	82%	79%	80%	82%
NOT ANSWERED	3	97	1		1		1		2		1								3	1	2	3
VALID CASES	314	5037	73	44	50	56	60	22	254		1	2	8	9	19	19	79	225	200	108	99	211
NUMBER OF RESPONDENTS	317 100%	5134 100%	74 100%	44 100%	51 100%	56 100%	61 100%	22 100%	256 100%		2 100%	2 100%	8 100%	9 100%	19 100%	19 100%	79 100%	228 100%	201 100%	110 100%	99 100%	214 100%

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

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

	PCG TOT ADULT	OHP TOT ADULT	AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	FE- MALE	MALE			
Q35 WORST HEALTH PLAN POSSIBLE		48 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
01	2 0.6%	36 0.7%	~	~	~	1 2%	1 2%	2 0.8%	~	~	~	~	~	~	2 0.9%	1 0.5%	1 0.9%	~	2 1%		
02	2 0.6%	58 1%	1 1%	~	~	~	1 2%	2 0.8%	~	~	~	~	~	~	2 0.9%	~	2 2%	2 2%	~		
03	3 1%	85 2%	~	1 2%	~	~	1 2%	~	~	~	1 13%	~	1 5%	1 1%	1 0.5%	~	2 2%	~	2 1%		
04	2 0.6%	108 2%*	~	~	~	2 4%	~	2 0.8%	~	~	~	~	~	~	2 0.9%	2 1%	~	~	2 1%		
05	22 7%	486 10%	4 5%	7 16%	3 6%	4 7%	3 5%	1 5%	16 7%	~	~	1 13%	1 11%	3 16%	5 6%	17 8%	12 6%	10 9%	8 8%	14 7%	
06	22 7%	314 6%	3 4%	4 9%	6 12%	6 11%	2 3%	~	17 7%	~	~	3 38%	~	1 5%	3 4%	19 9%	12 6%	10 9%	6 6%	16 8%	
07	37 12%	595 12%	11 15%	9 20%	4 8%	6 11%	7 12%	~	30 12%	~	1 50%	1 50%	1 13%	~	2 11%	6 7%	30 14%	24 12%	12 11%	9 9%	28 14%
08	64 21%	978 20%	12 16%	11 25%	11 22%	11 20%	13 22%	5 26%	57 23%*	~	~	~	1 13%	1 11%	3 16%	9 11%*	55 25%*	44 23%	20 19%	21 21%	43 21%
09	54 18%	825 17%	17 23%	5 11%	9 18%	7 13%	10 17%	6 32%	43 17%	~	~	1 50%	1 13%	2 22%	4 21%	16 20%	38 17%	39 20%	15 14%	19 19%	35 17%
BEST HEALTH PLAN POSSIBLE	100 32%	1331 27%	26 35%	7 16%	16 33%	17 31%	22 37%	7 37%	77 31%	~	1 50%	~	5 56%	5 26%	41 51%*	55 25%*	60 31%	36 33%	33 34%	64 31%	
#8-10 (NET)	218 71%	3134 64%*	55 74%	23 52%	36 73%	35 65%	45 75%	18 95%	177 72%	~	1 50%	1 50%	2 25%	8 89%	12 63%	66 81%*	148 67%*	143 74%	71 66%	73 74%	142 69%

Continued

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ IND/ PAC ALSK	AMER ILND NATV OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE				
9-10 (NET)	154 50%	2156 44%	43 58%	12 27%	25 51%	24 44%	32 53%	13 68%	120 49%	1 ~	1 50%	1 50%	1 13%	7 78%	9 47%	57 70%*	93 42%*	99 51%	51 47%	52 53%	99 48%
NOT ANSWERED	40	689	3	4	5	5	7	22			1		1		3	20	18	9	10	17	
VALID CASES	308	4865	74	44	49	54	60	19	246		2	2	8	9	19	81	221	194	108	98	206
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%		2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%
MEAN	8.19	7.79	8.46	7.45	8.33	7.93	8.27	8.89	8.21		8.50	8.00	6.25	9.00	7.79	8.81	7.95	8.31	7.96	8.29	8.14
p stat_(*=Sig @ p<=.05)		.000*	.123	~	~	.294	.736	~	.752	~	~	~	~	~	~	~.000*	.000*	.169	.142	.526	.534

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

	PCG TOT ADLT	OHP TOT ADLT	AGE							RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE					
Q35A YES	38 12%	908 18%*	2 3%*	3 7%~	6 12%	9 16%	12 20%	5 22%~	25 10%	~	~	1 33%~	2 25%~	8 ~	42%~	3 4%*	34 15%*	10 5%*	28 26%*	8 8%	30 14%	
NO	277 88%	4189 82%*	74 97%*	40 93%~	44 88%	46 84%	48 80%	18 78%~	227 90%	~100%~	~	2 67%~	2 75%~	6 100%~	10 58%~	11 96%*	74 85%*	194 95%*	78 74%*	95 92%	179 86%	
NOT ANSWERED	33	458	1	1	3	4	5	3	16						7	10	8	11	5	14		
VALID CASES	315	5096	76	43	50	55	60	23	252			2	3	8	10	19	77	231	204	106	103	209
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268			2	3	8	10	19	84	241	212	117	108	223
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q35B NEVER	9 26%	172 22%	1 ~50%	2 40%	2 22%	3 27%	1 20%	5 23%	~	~	2 ~100%	2 ~25%	2 67%	7 23%	1 11%	8 31%	1 13%	8 30%		
SOMETIMES	5 14%	131 17%	1 ~50%	3 ~33%	1 9%	~	4 18%	~	~	~	~	1 ~13%	5 ~16%	2 22%	3 12%	~	5 ~19%			
USUALLY	6 17%	173 22%	1 50%	1 20%	2 22%	1 9%	1 20%	4 18%	~	~	~	~	1 33%	4 13%	3 33%	3 12%	2 25%	4 15%		
ALWAYS	15 43%	296 38%	1 50%	2 40%	2 22%	6 55%	3 60%	9 41%	~	1 ~100%	~	5 63%	15 48%	3 33%	12 46%	5 63%	10 37%			
#ALWAYS + USUALLY (NET)	21 60%	470 61%	2 100%	3 60%	4 44%	7 64%	4 80%	13 59%	~	1 ~100%	~	5 63%	1 33%	19 61%	6 67%	15 58%	7 88%	14 52%		
TOP BOX SCORE	15 43%	296 38%	1 50%	2 40%	2 22%	6 55%	3 60%	9 41%	~	1 ~100%	~	5 63%	15 48%	3 33%	12 46%	5 63%	10 37%			
NOT ANSWERED	3	58	1	1	1	1	3	3					3	1	2	3				
VALID CASES	35	773	2	2	5	9	11	5	22	1	2	8	3	31	9	26	8	27		
NUMBER OF RESPONDENTS	38	831	2	3	6	9	12	5	25	1	2	8	3	34	10	28	8	30		
	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?

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER					
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE						
Q35C YES	57 18%	876 17%	9 12%	5 12%	10 20%	15 27%	13 21%	5 20%	41 16%				1 13%	2 20%	8 42%	10 13%	46 20%	20 10%*	37 33%*	11 11%*	46 21%*			
NO	263 82%	4320 83%	67 88%	37 88%	41 80%	41 73%	50 79%	20 80%	217 84%				2 88%	2 80%	7 58%	8 88%	11 80%	70 90%*	188 67%*	183 89%*	76 79%*	91 79%*	170 79%*	
NOT ANSWERED	28	357	1	2	2	3	2	1	10			1				4	7	9	4	6	7			
VALID CASES	320	5197	76	42	51	56	63	25	258			2	2	8	10	19	80	234	203	113	102	216		
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268			2	3	8	10	19	84	241	212	117	108	223		
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		



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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35D NEVER	18 34%	245 32%	3 33%~	2 50%~	4 44%~	5 36%~	4 33%~	14 38%~	~	~	~	1 100%~	1 50%~	2 25%~	3 30%~	15 36%~	6 32%~	12 35%~	3 30%~	15 35%~	
SOMETIMES	6 11%	126 16%	~	1 25%~	3 33%~	1 7%~	1 20%~	3 8%~	~	~	~	~	~	2 25%~	2 20%~	4 10%~	2 11%~	4 12%~	~	6 14%~	
USUALLY	11 21%	150 20%	4 44%~	1 25%~	~	2 14%~	4 33%~	6 16%~	~	~	~	~	~	2 25%~	3 30%~	7 17%~	3 16%~	8 24%~	3 30%~	8 19%~	
ALWAYS	18 34%	244 32%	2 22%~	~	2 22%~	6 43%~	4 33%~	4 80%~	14 38%~	~	~	~	~	1 50%~	2 25%~	2 20%~	16 38%~	8 42%~	10 29%~	4 40%~	14 33%~
#ALWAYS + USUALLY (NET)	29 55%	393 51%	6 67%~	1 25%~	2 22%~	8 57%~	8 67%~	4 80%~	20 54%~	~	~	~	~	1 50%~	4 50%~	5 50%~	23 55%~	11 58%~	18 53%~	7 70%~	22 51%~
TOP BOX SCORE	18 34%	244 32%	2 22%~	~	2 22%~	6 43%~	4 33%~	4 80%~	14 38%~	~	~	~	~	1 50%~	2 25%~	2 20%~	16 38%~	8 42%~	10 29%~	4 40%~	14 33%~
NOT ANSWERED	4	42	~	1	1	1	1	4	~	~	~	~	~	~	~	4	1	3	1	3	
VALID CASES	53	765	9	4	9	14	12	5	37	~	~	1	2	8	10	42	19	34	10	43	
NUMBER OF RESPONDENTS	57	807	9	5	10	15	13	5	41	~	~	1	2	8	10	46	20	37	11	46	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	~	~	100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q35C = YES]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q35E ALWAYS	14 4%	186 4%	2 3%	1 2%	4 8%	3 5%	3 5%	10 4%	~	~	~	1 13%	~	1 5%	4 5%	8 3%	7 3%	6 5%	3 3%	10 5%		
USUALLY	12 4%	261 5%	4 5%	1 2%	1 2%	2 3%	2 3%	2 8%	8 3%	~	50%	~	~	~	1 5%	5 6%	7 3%	6 3%	6 5%	4 4%	8 4%	
SOMETIMES	47 15%	993 19%*	12 16%	5 12%	7 14%	8 14%	10 16%	3 12%	36 14%	~	~	33%	25%	~	3 16%	12 15%	34 15%	26 13%	20 18%	15 14%	31 15%	
NEVER	246 77%	3697 72%*	56 76%	35 83%	38 76%	46 78%	47 76%	19 79%	203 79%	~	50%	1 67%	2 63%	5 100%	8 74%	14 74%	59 74%	185 79%	163 81%	81 72%	82 79%	164 77%
#NEVER + SOMETIMES (NET)	293 92%	4690 91%	68 92%	40 95%	45 90%	54 92%	57 92%	22 92%	239 93%	~	50%	1 100%	3 88%	7 100%	8 89%	17 89%	71 89%	219 94%	189 94%	101 89%	97 93%	195 92%
TOP BOX SCORE	246 77%	3697 72%*	56 76%	35 83%	38 76%	46 78%	47 76%	19 79%	203 79%	~	50%	1 67%	2 63%	5 100%	8 74%	14 74%	59 74%	185 79%	163 81%	81 72%	82 79%	164 77%
NOT ANSWERED	29	417	3	2	3		3	2	11						2	4	7	10	4	4	10	
VALID CASES	319	5137	74	42	50	59	62	24	257			2	3	8	8	19	80	234	202	113	104	213
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35F ALWAYS	3 0.9%	87 2%	1 1%	2 ~	4 4%	~	~	3 1%	~	~	~	~	~	~	1 1%	2 0.9%	1 0.5%	2 2%	1 1%	2 0.9%	
USUALLY	12 4%	142 3%	3 4%	1 2%	2 4%	1 2%	3 5%	1 4%	8 3%	~	~	1 13%	~	1 5%	3 4%	9 4%	4 2%	8 7%*	2 2%	10 5%	
SOMETIMES	44 14%	912 18%*	8 11%	4 10%	6 12%	12 21%	12 19%	2 8%	37 14%	~	~	2 25%	~	5 26%	5 6%*	39 17%*	23 11%	21 18%	10 10%	34 16%	
NEVER	261 82%	4005 78%	63 84%	37 88%	41 80%	45 78%	47 76%	21 88%	208 81%	~	2 100%	3 100%	5 63%	9 100%	13 68%	73 89%*	182 78%*	174 86%*	83 73%*	91 87%*	168 79%*
#NEVER + SOMETIMES (NET)	305 95%	4917 96%	71 95%	41 98%	47 92%	57 98%	59 95%	23 96%	245 96%	~	2 100%	3 100%	7 88%	9 100%	18 95%	78 95%	221 95%	197 98%*	104 91%*	101 97%	202 94%
TOP BOX SCORE	261 82%	4005 78%	63 84%	37 88%	41 80%	45 78%	47 76%	21 88%	208 81%	~	2 100%	3 100%	5 63%	9 100%	13 68%	73 89%*	182 78%*	174 86%*	83 73%*	91 87%*	168 79%*
NOT ANSWERED	28	408	2	2	2	1	3	2	12					1	2	9	10	3	4	9	
VALID CASES	320	5146	75	42	51	58	62	24	256		2	3	8	9	19	82	232	202	114	104	214
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%		2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		GENDER				
	PCG TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q35G ALWAYS	6 2%	75 1%	3 4%	2 ~ 4%	1 ~ 2%	5 ~ 2%	1 ~ 2%	5 2%	~	~	~	~	~	1 5%	2 2%	4 2%	2 1%	4 3%	4 4%	2 0.9%	
USUALLY	4 1%	99 2%	2 3%	1 2%~	1 ~ 2%	1 ~ 0.8%	2 ~ 0.8%	2 0.8%	~	~	~	~	~	1 5%	2 2%	2 0.9%	2 1%	2 2%	1 1%	3 1%	
SOMETIMES	40 12%	596 12%	5 7%*	3 7%~	10 20%	6 10%	13 21%	2 8%~	33 13%	~	~	2 25%~	~	4 21%~	4 5%*	36 15%*	19 9%*	21 18%*	7 7%*	33 15%*	
NEVER	271 84%	4397 85%	65 87%	38 90%~	39 76%	51 88%	49 78%	22 92%~	217 84%	~100%	2 ~100%	3 ~100%	6 75%~	9 100%~	13 68%~	74 90%	191 82%*	179 89%*	88 77%*	93 89%	176 82%
#NEVER + SOMETIMES (NET)	311 97%	4993 97%	70 93%	41 98%~	49 96%	57 98%	62 98%	24 100%~	250 97%	~100%	2 ~100%	3 ~100%	8 100%~	9 100%~	17 89%~	78 95%	227 97%	198 98%	109 95%	100 95%	209 98%
TOP BOX SCORE	271 84%	4397 85%	65 87%	38 90%~	39 76%	51 88%	49 78%	22 92%~	217 84%	~100%	2 ~100%	3 ~100%	6 75%~	9 100%~	13 68%~	74 90%	191 82%*	179 89%*	88 77%*	93 89%	176 82%
NOT ANSWERED	27	387	2	2	2	1	2	2	11				1		2	8	10	2	3	9	
VALID CASES	321	5167	75	42	51	58	63	24	257		2	3	8	9	19	82	233	202	115	105	214
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268		2	3	8	10	19	84	241	212	117	108	223
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE				
Q35H #YES DEFINITELY	143 45%	2206 43%	25 34%*	16 38%~	29 57%	23 40%	30 48%	15 62%~	118 46%	1 ~	3 50%~	1 100%~	1 13%~	5 56%~	9 47%~	27 33%*	114 49%*	88 44%	51 46%	48 47%	93 44%
YES SOMEWHAT	108 34%	1724 34%	29 39%	20 48%~	9 18%*	25 44%	19 31%	4 17%~	85 33%	~	~	6 ~	3 75%~	6 33%~	6 32%~	26 32%	79 34%	74 37%	34 30%	31 30%	77 36%
NO	67 21%	1181 23%	20 27%	6 14%~	13 25%	9 16%	13 21%	5 21%~	51 20%	1 ~	1 50%~	1 ~	1 13%~	4 11%~	4 21%~	28 35%*	38 16%*	40 20%	27 24%	24 23%	43 20%
NOT ANSWERED	30	443	3	2	2	2	3	2	14				1		3	10	10	5	5	10	
VALID CASES	318	5111	74	42	51	57	62	24	254	2	3	8	9	19	81	231	202	112	103	213	
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN-	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
Q35I #YES DEFINITELY	228 72%	3431 67%	51 69%	33 79%	36 71%	39 70%	45 73%	18 75%	185 73%	2 ~100%	3 ~100%	4 50%	6 67%	16 84%	55 68%	168 73%	152 76%*	73 65%*	70 69%	156 73%
YES SOMEWHAT	69 22%	1348 26%	18 24%	8 19%	11 22%	13 23%	3 13%	55 22%	~	~	3 ~38%	3 33%	~	19 23%	50 22%	38 19%	30 27%	22 22%	47 22%	
NO	20 6%	341 7%	5 7%	1 2%	4 8%	4 7%	3 5%	3 13%	13 5%	~	~	1 ~13%	3 ~16%	7 9%	12 5%	10 5%	10 9%	10 10%	10 5%	
NOT ANSWERED	31	434	3	2	2	3	3	2	15				1		3	11	12	4	6	10
VALID CASES	317	5120	74	42	51	56	62	24	253	2	3	8	9	19	81	230	200	113	102	213
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q35J #YES DEFINITELY	262 82%	3907 76%*	63 84%	35 83%~	44 88%	44 77%	51 82%	19 76%~	212 83%	2 ~100%	2 67%~	7 88%	9 ~100%	14 78%~	67 83%	191 82%	173 85%	86 77%	86 82%	174 82%
YES SOMEWHAT	40 13%	870 17%*	9 12%	6 14%~	3 6%	8 14%	9 15%	4 16%~	32 13%	~	~	1 ~13%	3 ~17%	9 11%	31 13%	22 11%	17 15%	11 10%	29 14%	
NO	17 5%	334 7%	3 4%	1 2%~	3 6%	5 9%	2 3%	2 8%~	12 5%	~	~	1 33%~	1 ~	1 6%~	5 6%	10 4%	8 4%	9 8%	8 8%	9 4%
NOT ANSWERED	29	443	2	2	3	2	3	1	12				1	1	3	9	9	5	3	11
VALID CASES	319	5111	75	42	50	57	62	25	256	2	3	8	9	18	81	232	203	112	105	212
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q35K																						
#YES DEFINITELY	203 64%	3274 64%	50 67%	30 71%~	32 64%	36 63%	37 60%	14 56%~	167 65%	~	~100%~	3 38%~	3 67%~	6 63%~	12 64%	51 64%	150 64%	136 67%	64 57%	61 58%	141 67%	
YES SOMEWHAT	89 28%	1308 25%	19 25%	11 26%~	14 28%	17 30%	17 27%	8 32%~	68 27%	~100%~	~	2 ~50%~	4 33%~	3 26%~	5 26%	21 28%	65 28%	54 27%	34 30%	36 34%	52 25%	
NO	27 8%	554 11%	6 8%	1 2%~	4 8%	4 7%	8 13%	3 12%~	20 8%	~	~	1 ~13%~	~	2 ~11%~	8 10%	18 8%	12 6%	15 13%*	9 8%	18 9%		
NOT ANSWERED	29	417	2	2	3	2	3	1	13					1	4	8	10	4	2	12		
VALID CASES	319	5137	75	42	50	57	62	25	255			2	3	8	9	19	80	233	202	113	106	211
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%			2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%



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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q35L NEVER	15 5%	281 6%	4 5%	3 ~	4 6%	2 7%	2 3%	2 8%	10 4%	~	~	~	~	~	11%	2	8 10%*	7 3%	10 5%	5 4%	4 4%	11 5%
SOMETIMES	43 14%	704 14%	9 12%	4 10%	7 ~	5 14%	9 9%	6 15%	31 24%	~	~	4 ~	1 50%	1 11%	1 5%	8 10%	31 13%	21 10%*	21 19%	12 12%	30 14%	
USUALLY	77 24%	1231 24%	26 35%*	11 27%	8 ~	15 16%	12 26%	3 20%	61 24%	~	2 100%	1 ~	3 13%	4 33%	4 21%	27 34%*	50 22%	51 25%	26 23%	26 25%	51 24%	
ALWAYS	183 58%	2878 56%	36 48%	26 63%	33 ~	33 65%	38 58%	14 62%	152 60%	~	~	3 100%	3 38%	5 56%	12 63%	37 46%*	144 62%*	120 59%	61 54%	62 60%	120 57%	
#ALWAYS + USUALLY (NET)	260 82%	4109 81%	62 83%	37 90%	41 ~	48 80%	50 84%	17 82%	213 84%	~	2 100%	3 100%	4 50%	8 89%	16 84%	64 80%	194 84%	171 85%	87 77%	88 85%	171 81%	
TOP BOX SCORE	183 58%	2878 56%	36 48%	26 63%	33 ~	33 65%	38 58%	14 62%	152 60%	~	~	3 100%	3 38%	5 56%	12 63%	37 46%*	144 62%*	120 59%	61 54%	62 60%	120 57%	
NOT ANSWERED	30	461	2	3	2	2	4	1	14					1		4	9	10	4	4	11	
VALID CASES	318	5093	75	41	51	57	61	25	254		2	3	8	9	19	80	232	202	113	104	212	
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%		2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%	

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

			AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER					
	PCG TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE			
Q35M ALWAYS	5 2%	72 1%	~	~	4%	~	3%	4%	4	~	~	~	~	~	5%	1	4	3	2	1	4
USUALLY	4 1%	48 0.9%	1%	~	2%	2%	2%	~	3	~	~	~	~	~	~	1	3	2	2	1	3
SOMETIMES	17 5%	187 4%	2%	1%	3%	2%	6%	3%	13	~	1	2	1	~	5%	3	13	7	10	5	12
NEVER	293 92%	4818 94%	72 96%	40 98%	44 88%	54 95%	54 86%	21 84%	235 92%	~	1	3	6	8	18	76	212	190	100	98	193
#NEVER + SOMETIMES (NET)	310 97%	5005 98%	74 99%	41 100%	47 94%	56 98%	60 95%	24 96%	248 97%	~	2	3	8	9	18	79	225	197	110	103	205
TOP BOX SCORE	293 92%	4818 94%	72 96%	40 98%	44 88%	54 95%	54 86%	21 84%	235 92%	~	1	3	6	8	18	76	212	190	100	98	193
NOT ANSWERED	29	430	2	3	3	2	2	1	13				1		3	9	10	3	3	11	
VALID CASES	319	5124	75	41	50	57	63	25	255		2	3	8	9	19	81	232	202	114	105	212
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268		2	3	8	10	19	84	241	212	117	108	223
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER					
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS-	AMER HAW/ IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE						
Q35N ALWAYS	8 3%	130 3%	~	~	4%	2%	6%	4%	2%	~	~	~	~	~	5%	1%	3%	1%	6%	3%	5%	2%	6%	3%
USUALLY	6 2%	191 4%*	1%	~	4%	2%	3%	~	2%	~	~	~	13%	~	~	1%	2%	1%	5%	4%	2%	2%	2%	4%
SOMETIMES	49 15%	664 13%	10 13%	11 27%	9 18%	11 20%	6 10%	2 8%	39 15%	~	~	1 33%	1 13%	2 22%	4 21%	10 13%	39 17%	28 14%	21 19%	15 14%	34 16%	15 14%	34 16%	
NEVER	255 80%	4121 81%	64 85%	30 73%	38 75%	43 77%	51 81%	22 88%	206 81%	~100%	~67%	2 75%	2 75%	6 78%	7 74%	14 85%	67 85%	183 79%	168 83%	84 75%	86 82%	167 79%	86 82%	167 79%
#NEVER + SOMETIMES (NET)	304 96%	4786 94%	74 99%	41 100%	47 92%	54 96%	57 90%	24 96%	245 96%	~100%	~100%	2 88%	3 100%	7 88%	9 95%	18 95%	77 97%	222 95%	196 97%	105 94%	101 96%	201 95%	101 96%	201 95%
TOP BOX SCORE	255 80%	4121 81%	64 85%	30 73%	38 75%	43 77%	51 81%	22 88%	206 81%	~100%	~67%	2 75%	2 75%	6 78%	7 74%	14 85%	67 85%	183 79%	168 83%	84 75%	86 82%	167 79%	86 82%	167 79%
NOT ANSWERED	30	448	2	3	2	3	2	1	13					1		5	8	9	5	3	12			
VALID CASES	318	5106	75	41	51	56	63	25	255			2	3	8	9	19	79	233	203	112	105	211	105	211
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268			2	3	8	10	19	84	241	212	117	108	223	108	223
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE			
Q350 NEVER	19 6%	298 6%	3 4%	1 2%	3 6%	3 5%	5 8%	4 16%	16 6%	~	~	~	~	~	1 5%	6 8%	13 6%	11 5%	8 7%	9 8%	10 5%	
SOMETIMES	44 14%	693 14%	9 12%	5 12%	9 18%	10 18%	9 14%	1 4%	32 12%	~	~	~	1 14%	2 25%	4 21%	10 13%	32 14%	18 9%*	26 23%*	15 14%	29 14%	
USUALLY	63 20%	1328 26%*	19 25%	7 17%	7 14%	11 20%	12 19%	5 20%	51 20%	~	1 50%	3 100%	3 43%	6 75%	9 47%	15 26%	47 19%	44 22%	19 17%	21 20%	42 20%	
ALWAYS	190 60%	2777 55%*	44 59%	29 69%	32 63%	31 56%	37 59%	15 60%	158 61%	~	1 50%	3 100%	3 43%	6 75%	9 47%	48 61%	141 61%	130 64%	59 53%*	61 58%	129 61%	
#ALWAYS + USUALLY (NET)	253 80%	4105 81%	63 84%	36 86%	39 76%	42 76%	49 78%	20 80%	209 81%	~	2 100%	3 100%	6 86%	6 75%	14 74%	63 80%	188 81%	174 86%*	78 70%*	82 77%	171 81%	
TOP BOX SCORE	190 60%	2777 55%*	44 59%	29 69%	32 63%	31 56%	37 59%	15 60%	158 61%	~	1 50%	3 100%	3 43%	6 75%	9 47%	48 61%	141 61%	130 64%	59 53%*	61 58%	129 61%	
NOT ANSWERED	32	459	2	2	2	4	2	1	11				1	2			5	8	9	5	2	13
VALID CASES	316	5095	75	42	51	55	63	25	257		2	3	7	8	19	79	233	203	112	106	210	
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268		2	3	8	10	19	84	241	212	117	108	223	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	MALE MALE							
Q35P NEVER	31 10%	592 12%	6 8%	2 5%	5 10%	4 7%	7 11%	6 24%	22 9%	~	~	~	~	~	5 26%	10 12%	21 9%	14 7%*	17 15%*	12 12%	19 9%		
SOMETIMES	39 12%	825 16%*	10 14%	5 12%	4 8%	7 12%	12 20%	~	31 12%	~	50%	~	25%	22%	2 5%	1 9%	7 13%	25 12%	14 12%	19 18%*	20 9%*		
USUALLY	85 27%	1308 26%	23 31%	13 31%	12 24%	16 28%	15 25%	4 16%	70 28%	~	~	~	25%	22%	2 32%	2 29%	6 26%	23 27%	61 27%	54 27%	31 27%	29 28%	56 26%
ALWAYS	161 51%	2353 46%	35 47%	22 52%	30 59%	30 53%	27 44%	15 60%	131 52%	~	50%	100%	50%	56%	37%	7 50%	7 51%	40 54%	119 46%	108 42%*	52 46%	44 42%*	117 55%*
#ALWAYS + USUALLY (NET)	246 78%	3661 72%*	58 78%	35 83%	42 82%	46 81%	42 69%	19 76%	201 79%	~	50%	100%	75%	78%	6 68%	7 79%	13 78%	63 81%	180 73%	162 81%	83 73%	73 70%*	173 82%*
TOP BOX SCORE	161 51%	2353 46%	35 47%	22 52%	30 59%	30 53%	27 44%	15 60%	131 52%	~	50%	100%	50%	56%	37%	7 50%	7 51%	40 54%	119 46%	108 42%*	52 46%	44 42%*	117 55%*
NOT ANSWERED	32	477	3	2	2	2	4	1	14					1			4	9	11	3	4	11	
VALID CASES	316	5077	74	42	51	57	61	25	254		2	3	8	9	19	80	232	201	114	104	212		
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268		2	3	8	10	19	84	241	212	117	108	223		
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		

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

	PCG TOT ADLT	OHP TOT ADLT	AGE							RACE							ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q35Q ALWAYS	18 6%	187 4%	6 8%	2 5%	3 6%	3 5%	3 5%	1 4%	15 6%	~	~	~	~	~	3 17%	4 5%	13 6%	12 6%	6 5%	9 9%	9 4%	
USUALLY	14 4%	215 4%	7 9%	1 2%	2 4%	3 5%	1 2%	~	12 5%	~	~	1 33%	~	~	~	4 5%	10 4%	10 5%	4 4%	4 4%	10 5%	
SOMETIMES	112 35%	1973 39%	22 30%	19 45%	14 27%	22 39%	25 40%	8 32%	87 34%	~	1 50%	1 33%	7 88%	2 22%	6 33%	24 30%	88 38%	72 36%	40 35%	32 30%	80 38%	
NEVER	172 54%	2695 53%	39 53%	20 48%	32 63%	28 50%	33 53%	16 64%	141 55%	~	1 50%	1 33%	1 13%	7 78%	9 50%	48 60%	121 52%	107 53%	64 56%	60 57%	112 53%	
#NEVER + SOMETIMES (NET)	284 90%	4668 92%	61 82%*	39 93%	46 90%	50 89%	58 94%	24 96%	228 89%	~	2 100%	2 67%	8 100%	9 100%	15 83%	72 90%	209 90%	179 89%	104 91%	92 88%	192 91%	
TOP BOX SCORE	172 54%	2695 53%	39 53%	20 48%	32 63%	28 50%	33 53%	16 64%	141 55%	~	1 50%	1 33%	1 13%	7 78%	9 50%	48 60%	121 52%	107 53%	64 56%	60 57%	112 53%	
NOT ANSWERED	32	484	3	2	2	3	3	1	13					1	1	4	9	11	3	3	12	
VALID CASES	316	5070	74	42	51	56	62	25	255		2	3	8	9	18	80	232	201	114	105	211	
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%		2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%	

Q35R WHAT IS YOUR PREFERRED LANGUAGE?

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE	
Q35R ENGLISH	278 88%	4755 93%*	65 90%	40 93%~	38 78%~	50 88%	61 95%*	21 81%~	232 91%*	1 ~	2 50%~	8 67%~	7 100%~	19 70%~	43 100%~	232 56%*	179 89%	98 86%	90 88%	188 88%
SPANISH	35 11%	169 3%*	7 10%	3 7%~	11 22%~	6 11%	3 5%*	3 12%~	23 9%*	~	~	~	3 30%~	~	34 44%*	~	20 10%	15 13%	10 10%	25 12%
SOME OTHER LANGUAGE	3 0.9%	191 4%*	~	~	~	1 2%	~	2 8%~	1 0.4%	~	1 50%~	1 33%~	~	~	~	3 1%	2 1%	1 0.9%	2 2%	1 0.5%
NOT ANSWERED	32	438	5	1	4	2	1		12						7	6	11	3	6	9
VALID CASES	316	5116	72	43	49	57	64	26	256	2	3	8	10	19	77	235	201	114	102	214
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q35S HOW WELL DO YOU SPEAK ENGLISH?

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35S																				
VERY WELL	4 11%	11 4%	3 43%	1 33%	~	~	~	4 17%	~	~	~	~	~	4 13%	~	3 14%	1 7%	1 9%	3 12%	
WELL	5 14%	41 17%	2 29%	~	~	2 29%	1 20%	3 13%	~	1 100%	~	~	~	3 9%	2 67%	4 19%	1 7%	1 9%	4 16%	
NOT WELL	10 28%	119 49%	1 14%	~	5 56%	2 29%	1 20%	6 25%	~	1 100%	~	~	2 67%	9 28%	1 33%	7 33%	3 20%	5 45%	5 20%	
NOT AT ALL	17 47%	71 30%	1 14%	2 67%	4 44%	3 43%	3 100%	3 46%	~	~	~	~	1 33%	16 50%	~	7 33%	10 67%	4 36%	13 52%	
NOT ANSWERED	2	8			2									2		1	1	1	1	
VALID CASES	36	242	7	3	9	7	3	5	24	1	1		3	32	3	21	15	11	25	
NUMBER OF RESPONDENTS	38	250	7	3	11	7	3	5	24	1	1		3	34	3	22	16	12	26	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]



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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	MALE MALE	FE- MALE			
Q35T NEVER	3 8%	52 22%	~	~	~	14%	33%	20%	2 8%	~	1 100%	~	~	~	1 3%	2 67%	2 10%	1 7%	2 18%	1 4%
SOMETIMES	5 14%	51 22%	~	33%	11%	~	~	20%	1 4%	~	1 100%	~	~	~	4 12%	1 33%	2 10%	3 20%	1 9%	4 16%
USUALLY	8 22%	50 22%	29%	33%	44%	~	~	20%	8 33%	~	~	~	~	~	7 22%	~	6 29%	2 13%	2 18%	6 24%
ALWAYS	20 56%	77 34%	71%	33%	44%	86%	67%	40%	13 54%	~	~	~	~	3 100%	20 63%	~	11 52%	9 60%	6 55%	14 56%
#ALWAYS + USUALLY (NET)	28 78%	128 55%	100%	67%	89%	86%	67%	60%	21 88%	~	~	~	~	3 100%	27 84%	~	17 81%	11 73%	8 73%	20 80%
TOP BOX SCORE	20 56%	77 34%	71%	33%	44%	86%	67%	40%	13 54%	~	~	~	~	3 100%	20 63%	~	11 52%	9 60%	6 55%	14 56%
NOT ANSWERED	2	20			2										2		1	1	1	1
VALID CASES	36	230	7	3	9	7	3	5	24	1	1	3		32	3	21	15	11	25	
NUMBER OF RESPONDENTS	38	250	7	3	11	7	3	5	24	1	1	3		34	3	22	16	12	26	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35U YES	14 41%	134 58%	1 ~	6 33%	2 67%	1 40%	2 33%	10 45%	~	~	~	~	~	13 43%	~	7 35%	7 50%	1 9%	13 57%	
NO	20 59%	98 42%	7 100%	2 67%	3 33%	3 60%	2 67%	3 60%	12 55%	~	1 100%	1 100%	3 100%	17 57%	3 100%	13 65%	7 50%	10 91%	10 43%	
NOT ANSWERED	4	19			2	2		2						4		2	2	1	3	
VALID CASES	34	231	7	3	9	5	3	5	22		1	1	3	30	3	20	14	11	23	
NUMBER OF RESPONDENTS	38	250	7	3	11	7	3	5	24		1	1	3	34	3	22	16	12	26	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q35R = SPANISH OR SOME OTHER LANGUAGE]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35V NEVER	2 14%	21 21%	~	~	~	1 50%	~	~	~	~	~	~	~	~	2 15%	~	~	2 29%	~	2 15%	
SOMETIMES		13 13%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
USUALLY	1 7%	16 16%	~	1 100%	~	~	~	~	~	~	~	~	~	~	1 8%	~	~	1 14%	~	1 8%	
ALWAYS	11 79%	50 50%	~	~	6 100%	1 50%	1 100%	1 100%	2 100%	~	~	~	~	~	8 77%	~	~	7 100%	4 57%	1 100%	10 77%
#ALWAYS + USUALLY (NET)	12 86%	66 66%	~	1 100%	6 100%	1 50%	1 100%	2 100%	~	~	~	~	~	~	9 85%	~	~	7 100%	5 71%	1 100%	11 85%
TOP BOX SCORE	11 79%	50 50%	~	~	6 100%	1 50%	1 100%	2 100%	~	~	~	~	~	~	8 77%	~	~	7 100%	4 57%	1 100%	10 77%
NOT ANSWERED		7																			
VALID CASES	14	100		1	6	2	1	2	10						13			7	7	1	13
NUMBER OF RESPONDENTS	14	107		1	6	2	1	2	10						13			7	7	1	13
	100%	100%		100%	100%	100%	100%	100%	100%						100%			100%	100%	100%	100%

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

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

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE
Q35W NEVER	2 14%	16 16%	~	~	1 17%	~	~	~	1 10%	~	~	~	~	~	2 15%	1 14%	1 14%	~	2 15%
SOMETIMES	5 36%	27 27%	~	~	1 17%	2 100%	1 50%	3 30%	~	~	~	~	~	4 31%	3 43%	2 29%	~	5 38%	
USUALLY	3 21%	21 21%	~	1 100%	2 33%	~	~	3 30%	~	~	~	~	~	3 23%	2 29%	1 14%	1 100%	2 15%	
ALWAYS	4 29%	37 36%	~	~	2 33%	1 100%	1 50%	3 30%	~	~	~	~	~	4 31%	1 14%	3 43%	~	4 31%	
NOT ANSWERED		6																	
VALID CASES	14	101		1	6	2	1	2	10					13	7	7	1	13	
NUMBER OF RESPONDENTS	14	107		1	6	2	1	2	10					13	7	7	1	13	
	100%	100%		100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	

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

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

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY	HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ AS- PAC	AMER IND/ ALSK	MUL- TI	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE		
Q35X A STAFF MEMBER FROM THE HEALTH PLAN	3 25%	7 9%	~	~	1 20%	1 50%	~	1 11%	~	~	~	~	~	3 27%	3 50%	~	3 27%	
AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN	3 25%	16 21%	~	1 100%	~	1 100%	1 50%	3 33%	~	~	~	~	~	3 27%	1 17%	2 33%	3 27%	
A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN	1 8%	22 28%	~	~	1 20%	~	~	1 11%	~	~	~	~	~	1 9%	~	1 17%	1 9%	
SOMEONE ELSE PROVIDED BY THE HEALTH PLAN	2 17%	7 9%	~	~	1 20%	~	~	1 50%	2 22%	~	~	~	~	1 9%	1 17%	1 17%	2 18%	
DON'T KNOW OR UNSURE	3 25%	25 33%	~	~	2 40%	1 50%	~	2 22%	~	~	~	~	~	3 27%	1 17%	2 33%	1 100%	2 18%
NOT ANSWERED		8																
VALID CASES	12	77		1	5	2	1	2	9					11	6	6	1	11
NUMBER OF RESPONDENTS	12	85		1	5	2	1	2	9					11	6	6	1	11
	100%	100%		100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%

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

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

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE
Q35Y NEVER		1 0.9%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES		6 7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
USUALLY	1 8%	22 26%	~	~	~	~	~	~	~	~	~	~	~	~	1 9%	1 17%	~	~	1 9%
ALWAYS	11 92%	56 66%	~100%	~100%	~100%	~100%	~100%	~	~	~	~	~	~	10 91%	5 83%	6 100%	~100%	1 100%	10 91%
#ALWAYS + USUALLY (NET)	12 100%	78 92%	~100%	~100%	~100%	~100%	~100%	~	~	~	~	~	~	11 100%	6 100%	6 100%	~100%	1 100%	11 100%
TOP BOX SCORE	11 92%	56 66%	~100%	~100%	~100%	~100%	~100%	~	~	~	~	~	~	10 91%	5 83%	6 100%	~100%	1 100%	10 91%
VALID CASES	12	85	1	5	2	1	2	9						11	6	6	1	11	
NUMBER OF RESPONDENTS	12	85	1	5	2	1	2	9						11	6	6	1	11	
	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	

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

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

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	FE- MALE MALE		
Q35Z WORST INTERPRETER POSSIBLE	1	0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
05	5	6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
06	1	1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
07	1 8%	7 9%	~	~	~	~	~	~	~	~	~	~	1 9%	1 17%	~	~	1 9%	~
08	1 8%	19 22%	~	~	1 50%	~	1 11%	~	~	~	~	~	1 9%	1 17%	~	~	1 9%	~
09	2 17%	15 18%	~	1 20%	1 50%	~	1 11%	~	~	~	~	~	2 18%	2 33%	~	~	1 100%	1 9%
BEST INTERPRETER POSSIBLE	8 67%	37 44%	~	1 100%	4 80%	1 100%	2 100%	7 78%	~	~	~	~	7 64%	3 50%	5 83%	~	8 73%	~
#8-10 (NET)	11 92%	71 84%	~	1 100%	5 100%	2 100%	1 100%	2 100%	9 100%	~	~	~	~	10 91%	5 83%	6 100%	1 100%	10 91%
9-10 (NET)	10 83%	52 62%	~	1 100%	5 100%	1 50%	1 100%	2 100%	8 89%	~	~	~	~	9 82%	5 83%	5 83%	1 100%	9 82%
VALID CASES NUMBER OF RESPONDENTS	12 100%	85 100%	1 100%	5 100%	2 100%	1 100%	2 100%	9 100%	11 100%	6 100%	6 100%	1 100%	11 100%	6 100%	6 100%	1 100%	11 100%	11 100%
MEAN	9.42	8.74	10.0	9.80	8.50	10.0	10.0	9.67	9.36	9.17	9.67	9.00	9.45					
p stat_(*=Sig @ p<=.05)	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

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

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ ALSK	MUL- TI	OTH-	NOT HIS- PAN- IC	HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q35AA NEVER	6 46%	48 48%	~	~	33%~	50%~	100%~	~	44%~	~	~	~	~	~	~	50%~	~	4 57%~	2 33%~	~	6 50%~
SOMETIMES	2 15%	22 22%	~	~	17%~	50%~	~	~	11%~	~	~	~	~	~	~	17%~	~	1 14%~	1 17%~	~	2 17%~
USUALLY	2 15%	7 7%	~	~	17%~	~	~	~	22%~	~	~	~	~	~	~	8%~	~	1 14%~	1 17%~	~	2 17%~
ALWAYS	3 23%	23 23%	~	~	33%~	~	~	~	50%~	~	~	~	~	~	~	25%~	~	1 14%~	2 33%~	1 100%~	2 17%~
NOT ANSWERED	1	7		1					1						1			1			1
VALID CASES	13	100			6	2	1	2	9						12			7	6	1	12
NUMBER OF RESPONDENTS	14	107		1	6	2	1	2	10						13			7	7	1	13
	100%	100%			100%	100%	100%	100%	100%						100%			100%	100%	100%	100%

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



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

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q35AB NEVER	1 14%	4 8%	~	~	1 25%	~	~	~	~	~	~	~	~	~	1 17%	~	~	1 25%	~	1 17%	
SOMETIMES	2 29%	18 36%	~	~	1 25%	1 100%	~	~	1 20%	~	~	~	~	~	2 33%	~	~	1 33%	1 25%	2 33%	
USUALLY	2 29%	14 27%	~	~	1 25%	~	~	~	1 50%	2 40%	~	~	~	~	1 17%	~	~	1 33%	1 25%	2 33%	
ALWAYS	2 29%	15 30%	~	~	1 25%	~	~	~	1 50%	2 40%	~	~	~	~	2 33%	~	~	1 33%	1 25%	1 100%	1 17%
NOT ANSWERED		1																			
VALID CASES	7	52			4	1			2	5					6			3	4	1	6
NUMBER OF RESPONDENTS	7	52			4	1			2	5					6			3	4	1	6
	100%	100%			100%	100%			100%	100%					100%			100%	100%	100%	100%

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

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q36																					
EXCELLENT	30 9%	446 9%	15 19%*	9 ~ 17%	2 4%*	2 3%*	2 8%~	23 9%	~	~	1 ~ 13%~	3 ~ 16%~	10 12%	20 8%	30 14%~	~	13 12%	17 8%			
VERY GOOD	85 26%	1044 20%*	40 52%*	18 41%~	11 21%	6 11%*	4 6%*	3 12%~	70 26%	~	1 50%~	1 33%~	4 50%~	4 40%~	3 16%~	29 35%*	53 22%*	85 40%*	~	24 22%	61 28%
GOOD	97 29%	1716 34%	16 21%*	15 34%~	16 30%	21 37%	21 32%	5 19%~	83 31%	~	1 50%~	1 33%~	3 ~ 30%~	1 5%~	21 25%	76 32%	97 46%~	~	36 33%	61 28%	
FAIR	82 25%	1325 26%	2 3%*	10 23%~	15 28%	17 30%	26 40%*	12 46%~	67 25%	~	~	1 33%~	1 13%~	1 10%~	8 42%~	17 20%	63 26%	82 ~ 70%*	28 26%	54 24%	
POOR	35 11%	590 12%	4 5%*	1 2%~	2 4%*	11 19%	12 18%	4 15%~	23 9%*	~	~	2 ~ 25%~	2 20%~	4 21%~	6 7%	28 12%	35 ~ 30%~	7 6%	28 13%		
#EXCELLENT + VERY GOOD + GOOD (NET)	212 64%	3206 63%	71 92%*	33 75%~	36 68%	29 51%*	27 42%*	10 38%~	176 66%	~	2 ~ 100%~	2 67%~	5 63%~	7 70%~	7 37%~	60 72%	149 62%	212 100%~	~	73 68%	139 63%
NOT ANSWERED	19	432			2			2						1	1				2		
VALID CASES	329	5122	77	44	53	57	65	26	266		2	3	8	10	19	83	240	212	117	108	221
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268		2	3	8	10	19	84	241	212	117	108	223
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q37																					
EXCELLENT	48 15%	724 14%	13 17%	4 9%	15 28%*	5 9%	9 14%	2 8%	42 16%			1 33%		1 10%	2 11%	16 20%	32 13%	42 20%*	6 5%*	20 19%	28 13%
VERY GOOD	79 24%	1207 24%	26 34%*	15 34%~	10 19%	11 19%	10 15%*	6 23%~	63 24%		1 50%~		3 38%~	2 20%~	7 37%~	22 27%	55 23%	68 32%*	11 9%*	28 26%	51 23%
GOOD	96 29%	1578 31%	20 26%	11 25%~	16 30%	19 33%	17 26%	9 35%~	80 30%		1 50%~	1 33%~	2 25%~	4 40%~	1 5%~	23 28%	70 29%	63 30%	33 28%	28 26%	68 31%
FAIR	84 26%	1184 23%	13 17%*	12 27%~	11 21%	19 33%	22 34%	7 27%~	65 25%			1 33%~	3 38%~	1 10%~	8 42%~	16 20%	68 28%	36 17%*	47 40%*	25 23%	59 27%
POOR	21 6%	395 8%	4 5%	2 5%~	1 2%*	4 7%	7 11%	2 8%~	15 6%					2 20%~	1 5%~	5 6%	16 7%	1 0.5%*	20 17%*	7 6%	14 6%
#EXCELLENT + VERY GOOD + GOOD (NET)	223 68%	3509 69%	59 78%*	30 68%~	41 77%	35 60%	36 55%*	17 65%~	185 70%		2 ~100%~	2 67%~	5 63%~	7 70%~	10 53%~	61 74%	157 65%	173 82%*	50 43%*	76 70%	147 67%
NOT ANSWERED	20	466	1			1			3						2		2				3
VALID CASES	328	5088	76	44	53	58	65	26	265		2	3	8	10	19	82	241	210	117	108	220
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%		2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q38 #YES	156 49%	2344 47%	35 47%	17 40%	22 42%	29 54%	35 55%	13 50%	122 47%	1 ~	1 50%	3 50%	5 38%	8 56%	42 42%	46 58%	106 45%*	94 46%	62 54%	45 43%	111 52%
NO	162 51%	2668 53%	39 53%	25 60%	31 58%	25 46%	29 45%	13 50%	135 53%	1 ~	1 50%	5 63%	4 44%	11 58%	34 42%	127 55%*	109 54%	52 46%	59 57%	103 48%	
DON'T KNOW	7	137	2	2		1	1		5			1		1	2	5	5	2	4	3	
NOT ANSWERED	23	405	1			4			6						2	3	4	1		6	
VALID CASES	318	5013	74	42	53	54	64	26	257	2	2	8	9	19	80	233	203	114	104	214	
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q39 EVERY DAY	81 25%	1219 24%	12 16%*	10 23%~	10 19%	23 41%*	23 35%*	3 12%~	68 26%	~	~	~	38%~	2 20%~	7 37%~	8 10%*	73 31%*	44 21%*	37 32%*	37 35%*	44 20%*
SOME DAYS	32 10%	519 10%	4 5%	5 12%~	5 10%	8 14%	8 12%	2 8%~	25 10%	~	~	~	25%~	1 10%~	3 16%~	2 3%*	30 13%*	19 9%	13 11%	12 11%	20 9%
NOT AT ALL	210 65%	3357 66%	60 79%*	28 65%~	37 71%	25 45%*	34 52%*	21 81%~	169 65%	~	100%~	100%~	38%~	7 70%~	9 47%~	69 87%*	136 57%*	144 70%*	65 57%*	56 53%*	154 71%*
DON'T KNOW		16																			
NOT ANSWERED	25	443	1	1	1	3			6				1			5	2	5	2	3	5
VALID CASES	323	5095	76	43	52	56	65	26	262				2	2	8	10	19	79	239	207	115
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268				2	3	8	10	19	84	241	212	117
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT ADULT	OHP TOT ADULT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q40 NEVER	19 17%	387 21%	2 13%	1 7%	4 27%	3 10%	6 20%	3 60%	16 18%	~	~	1 20%	1 33%	1 10%	1 10%	18 18%	12 20%	7 14%	14 29%	5 8%
SOMETIMES	33 30%	442 24%	2 13%	8 53%	4 27%	8 27%	11 37%	~	25 27%	~	~	2 40%	5 50%	3 30%	30 30%	16 26%	17 34%	11 23%	22 35%	
USUALLY	20 18%	333 18%	4 25%	1 7%	3 20%	6 20%	5 17%	1 20%	15 16%	~	~	1 20%	1 33%	3 30%	1 10%	19 19%	9 15%	11 22%	7 15%	13 21%
ALWAYS	39 35%	687 37%	8 50%	5 33%	4 27%	13 43%	8 27%	1 20%	35 38%	~	~	1 20%	1 33%	1 10%	5 50%	34 34%	24 39%	15 30%	16 33%	23 37%
#ALWAYS + USUALLY (NET)	59 53%	1020 55%	12 75%	6 40%	7 47%	19 63%	13 43%	2 40%	50 55%	~	~	2 40%	2 67%	4 40%	6 60%	53 52%	33 54%	26 52%	23 48%	36 57%
TOP BOX SCORE	39 35%	687 37%	8 50%	5 33%	4 27%	13 43%	8 27%	1 20%	35 38%	~	~	1 20%	1 33%	1 10%	5 50%	34 34%	24 39%	15 30%	16 33%	23 37%
NOT ANSWERED	2	37				1	1		2						2	2			1	1
VALID CASES	111	1849	16	15	15	30	30	5	91			5	3	10	10	101	61	50	48	63
NUMBER OF RESPONDENTS	113	1886	16	15	15	31	31	5	93			5	3	10	10	103	63	50	49	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE		
Q41 NEVER	47 43%	839 45%	5 31%	7 47%	6 40%	10 34%	15 50%	4 80%	37 41%	~	~	~	2 40%	3 100%	5 50%	42 42%	28 46%	19 39%	27 57%	20 32%	
SOMETIMES	35 32%	418 23%*	3 19%	7 47%	5 33%	9 31%	10 33%	1 20%	28 31%	~	~	~	2 40%	3 30%	4 40%	31 31%	16 26%	19 39%	7 15%	28 44%	
USUALLY	19 17%	263 14%	5 31%	~	2 13%	7 24%	5 17%	~	17 19%	~	~	~	1 20%	1 10%	19 19%	10 16%	9 18%	9 19%	10 16%		
ALWAYS	9 8%	327 18%*	3 19%	1 7%	2 13%	3 10%	~	~	8 9%	~	~	~	~	1 10%	1 10%	8 8%	7 11%	2 4%	4 9%	5 8%	
#ALWAYS + USUALLY (NET)	28 25%	589 32%	8 50%	1 7%	4 27%	10 34%	5 17%	~	25 28%	~	~	~	1 20%	2 20%	1 10%	27 27%	17 28%	11 22%	13 28%	15 24%	
TOP BOX SCORE	9 8%	327 18%*	3 19%	1 7%	2 13%	3 10%	~	~	8 9%	~	~	~	~	1 10%	1 10%	8 8%	7 11%	2 4%	4 9%	5 8%	
NOT ANSWERED	3	39				2	1		3							3	2	1	2	1	
VALID CASES	110	1847	16	15	15	29	30	5	90				5	3	10	10	100	61	49	47	63
NUMBER OF RESPONDENTS	113 100%	1886 100%	16 100%	15 100%	15 100%	31 100%	31 100%	5 100%	93 100%				5 100%	3 100%	10 100%	10 100%	103 100%	63 100%	50 100%	49 100%	64 100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	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	MALE	FE- MALE		
Q42 NEVER	57 51%	965 52%	7 44%	8 53%	8 53%	13 43%	17 57%	4 80%	46 51%	~	~	~	2 40%	3 100%	6 60%	4 40%	53 52%	31 51%	26 52%	29 60%	28 44%
SOMETIMES	32 29%	401 22%	6 38%	6 40%	4 27%	6 20%	9 30%	1 20%	26 29%	~	~	~	2 40%	2 20%	2 40%	28 28%	16 26%	16 32%	9 19%	23 37%	
USUALLY	10 9%	224 12%	1 6%	~	~	6 20%	3 10%	~	8 9%	~	~	~	1 20%	1 10%	1 10%	9 9%	7 11%	3 6%	2 4%	8 13%	
ALWAYS	12 11%	255 14%	2 13%	1 7%	3 20%	5 17%	1 3%	~	11 12%	~	~	~	~	~	1 10%	1 10%	11 11%	7 11%	5 10%	8 17%	4 6%
#ALWAYS + USUALLY (NET)	22 20%	479 26%	3 19%	1 7%	3 20%	11 37%	4 13%	~	19 21%	~	~	~	1 20%	2 20%	2 20%	20 20%	14 23%	8 16%	10 21%	12 19%	
TOP BOX SCORE	12 11%	255 14%	2 13%	1 7%	3 20%	5 17%	1 3%	~	11 12%	~	~	~	~	~	1 10%	1 10%	11 11%	7 11%	5 10%	8 17%	4 6%
NOT ANSWERED	2	40				1	1		2							2	2		1	1	
VALID CASES	111	1846	16	15	15	30	30	5	91				5	3	10	10	101	61	50	48	63
NUMBER OF RESPONDENTS	113	1886	16	15	15	31	31	5	93				5	3	10	10	103	63	50	49	64
	100%	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]



Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q43 YES	61 19%	1277 25%*	5 6%*	1 2%~	4 8%*	9 15%	30 46%*	9 36%~	53 20%	~	~	2 67%~	~	~	3 16%~	4 5%*	56 23%*	28 13%*	33 28%*	21 20%	40 18%
NO	266 81%	3806 75%*	72 94%*	42 98%~	49 92%*	50 85%	35 54%*	16 64%~	212 80%	~100%~	2 33%~	1 100%~	8 100%~	10 84%~	16 84%~	78 95%*	184 77%*	181 87%*	83 72%*	86 80%	180 82%
DON'T KNOW	1	62					1	1	1							1	1		1		
NOT ANSWERED	20	409		1				2	2						2		2	1		3	
VALID CASES	327	5083	77	43	53	59	65	25	265		2	3	8	10	19	82	240	209	116	107	220
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268		2	3	8	10	19	84	241	212	117	108	223
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q44 YES	32 10%	646 14%	2 3%*	3 7%~	1 2%~	9 16%	11 19%	6 25%~	22 9%	~	~	~	2 29%~	2 20%~	5 26%~	5 6%	27 12%	10 5%*	22 21%*	8 8%	24 12%
NO	276 90%	4029 86%	73 97%*	40 93%~	47 98%~	46 84%	47 81%	18 75%~	227 91%	~100%	1 ~100%	3 ~100%	5 71%~	8 80%~	14 74%~	73 94%	198 88%	193 95%*	81 79%*	94 92%	182 88%
DON'T KNOW	21	454	2		5	4	7	2	17		1		1			5	16	8	13	6	15
NOT ANSWERED	19	424		1					2							1		1	1		2
VALID CASES	308	4675	75	43	48	55	58	24	249		1	3	7	10	19	78	225	203	103	102	206
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268		2	3	8	10	19	84	241	212	117	108	223
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE			
Q45 YES	117 36%	2037 40%	17 22%*	12 28%~	10 19%*	20 34%	37 57%*	16 67%~	97 37%	~	3 ~100%~	1 13%~	3 30%~	6 32%~	21 25%*	93 39%*	67 32%	49 43%	38 36%	79 36%		
NO	211 64%	3086 60%	60 78%*	31 72%~	43 81%*	39 66%	28 43%*	8 33%~	168 63%	2 ~100%~	7 ~ 88%~	7 70%~	13 68%~	62 75%*	147 61%*	144 68%	66 57%	69 64%	142 64%			
NOT ANSWERED	20	431	1						2	3							1	1	1	2	1	2
VALID CASES	328	5123	77	43	53	59	65	24	265	2	3	8	10	19	83	240	211	115	107	221		
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%		

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
PCG TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
Q46.1 YES	74 21%	1388 25%	2 3%*	6 14%~	9 17%	20 34%*	25 38%*	11 42%~	63 24%*	~	~	~	38%~	2 20%~	4 21%~	10 12%*	62 26%*	36 17%*	37 32%*	23 21%	51 23%
NO	274 79%	4166 75%	75 97%*	38 86%~	44 83%	39 66%*	40 62%*	15 58%~	205 76%*	2 ~100%	3 ~100%	5 63%~	8 80%~	15 79%~	74 88%*	179 74%*	176 83%*	80 68%*	85 79%	172 77%	
VALID CASES	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223	
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%	

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q46.2	PCG TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE
YES	84 24%	1754 32%*	3 4%	4 9%	12 23%	18 31%	32 49%*	13 50%	73 27%*	1 ~	2 50%	1 67%	1 13%	1 10%	5 26%	7 8%*	76 32%*	33 16%*	50 43%*	36 33%*	48 22%
NO	264 76%	3800 68%*	74 96%*	40 91%	41 77%	41 69%	33 51%*	13 50%	195 73%*	1 ~	1 50%	7 33%	9 88%	14 90%	14 74%	77 92%*	165 68%*	179 84%*	67 57%*	72 67%*	175 78%
VALID CASES	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223	
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV AS- IAN	AMER HAW/ IND/ PAC ALSK	MUL- OTH TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE MALE				
Q46.3 YES	54 16%	899 16%	6 8%*	6 14%~	8 15%	11 19%	15 23%	8 31%~	47 18%*	~	~	1 ~ 13%~	2 20%~	2 11%~	7 8%*	46 19%*	24 11%*	30 26%*	17 16%	37 17%
NO	294 84%	4655 84%	71 92%*	38 86%~	45 85%	48 81%	50 77%	18 69%~	221 82%*	~100%	~100%	~ 88%~	~ 80%~	~ 89%~	77 92%*	195 81%*	188 89%*	87 74%*	91 84%	186 83%
VALID CASES	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE		
Q47.1	PCG TOT ADLT																				
YES	19 5%	300 5%	2 3%	1 ~	4 2%	8 12%*	3 12%~	15 6%	~	~	1 13%~	1 ~	1 5%~	3 4%	16 7%	5 2%*	14 12%*	12 11%*	7 3%*		
NO	329 95%	5254 95%	75 97%	44 100%~	52 98%	55 93%	23 88%*	253 94%	~100%	2 100%~	3 100%~	7 88%~	10 100%~	18 95%~	81 96%	225 93%	207 98%*	103 88%*	96 89%*	216 97%*	
VALID CASES	348	5554	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%	
NUMBER OF RESPONDENTS	348	5554	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%	

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q47.2	PCG TOT ADLT																				
YES	12 3%	335 6%*	~	~	1 2%	1 2%	8 12%*	1 4%	~	~	1 33%~	~	~	~	~	12 5%*	2 0.9%*	10 9%*	8 7%*	4 2%	
NO	336 97%	5219 94%*	100%~	100%~	98%	98%	88%*	96%~	96%	~100%~	67%~	100%~	100%~	100%~	100%~	84 95%*	229 99%*	210 99%*	107 91%*	100 93%*	219 98%
VALID CASES	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223	
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%	



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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q47.3 YES	16 5%	295 5%	1 1%*	1 2%~	2 4%	1 2%	5 8%	6 23%~	14 5%	~	~	~	1 13%~	~	1 5%~	2 2%	14 6%*	4 2%*	12 10%*	8 7%	8 4%
NO	332 95%	5259 95%	76 99%*	43 98%~	51 96%	58 98%	60 92%	20 77%~	254 95%	~100%	2 100%	3 100%	7 88%~	10 100%	18 95%~	82 98%	227 94%*	208 98%*	105 90%*	100 93%	215 96%
VALID CASES	348	5554	77	44	53	59	65	26	268		2	3	8	10	19	84	241	212	117	108	223
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%		2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-	AS- IAN	NATV ILND	AMER HAW/ IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN-	VERY GOOD & FAIR & POOR	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE	
PCG TOT ADLT	OHP TOT ADLT																			
Q47.4 YES	61 18%	1125 20%	2 3%*	2 5%~	11 21%	13 22%	23 35%*	10 38%~	51 19%	1 ~ 50%~	1 33%~	3 38%~	3 ~ 16%~	8 10%*	52 22%*	23 11%*	37 32%*	20 19%	41 18%	
Q47.4 NO	287 82%	4429 80%	75 97%*	42 95%~	42 79%	46 78%	42 65%*	16 62%~	217 81%	1 ~ 50%~	2 67%~	5 63%~	10 100%~	16 84%~	76 90%*	189 78%*	80 68%*	88 81%	182 82%	
VALID CASES	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q48 YES	105 33%	1783 35%	20 26%	8 18%	20 38%	19 35%	25 40%	12 48%	84 32%			1 33%	3 38%	2 20%	9 47%	20 25%	82 35%	46 22%*	59 53%*	26 25%*	79 37%*
NO	216 67%	3302 65%	57 74%	36 82%	33 62%	35 65%	38 60%	13 52%	176 68%		2 ~100%	2 67%	5 63%	8 80%	10 53%	61 75%	153 65%	161 78%*	53 47%*	80 75%*	136 63%*
NOT ANSWERED	27	469				5	2	1	8							3	6	5	5	2	8
VALID CASES	321	5085	77	44	53	54	63	25	260		2	3	8	10	19	81	235	207	112	106	215
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%		2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q49 YES	89 90%	1476 87%	16 80%	7 100%	17 89%	18 95%	22 92%	9 90%	70 89%	~	1 100%	2 67%	2 100%	9 100%	13 72%	73 94%	37 80%	52 98%	26 100%	63 86%
NO	10 10%	228 13%	4 20%	~	2 11%	1 5%	2 8%	1 10%	9 11%	~	~	1 33%	~	~	5 28%	5 6%	9 20%	1 2%	~	10 14%
NOT ANSWERED	6	88		1	1		1	2	5						2	4		6		6
VALID CASES	99	1703	20	7	19	19	24	10	79		1	3	2	9	18	78	46	53	26	73
NUMBER OF RESPONDENTS	105 100%	1791 100%	20 100%	8 100%	20 100%	19 100%	25 100%	12 100%	84 100%		1 100%	3 100%	2 100%	9 100%	20 100%	82 100%	46 100%	59 100%	26 100%	79 100%

[ASKED IF Q48 = YES]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q50 YES	192 59%	3492 68%*	22 29%*	20 45%~	31 58%	39 70%	57 89%*	21 81%~	162 62%		1 ~	2 50%~	2 67%~	6 75%~	2 20%~	12 63%~	25 30%*	164 69%*	94 45%*	97 84%*	54 51%	138 63%
NO	133 41%	1617 32%*	55 71%*	24 55%~	22 42%	17 30%	7 11%*	5 19%~	101 38%		1 ~	1 50%~	1 33%~	2 25%~	8 80%~	7 37%~	57 70%*	74 31%*	114 55%*	18 16%*	51 49%	82 37%
NOT ANSWERED	23	446				3	1		5							2	3	4	2	3	3	
VALID CASES	325	5108	77	44	53	56	64	26	263		2	3	8	10	19	82	238	208	115	105	220	
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268		2	3	8	10	19	84	241	212	117	108	223	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE
Q51 YES	174 96%	3137 94%	18 82%~	17 94%~	27 93%~	38 100%~	54 98%	19 100%~	149 97%~	1 ~100%	1 ~100%	4 67%~	2 100%~	11 92%~	22 92%~	149 96%~	84 92%*	89 99%*	52 100%~	122 94%~
NO	8 4%	193 6%	4 18%~	1 6%~	2 7%~	~	1 2%	~	5 3%~	~	~	2 33%~	~	1 8%~	2 8%~	6 4%~	7 8%*	1 1%*	~	8 6%*
NOT ANSWERED	10	173		2	2	1	2	2	8			1			1	9	3	7	2	8
VALID CASES	182	3330	22	18	29	38	55	19	154	1	1	6	2	12	24	155	91	90	52	130
NUMBER OF RESPONDENTS	192 100%	3503 100%	22 100%	20 100%	31 100%	39 100%	57 100%	21 100%	162 100%	1 100%	2 100%	6 100%	2 100%	12 100%	25 100%	164 100%	94 100%	97 100%	54 100%	138 100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PCG TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC LLND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
NQ52																				
18 TO 24	84 24%	872 16%*	77 100%~	~	~	~	~	54 20%*	1 50%~	2 25%~	5 50%~	8 42%~	40 48%*	37 15%*	72 34%*	6 5%*	32 30%	46 21%*		
25 TO 34	50 14%	867 16%	44 ~100%~	~	~	~	~	35 13%	~	1 33%~	3 38%~	1 10%~	2 11%~	13 15%	33 14%	35 17%	11 9%*	5 5%*	41 18%*	
35 TO 44	56 16%	843 15%	~	53 ~100%~	~	~	~	46 17%	~	~	~	2 20%~	1 5%~	15 18%	38 16%	36 17%	17 15%	17 16%	36 16%	
45 TO 54	63 18%	1055 19%	~	~	59 ~100%~	~	~	51 19%	~	~	1 13%~	2 20%~	2 11%~	10 12%	48 20%	30 14%*	29 25%*	17 16%	44 20%	
55 TO 64	67 19%	1061 19%	~	~	~	65 ~100%~	~	58 22%*	~	~	1 13%~	6 32%~	4 5%*	61 25%*	27 13%*	38 32%*	30 28%*	35 16%*		
65 TO 74	17 5%	478 9%*	~	~	~	~	17 65%~	15 6%	~	1 33%~	1 13%~	~	~	1 1%*	16 7%*	8 4%	9 8%	4 4%	13 6%	
75 OR OLDER	11 3%	377 7%*	~	~	~	~	9 35%~	9 3%	~	1 50%~	1 33%~	~	~	1 1%	8 3%	4 2%	7 6%	3 3%	8 4%	
VALID CASES	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

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

NQ53 ARE YOU MALE OR FEMALE?

		AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
PCG TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	FE- MALE		
NQ53																					
MALE	113 32%	2022 36%	31 40%	5 11%	17 32%	17 29%	30 46%*	6 23%	85 32%	1 ~	3 50%	1 100%	6 13%	7 60%	37%~	26 31%	81 34%	73 34%	35 30%	108 100%~	~
FEMALE	235 68%	3532 64%	46 60%	39 89%	36 68%	42 71%	35 54%*	20 77%	183 68%	1 ~	7 88%	4 40%	12 63%	58 69%	160 66%	139 66%	82 70%	223 ~100%			
VALID CASES	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223	
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%	

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



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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	OTH-	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE		
Q54 8TH GRADE OR LESS	26 8%	280 5%	~	1 2%	6 12%	8 14%	6 9%	4 17%	21 8%	~	~	~	~	1 10%	~	14 18%*	11 5%*	12 6%	14 12%	7 7%	19 9%	
SOME HIGH SCHOOL BUT DID NOT GRADUATE	64 20%	804 16%	21%	16 18%	8 10%*	5 18%	10 25%	16 29%	7 19%	49 19%	~	1 50%	1 33%	2 25%	2 20%	6 32%	11 14%	52 22%	34 17%	30 26%*	27 26%	37 17%
HIGH SCHOOL GRADUATE OR GED	124 39%	1985 39%	45%	35 39%	17 40%	21 34%	19 33%	21 38%	9 39%	103 39%	~	~	1 33%	2 25%	4 40%	5 26%	37 47%	86 36%	80 39%	43 38%	42 40%	82 38%
SOME COLLEGE OR 2-YEAR DEGREE	97 30%	1653 32%	32%	25 39%	17 29%	15 30%	17 31%	20 13%	3 30%	78 30%	~	1 50%	1 33%	4 50%	2 20%	8 42%	16 20%*	80 33%*	71 34%*	25 22%*	25 24%	72 33%
4-YEAR COLLEGE GRADUATE	7 2%	237 5%*	1%	1 2%	3 6%	1 2%	1 2%	~	6 2%	~	~	~	~	1 10%	~	1 1%	6 3%	6 3%	1 0.9%	3 3%	4 2%	
MORE THAN 4-YEAR COLLEGE DEGREE	4 1%	145 3%*	~	~	2 4%	1 2%	~	1 4%	4 2%~	~	~	~	~	~	~	~	4 2%*	3 1%	1 0.9%	1 1%	3 1%	
NOT ANSWERED	26	450			1	3	1	2	7							5	2	6	3	3	6	
VALID CASES	322	5104	77	44	52	56	64	24	261		2	3	8	10	19	79	239	206	114	105	217	
NUMBER OF RESPONDENTS	348	5554	77	44	53	59	65	26	268		2	3	8	10	19	84	241	212	117	108	223	
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

Q55 ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q55																					
YES HISPANIC OR LATINO	84 26%	549 11%*	40 52%*	11 25%~	15 28%	9 16%*	4 6%*	2 8%~	50 19%*	~	~	~	10 ~100%~	5 26%~	84 100%~	~	60 29%	23 20%	26 24%	58 27%	
NO NOT HISPANIC OR LATINO	241 74%	4520 89%*	37 48%*	33 75%~	38 72%	48 84%*	61 94%*	22 92%~	214 81%*	~100%~	2 ~100%~	3 ~100%~	8 ~100%~	14 ~74%~	241 ~100%~	~	149 71%	91 80%	81 76%	160 73%	
NOT ANSWERED	23	485				2		2	4								3	3	1	5	
VALID CASES	325	5069	77	44	53	57	65	24	264		2	3	8	10	19	84	241	209	114	107	218
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%		2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
Q56.1 YES	287 82%	4288 77%*	62 81%	36 82%~	47 89%	52 88%	64 98%*	23 88%~	268 100%~	~	~	~	~	19 ~100%~	55 65%*	228 95%*	183 86%*	102 87%	92 85%	195 87%*	
NO	61 18%	1266 23%*	15 19%	8 18%~	6 11%	7 12%	1 2%*	3 12%~	~	~100%~	2 100%~	3 100%~	8 100%~	10 100%~	29 35%*	13 5%*	29 14%*	15 13%	16 15%	28 13%*	
VALID CASES	348	5554	77	44	53	59	65	26	268		2	3	8	10	19	84	241	212	117	108	223
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%		2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	FE- MALE	MALE	
Q56.2	PCG TOT ADLT																			
YES	1 0.3%	207 4%*	1 1%~	~	~	~	~	~	~	~	~	~	1 5%~	1 ~0.4%	1 ~0.5%	~	~	1 ~0.4%	~	
NO	347 100%	5347 96%*	76 99%~	44 100%~	53 100%~	59 100%~	26 100%~	268 100%~	2 ~100%~	3 100%~	8 100%~	10 100%~	18 95%~	84 100%~	240 100%~	211 100%~	117 100%~	108 100%~	222 100%~	
VALID CASES	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q56.3	PCG TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
YES	3 0.9%	238 4%*	2 3%	~	~	~	~	4%~	~	~100%~	2 ~	~	~	~	1 5%~	3 ~	3 1%	~	2 2%	1 0.4%
NO	345 99%	5316 96%*	75 97%	44 100%	53 100%	59 100%	65 100%	25 96%~	268 100%~	~	3 ~100%	8 100%	10 100%	18 95%~	84 100%	238 99%	209 99%	117 100%	106 98%	222 100%
VALID CASES	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
PCG TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q56.4 YES	4 1%	38 0.7%	1 ~	2 ~	3 ~	4 ~	5 ~	1 ~	1 ~	3 ~100%	~	~	1 ~5%	~	4 ~2%	2 ~0.9%	2 ~2%	3 3%	1 0.4%	
NO	344 99%	5516 99%	77 100%	43 98%	53 100%	59 100%	64 98%	25 96%	268 100%	2 ~100%	8 ~100%	10 ~100%	18 95%	84 100%	237 98%*	210 99%	115 98%	105 97%	222 100%	
VALID CASES	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER		
PCG TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
Q56.5 YES	17 5%	410 7%*	6 8%	3 7%~	2 ~	5 3%	1 8%	~	~	~	~	~	8 ~100%~	9 ~	47%~	1 1%*	16 7%*	9 4%	8 7%	6 6%	11 5%
NO	331 95%	5144 93%*	71 92%	41 93%~	53 100%~	57 97%	60 92%	25 96%~	268 100%~	2 ~100%~	3 ~100%~	10 ~100%~	10 53%~	83 99%*	225 93%*	203 96%	109 93%	102 94%	212 95%		
VALID CASES	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223	
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%	

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q56.6	PCG TOT ADULT																			
YES	19 5%	323 6%	8 10%	3 7%	3 6%	4 7%	1 2%*	~	~	~	~	10 ~100%	9 47%	14 17%*	5 2%*	9 4%	10 9%	8 7%	11 5%	
NO	329 95%	5231 94%	69 90%	41 93%	50 94%	55 93%	64 98%*	26 100%	268 100%	2 ~100%	3 100%	8 100%	10 ~	10 53%	70 83%*	236 98%*	203 96%	107 91%	100 93%	212 95%
VALID CASES	348	5554	77	44	53	59	65	26	268	2	3	8	10	19	84	241	212	117	108	223
NUMBER OF RESPONDENTS	348 100%	5554 100%	77 100%	44 100%	53 100%	59 100%	65 100%	26 100%	268 100%	2 100%	3 100%	8 100%	10 100%	19 100%	84 100%	241 100%	212 100%	117 100%	108 100%	223 100%



Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE	
Q57 YES	39 15%	778 19%	8 16%	4 13%	5 12%	6 12%	8 15%	8 36%	34 16%	1 ~ 50%	~	1 ~ 14%	~	12 ~ 21%	26 14%	26 16%	13 15%	15 18%	24 14%	
NO	213 85%	3221 81%	43 84%	27 87%	37 88%	42 88%	44 85%	14 64%	180 84%	1 ~ 50%	2 ~ 100%	7 ~ 100%	6 ~ 86%	7 ~ 100%	44 79%	166 86%	135 84%	76 85%	67 82%	146 86%
NOT ANSWERED	5	98			2		1	2			1			2	1	1	3	2	2	
VALID CASES	252	3999	51	31	42	48	52	22	214	2	2	7	7	7	56	192	161	89	82	170
NUMBER OF RESPONDENTS	257 100%	4097 100%	51 100%	31 100%	42 100%	50 100%	52 100%	23 100%	216 100%	2 100%	3 100%	7 100%	7 100%	7 100%	58 100%	193 100%	162 100%	92 100%	84 100%	172 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER	
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
Q58.1 YES	27 69%	312 49%	4 50%	2 50%	3 60%	5 83%	6 75%	7 88%	25 74%	1 ~100%	~	~	~	8 67%	18 69%	18 69%	9 69%	12 80%	15 62%	
NO	12 31%	325 51%	4 50%	2 50%	2 40%	1 17%	2 25%	1 13%	9 26%	~	~	~	1 ~100%	4 33%	8 31%	8 31%	4 31%	3 20%	9 38%	
VALID CASES	39	637	8	4	5	6	8	8	34	1			1	12	26	26	13	15	24	
NUMBER OF RESPONDENTS	39 100%	637 100%	8 100%	4 100%	5 100%	6 100%	8 100%	8 100%	34 100%	1 100%			1 100%	12 100%	26 100%	26 100%	13 100%	15 100%	24 100%	

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

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.2	PCG TOT ADLT																			
YES	18 46%	277 43%	3 38%	2 50%	2 40%	1 17%	4 50%	6 75%	18 53%	~	~	~	~	~	6 50%	11 42%	13 50%	5 38%	7 47%	11 46%
NO	21 54%	360 57%	5 63%	2 50%	3 60%	5 83%	4 50%	2 25%	16 47%	~100%	~	~100%	~	6 50%	15 58%	13 50%	8 62%	8 53%	13 54%	
VALID CASES	39	637	8 100%	4 100%	5 100%	6 100%	8 100%	8 100%	34 100%	1 100%		1 100%		12 100%	26 100%	26 100%	13 100%	15 100%	24 100%	
NUMBER OF RESPONDENTS	39 100%	637 100%	8 100%	4 100%	5 100%	6 100%	8 100%	8 100%	34 100%	1 100%		1 100%		12 100%	26 100%	26 100%	13 100%	15 100%	24 100%	

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

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

		AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.3	PCG TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
YES	6 15%	225 35%	2 25%	1 25%	1 20%	2 ~ 25%	4 ~ 12%	~	~	~	~	~	~	2 ~ 17%	4 15%	3 12%	3 23%	6 ~ 25%		
NO	33 85%	412 65%	6 75%	3 75%	4 80%	6 ~100%	8 75%	8 ~100%	30 88%	1 ~100%	~	1 ~100%	~	10 ~ 83%	22 85%	23 88%	10 77%	15 ~100%	18 75%	
VALID CASES	39	637	8	4	5	6	8	8	34	1		1		12	26	26	13	15	24	
NUMBER OF RESPONDENTS	39 100%	637 100%	8 100%	4 100%	5 100%	6 100%	8 100%	8 100%	34 100%	1 100%		1 100%		12 100%	26 100%	26 100%	13 100%	15 100%	24 100%	

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

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

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	NATV HAW/ PAC	AMER IND/ ALSK	MUL-	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
Q58.4 YES	2 5%	83 13%	~	~	20%	~	~	13%	1 3%	1 ~100%	~	~	~	1 8%	1 4%	2 8%	~	2 13%	~
NO	37 95%	554 87%	8 100%	4 100%	4 80%	6 100%	8 100%	7 88%	33 97%	~	~	~	1 ~100%	11 92%	25 96%	24 92%	13 100%	13 87%	24 100%
VALID CASES	39	637	8	4	5	6	8	8	34	1			1	12	26	26	13	15	24
NUMBER OF RESPONDENTS	39 100%	637 100%	8 100%	4 100%	5 100%	6 100%	8 100%	8 100%	34 100%	1 100%			1 100%	12 100%	26 100%	26 100%	13 100%	15 100%	24 100%

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

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
		18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE	
Q58.5	PCG TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	MALE	FE- MALE
YES	5 13%	59 9%	1 13%	1 ~	2 20%	1 33%	1 ~	1 13%	4 12%	~	~	~	~	~	1 8%	4 15%	3 12%	2 15%	2 13%	3 12%
NO	34 87%	578 91%	7 88%	4 100%	4 80%	4 67%	8 100%	7 88%	30 88%	1 ~	1 ~	1 ~	1 ~	1 ~	11 92%	22 85%	23 88%	11 85%	13 87%	21 88%
VALID CASES	39	637	8	4	5	6	8	8	34	1			1		12	26	26	13	15	24
NUMBER OF RESPONDENTS	39 100%	637 100%	8 100%	4 100%	5 100%	6 100%	8 100%	8 100%	34 100%	1 100%			1 100%		12 100%	26 100%	26 100%	13 100%	15 100%	24 100%

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

NQ13 RATING OF ALL HEALTH CARE

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ13 0-6	37 16%	821 21%	3 6%*	5 19%~	6 17%~	9 20%~	10 20%	3 19%~	31 17%~	~	~	~	~	1 17%~	2 13%~	8 15%	28 16%	11 8%*	25 28%*	9 15%	28 17%
7-8	78 34%	1319 34%	19 38%	13 48%~	13 36%~	14 32%~	14 28%	4 25%~	63 34%~	~100%~	1 100%~	1 100%~	3 75%~	3 50%~	4 27%~	15 28%	63 37%	48 36%	30 34%	17 27%	61 37%
9-10	113 50%	1746 45%	28 56%	9 33%~	17 47%~	21 48%~	26 52%	9 56%~	91 49%~	~	~	~	1 25%~	2 33%~	9 60%~	30 57%	81 47%	76 56%*	34 38%*	36 58%	75 46%
VALID CASES	228	3886	50	27	36	44	50	16	185	1	1	4	6	15	53	172	135	89	62	164	
NUMBER OF RESPONDENTS	228 100%	3886 100%	50 100%	27 100%	36 100%	44 100%	50 100%	16 100%	185 100%	1 100%	1 100%	4 100%	6 100%	15 100%	53 100%	172 100%	135 100%	89 100%	62 100%	164 100%	
MEAN	2.33	2.24	2.50	2.15	2.31	2.27	2.32	2.38	2.32	2.00	2.00	2.25	2.17	2.47	2.42	2.31	2.48	2.10	2.44	2.29	
p stat_(*=Sig @ p<=.05)		.069	.044*	~	~	~	.887	~	~	~	~	~	~	~	~	.366	.377	.001*	.000*	.207	.133

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ23 0-6	33 13%	644 16%	6 10%	2 6%	6 15%	8 16%	8 16%	2 11%	26 12%	~	~	~	2 33%	1 17%	2 13%	4 6%*	28 15%	13 8%*	20 22%*	9 12%	24 13%
7-8	59 23%	927 23%	11 18%	9 27%	9 22%	12 24%	14 27%	3 16%	51 24%	~	1 50%	~	2 33%	1 17%	2 13%	11 17%	47 25%	37 22%	21 23%	14 19%	44 24%
9-10	168 65%	2413 61%	43 72%	22 67%	26 63%	29 59%	29 57%	14 74%	135 64%	~	1 50%	1 100%	2 33%	4 67%	11 73%	50 77%*	115 61%*	115 70%*	50 55%*	50 68%	116 63%
VALID CASES	260	3984	60	33	41	49	51	19	212		2	1	6	6	15	65	190	165	91	73	184
NUMBER OF RESPONDENTS	260 100%	3984 100%	60 100%	33 100%	41 100%	49 100%	51 100%	19 100%	212 100%		2 100%	1 100%	6 100%	6 100%	15 100%	65 100%	190 100%	165 100%	91 100%	73 100%	184 100%
MEAN	2.52	2.44	2.62	2.61	2.49	2.43	2.41	2.63	2.51		2.50	3.00	2.00	2.50	2.60	2.71	2.46	2.62	2.33	2.56	2.50
p stat_(*=Sig @ p<=.05)		.115	.210	~	~	~.235	~	~	~	~	~	~	~	~	~	~.006*	.015*	.007*	.004*	.549	.507

[ASKED IF Q15 = YES]



NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	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		
NQ27 0-6	13 12%	230 13%	5 28%~	2 15%~	3 23%~	1 5%~	2 7%~	7 9%~	~	~	~	~	~	1 50%~	4 36%~	5 29%~	8 10%~	4 8%~	9 18%~	4 13%~	9 12%~	
7-8	18 17%	475 27%*	5 28%~	2 15%~	4 31%~	1 5%~	5 17%~	14 17%~	~	~	~	~	~	1 50%~	2 18%~	5 29%~	12 14%~	9 17%~	8 16%~	4 13%~	13 18%~	
9-10	74 70%	1078 60%*	8 44%~	9 69%~	6 46%~	20 91%~	22 76%~	8 100%~	61 74%~	~	1 100%~	3 100%~	3 100%~	2 100%~	11 100%~	5 45%~	7 41%~	64 76%~	39 75%~	34 67%~	22 73%~	51 70%~
VALID CASES	105	1782	18	13	13	22	29	8	82		1	3	2	11	17	84	52	51	30	73		
NUMBER OF RESPONDENTS	105 100%	1782 100%	18 100%	13 100%	13 100%	22 100%	29 100%	8 100%	82 100%		1 100%	3 100%	2 100%	11 100%	17 100%	84 100%	52 100%	51 100%	30 100%	73 100%		
MEAN	2.58	2.48	2.17	2.54	2.23	2.86	2.69	3.00	2.66		3.00	3.00	1.50	2.09	2.12	2.67	2.67	2.49	2.60	2.58		
p stat_(*=Sig @ p<=.05)		.139	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.201	.212	~	~	~

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

NQ35 RATING OF HEALTH PLAN

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
NQ35 0-6	53 17%	1152 23%*	8 11%	12 27%~	9 18%~	13 24%	8 13%	1 5%~	39 16%	~	~	~	5 63%~	1 11%~	5 26%~	9 11%	43 19%	27 14%	25 23%	16 16%	36 17%
7-8	101 33%	1595 32%	23 31%	20 45%~	15 31%~	17 31%	20 33%	5 26%~	87 35%*	~	1 50%~	1 50%~	2 25%~	1 11%~	5 26%~	15 19%*	85 38%*	68 35%	32 30%	30 31%	71 34%
9-10	154 50%	2187 44%	43 58%	12 27%~	25 51%~	24 44%	32 53%	13 68%~	120 49%	~	1 50%~	1 50%~	1 13%~	7 78%~	9 47%~	57 70%*	93 42%*	99 51%	51 47%	52 53%	99 48%
VALID CASES	308	4933	74	44	49	54	60	19	246		2	2	8	9	19	81	221	194	108	98	206
NUMBER OF RESPONDENTS	308 100%	4933 100%	74 100%	44 100%	49 100%	54 100%	60 100%	19 100%	246 100%		2 100%	2 100%	8 100%	9 100%	19 100%	81 100%	221 100%	194 100%	108 100%	98 100%	206 100%
MEAN	2.33	2.21	2.47	2.00	2.33	2.20	2.40	2.63	2.33		2.50	2.50	1.50	2.67	2.21	2.59	2.23	2.37	2.24	2.37	2.31
p stat_(*=Sig @ p<=.05)		.011*	.046*	~	~	.186	.395	~	.956	~	~	~	~	~	~	~.000*	.000*	.212	.152	.532	.475

NQ35Z RATING OF INTERPRETER

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER					
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE			
NQ35Z 0-6		6 8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~				
7-8	2 17%	26 31%	~	~	~	50%	~	~	~	~	~	~	~	18%	~	17%	17%	~	2 18%			
9-10	10 83%	52 62%	~	100%	100%	50%	100%	100%	100%	100%	89%	~	~	~	~	82%	~	83%	5 83%	5 83%	1 100%	9 82%
VALID CASES	12	85		1	5	2	1	2	9					11		6	6	1	11			
NUMBER OF RESPONDENTS	12	85		1	5	2	1	2	9					11		6	6	1	11			
	100%	100%		100%	100%	100%	100%	100%	100%					100%		100%	100%	100%	100%			
MEAN	2.83	2.54		3.00	3.00	2.50	3.00	3.00	2.89					2.82		2.83	2.83	3.00	2.82			
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~			

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

GETTING NEEDED CARE

		AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	PCG TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NPRBSEE4 NQ25	2.35	2.27	2.00	2.23	2.21	2.42	2.57	2.50	2.41		2.00	1.67	2.33	2.08	2.16	2.38	2.35	2.33	2.45	2.30	
p stat_(*=Sig @ p<=.05)		.321	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.934	.874	~	~	
NCARNES4 NQ14	2.36	2.31	2.48	2.26	2.38	2.22	2.33	2.56	2.36	3.00	3.00	2.75	2.50	2.27	2.33	2.36	2.45	2.19	2.45	2.31	
p stat_(*=Sig @ p<=.05)		.374	.153	~	~	~	~	~	~	~	~	~	~	~	.790	.830	.020*	.008*	.211	.143	
COMPOSITE	2.35	2.29	2.24	2.25	2.30	2.32	2.45	2.53	2.38	x	3.00	2.50	2.21	2.42	2.18	2.25	2.37	2.40	2.26	2.45	2.31
p stat_(*=Sig @ p<=.05)		.807	.808	~	~	~	.872	~	~	~	~	~	~	~	~	.810	.893	.822	.797	.818	.794

GETTING CARE QUICKLY

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
NCARSN4 NQ4	2.46	2.38	2.50	2.38	2.41	2.42	2.54	2.50	2.47		2.50	1.67	3.00	2.46	2.30	2.50	2.54	2.34	2.53	2.42	
p stat_(*=Sig @ p<=.05)		.259	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.172	.120	~	~	
NAPGET4 NQ6	2.33	2.29	2.27	2.37	2.17	2.51	2.32	2.33	2.34		3.00	1.50	2.00	2.60	2.15	2.27	2.34	2.42	2.15	2.37	2.31
p stat_(*=Sig @ p<=.05)		.526	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.643	.058	.019*	.659	.535
COMPOSITE	2.39	2.33	2.38	2.38	2.29	2.47	2.43	2.42	2.41	x	3.00	2.00	1.83	2.80	2.31	2.29	2.42	2.48	2.24	2.45	2.36
p stat_(*=Sig @ p<=.05)		.833	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.855	.719	.700	.914	.874

HOW WELL DOCTORS COMMUNICATE

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
NDREXPL4 NQ17	2.71	2.60	2.80	2.77	2.61	2.82	2.59	2.72	2.71		3.00	3.00	2.67	2.87	2.70	2.71	2.82	2.54	2.85	2.66	
p stat_(*=Sig @ p<=.05)		.005*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.003*	.001*	.012*	.009*	
NDRLSTN4 NQ18	2.67	2.57	2.78	2.73	2.61	2.75	2.57	2.61	2.67		3.00	3.00	2.50	2.73	2.65	2.67	2.80	2.48	2.85	2.60	
p stat_(*=Sig @ p<=.05)		.023*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.001*	.000*	.003*	.006*	
NDRESPU4 NQ19	2.72	2.65	2.83	2.82	2.64	2.77	2.64	2.65	2.74		3.00	3.00	2.67	2.67	2.65	2.74	2.87	2.49	2.83	2.68	
p stat_(*=Sig @ p<=.05)		.131	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.000*	.000*	.092	.075	
NDRTMEN4 NQ20	2.57	2.46	2.63	2.55	2.52	2.59	2.56	2.59	2.57		3.00	2.50	2.17	2.67	2.50	2.59	2.70	2.36	2.66	2.53	
p stat_(*=Sig @ p<=.05)		.026*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.001*	.001*	.270	.195	
COMPOSITE	2.67	2.57	2.76	2.72	2.59	2.73	2.59	2.64	2.67	x	x	3.00	2.88	2.50	2.73	2.62	2.68	2.79	2.47	2.80	2.62
p stat_(*=Sig @ p<=.05)		.806	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.724	.704	.857	.850	

CUSTOMER SERVICE

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE		
NPBCLCS4 NQ31	2.23	2.14	2.00	2.33	2.27	2.27	2.27	2.50	2.16		2.00		2.50	2.40	2.20	2.18	2.27	2.14	2.29	2.17	
p stat_(*=Sig @ p<=.05)		.353	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCSRESP NQ32	2.75	2.59	2.65	2.44	3.00	2.73	2.87	3.00	2.73		2.00		3.00	3.00	2.88	2.69	2.68	2.83	2.75	2.76	
p stat_(*=Sig @ p<=.05)		.032*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.49	2.37	2.32	2.39	2.64	2.50	2.57	2.75	2.45	x	x	2.00	x	2.75	2.70	2.54	2.43	2.48	2.49	2.52	2.46
p stat_(*=Sig @ p<=.05)		.816	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

SHARED DECISION MAKING

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NRXWHY NQ10	2.34	2.23	2.47	2.58	2.35	2.57	2.13	2.09	2.28				3.00	3.00	2.78	2.52	2.29	2.43	2.25	2.24	2.37
p stat_(*=Sig @ p<=.05)		.138	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.208	.299	~	~
NRXWYNT NQ11	1.99	1.87	2.00	2.17	1.95	2.04	1.87	2.18	1.96				3.00	2.00	2.22	2.05	1.99	2.13	1.85	1.92	2.01
p stat_(*=Sig @ p<=.05)		.114	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.050	.081	~	~
NRXBST NQ12	2.45	2.44	2.80	3.00	2.40	2.48	2.10	2.27	2.43				2.00	3.00	2.56	2.80	2.38	2.77	2.07	2.60	2.40
p stat_(*=Sig @ p<=.05)		.950	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.000*	.000*	~	~
COMPOSITE	2.26	2.18	2.42	2.58	2.23	2.36	2.03	2.18	2.22	x	x	x	2.67	2.67	2.52	2.46	2.22	2.44	2.06	2.25	2.26
p stat_(*=Sig @ p<=.05)		.869	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	.700	.711	~	~



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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE		
PRBSEE4 Q25	83%	78%	63%	85%	71%	92%	90%	88%	87%			100%	33%	67%	58%	74%	84%	85%	80%	90%	79%
CARNES4 Q14	84%	82%	92%	85%	85%	76%	80%	94%	85%		100%	100%	100%	83%	87%	78%	86%	88%	78%	89%	82%
AVERAGE	83.5	79.8	77.6	84.9	78.4	83.6	84.8	90.6	86.0	x	x	x	x	x	72.5	76.1	85.0	86.4	79.0	89.7	80.7

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

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER				
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
CARSN4 Q4	89%	82%	88%	92%	91%	89%	88%	88%	91%			100%	33%	100%	85%	85%	90%	92%	84%	92%	87%
APGET4 Q6	78%	79%	71%	88%	67%	85%	80%	87%	79%		100%	50%	67%	100%	69%	75%	79%	83%	69%	80%	77%
AVERAGE	83.5	80.1	79.6	89.9	78.8	87.4	84.2	87.1	85.0	x	x	x	x	x	76.9	80.0	84.7	87.7	76.7	86.0	82.2

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE
DREXPL4 Q17	94%	92%	98%	95%	91%	98%	91%	94%	95%			100%	100%	83%	100%	91%	95%	98%	89%	98%	93%
DRLSTN4 Q18	93%	89%	95%	100%	91%	93%	89%	94%	93%			100%	100%	83%	93%	93%	92%	96%	88%	96%	91%
DRESPU4 Q19	92%	91%	95%	100%	88%	93%	91%	88%	93%			100%	100%	100%	87%	91%	92%	98%	84%	94%	91%
DRTMEN4 Q20	90%	86%	90%	91%	94%	90%	90%	88%	90%			100%	100%	67%	100%	87%	91%	94%	84%	92%	90%
AVERAGE	92.4	89.3	94.5	96.6	90.9	93.1	90.2	91.3	92.6	x	x	x	x	x	95.0	90.8	92.7	96.3	86.1	95.3	91.2

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

	PCG TOT ADLT	OHP TOT ADLT	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		GENDER			
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	FE- MALE	FE- MALE			
PBCLCS4 Q31	78%	73%	70%	100%	73%	80%	73%	83%	75%			100%		100%	80%	80%	75%	83%	69%	79%	76%
CSRESP Q32	96%	91%	95%	89%	100%	93%	100%	100%	95%			100%		100%	100%	100%	94%	95%	97%	96%	96%
AVERAGE	86.9	82.1	82.5	94.4	86.4	86.7	86.7	x	85.2	x	x	x	x	x	90.0	84.3	89.0	83.3	87.5	86.1	

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

	PCG TOT ADLT	OHP TOT ADLT	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
			18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
RXWHY Q10	82%	80%	95%	100%	80%	96%	67%	64%	79%				100%	100%	100%	90%	80%	89%	75%	80%	83%
RXWYNT Q11	70%	61%	70%	83%	70%	70%	60%	82%	68%				100%	100%	78%	75%	69%	79%	60%	62%	71%
FRXBST Q12	72%	72%	90%	100%	70%	74%	55%	64%	72%				50%	100%	78%	90%	69%	88%	54%	80%	70%
AVERAGE	74.6	70.8	84.9	94.4	73.3	79.7	60.6	69.7	72.9	x	x	x	x	x	85.2	85.2	72.6	85.2	62.7	73.8	74.7

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER 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	419	5863	1	75	122	134	87	285	2	1	1	3	23	28	263	136	374	24	351	68
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	21	155		2	9	4	6	14				3	3		18	3	21		19	2
VALID CASES	419	5863	1	75	122	134	87	285	2	1	1	3	23	28	263	136	374	24	351	68
NUMBER OF RESPONDENTS	440	6018	1	77	131	138	93	299	2	1	1	3	26	31	281	139	395	24	370	70
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q3 YES	105 25%	1775 30%*	22 ~ 30%	26 20%	33 24%	24 27%	77 26%	~	~	~	~	8 ~ 31%	4 ~ 13%	55 20%*	45 32%*	96 25%~	5 22%~	82 23%	23 33%	
NO	323 75%	4117 70%*	1 100%~	51 70%	101 80%	104 76%	66 73%	218 74%	2 100%	1 100%	1 100%	3 100%	18 69%~	27 87%~	220 80%*	94 68%*	294 75%~	18 78%~	276 77%	47 67%
NOT ANSWERED	12	126	4	4	1	3	4							6		5	1	12		
VALID CASES	428	5892	1	73	127	137	90	295	2	1	1	3	26	31	275	139	390	23	358	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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?

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC
Q4 NEVER	28	2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	5 6%	167 10%	~ 15%~	3	~ 7%~	2	~ 6%~	~	~	~	~ 17%~	~	3	2	5	6%~	4	1
USUALLY	28 31%	270 16%*	~ 35%~	7	9%~	2	~ 33%~	~	~	~	~	~	19	9	27	33%~	22	6
ALWAYS	57 63%	1252 73%	~ 50%~	10	91%~	21	~ 61%~	~	~	~	~ 83%~	3	26	27	51	71%~	43	14
#ALWAYS + USUALLY (NET)	85 94%	1522 89%*	~ 85%~	17	100%~	23	~ 94%~	~	~	~	~ 83%~	3	45	36	78	94%~	65	20
TOP BOX SCORE	57 63%	1252 73%	~ 50%~	10	91%~	21	~ 61%~	~	~	~	~ 83%~	3	26	27	51	71%~	43	14
NOT ANSWERED	15	136		2	3	5	5	10			2	1	7	7	13	1	13	2
VALID CASES	90	1718		20	23	28	19	67			6	3	48	38	83	4	69	21
NUMBER OF RESPONDENTS	105	1854		22	26	33	24	77			8	4	55	45	96	5	82	23
	100%	100%		100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q3 = YES]



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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q5 YES	261 63%	3764 65%	1 100%	50 69%	85 67%	78 60%	47 53%	185 64%	2 100%	~	3 ~100%	18 72%	19 63%	158 59%*	96 71%*	239 62%	14 67%	207 59%*	54 79%*	
NO	156 37%	2063 35%	~	22 31%	41 33%	52 40%	41 47%	104 36%	1 ~100%	1 ~100%	~	7 ~28%	11 37%	112 41%*	40 29%*	145 38%	7 33%	142 41%*	14 21%*	
NOT ANSWERED	23	192		5	5	8	5	10				1	1	11	3	11	3	21	2	
VALID CASES	417	5826	1	72	126	130	88	289	2	1	1	3	25	30	270	136	384	21	349	68
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q6 NEVER	3 1%	57 2%	~	~	1% 3%	2% 3%	1 0.6%	~	~	~	~	1 6%~	~	2 1%	1 1%	3 1%~	~	3 2%~	~		
SOMETIMES	27 11%	442 13%	~	20%~	9% 8%	6% 10%	7% 11%~	5 11%	18 ~	~	~	~	1 6%~	1 5%~	20 14%	7 8%	26 12%~	1 8%~	22 12%	5 10%	
USUALLY	77 32%	870 25%*	~	26%~	12% 32%	25% 32%	24% 33%	16% 36%~	61 36%*	~	~	~	2 67%~	4 24%~	3 16%~	48 33%	27 30%	71 32%~	4 31%~	55 29%	22 42%
ALWAYS	135 56%	2092 60%	100%~	54%~	25% 59%	47% 54%	39% 52%~	23 53%	89 100%~	2 ~	~	~	1 33%~	11 65%~	15 79%~	77 52%	54 61%	123 55%~	8 62%~	110 58%	25 48%
#ALWAYS + USUALLY (NET)	212 88%	2961 86%	100%~	80%~	1 80%~	37% 91%	72% 88%	63% 89%~	39 89%~	2 100%~	~	~	3 100%~	15 88%~	18 95%~	125 85%	81 91%	194 87%~	12 92%~	165 87%	47 90%
TOP BOX SCORE	135 56%	2092 60%	100%~	54%~	25% 59%	47% 54%	39% 52%~	23 53%	89 100%~	2 ~	~	~	1 33%~	11 65%~	15 79%~	77 52%	54 61%	123 55%~	8 62%~	110 58%	25 48%
NOT ANSWERED	19	259		4	6	6	3	16				1			11	7	16	1	17	2	
VALID CASES	242	3460	1	46	79	72	44	169	2			3	17	19	147	89	223	13	190	52	
NUMBER OF RESPONDENTS	261	3719	1	50	85	78	47	185	2			3	18	19	158	96	239	14	207	54	
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q5 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q7 NONE	126 30%	1770 31%	15 ~ 21%*	34 28%	44 33%	33 38%	84 29%	1 ~100%	1 ~100%	7 ~ 28%	9 30%	93 34%*	31 23%*	119 31%~	5 23%~	119 34%*	7 10%*			
1 TIME	125 30%	1587 28%	1 100%~	20 28%	39 32%	40 30%	25 29%	87 30%	~	~	2 ~ 67%~	9 36%~	13 43%~	85 31%	39 29%	119 31%~	5 23%~	109 31%	16 24%	
2	80 19%	1212 21%	15 ~ 21%	30 24%	21 16%	14 16%	59 20%	~	~	1 ~ 33%~	6 24%~	4 13%~	43 16%*	31 23%	71 18%~	4 18%~	67 19%	13 19%		
3	51 12%	601 10%	13 ~ 18%	10 8%	19 14%	9 10%	37 13%	~	~	~	1 ~ 4%~	3 10%~	29 11%	21 15%	44 11%~	5 23%~	35 10%*	16 24%*		
4	17 4%	266 5%	5 ~ 7%	5 4%	3 2%	4 5%	11 4%	~	~	~	2 ~ 8%~	~	13 5%	4 3%	15 4%~	1 5%~	13 4%	4 6%		
5 TO 9	14 3%	243 4%	4 ~ 6%	3 2%	6 4%	1 1%	10 3%	2 100%~	~	~	~	1 ~ 3%~	8 3%	6 4%	12 3%~	2 9%~	6 2%*	8 12%*		
10 OR MORE TIMES	4 1%	84 1%	~	~	2 2%	1 0.7%	1 1%	4 1%*	~	~	~	~	~	4 3%*	4 1%~	~	1 0.3%	3 4%		
NOT ANSWERED	23	255	5	8	4	6	7				1	1	10	3	11	2	20	3		
VALID CASES	417	5763	1	72	123	134	87	292	2	1	1	3	25	30	271	136	384	22	350	67
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q8 #YES	198 70%	2722 69%	44 ~ 79%	63 73%	58 67%	33 65%	149 75%*	1 50%~	~	~	1 33%~	12 67%~	16 76%~	114 67%	77 75%	177 69%~	14 82%~	154 70%	44 73%
NO	83 30%	1206 31%	1 100%~	12 21%	23 27%	18 35%	50 25%*	1 50%~	~	~	2 67%~	6 33%~	5 24%~	57 33%	25 25%	79 31%~	3 18%~	67 30%	16 27%
NOT ANSWERED	10	97	1	3	3	3	9							7	3	9		10	
VALID CASES	281	3927	1	56	86	87	51	199	2		3	18	21	171	102	256	17	221	60
NUMBER OF RESPONDENTS	291	4024	1	57	89	90	54	208	2		3	18	21	178	105	265	17	231	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q9 NEVER	9 3%	99 3%	100%~	2 4%	2 2%	2 2%	2 4%	6 3%	~	~	~	~	~	5 3%	4 4%	8 3%~	1 6%~	9 4%*	~	
SOMETIMES	11 4%	362 9%*	~	2 4%	4 5%	2 2%	3 6%	6 3%	~	~	~	~	1 6%~	3 14%~	7 4%	4 4%	11 4%~	~	9 4%	2 3%
USUALLY	74 27%	854 22%	~	10 19%	16 19%*	31 36%*	17 33%	53 27%	~	~	~	1 33%~	4 24%~	3 14%~	50 30%	21 21%	66 26%~	6 35%~	57 26%	17 28%
ALWAYS	185 66%	2627 67%	~	39 74%	64 74%*	52 60%	30 58%	132 67%	2 100%~	~	~	2 67%~	12 71%~	14 67%~	107 63%	73 72%	170 67%~	10 59%~	144 66%	41 68%
#ALWAYS + USUALLY (NET)	259 93%	3480 88%*	~	49 92%	80 93%	83 95%	47 90%	185 94%	2 100%~	~	~	3 100%~	16 94%~	17 81%~	157 93%	94 92%	236 93%~	16 94%~	201 92%	58 97%
TOP BOX SCORE	185 66%	2627 67%	~	39 74%	64 74%*	52 60%	30 58%	132 67%	2 100%~	~	~	2 67%~	12 71%~	14 67%~	107 63%	73 72%	170 67%~	10 59%~	144 66%	41 68%
NOT ANSWERED	12	83		4	3	3	2	11					1		9	3	10		12	
VALID CASES	279	3941	1	53	86	87	52	197	2			3	17	21	169	102	255	17	219	60
NUMBER OF RESPONDENTS	291 100%	4024 100%	1 100%	57 100%	89 100%	90 100%	54 100%	208 100%	2 100%			3 100%	18 100%	21 100%	178 100%	105 100%	265 100%	17 100%	231 100%	60 100%

[ASKED IF Q7 >= 1 TIME]

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q10 YES	64 23%	1194 30%*	~	15 27%	16 18%	22 25%	11 22%	49 25%	1 50%~	~	~	~	4 22%~	4 19%~	32 19%	29 28%	55 21%~	5 29%~	39 18%*	25 42%*	
NO	218 77%	2727 70%*	100%~	1 73%	41 82%	71 82%	65 75%	40 78%	151 75%	1 50%~	~	~	3 ~100%~	14 78%~	17 81%~	139 81%	74 72%	202 79%~	12 71%~	183 82%*	35 58%*
NOT ANSWERED	9	102		1	2	3	3	8							7	2	8		9		
VALID CASES	282	3922	1	56	87	87	51	200	2				3	18	21	171	103	257	17	222	60
NUMBER OF RESPONDENTS	291 100%	4024 100%	100%	1 100%	57 100%	89 100%	90 100%	54 100%	208 100%	2 100%			3 100%	18 100%	21 100%	178 100%	105 100%	265 100%	17 100%	231 100%	60 100%

[ASKED IF Q7 >= 1 TIME]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTHR	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q11 NOT AT ALL	2 3%	40 4%	~	~	~	5%	9%	~	~	~	~	~	~	~	25%	3%	~	2%	~	1	1
A LITTLE	6 10%	110 10%	~	~	1	4	1	5	~	~	~	~	~	~	13%	7%	11%	~	11%	4	2
SOME	18 29%	287 26%	~	5	3	5	5	13	~	~	~	~	1	3	25%	75%	35%	25%	28%	15	3
#A LOT	36 58%	660 60%	~	8	12	12	4	29	1	~	~	~	3	~	75%	48%	68%	59%	40%	32	2
NOT ANSWERED	2	40	2					2								1	1	1		1	1
VALID CASES	62	1098	13	16	22	11	47	1					4	4	31	28	54	5	38	24	
NUMBER OF RESPONDENTS	64	1138	15	16	22	11	49	1					4	4	32	29	55	5	39	25	
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q12 NOT AT ALL	9 14%	204 19%		5 ~ 36%	1 6%	3 14%	7 15%						1 25%	6 19%	3 11%	8 15%		6 15%	3 12%	
A LITTLE	9 14%	171 16%			3 ~ 19%	5 23%	1 9%	8 17%						4 12%	4 14%	7 13%	1 20%	6 15%	3 12%	
SOME	20 32%	343 31%		4 ~ 29%	6 38%	7 32%	3 27%	15 31%	1 100%				1 25%	2 50%	9 28%	11 39%	18 33%	2 40%	13 33%	7 29%
#A LOT	25 40%	374 34%		5 ~ 36%	6 38%	7 32%	7 64%	18 38%					2 50%	2 50%	13 41%	10 36%	21 39%	2 40%	14 36%	11 46%
NOT ANSWERED	1	47		1				1							1	1			1	
VALID CASES	63	1091		14	16	22	11	48	1				4	4	32	28	54	5	39	24
NUMBER OF RESPONDENTS	64	1138		15	16	22	11	49	1				4	4	32	29	55	5	39	25
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

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



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q13 #YES	52 83%	872 80%	11 ~ 79%	15 ~ 94%	16 ~ 73%	10 ~ 91%	39 81%	1 100%	~	~	~	4 ~ 100%	3 75%	27 84%	22 79%	44 81%	4 80%	34 87%	18 75%
NO	11 17%	225 20%	3 ~ 21%	1 6%	6 27%	1 9%	9 19%	~	~	~	~	1 25%	5 16%	6 21%	10 19%	1 20%	5 13%	6 25%	
NOT ANSWERED	1	42	1				1							1	1			1	
VALID CASES	63	1096	14	16	22	11	48	1				4	4	32	28	54	5	39	24
NUMBER OF RESPONDENTS	64	1138	15	16	22	11	49	1				4	4	32	29	55	5	39	25
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q14 WORST HEALTH CARE POSSIBLE	4	0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01	1	5	~	~	~	~	1	~	~	~	~	~	~	1	~	1	~	1	~	
	0.4%	0.1%	~	~	~	~	0.5%	~	~	~	~	~	~	0.6%	~	0.4%	~	0.4%	~	
02	1	15	~	~	~	1	~	~	~	~	~	~	~	1	~	1	~	1	~	
	0.4%	0.4%	~	~	~	1%	~	~	~	~	~	~	~	1%	~	0.4%	~	0.4%	~	
03	1	33	~	~	~	1	~	~	~	~	~	~	~	1	~	1	~	1	~	
	0.4%	0.8%	~	~	~	1%	~	~	~	~	~	~	~	1%	~	0.4%	~	0.4%	~	
04	2	53	~	1	~	1	2	~	~	~	~	~	~	1	1	2	~	1	1	
	0.7%	1%	~	2%	~	2%	1%	~	~	~	~	~	~	0.6%	1%	0.8%	~	0.4%	2%	
05	6	141	~	2	~	2	3	~	~	~	~	1	~	4	2	5	1	5	1	
	2%	4%	~	4%	~	2%	2%	~	~	~	~	6%	~	2%	2%	2%	6%	2%	2%	
06	9	124	~	1	2	3	3	5	~	~	~	~	~	4	5	8	1	6	3	
	3%	3%	~	2%	2%	3%	6%	3%	~	~	~	~	~	2%	5%	3%	6%	3%	5%	
07	24	316	100%	3	6	10	4	18	~	~	~	1	2	2	12	11	22	1	19	5
	9%	8%	~	5%	7%	12%	8%	9%	~	~	~	33%	11%	10%	7%	11%	9%	6%	9%	8%
08	62	886	~	10	22	16	14	44	1	~	~	2	5	5	42	20	55	6	47	15
	22%	23%	~	18%	25%	19%	27%	22%	50%	~	~	67%	28%	24%	24%	20%	21%	35%	21%	25%
09	63	849	~	15	19	18	11	46	~	~	~	3	5	36	25	57	4	49	14	
	22%	22%	~	27%	22%	21%	21%	23%	~	~	~	17%	24%	21%	25%	22%	24%	22%	24%	
BEST HEALTH CARE POSSIBLE	113	1476	~	24	38	35	16	79	1	~	~	7	9	72	36	104	4	93	20	
	40%	38%	~	43%	44%	41%	31%	40%	50%	~	~	39%	43%	42%	35%	41%	24%	42%	34%	
#8-10 (NET)	238	3211	~	49	79	69	41	169	2	~	~	2	15	19	150	81	216	14	189	49
	84%	82%	~	88%	91%*	80%	79%	85%	100%	~	~	67%	83%	90%	87%	79%	84%	82%	85%	83%

Continued

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
9-10 (NET)	176 62%	2325 60%	39 ~ 70%	57 66%	53 62%	27 52%	125 63%	1 50%~	~	~	~	10 56%~	14 67%~	108 63%	61 60%	161 63%~	8 47%~	142 64%	34 58%
NOT ANSWERED	9	122	1	2	4	2	9							6	3	9		8	1
VALID CASES	282	3902	1	56	87	86	52	199	2		3	18	21	172	102	256	17	223	59
NUMBER OF RESPONDENTS	291 100%	4024 100%	1 100%	57 100%	89 100%	90 100%	54 100%	208 100%	2 100%		3 100%	18 100%	21 100%	178 100%	105 100%	265 100%	17 100%	231 100%	60 100%
MEAN	8.72	8.59	7.00	8.86	8.98	8.64	8.31	8.73	9.00		7.67	8.67	9.00	8.80	8.54	8.73	8.35	8.75	8.61
p stat_(*=Sig @ p<=.05)		.169	~.428	.026*	.571	.065	.815	~	~	~	~	~	~	.300	.143	~	~	.519	.509

[ASKED IF Q7 >= 1]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q15 NEVER	6 2%	70 2%	~	~	3%	2%	2%	~	~	~	~	~	~	2% 1%	4% 4%	6% 2%~	~	5% 2%	1% 2%	
SOMETIMES	19 7%	378 10%	~	4% 7%	5% 6%	6% 7%	4% 8%	11% 6%	~	~	~	1% 33%~	2% 11%~	1% 5%~	13% 8%	6% 6%	14% 6%~	4% 24%~	13% 6%	6% 10%
USUALLY	100 36%	1179 30%	~	17% 30%	25% 29%	37% 43%	21% 41%	79% 40%*	1% 50%~	~	~	1% 33%~	2% 11%~	6% 29%~	64% 38%	34% 33%	94% 37%~	5% 29%~	73% 33%	27% 45%
ALWAYS	155 55%	2256 58%	100%~	1% 63%	35% 62%	53% 48%	41% 49%	25% 49%	104% 53%	1% 50%~	~	1% 33%~	14% 78%~	14% 67%~	90% 53%	59% 57%	140% 55%~	8% 47%~	129% 59%*	26% 43%*
#ALWAYS + USUALLY (NET)	255 91%	3435 88%	100%~	1% 93%	52% 91%	78% 91%	78% 90%	46% 90%	183% 92%	2% 100%~	~	2% 67%~	16% 89%~	20% 95%~	154% 91%	93% 90%	234% 92%~	13% 76%~	202% 92%	53% 88%
TOP BOX SCORE	155 55%	2256 58%	100%~	1% 63%	35% 62%	53% 48%	41% 49%	25% 49%	104% 53%	1% 50%~	~	1% 33%~	14% 78%~	14% 67%~	90% 53%	59% 57%	140% 55%~	8% 47%~	129% 59%*	26% 43%*
NOT ANSWERED	11	141		1	3	4	3	10						9	2	11		11		
VALID CASES	280	3883	1	56	86	86	51	198	2			3	18	21	169	103	254	17	220	60
NUMBER OF RESPONDENTS	291 100%	4024 100%	100%	100%	100%	100%	100%	208 100%	2 100%			3 100%	18 100%	21 100%	178 100%	105 100%	265 100%	17 100%	231 100%	60 100%

[ASKED IF Q7 >= 1 TIME]

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q16 YES	316 75%	4005 69%*	25 ~ 35%*	106 85%*	117 87%*	68 76%	230 78%*	2 100%*	1 ~100%*	1 ~100%*	3 ~100%*	19 76%*	22 73%*	190 70%*	116 84%*	287 75%*	17 71%*	251 72%*	65 93%*	
NO	105 25%	1827 31%*	1 100%*	47 65%*	18 15%*	17 13%*	22 22%*	~	~	~	~	6 24%*	8 27%*	82 30%*	22 16%*	98 25%*	7 29%*	100 28%*	5 7%*	
NOT ANSWERED	19	187	5	7	4	3	4				1	1	9	1	10			19		
VALID CASES	421	5831	1	72	124	134	90	295	2	1	1	3	25	30	272	138	385	24	351	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q17 YES	34 11%	460 12%	~	24%~	12%	8%	11%	22 10%	1 50%~	~	~	~	3 18%~	2 9%~	20 11%	12 11%	28 10%~	4 25%~	17 7%*	17 26%*
NO	264 89%	3425 88%	~	76%~	88%	92%	89%	195 90%	1 50%~	1 100%~	1 100%~	3 100%~	14 82%~	20 91%~	155 89%	102 89%	244 90%~	12 75%~	216 93%*	48 74%*
NOT ANSWERED	18	235			6	7	5	13					2		15	2	15	1	18	
VALID CASES	298	3885		25	100	110	63	217	2	1	1	3	17	22	175	114	272	16	233	65
NUMBER OF RESPONDENTS	316 100%	4120 100%		25 100%	106 100%	117 100%	68 100%	230 100%	2 100%	1 100%	1 100%	3 100%	19 100%	22 100%	190 100%	116 100%	287 100%	17 100%	251 100%	65 100%

[ASKED IF Q16 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q18 #YES	30 88%	368 88%	~	5 83%	12 100%	9 100%	4 57%	20 91%	1 100%	~	~	~	3 100%	2 100%	16 80%	12 100%	25 89%	3 75%	14 82%	16 94%
NO	4 12%	51 12%	~	1 17%	~	~	3 43%	2 9%	~	~	~	~	~	~	4 20%	~	3 11%	1 25%	3 18%	1 6%
NOT ANSWERED		1																		
VALID CASES	34	419		6	12	9	7	22	1				3	2	20	12	28	4	17	17
NUMBER OF RESPONDENTS	34	420		6	12	9	7	22	1				3	2	20	12	28	4	17	17
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES AND Q17 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC		
Q19 YES	17 4%	202 3%		3 ~ 4%	6 5%	4 3%	4 4%	15 5%*	~	~	~	~	~	1 3%	7 3%	10 7%	14 4%	3 12%	5 1%*	12 17%*
NO	401 96%	5625 97%	1 100%	69 ~ 96%	119 95%	125 97%	87 96%	275 95%*	2 100%	1 ~100%	1 ~100%	3 ~100%	26 ~100%	30 ~100%	262 97%	129 93%	369 96%	21 88%	344 99%*	57 83%*
NOT ANSWERED	22	191		5	6	9	2	9						12		12		21	1	
VALID CASES	418	5827	1	72	125	129	91	290	2	1	1	3	26	31	269	139	383	24	349	69
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%



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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC
Q20 NEVER		22 11%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	4 24%	27 13%	~ 33%	1 17%	1 25%	1 25%	4 27%	~	~	~	~	~	~	4 40%	4 29%	~	1 20%	3 25%	
USUALLY	4 24%	51 24%	~	~ 33%	2 50%	2 50%	4 27%	~	~	~	~	~	~	2 29%	2 20%	3 21%	1 33%	1 20%	3 25%
ALWAYS	9 53%	109 52%	~ 67%	2 50%	3 75%	3 25%	7 47%	~	~	~	~	~ 100%	1 71%	5 40%	4 50%	7 67%	2 60%	3 50%	6 50%
#ALWAYS + USUALLY (NET)	13 76%	160 76%	~ 67%	2 83%	5 75%	3 75%	11 73%	~	~	~	~	~ 100%	1 100%	7 60%	6 71%	10 100%	3 100%	4 80%	9 75%
TOP BOX SCORE	9 53%	109 52%	~ 67%	2 50%	3 75%	3 25%	7 47%	~	~	~	~	~ 100%	1 71%	5 40%	4 50%	7 67%	2 60%	3 50%	6 50%
NOT ANSWERED		12																	
VALID CASES	17	210	3	6	4	4	15					1	7	10	14	3	5	12	
NUMBER OF RESPONDENTS	17	222	3	6	4	4	15					1	7	10	14	3	5	12	
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q19 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q21 #YES	16 94%	178 86%	~100%	3 83%	5 100%	4 100%	4 100%	14 93%	~	~	~	~	~	1 100%	7 100%	9 90%	13 93%	3 100%	5 100%	11 92%
NO	1 6%	30 14%	~	~	1 17%	~	~	1 7%	~	~	~	~	~	1 10%	1 7%	1 7%	~	~	1 8%	
NOT ANSWERED		14																		
VALID CASES	17	208	3	6	4	4	15						1	7	10	14	3	5	12	
NUMBER OF RESPONDENTS	17	222	3	6	4	4	15						1	7	10	14	3	5	12	
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q19 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q22																				
YES	45 11%	474 8%	~	7%	15%	8%	13%	26 9%	2 100%~	~	~	33%~	12%~	23%~	24 9%	21 15%	39 10%~	6 27%~	18 5%*	27 39%*
NO	374 89%	5319 92%	100%~	93%~	85%~	92%~	88%~	267 91%	1 ~100%~	1 ~100%~	2 67%~	22 88%~	24 77%~	247 91%	118 85%	348 90%~	16 73%~	332 95%*	42 61%*	
NOT ANSWERED	21	225		3	7	6	5	6				1		10		8	2	20	1	
VALID CASES	419	5793	1	74	124	132	88	293	2	1	1	3	25	31	271	139	387	22	350	69
NUMBER OF RESPONDENTS	440 100%	6018 100%	100%	100%	100%	100%	100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q23 NEVER	1 2%	60 14%	~	~	~	~	10%	1 4%	~	~	~	~	~	~	1 5%	~	~	1 20%	~	1 4%
SOMETIMES	12 28%	71 17%	~	2 40%	4 24%	4 36%	2 20%	5 19%	2 100%	~	~	1 100%	1 33%	1 14%	4 18%	8 38%	12 32%	~	5 31%	7 26%
USUALLY	13 30%	110 26%	~	2 40%	6 35%	1 9%	4 40%	10 38%	~	~	~	1 33%	1 14%	7 32%	6 29%	11 29%	2 40%	~	5 31%	8 30%
ALWAYS	17 40%	179 43%	~	1 20%	7 41%	6 55%	3 30%	10 38%	~	~	~	1 33%	5 71%	10 45%	7 33%	15 39%	2 40%	~	6 38%	11 41%
#ALWAYS + USUALLY (NET)	30 70%	289 69%	~	3 60%	13 76%	7 64%	7 70%	20 77%	~	~	~	2 67%	6 86%	17 77%	13 62%	26 68%	4 80%	~	11 69%	19 70%
TOP BOX SCORE	17 40%	179 43%	~	1 20%	7 41%	6 55%	3 30%	10 38%	~	~	~	1 33%	5 71%	10 45%	7 33%	15 39%	2 40%	~	6 38%	11 41%
NOT ANSWERED	2	24			1		1							2		1	1		2	
VALID CASES	43	420		5	17	11	10	26	2			1	3	7	22	21	38	5	16	27
NUMBER OF RESPONDENTS	45	444		5	18	11	11	26	2			1	3	7	24	21	39	6	18	27
	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?

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q24 #YES	33 79%	291 69%	5 ~100%	12 75%	7 64%	9 90%	20 77%	2 100%			1 ~100%	2 100%	3 50%	16 73%	17 85%	30 79%	3 75%	11 69%	22 85%
NO	9 21%	132 31%		4 ~25%	4 36%	1 10%	6 23%						3 50%	6 27%	3 15%	8 21%	1 25%	5 31%	4 15%
NOT ANSWERED	3	21			2	1					1	1		2	1	1	2	2	1
VALID CASES	42	423	5	16	11	10	26	2		1	2	6	22	20	38	4	16	26	
NUMBER OF RESPONDENTS	45 100%	444 100%	5 100%	18 100%	11 100%	11 100%	26 100%	2 100%		1 100%	3 100%	7 100%	24 100%	21 100%	39 100%	6 100%	18 100%	27 100%	

[ASKED IF Q22 = YES]

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q25 YES	35 8%	682 12%*	~	~	11 9%	15 11%	9 10%	23 8%	1 50%~	~	~	~	4 15%~	4 13%~	14 5%*	20 15%*	31 8%~	3 12%~	11 3%*	24 35%*
NO	383 92%	5109 88%*	100%~	74 100%~	113 91%	116 89%	79 90%	268 92%	1 50%~	1 100%~	1 100%~	3 100%~	22 85%~	26 87%~	259 95%*	117 85%*	353 92%~	21 88%~	338 97%*	45 65%*
NOT ANSWERED	22	227		3	7	7	5	8						1	8	2	11		21	1
VALID CASES	418	5791	1	74	124	131	88	291	2	1	1	3	26	30	273	137	384	24	349	69
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q26 NEVER	1 3%	90 14%	~	~	~	~	11%	1 4%	~	~	~	~	~	~	7%	1 3%	~	~	1 4%	
SOMETIMES	10 29%	121 19%	~	~	4 36%	4 29%	2 22%	6 26%	1 100%	~	~	~	1 25%	2 50%	1 7%	9 45%	8 26%	2 67%	1 10%	9 38%
USUALLY	9 26%	156 24%	~	~	2 18%	6 43%	1 11%	6 26%	~	~	~	~	1 25%	1 25%	4 29%	5 25%	8 26%	1 33%	2 20%	7 29%
ALWAYS	14 41%	284 44%	~	~	5 45%	4 29%	5 56%	10 43%	~	~	~	~	2 50%	1 25%	8 57%	6 30%	14 45%	~	7 70%	7 29%
#ALWAYS + USUALLY (NET)	23 68%	440 68%	~	~	7 64%	10 71%	6 67%	16 70%	~	~	~	~	3 75%	2 50%	12 86%	11 55%	22 71%	1 33%	9 90%	14 58%
TOP BOX SCORE	14 41%	284 44%	~	~	5 45%	4 29%	5 56%	10 43%	~	~	~	~	2 50%	1 25%	8 57%	6 30%	14 45%	~	7 70%	7 29%
NOT ANSWERED	1	25				1													1	
VALID CASES	34	651			11	14	9	23	1				4	4	14	20	31	3	10	24
NUMBER OF RESPONDENTS	35	676			11	15	9	23	1				4	4	14	20	31	3	11	24
	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?

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q27 #YES	28 82%	347 53%	~	~100%	11 79%	11 67%	6 83%	19 100%	1 ~	~	~	4 ~100%	3 75%	11 79%	17 85%	26 84%	2 67%	9 90%	19 79%
NO	6 18%	304 47%	~	~	3 21%	3 33%	4 17%	~	~	~	~	1 25%	3 21%	3 15%	5 16%	1 33%	1 10%	5 21%	
NOT ANSWERED	1	25			1													1	
VALID CASES	34	651		11	14	9	23	1				4	4	14	20	31	3	10	24
NUMBER OF RESPONDENTS	35	676		11	15	9	23	1				4	4	14	20	31	3	11	24
	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?

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q28 YES	64 15%	1072 19%	10 ~ 14%	21 17%	20 15%	13 15%	50 17%	1 50%~	~	~	~	3 ~ 12%	6 20%~	28 10%*	36 26%*	58 15%~	6 26%~	34 10%*	30 45%*	
NO	349 85%	4688 81%	1 100%~	64 86%	101 83%	110 85%	73 85%	240 83%	1 50%~	1 100%~	1 100%~	3 100%~	23 88%~	24 80%~	240 90%*	102 74%*	323 85%~	17 74%~	312 90%*	37 55%*
NOT ANSWERED	27	257	3	9	8	7	9					1	13	1	14	1	24	3		
VALID CASES	413	5761	1	74	122	130	86	290	2	1	1	3	26	30	268	138	381	23	346	67
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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?

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q29 #YES	46 74%	609 56%*	7 ~ 70%	16 ~ 80%	13 ~ 65%	10 ~ 83%	36 73%	1 100%	~	~	~	3 ~100%	5 83%	19 70%	27 77%	41 72%	5 100%	20 63%	26 87%
NO	16 26%	471 44%*	3 ~ 30%	4 ~ 20%	7 ~ 35%	2 ~ 17%	13 27%	~	~	~	~	1 ~ 17%	8 30%	8 23%	16 28%	~	12 38%	4 13%	
NOT ANSWERED	2	35		1		1	1							1	1	1	1	2	
VALID CASES	62	1080	10	20	20	12	49	1				3	6	27	35	57	5	32	30
NUMBER OF RESPONDENTS	64	1115	10	21	20	13	50	1				3	6	28	36	58	6	34	30
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q28 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q30 YES	371 88%	4998 86%	1 100%	67 91%	113 92%	117 89%	73 81%*	263 89%	2 100%	1 100%	2 ~ 67%	25 96%	27 93%	238 86%*	125 93%*	341 88%	21 91%	306 87%	65 93%	
Q30 NO	49 12%	790 14%	~	7 9%	10 8%	15 11%	17 19%*	32 11%	~	~	1 ~100%	1 33%	1 4%	2 7%	39 14%*	10 7%*	47 12%	2 9%	44 13%	5 7%
Q30 NOT ANSWERED	20	230		3	8	6	3	4					2	4	4	7	1	20		
VALID CASES	420	5788	1	74	123	132	90	295	2	1	1	3	26	29	277	135	388	23	350	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q31 NONE	97 28%	1324 27%	11 ~ 17%*	26 24%	36 33%	24 35%	69 28%	1 ~100%~				4 ~ 17%~	8 30%~	67 30%	28 23%	90 28%~	5 25%~	90 31%*	7 11%*	
1 TIME	128 36%	1651 34%	1 100%~	18 29%	46 43%	39 35%	24 35%	88 35%				2 ~100%~	11 46%~	12 44%~	83 38%	43 35%	122 38%~	4 20%~	106 37%	22 34%
2	63 18%	1029 21%	14 ~ 22%	24 22%	18 16%	7 10%*	47 19%	1 50%~				5 ~ 21%~	4 15%~	32 14%*	30 24%*	57 18%~	5 25%~	48 17%	15 23%	
3	40 11%	462 9%	11 ~ 17%	6 6%*	14 13%	9 13%	30 12%						2 ~ 7%~	20 9%	19 15%	35 11%~	3 15%~	26 9%*	14 22%*	
4	15 4%	201 4%	7 ~ 11%*	2 2%	3 3%	3 4%	10 4%	1 50%~				3 ~ 12%~	1 4%~	13 6%*	2 2%*	13 4%~	1 5%~	11 4%	4 6%	
5 TO 9	8 2%	173 4%	2 ~ 3%	4 4%		2 ~ 3%	5 2%					1 ~ 4%~		6 3%	2 2%	6 2%~	2 10%~	6 2%	2 3%	
10 OR MORE TIMES		32 0.6%~																		
NOT ANSWERED	20	181		4	5	7	4	14				1		17	1	18	1	19	1	
VALID CASES	351	4872	1	63	108	110	69	249	2	1		2	24	27	221	124	323	20	287	64
NUMBER OF RESPONDENTS	371	5053	1	67	113	117	73	263	2	1		2	25	27	238	125	341	21	306	65
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q31A ALWAYS	8 3%	68 2%	~	1 2%	3 4%	2 3%	2 4%	6 3%	~	~	~	~	1 5%	~	8 5%	~	6 3%	2 13%	5 3%	3 5%
USUALLY	3 1%	51 1%	~	2 4%	~	1 1%	~	2 1%	~	~	~	~	~	~	3 2%	~	3 1%	~	2 1%	1 2%
SOMETIMES	22 9%	288 8%	~	4 8%	5 6%	9 12%	4 9%	18 10%	~	~	~	~	1 5%	1 6%	22 15%	~	20 9%	2 13%	19 10%	3 5%
NEVER	216 87%	3102 88%	100%	42 86%	73 90%	61 84%	39 87%	151 85%	2 100%	~	~	2 ~100%	17 89%	17 94%	117 78%	95 100%	201 87%	11 73%	166 86%	50 88%
#NEVER + SOMETIMES (NET)	238 96%	3390 97%	100%	46 94%	78 96%	70 96%	43 96%	169 95%	2 100%	~	~	2 ~100%	18 95%	18 100%	139 93%	95 100%	221 96%	13 87%	185 96%	53 93%
TOP BOX SCORE	216 87%	3102 88%	100%	42 86%	73 90%	61 84%	39 87%	151 85%	2 100%	~	~	2 ~100%	17 89%	17 94%	117 78%	95 100%	201 87%	11 73%	166 86%	50 88%
NOT ANSWERED	5	31		3	1	1		3					1	1	4	1	3		5	
VALID CASES	249	3509	1	49	81	73	45	177	2			2	19	18	150	95	230	15	192	57
NUMBER OF RESPONDENTS	254	3540	1	52	82	74	45	180	2			2	20	19	154	96	233	15	197	57
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q32 NEVER	5 2%	74 2%	~	~	1% 4%	3% 2%	1% 2%	2% 1%	~	~	~	~	5% ~	~	3% 2%	2% 2%	5% 2%	~	4% 2%	1% 2%
SOMETIMES	5 2%	183 5%*	~	2% 2%	1% 2%	1% 2%	1% 2%	3% 2%	~	~	~	~	~	5% ~	3% 2%	2% 2%	5% 2%	~	4% 2%	1% 2%
USUALLY	44 17%	573 16%	~	14% 12%	7% 12%	10% 26%*	19% 18%*	8% 17%	~	~	~	1% ~	2% ~	4% 21%*	35% 23%*	8% 8%*	41% 18%*	2% 13%*	35% 18%	9% 16%
ALWAYS	198 79%	2676 76%	100% ~	84% 84%	68% 84%	51% 69%*	35% 78%*	143% 80%	2% 100%*	~	~	1% ~	17% ~	14% 74%*	112% 73%*	83% 87%*	181% 78%*	13% 87%*	152% 78%	46% 81%
#ALWAYS + USUALLY (NET)	242 96%	3249 93%*	100% ~	98% 98%	78% 96%	70% 95%	43% 96%*	173% 97%	2% 100%*	~	~	2% ~	19% 95%*	18% 95%*	147% 96%	91% 96%	222% 96%*	15% 100%*	187% 96%	55% 96%
TOP BOX SCORE	198 79%	2676 76%	100% ~	84% 84%	68% 84%	51% 69%*	35% 78%*	143% 80%	2% 100%*	~	~	1% ~	17% ~	14% 74%*	112% 73%*	83% 87%*	181% 78%*	13% 87%*	152% 78%	46% 81%
NOT ANSWERED	2	33		1	1			2						1	1	1		2		
VALID CASES	252	3507	1	51	81	74	45	178	2			2	20	19	153	95	232	15	195	57
NUMBER OF RESPONDENTS	254	3540	1	52	82	74	45	180	2			2	20	19	154	96	233	15	197	57
	100%	100%	100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
Q33 NEVER	2 0.8%	29 0.8%	~	~	1% 1%	1%	~	2% 1%	~	~	~	~	~	~	1 0.7%	1 1%	2 0.9%	~	2 1%	~	
SOMETIMES	10 4%	199 6%	~	2% 1%	5% 4%	4% 3%	2% 4%	6% 3%	~	~	~	~	2 10%	1 5%	6 4%	4 4%	10 4%	~	5 3%	5 9%	
USUALLY	35 14%	611 17%	~	14% 7%	14% 11%	14% 10%	16% 7%	12% 21%	~	~	~	~	50% 15%	15% 21%	4 14%	13 14%	33 14%	1 7%	28 14%	7 12%	
ALWAYS	205 81%	2666 76%	100% ~	84% 43%	80% 65%	81% 60%	80% 36%	84% 149	100% 2	~	~	~	50% 15%	75% 14%	74% 14	82% 77	81% 187	93% 14	82% 160	79% 45	
#ALWAYS + USUALLY (NET)	240 95%	3277 93%	100% ~	98% 50%	94% 76%	95% 70%	96% 43%	96% 170	100% 2	~	~	~	100% 2	90% 18	95% 18	95% 146	95% 90	95% 220	100% 15	96% 188	91% 52
TOP BOX SCORE	205 81%	2666 76%	100% ~	84% 43%	80% 65%	81% 60%	80% 36%	84% 149	100% 2	~	~	~	50% 15%	75% 14%	74% 14	82% 77	81% 187	93% 14	82% 160	79% 45	
NOT ANSWERED	2	34		1	1			2							1	1	1		2		
VALID CASES	252	3506	1	51	81	74	45	178	2			2	20	19	153	95	232	15	195	57	
NUMBER OF RESPONDENTS	254 100%	3540 100%	1 100%	52 100%	82 100%	74 100%	45 100%	180 100%	2 100%			2 100%	20 100%	19 100%	154 100%	96 100%	233 100%	15 100%	197 100%	57 100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q34 NEVER	1 0.4%	22 0.6%	~	~	~	1%	1 0.6%	~	~	~	~	~	~	~	1 1%	1 0.4%	~	~	1 0.5%	~
SOMETIMES	6 2%	152 4%	~	~	3 4%	1 1%	2 4%	3 2%	~	~	~	~	~	1 5%	1 0.7%	5 5%	1 2%	1 7%	3 2%	3 5%
USUALLY	32 13%	469 13%	~	6 12%	11 14%	9 12%	6 13%	23 13%	1 50%	~	~	1 50%	3 15%	2 11%	19 12%	12 13%	30 13%	1 7%	24 12%	8 14%
ALWAYS	213 85%	2859 82%	1 100%	45 88%	67 83%	63 85%	37 82%	151 85%	1 50%	~	~	1 50%	17 85%	16 84%	133 87%	77 81%	196 84%	13 87%	167 86%	46 81%
#ALWAYS + USUALLY (NET)	245 97%	3328 95%*	1 100%	51 100%	78 96%	72 97%	43 96%	174 98%	2 100%	~	~	2 100%	20 100%	18 95%	152 99%*	89 94%*	226 97%	14 93%	191 98%	54 95%
TOP BOX SCORE	213 85%	2859 82%	1 100%	45 88%	67 83%	63 85%	37 82%	151 85%	1 50%	~	~	1 50%	17 85%	16 84%	133 87%	77 81%	196 84%	13 87%	167 86%	46 81%
NOT ANSWERED	2	38		1	1			2							1	1	1		2	
VALID CASES	252	3502	1	51	81	74	45	178	2			2	20	19	153	95	232	15	195	57
NUMBER OF RESPONDENTS	254 100%	3540 100%	1 100%	52 100%	82 100%	74 100%	45 100%	180 100%	2 100%			2 100%	20 100%	19 100%	154 100%	96 100%	233 100%	15 100%	197 100%	57 100%

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



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- OTHR TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q35 YES	171 68%	2353 68%		4 ~ 8%*	56 70%	67 91%*	44 98%~	122 69%	1 50%~			1 50%~	13 65%~	16 84%~	99 65%	69 73%	158 68%~	10 71%~	127 65%	44 77%
NO	80 32%	1128 32%	1 100%~	47 92%*	24 30%	7 9%*	1 2%~	56 31%	1 50%~			1 50%~	7 35%~	3 16%~	53 35%	26 27%	74 32%~	4 29%~	67 35%	13 23%
NOT ANSWERED	3	60		1	2			2							2	1	1	1		3
VALID CASES	251	3480	1	51	80	74	45	178	2			2	20	19	152	95	232	14	194	57
NUMBER OF RESPONDENTS	254 100%	3540 100%	1 100%	52 100%	82 100%	74 100%	45 100%	180 100%	2 100%			2 100%	20 100%	19 100%	154 100%	96 100%	233 100%	15 100%	197 100%	57 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q35A ALWAYS	4 2%	43 2%	~	~	2 4%	1 2%	1 2%	4 3%	~	~	~	~	~	~	4 4%	4 3%	~	2 2%	2 5%	
USUALLY	3 2%	47 2%	~	~	~	2 3%	1 2%	3 3%	~	~	~	~	~	~	3 3%	1 0.6%	2 20%	1 0.8%	2 5%	
SOMETIMES	9 5%	152 7%	~	~	3 5%	6 9%	~	6 5%	~	~	~	1 8%	1 6%	9 9%*	~	8 5%	1 10%	7 6%	2 5%	
NEVER	153 91%	2045 89%	~	4 100%	51 91%	57 86%	41 95%	107 89%	1 100%	~	~	1 100%	12 92%	15 94%	82 84%	68 100%	143 92%	7 70%	116 92%	37 86%
#NEVER + SOMETIMES (NET)	162 96%	2197 96%	~	4 100%	54 96%	63 95%	41 95%	113 94%	1 100%	~	~	1 100%	13 100%	16 100%	91 93%	68 100%	151 97%	8 80%	123 98%	39 91%
TOP BOX SCORE	153 91%	2045 89%	~	4 100%	51 91%	57 86%	41 95%	107 89%	1 100%	~	~	1 100%	12 92%	15 94%	82 84%	68 100%	143 92%	7 70%	116 92%	37 86%
NOT ANSWERED	2	49				1	1	2							1	1	2		1	1
VALID CASES	169	2287		4	56	66	43	120	1			1	13	16	98	68	156	10	126	43
NUMBER OF RESPONDENTS	171	2336		4	56	67	44	122	1			1	13	16	99	69	158	10	127	44
	100%	100%		100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q36 NEVER	4 2%	72 3%	~	~	1 2%	2 3%	1 2%	2 2%	~	~	~	~	~	1 6%	4 4%*	3 2%	1 10%	3 2%	1 2%	
SOMETIMES	5 3%	148 6%*	~	~	1 2%	3 4%	1 2%	3 2%	~	~	~	~	~	3 3%	2 3%	4 3%	1 10%	2 2%	3 7%	
USUALLY	36 21%	454 20%	~	~	12 21%	15 22%	9 21%	24 20%	~	~	1 ~100%	1 8%	6 38%	21 21%	14 20%	33 21%	2 20%	26 21%	10 23%	
ALWAYS	125 74%	1606 70%	~	4 100%	42 75%	47 70%	32 74%	92 76%	1 100%	~	~	~	12 92%	9 56%	70 71%	53 77%	117 75%	6 60%	95 75%	30 68%
#ALWAYS + USUALLY (NET)	161 95%	2060 90%*	~	4 100%	54 96%	62 93%	41 95%	116 96%	1 100%	~	~	1 ~100%	13 100%	15 94%	91 93%	67 97%	150 96%	8 80%	121 96%	40 91%
TOP BOX SCORE	125 74%	1606 70%	~	4 100%	42 75%	47 70%	32 74%	92 76%	1 100%	~	~	~	12 92%	9 56%	70 71%	53 77%	117 75%	6 60%	95 75%	30 68%
NOT ANSWERED	1	56				1	1						1		1		1			
VALID CASES	170	2280		4	56	67	43	121	1		1	13	16	98	69	157	10	126	44	
NUMBER OF RESPONDENTS	171	2336		4	56	67	44	122	1		1	13	16	99	69	158	10	127	44	
	100%	100%		100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	

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

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC	
Q37 NEVER	6 2%	98 3%	~	~	4%	4%	~	2%	~	~	~	~	~	~	3%	1%	5	1	6	~	
SOMETIMES	15 6%	385 11%*	~	4%	6%	9%	2%~	7%	~	~	~	~	10%~	~	7%	4%	13	1	12	3	
USUALLY	91 36%	856 25%*	~	33%	32%	42%	38%~	32%	100%~	~	~	50%~	45%~	47%~	41%*	28%*	83	6	67	24	
ALWAYS	141 56%	2135 61%	100%~	63%	58%	45%*	60%~	59%	~	~	~	50%~	45%~	53%~	49%*	66%*	131	7	111	30	
#ALWAYS + USUALLY (NET)	232 92%	2991 86%*	100%~	96%	90%	86%	98%~	92%	100%~	~	~	~	100%~	90%~	100%~	90%	95%	214	13	178	54
TOP BOX SCORE	141 56%	2135 61%	100%~	63%	58%	45%*	60%~	59%	~	~	~	50%~	45%~	53%~	49%*	66%*	131	7	111	30	
NOT ANSWERED	1	67			1			1							1		1		1		
VALID CASES	253	3473	1	52	81	74	45	179	2			2	20	19	154	95	232	15	196	57	
NUMBER OF RESPONDENTS	254 100%	3540 100%	1	52 100%	82 100%	74 100%	45 100%	180 100%	2 100%			2 100%	20 100%	19 100%	154 100%	96 100%	233 100%	15 100%	197 100%	57 100%	

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q38 #YES	217 88%	2956 85%	1 100%	50 ~100%	74 ~91%	60 83%	32 74%	154 87%	2 100%	~	2 ~100%	17 94%	17 89%	130 87%	84 89%	202 89%	11 73%	169 88%	48 86%	
NO	30 12%	518 15%	~	~	7 9%	12 17%	11 26%	22 13%	~	~	~	~	1 6%	2 11%	20 13%	10 11%	26 11%	4 27%	22 12%	8 14%
NOT ANSWERED	7	66		2	1	2	2	4					2	4	2	5		6	1	
VALID CASES	247	3474	1	50	81	72	43	176	2		2	18	19	150	94	228	15	191	56	
NUMBER OF RESPONDENTS	254 100%	3540 100%	1 100%	52 100%	82 100%	74 100%	45 100%	180 100%	2 100%		2 100%	20 100%	19 100%	154 100%	96 100%	233 100%	15 100%	197 100%	57 100%	

[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?

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER				
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q39 YES	98 39%	1340 39%	~	24 46%	31 39%	29 39%	14 33%	71 40%	2 100%	~	~	~	8 40%	6 32%	56 37%	42 45%	88 38%	9 60%	65 34%*	33 58%*	
NO	152 61%	2127 61%	100%	1 54%	28 61%	49 61%	45 67%	29 60%	106 60%	~	~	~	2 100%	12 60%	13 68%	97 63%	52 55%	142 62%	6 40%	128 66%*	24 42%*
NOT ANSWERED	4	73			2		2	3							1	2	3		4		
VALID CASES	250	3467	1	52	80	74	43	177	2				2	20	19	153	94	230	15	193	57
NUMBER OF RESPONDENTS	254 100%	3540 100%	1 100%	52 100%	82 100%	74 100%	45 100%	180 100%	2 100%				2 100%	20 100%	19 100%	154 100%	96 100%	233 100%	15 100%	197 100%	57 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER						
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ PAC ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC				
Q40 NEVER	2 2%	102 8%*	~	~	~	4%~	8%~	~	~	~	~	~	17%~	~	5%~	2	2	1	1				
SOMETIMES	9 10%	189 15%	~	9%~	10%~	4%~	23%~	10%~	~	~	~	25%~	~	13%~	7	2	8	1	7	2			
USUALLY	32 34%	353 28%	~	26%~	42%~	41%~	15%~	23%~	34%~	100%~	~	~	13%~	50%~	1	3	18	14	31	1	22	10	
ALWAYS	51 54%	630 49%	~	65%~	48%~	52%~	54%~	38	~	~	~	63%~	33%~	53%~	5	2	28	23	45	6	33	18	
#ALWAYS + USUALLY (NET)	83 88%	983 77%*	~	91%~	90%~	93%~	69%~	61	2	~	~	75%~	83%~	87%~	46	37	76	7	55	28	88%~	90%~	
TOP BOX SCORE	51 54%	630 49%	~	65%~	48%~	52%~	54%~	38	~	~	~	63%~	33%~	53%~	5	2	28	23	45	6	33	18	
NOT ANSWERED	4	48	1			2	1	3						3	1	2	1	2	1	2	2		
VALID CASES	94	1274	23	31	27	13	68	2				8	6	53	41	86	8	63	31				
NUMBER OF RESPONDENTS	98	1322	24	31	29	14	71	2				8	6	56	42	88	9	65	33				
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%				

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
Q41 WORST PERSONAL DOCTOR POSSIBLE	1 0.3%	7 0.1%	~	~	~0.9%	1	~	~	~	~	~	~	1 ~0.8%	1 ~0.3%	1 ~	1 ~	1 ~0.3%	~		
01	2 0.6%	17 0.4%	~	~	~0.9%	1 1%	2 0.8%	~	~	~	~	~	2 ~0.9%	1 ~0.3%	1 5%	1 ~0.7%	2 ~	~		
02	3 0.8%	17 0.3%	~	~0.9%	1 0.9%	1 1%	2 0.8%	~	~	~	~	~	1 ~0.4%	2 2%	3 0.9%	~	2 ~0.7%	1 2%		
03		21 0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
04	2 0.6%	41 0.9%	~	~0.9%	1	1 1%	2 0.8%	~	~	~	~	~	1 ~0.4%	1 0.8%	2 0.6%	~	1 ~0.3%	1 2%		
05	5 1%	139 3%*	~	1 2%	2 ~	2 3%	5 2%	~	~	~	~	~	2 ~0.9%	3 2%	4 1%	1 5%	4 1%	1 2%		
06	3 0.8%	111 2%*	~	~	~	2 1%	2 0.8%	~	~	~	~	1 4%	2 ~0.9%	1 0.8%	3 0.9%	~	2 ~0.7%	1 2%		
07	10 3%	320 7%*	~	3 5%	2 2%	3 3%	2 3%	7 ~	~	~	~	~	2 8%	3 1%	7 6%*	10 3%	5 ~	5 8%		
08	45 13%	785 16%*	~	2 3%*	11 10%	18 16%	14 20%	32 13%	~	~	~	~	5 21%	4 15%	23 10%	21 17%	42 13%	2 10%	36 12%	9 14%
09	72 20%	988 21%	1 100%	11 17%	26 24%	20 18%	14 20%	47 19%	1 50%	~	~	1 50%	4 17%	7 27%	51 22%	20 16%	66 20%	5 24%	62 21%	10 15%
BEST PERSONAL DOCTOR POSSIBLE	212 60%	2358 49%*	~	49 74%*	68 62%	62 56%	33 48%*	152 61%	1 50%	1 100%	~	1 50%	14 58%	13 50%	142 63%	67 54%	196 60%	12 57%	175 60%	37 57%
#8-10 (NET)	329 93%	4130 86%*	1 100%	62 94%	105 96%*	100 91%	61 88%	231 92%	2 100%	1 100%	~	2 100%	23 96%	24 92%	216 95%*	108 88%*	304 93%	19 90%	273 94%	56 86%

Continued



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
9-10 (NET)	284	3346	1	60	94	82	47	199	2	1	2	18	20	193	87	262	17	237	47
	80%	70%*	100%~	91%*	86%*	75%	68%*	79%	100%~	100%~	~100%~	75%~	77%~	85%*	71%*	80%~	81%~	82%	72%
NOT ANSWERED	16	249		1	4	7	4	12				1	1	11	2	13		16	
VALID CASES	355	4804	1	66	109	110	69	251	2	1	2	24	26	227	123	328	21	290	65
NUMBER OF RESPONDENTS	371	5053	1	67	113	117	73	263	2	1	2	25	27	238	125	341	21	306	65
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	9.17	8.87	9.00	9.56	9.38	9.00	8.77	9.16	9.50	10.0	9.50	9.25	9.19	9.31	8.91	9.19	8.90	9.22	8.98
p stat_(*=Sig @ p<=.05)		.000*		~.002*	.095	.144	.036*	.765	~	~	~	~	~	~.022*	.027*	~	~	~.300	.288

[ASKED IF Q30 = YES]

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER				
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC			
Q42 YES	60 17%	1181 24%*	~	6 9%*	14 13%	24 21%	16 23%	41 16%	2 100%~	~	~	~	3 12%~	8 30%~	19 8%*	40 32%*	52 16%~	7 33%~	10 3%*	50 77%*	
NO	300 83%	3655 76%*	100%~	1 91%*	61 87%	96 79%	89 77%	53 84%	213 84%	1 ~100%~	~	2 ~100%~	22 88%~	19 70%~	212 92%*	84 68%*	280 84%~	14 67%~	285 97%*	15 23%*	
NOT ANSWERED	11	217			3	4	4	9							7	1	9		11		
VALID CASES	360	4836	1	67	110	113	69	254	2	1		2	25	27	231	124	332	21	295	65	
NUMBER OF RESPONDENTS	371 100%	5053 100%	100%	1 100%	67 100%	110 100%	113 100%	69 100%	254 100%	2 100%	1 100%		2 100%	25 100%	27 100%	238 100%	125 100%	341 100%	21 100%	306 100%	65 100%

[ASKED IF Q30 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q43 #YES	56 93%	1018 86%*		6	14	22	14	37	2				3	8	17	38	49	6	9	47
			~100%	~100%	~92%	~88%	90%	~100%	~	~	~	~100%	~100%	89%	~95%	94%	~86%	90%	~94%	
NO	4 7%	160 14%*	~	~	~	2	2	4						2	2	3	1	1	3	
			~	~	~	8%	~12%	10%	~	~	~	~	~	11%	~5%	6%	~14%	10%	~6%	
NOT ANSWERED		36																		
VALID CASES	60	1178		6	14	24	16	41	2				3	8	19	40	52	7	10	50
NUMBER OF RESPONDENTS	60 100%	1214 100%		6	14	24	16	41	2				3	8	19	40	52	7	10	50
			100%	100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q44 #YES	54 92%	992 85%	6 ~100%	14 ~100%	21 91%	13 81%	36 90%	2 100%	~	~	~	3 ~100%	7 88%	17 89%	36 92%	47 92%	6 86%	9 90%	45 92%
NO	5 8%	179 15%	~	~	~	2 9%	3 19%	4 10%	~	~	~	~	1 12%	2 11%	3 8%	4 8%	1 14%	1 10%	4 8%
NOT ANSWERED	1	43				1	1							1	1			1	
VALID CASES	59	1171	6	14	23	16	40	2				3	8	19	39	51	7	10	49
NUMBER OF RESPONDENTS	60 100%	1214 100%	6 100%	14 100%	24 100%	16 100%	41 100%	2 100%				3 100%	8 100%	19 100%	40 100%	52 100%	7 100%	10 100%	50 100%

[ASKED IF Q30 = YES AND Q42 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q45 YES	64 15%	817 14%	~	12%	12%	17%	20%	47 16%	2 100%	~	~	~	4 16%	6 20%	35 13%*	28 20%	57 15%	6 26%	38 11%*	26 38%*
NO	353 85%	4882 86%	100%	~ 88%	88%	83%	80%	249 84%	1 ~100%	1 ~100%	3 ~100%	21 84%	24 80%	241 87%*	110 80%	333 85%	17 74%	310 89%*	43 62%*	
NOT ANSWERED	23	319		4	8	5	6	3				1	1	5	1	5	1	22	1	
VALID CASES	417	5699	1	73	123	133	87	296	2	1	1	3	25	30	276	138	390	23	348	69
NUMBER OF RESPONDENTS	440 100%	6018 100%	100%	100%	100%	100%	100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC
Q46 NEVER	4 6%	42 5%	1 ~ 11%~	2 ~ 9%~	1 ~ 6%~	2 4%~	1 50%~	~	~	~	~	1 25%~	~	1 3%~	3 11%~	4 7%~	3 ~	1 3%~	3 12%~
SOMETIMES	13 21%	149 19%	2 ~ 22%~	5 33%~	3 13%~	3 19%~	11 24%~	~	~	~	~	~	1 ~ 17%~	7 20%~	6 22%~	10 18%~	3 50%~	5 14%~	8 31%~
USUALLY	17 27%	195 25%	2 ~ 22%~	1 7%~	10 43%~	4 25%~	12 26%~	1 50%~	~	~	~	~	2 ~ 33%~	8 23%~	8 30%~	15 27%~	1 17%~	9 24%~	8 31%~
ALWAYS	29 46%	401 51%	4 ~ 44%~	9 60%~	8 35%~	8 50%~	21 46%~	~	~	~	~	3 ~ 75%~	3 50%~	19 54%~	10 37%~	27 48%~	2 33%~	22 59%~	7 27%~
#ALWAYS + USUALLY (NET)	46 73%	596 76%	6 ~ 67%~	10 67%~	18 78%~	12 75%~	33 72%~	1 50%~	~	~	~	3 ~ 75%~	5 83%~	27 77%~	18 67%~	42 75%~	3 50%~	31 84%~	15 58%~
TOP BOX SCORE	29 46%	401 51%	4 ~ 44%~	9 60%~	8 35%~	8 50%~	21 46%~	~	~	~	~	3 ~ 75%~	3 50%~	19 54%~	10 37%~	27 48%~	2 33%~	22 59%~	7 27%~
NOT ANSWERED	1	26				1	1								1	1		1	
VALID CASES	63	787	9	15	23	16	46	2				4	6	35	27	56	6	37	26
NUMBER OF RESPONDENTS	64	813	9	15	23	17	47	2				4	6	35	28	57	6	38	26
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q47 NONE	5 8%	60 8%	1 ~ 11%~	2 ~ 9%~	2 ~ 12%~	4 9%~	~	~	~	~	~	~	1 ~ 17%~	4 11%~	1 4%~	5 9%~	~	3 8%~	2 8%~	
1 SPECIALIST	40 63%	510 64%	4 ~ 44%~	9 60%~	15 65%~	12 75%~	32 70%~	1 50%~	~	~	~	2 50%~	2 33%~	24 69%~	15 56%~	35 63%~	4 67%~	27 73%~	13 50%~	
2	11 17%	153 19%	3 ~ 33%~	2 13%~	4 17%~	2 12%~	5 11%~	1 50%~	~	~	~	2 50%~	1 17%~	5 14%~	6 22%~	11 20%~	~	7 19%~	4 15%~	
3	2 3%	36 5%	~	1 ~ 7%~	1 4%~	~	1 2%~	~	~	~	~	~	1 ~ 17%~	~	2 7%~	2 4%~	~	~	2 8%~	
4	2 3%	16 2%	~ 11%~	1 ~ 4%~	1 ~ 4%~	~	2 4%~	~	~	~	~	~	~	1 3%~	1 4%~	1 2%~	1 17%~	~	2 8%~	
5 OR MORE SPECIALISTS	3 5%	17 2%	~	3 ~ 20%~	~	~	2 4%~	~	~	~	~	~	1 ~ 17%~	1 3%~	2 7%~	2 4%~	1 17%~	~	3 12%~	
NOT ANSWERED	1	21				1	1								1	1		1		
VALID CASES	63	792	9	15	23	16	46	2					4	6	35	27	56	6	37	26
NUMBER OF RESPONDENTS	64	813	9	15	23	17	47	2					4	6	35	28	57	6	38	26
	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q45 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AMR IAN	NATV HAW/ ILND	AMR IND/ NATV	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q48 WORST SPECIALIST POSSIBLE	1 2%	3 0.4%	~	~	~	1 5%	~	~	1 50%	~	~	~	~	1 4%	1 2%	~	~	1 4%	
01		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02		1 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03		2 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
04	1 2%	5 0.6%	~	~	~	1 5%	~	1 2%	~	~	~	~	~	1 3%	1 2%	~	1 3%	~	
05	2 4%	22 3%	~	~	~	2 14%	~	1 2%	~	~	1 33%	~	1 3%	1 4%	2 4%	~	2 6%	~	
06	2 4%	34 5%	~	~	~	1 5%	1 7%	1 2%	~	~	~	~	~	1 4%	1 2%	~	1 3%	1 4%	
07	2 4%	53 8%	~	~	~	1 5%	1 7%	2 5%	~	~	~	~	~	1 3%	1 4%	2 4%	1 3%	1 4%	
08	7 13%	121 17%	~	1 12%	1 7%	3 15%	2 14%	7 17%	~	~	~	~	~	3 10%	4 15%	6 12%	1 17%	5 16%	2 8%
09	13 23%	144 20%	~	1 12%	5 36%	5 25%	2 14%	7 17%	1 50%	~	~	~	3 60%	7 24%	6 23%	12 24%	1 17%	8 25%	5 21%
BEST SPECIALIST POSSIBLE	28 50%	324 45%	~	6 75%	8 57%	8 40%	6 43%	22 54%	~	~	~	2 67%	2 40%	16 55%	12 46%	24 49%	4 67%	14 44%	14 58%

Continued



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ ILND	AMER IND/ NATV	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
#8-10 (NET)	48 86%	589 83%	8 ~100%	14 ~100%	16 ~80%	10 ~71%	36 88%	1 50%	~	~	~	2 ~67%	5 ~100%	26 90%	22 85%	42 86%	6 ~100%	27 84%	21 88%
9-10 (NET)	41 73%	468 66%	7 ~88%	13 ~93%	13 ~65%	8 ~57%	29 71%	1 50%	~	~	~	2 ~67%	5 ~100%	23 79%	18 69%	36 73%	5 83%	22 69%	19 79%
NOT ANSWERED	2	9			1	1	1					1		2		2		2	
VALID CASES	56	712	8	14	20	14	41	2				3	5	29	26	49	6	32	24
NUMBER OF RESPONDENTS	58 100%	721 100%	8 100%	15 100%	21 100%	14 100%	42 100%	2 100%				4 100%	5 100%	31 100%	26 100%	51 100%	6 100%	34 100%	24 100%
MEAN	8.80	8.75	9.63	9.50	8.30	8.36	8.98	4.50				8.33	9.40	9.07	8.62	8.78	9.50	8.72	8.92
p stat_(*=Sig @ p<=.05)		.826	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

[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?

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q49 YES	112 27%	1474 26%	19 ~ 26%	29 24%	38 29%	26 30%	77 26%	~	~	~	~	10 38%	8 27%	78 29%	34 25%	105 27%	7 30%	94 27%	18 26%	
NO	301 73%	4149 74%	1 100%	53 74%	92 76%	61 70%	216 74%	2 100%	1 100%	1 100%	3 100%	16 62%	22 73%	195 71%	104 75%	282 73%	16 70%	249 73%	52 74%	
NOT ANSWERED	27	395	5	10	6	6	6						1	8	1	8	1	27		
VALID CASES	413	5623	1	72	121	132	87	293	2	1	1	3	26	30	273	138	387	23	343	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q50 NEVER	5 5%	37 3%	~	1 5%~	2 7%~	2 6%~	5 7%~	~	~	~	~	~	~	3 4%~	2 6%~	5 5%~	~	4 4%~	1 6%~
SOMETIMES	14 13%	224 17%	~	2 11%~	3 10%~	7 19%~	2 9%~	8 11%~	~	~	~	2 20%~	~	12 16%~	2 6%~	13 13%~	1 17%~	12 13%~	2 12%~
USUALLY	30 28%	391 30%	~	2 11%~	10 34%~	10 28%~	8 36%~	20 27%~	~	~	~	4 40%~	1 14%~	21 28%~	9 28%~	27 27%~	3 50%~	26 29%~	4 24%~
ALWAYS	57 54%	645 50%	~	14 74%~	14 48%~	17 47%~	12 55%~	40 55%~	~	~	~	4 40%~	6 86%~	38 51%~	19 59%~	55 55%~	2 33%~	47 53%~	10 59%~
#ALWAYS + USUALLY (NET)	87 82%	1037 80%	~	16 84%~	24 83%~	27 75%~	20 91%~	60 82%~	~	~	~	8 80%~	7 100%~	59 80%~	28 88%~	82 82%~	5 83%~	73 82%~	14 82%~
TOP BOX SCORE	57 54%	645 50%	~	14 74%~	14 48%~	17 47%~	12 55%~	40 55%~	~	~	~	4 40%~	6 86%~	38 51%~	19 59%~	55 55%~	2 33%~	47 53%~	10 59%~
NOT ANSWERED	6	44				2	4	4					1	4	2	5	1	5	1
VALID CASES	106	1297		19	29	36	22	73				10	7	74	32	100	6	89	17
NUMBER OF RESPONDENTS	112	1341		19	29	38	26	77				10	8	78	34	105	7	94	18
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q51 NEVER	4 4%	31 2%	~	1 5%	1 3%	2 6%	4 5%	~	~	~	~	~	~	2 3%	2 6%	4 4%	~	3 3%	1 6%
SOMETIMES	5 5%	120 9%*	~	2 11%	~	2 6%	1 4%	3 4%	~	~	~	1 10%	~	5 7%	~	5 5%	~	5 6%	~
USUALLY	24 23%	278 21%	~	2 11%	5 17%	9 26%	8 35%	17 23%	~	~	~	1 10%	1 14%	15 20%	9 28%	21 21%	3 50%	18 20%	6 35%
ALWAYS	73 69%	871 67%	~	14 74%	23 79%	22 63%	14 61%	49 67%	~	~	~	8 80%	6 86%	52 70%	21 66%	70 70%	3 50%	63 71%	10 59%
#ALWAYS + USUALLY (NET)	97 92%	1149 88%	~	16 84%	28 97%	31 89%	22 96%	66 90%	~	~	~	9 90%	7 100%	67 91%	30 94%	91 91%	6 100%	81 91%	16 94%
TOP BOX SCORE	73 69%	871 67%	~	14 74%	23 79%	22 63%	14 61%	49 67%	~	~	~	8 80%	6 86%	52 70%	21 66%	70 70%	3 50%	63 71%	10 59%
NOT ANSWERED	6	41				3	3	4					1	4	2	5	1	5	1
VALID CASES	106	1300		19	29	35	23	73				10	7	74	32	100	6	89	17
NUMBER OF RESPONDENTS	112	1341		19	29	38	26	77				10	8	78	34	105	7	94	18
	100%	100%		100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q49 = YES]

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q52 YES	135 33%	1596 29%	23 ~	37 33%	47 30%	28 37%	87 30%*	~	~	~	33%~	1 42%~	11 45%~	13 39%*	29 21%*	124 33%~	9 39%~	115 34%	20 29%	
NO	271 67%	3983 71%	1 100%~	47 67%	85 70%	80 63%	58 67%	202 70%*	2 100%~	1 100%~	1 100%~	2 67%~	15 58%~	16 55%~	164 61%*	106 79%*	256 67%~	14 61%~	222 66%	49 71%
NOT ANSWERED	34	439	7	9	11	7	10							2	12	4	15	1	33	1
VALID CASES	406	5579	1	70	122	127	86	289	2	1	1	3	26	29	269	135	380	23	337	69
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AMER AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
PQ53 NEVER	6 2%	65 1%	~	1% 0.8%	1 2%	2 2%	5 2%	~	~	~	~	~	~	4 2%	2 1%	5 1%~	~	6 2%*	~	~
SOMETIMES	24 6%	282 5%	~	4 6%	6 5%	6 10%	14 5%	~	~	~	~	1 4%~	2 7%~	18 7%	5 4%	23 6%~	~	20 6%	4 6%	~
USUALLY	45 11%	520 9%	~	10 14%	9 7%	20 16%	6 7%	28 10%	~	~	~	~	5 20%~	5 17%~	35 13%	10 7%	40 11%~	5 22%~	36 11%	9 13%
ALWAYS	324 81%	4656 84%	100%~	1 78%	54 87%*	105 78%	67 81%	237 83%	2 100%	1 100%	1 100%	2 100%	19 76%~	22 76%~	206 78%*	117 87%*	305 82%~	18 78%~	268 81%	56 81%
#ALWAYS + USUALLY (NET)	369 92%	5175 94%	100%~	1 93%	64 94%	114 94%	73 88%	265 93%	2 100%	1 100%	1 100%	2 100%	24 96%~	27 93%~	241 92%	127 95%	345 92%~	23 100%~	304 92%	65 94%
TOP BOX SCORE	324 81%	4656 84%	100%~	1 78%	54 87%*	105 78%	67 81%	237 83%	2 100%	1 100%	1 100%	2 100%	19 76%~	22 76%~	206 78%*	117 87%*	305 82%~	18 78%~	268 81%	56 81%
NOT ANSWERED	7	67		1	1	2	3	5				1	1	6	1	7		7		
VALID CASES	399	5523	1	69	121	125	83	284	2	1	1	2	25	29	263	134	373	23	330	69
NUMBER OF RESPONDENTS	406 100%	5590 100%	1 100%	70 100%	122 100%	127 100%	86 100%	289 100%	2 100%	1 100%	1 100%	3 100%	26 100%	29 100%	269 100%	135 100%	380 100%	23 100%	337 100%	69 100%

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

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD	FAIR & POOR	NO CCC	CCC	
Q54 WORST HEALTH PLAN POSSIBLE	18	0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01	3	11	~	~	1	2	3	~	~	~	~	~	~	3	2	1	2	1	1	
	0.7%	0.2%	~	~	~0.8%	2%	1%	~	~	~	~	~	~	1%	~0.5%	4%	~0.6%	1%	1%	
02	27	0.5%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03	6	40	~	~	1	5	5	~	~	~	~	~	~	3	3	6	~	4	2	
	1%	0.7%	~	~	~0.8%	6%*	2%	~	~	~	~	~	~	1%	2%	2%	~	1%	3%	
04	4	53	~	~	2	2	2	~	~	~	~	~	~	1	2	2	1	2	2	
	1%	0.9%	~	~	~2%	2%	0.7%	~	~	~	~	~	~	~0.4%	1%	0.5%	~4%	~0.6%	3%	
05	8	288	~	2	4	2	7	~	~	~	~	~	1	1	7	8	~	8	~	
	2%	5%*	~	3%	3%	2%	2%	~	~	~	~	~	3%	~0.4%*	5%*	2%	~	2%	~	
06	14	265	~	~	7	5	2	10	~	~	1	1	1	4	10	13	1	10	4	
	3%	5%	~	~	6%	4%	2%	3%	~	~	~33%	4%	3%	1%*	7%*	3%	4%	3%	6%	
07	30	565	1	7	4	11	7	18	~	~	1	3	5	13	17	27	2	21	9	
	7%	10%*	100%	~10%	3%*	9%	8%	6%	~	~	~33%	12%	17%	5%*	13%*	7%	8%	6%	13%	
08	61	980	~	12	15	14	20	44	~	~	1	4	6	38	23	56	5	46	15	
	15%	18%	~	16%	12%	11%	23%*	15%	~	~	~33%	15%	21%	14%	17%	15%	21%	13%	22%	
09	73	1008	~	12	25	23	13	56	1	~	~	~	4	3	45	70	3	60	13	
	18%	18%	~	16%	20%	18%	15%	19%	50%	~	~	~15%	10%	16%	21%	18%	12%	17%	19%	
BEST HEALTH PLAN POSSIBLE	215	2334	~	40	68	70	37	147	1	1	1	14	13	170	44	202	11	192	23	
	52%	42%*	~	55%	55%	54%	42%*	50%	50%	~100%	~100%	~	~54%	~45%	~61%*	~33%*	~52%	~46%	~56%*	~33%*
#8-10 (NET)	349	4322	~	64	108	107	70	247	2	1	1	1	22	22	253	328	19	298	51	
	84%	77%*	~	88%	88%	83%	80%	85%	100%	~100%	~100%	~33%	~85%	~76%	~91%*	~71%*	~85%	~79%	~86%*	~74%*

Continued

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER AS-	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD &	FAIR POOR	NO CCC	CCC		
9-10 (NET)	288	3342	52	93	93	50	203	2	1	1	18	16	215	72	272	14	252	36		
	70%	60%*	~ 71%	76%	72%	57%*	70%	100%	~100%	~100%	~ 69%	~ 55%	77%*	54%*	70%	~ 58%	73%*	52%*		
NOT ANSWERED	26	430	4	8	9	5	7					2	3	5	9		25	1		
VALID CASES	414	5588	1	73	123	129	88	292	2	1	1	3	26	29	278	134	386	24	345	69
NUMBER OF RESPONDENTS	440	6018	1	77	131	138	93	299	2	1	1	3	26	31	281	139	395	24	370	70
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.86	8.52	7.00	9.08	9.07	8.90	8.33	8.81	9.50	10.0	10.0	7.00	9.04	8.66	9.15	8.26	8.89	8.42	8.98	8.25
p stat_(*=Sig @ p<=.05)		.000*	~.115	.065	.718	.008*	.389	~	~	~	~	~	~.000*	.000*	~	~	~.005*	.004*		



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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q55 YES	148 36%	2224 39%	31 ~	41 43%	47 33%	29 34%	112 38%	1 50%~	~	~	~	10 38%~	9 30%~	85 31%*	62 45%*	138 36%~	8 33%~	99 29%*	49 70%*	
NO	267 64%	3434 61%	1 100%~	41 57%	82 67%	57 66%	182 62%	1 50%~	1 100%~	1 100%~	3 100%~	16 62%~	21 70%~	190 69%*	76 55%*	250 64%~	16 67%~	246 71%*	21 30%*	
NOT ANSWERED	25	359	5	8	5	7	5						1	6	1	7		25		
VALID CASES	415	5659	1	72	123	133	86	294	2	1	1	3	26	30	275	138	388	24	345	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q56 NEVER	2 1%	36 2%	~	~	~	2%~	4%~	2%~	~	~	~	~	~	1%~	1%~	0.8%~	14%~	1%~	2%~
SOMETIMES	3 2%	208 9%*	~	3%~	~	5%~	~	2%~	~	~	~	~	~	2%~	1%~	2%~	~	2%~	2%~
USUALLY	33 24%	522 24%	~	9%~	10%~	20%~	20%~	23%~	~	~	~	4%~	2%~	22%~	11%~	24%~	14%~	24%~	23%~
ALWAYS	101 73%	1443 65%	~	20%~	30%~	73%~	76%~	74%~	100%~	~	~	6%~	6%~	55%~	45%~	73%~	71%~	73%~	73%~
#ALWAYS + USUALLY (NET)	134 96%	1964 89%*	~	29%~	40%~	93%~	96%~	96%~	100%~	~	~	10%~	8%~	77%~	56%~	97%~	86%~	97%~	96%~
TOP BOX SCORE	101 73%	1443 65%	~	20%~	30%~	73%~	76%~	74%~	100%~	~	~	6%~	6%~	55%~	45%~	73%~	71%~	73%~	73%~
NOT ANSWERED	9	47	1	1	3	4	7						1	5	4	8	1	8	1
VALID CASES	139	2208	30	40	44	25	105	1				10	8	80	58	130	7	91	48
NUMBER OF RESPONDENTS	148	2255	31	41	47	29	112	1				10	9	85	62	138	8	99	49
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q57 #YES	89 64%	1308 61%	21 ~ 70%	28 ~ 70%	28 ~ 64%	12 ~ 46%	68 64%	1 100%	~	~	~	6 60%	4 44%	56 69%	33 56%	84 64%	4 57%	59 65%	30 61%
NO	51 36%	853 39%	9 ~ 30%	12 ~ 30%	16 ~ 36%	14 ~ 54%	38 36%	~	~	~	~	4 40%	5 56%	25 31%	26 44%	48 36%	3 43%	32 35%	19 39%
NOT ANSWERED	8	94	1	1	3	3	6							4	3	6	1	8	
VALID CASES	140	2161	30	40	44	26	106	1				10	9	81	59	132	7	91	49
NUMBER OF RESPONDENTS	148 100%	2255 100%	31 100%	41 100%	47 100%	29 100%	112 100%	1 100%				10 100%	9 100%	85 100%	62 100%	138 100%	8 100%	99 100%	49 100%

[ASKED IF Q55 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHITE	AFR-AMER	AS-IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q58																				
EXCELLENT	155 37%	2291 40%	1 100%	31 44%	50 40%	42 31%	31 35%	116 39%	1 50%	1 100%	1 100%	1 33%	10 38%	9 29%	94 34%	59 42%	155 39%	~	147 42%*	8 11%*
VERY GOOD	150 36%	2006 35%	~	28 39%	44 35%	46 34%	32 36%	107 36%	~	~	~	2 67%	7 27%	13 42%	96 35%	54 39%	150 38%	~	121 35%	29 41%
GOOD	90 21%	1106 20%	~	12 17%	25 20%	36 27%	17 19%	58 20%	1 50%	~	~	~	8 31%	7 23%	66 24%	24 17%	90 23%	~	66 19%*	24 34%*
FAIR	23 5%	239 4%	~	~	5 4%	9 7%	9 10%	14 5%	~	~	~	~	1 4%	2 6%	21 8%*	2 1%*	~	23 96%	15 4%	8 11%
POOR	1 0.2%	17 0.3%	~	~	~	1 0.7%	~	1 0.3%	~	~	~	~	~	~	1 0.4%	~	~	1 4%	~	1 1%
#EXCELLENT + VERY GOOD + GOOD (NET)	395 94%	5403 95%	1 100%	71 100%	119 96%	124 93%	80 90%	281 95%	2 100%	1 100%	1 100%	3 100%	25 96%	29 94%	256 92%*	137 99%*	395 100%	~	334 96%*	61 87%*
NOT ANSWERED	21	359		6	7	4	4	3							3				21	
VALID CASES	419	5659	1	71	124	134	89	296	2	1	1	3	26	31	278	139	395	24	349	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR-AMER	AS-IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q59																				
EXCELLENT	171 41%	2506 44%	1 100%	39 53%*	58 47%	45 34%*	28 32%	126 42%		1 ~100%	1 ~100%	1 33%~	12 46%~	10 33%~	108 39%	61 44%	168 43%~	3 12%~	155 45%*	16 23%*
VERY GOOD	131 31%	1630 29%		23 ~32%	39 31%	41 31%	28 32%	92 31%				2 ~67%	7 27%~	10 33%~	89 32%	42 30%	128 33%~	2 8%~	120 34%*	11 16%*
GOOD	85 20%	1044 18%		11 ~15%	17 14%*	35 26%*	22 25%	59 20%	1 50%~				6 ~23%	6 20%~	64 23%*	21 15%	75 19%~	8 33%~	63 18%*	22 31%*
FAIR	25 6%	420 7%			7 ~6%	9 7%	9 10%	16 5%	1 50%~					3 ~10%	15 5%	10 7%	17 4%~	8 33%~	10 3%*	15 21%*
POOR	6 1%	74 1%			3 ~2%	3 2%		4 ~1%					1 ~4%	1 3%~	2 0.7%	4 3%	3 0.8%~	3 12%~		6 ~9%*
#EXCELLENT + VERY GOOD + GOOD (NET)	387 93%	5181 91%	1 100%	73 ~100%	114 ~92%	121 91%	78 90%	277 93%	1 50%	1 ~100%	1 ~100%	3 ~100%	25 96%~	26 87%~	261 94%	124 90%	371 95%~	13 54%~	338 97%*	49 70%*
NOT ANSWERED	22	344		4	7	5	6	2						1	3	1	4		22	
VALID CASES	418	5674	1	73	124	133	87	297	2	1	1	3	26	30	278	138	391	24	348	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q60 YES	63 15%	1197 21%*	8 ~	16 11%	23 13%	16 17%	48 16%	1 50%~	~	~	~	2 8%~	6 20%~	30 11%*	33 24%*	55 14%~	8 35%~	17 5%*	46 67%*	
NO	350 85%	4478 79%*	1 100%~	64 89%	107 87%	110 83%	68 81%	246 84%	1 50%~	1 100%~	1 100%~	3 100%~	24 92%~	24 80%~	245 89%*	104 76%*	332 86%~	15 65%~	327 95%*	23 33%*
NOT ANSWERED	27	343	5	8	5	9	5						1	6	2	8	1	26	1	
VALID CASES	413	5675	1	72	123	133	84	294	2	1	1	3	26	30	275	137	387	23	344	69
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q61 YES	49	945	5	12	20	12	39					2	5	20	29	45	4	5	44
	78%	79%	~ 63%	~ 75%	~ 87%	~ 75%	81%	~	~	~	~	~100%	83%	67%	88%	82%	50%	29%	96%
NO	14	248	3	4	3	4	9	1					1	10	4	10	4	12	2
	22%	21%	~ 38%	~ 25%	~ 13%	~ 25%	19%	100%	~	~	~	~	17%	33%	12%	18%	50%	71%	4%
NOT ANSWERED		41																	
VALID CASES	63	1192	8	16	23	16	48	1				2	6	30	33	55	8	17	46
NUMBER OF RESPONDENTS	63	1233	8	16	23	16	48	1				2	6	30	33	55	8	17	46
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES]

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q62 YES	44 92%	867 92%	~	2 50%	12 100%	19 95%	11 92%	34 89%	~	~	~	~	2 100%	5 100%	16 84%	28 97%	41 93%	3 75%	44 100%	~
NO	4 8%	75 8%	~	2 50%	~	1 5%	1 8%	4 11%	~	~	~	~	~	~	3 16%	1 3%	3 7%	1 25%	4 100%	~
NOT ANSWERED	1	13		1				1							1		1		1	
VALID CASES	48	942		4	12	20	12	38					2	5	19	29	44	4	4	44
NUMBER OF RESPONDENTS	49	955		5	12	20	12	39					2	5	20	29	45	4	5	44
	100%	100%		100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q60 = YES AND Q61 = YES]



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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q63 YES	46 11%	872 15%*	~	3 4%*	12 10%	18 13%	13 15%	29 10%	2 100%~	~	~	~	3 12%~	8 27%~	20 7%*	26 19%*	38 10%~	8 33%~	7 2%*	39 56%*
NO	371 89%	4772 85%*	100%~	1 96%*	70 90%	111 87%	73 85%	268 90%	~100%~	1 100%~	1 100%~	3 100%~	23 88%~	22 73%~	258 93%*	112 81%*	352 90%~	16 67%~	340 98%*	31 44%*
NOT ANSWERED	23	374		4	8	4	7	2					1	3	1	5		23		
VALID CASES	417	5644	1	73	123	134	86	297	2	1	1	3	26	30	278	138	390	24	347	70
NUMBER OF RESPONDENTS	440	6018	1	77	131	138	93	299	2	1	1	3	26	31	281	139	395	24	370	70
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q64 YES	36 82%	716 83%	2 ~ 67%	10 83%	13 76%	11 92%	25 89%	1 50%				1 33%	6 75%	14 78%	22 85%	30 81%	6 86%	36 ~ 92%	
NO	8 18%	150 17%	1 ~ 33%	2 17%	4 24%	1 8%	3 11%	1 50%				2 67%	2 25%	4 22%	4 15%	7 19%	1 14%	5 100%	3 8%
NOT ANSWERED	2	15			1	1	1							2		1	1	2	
VALID CASES	44	866	3	12	17	12	28	2				3	8	18	26	37	7	5	39
NUMBER OF RESPONDENTS	46	881	3	12	18	13	29	2				3	8	20	26	38	8	7	39
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q63 = YES]

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q65 YES	35	679	2	10	13	10	24	1				1	6	13	22	30	5		35
	97%	96%	~100%	~100%	~100%	~91%	96%	~100%	~	~	~100%	~100%	~	93%	~100%	~100%	83%	~	~97%
Q65 NO	1	29				1	1							1			1		1
	3%	4%	~	~	~	9%	4%	~	~	~	~	~	~	7%	~	~	17%	~	~3%
NOT ANSWERED		17																	
VALID CASES	36	708	2	10	13	11	25	1				1	6	14	22	30	6		36
NUMBER OF RESPONDENTS	36	725	2	10	13	11	25	1				1	6	14	22	30	6		36
	100%	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%		100%

[ASKED IF Q63 = YES AND Q64 = YES]

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q66 YES	39 9%	674 12%	~	7%	7%	11%	13%	27 9%	2 100%~	~	~	~	4%~	13%~	13 5%*	26 19%*	34 9%~	5 21%~	9 3%*	30 43%*
Q66 NO	376 91%	4980 88%	1 100%~	68 93%	114 93%	118 89%	75 87%	267 91%	1 ~100%~	1 ~100%~	3 ~100%~	25 96%~	27 87%~	264 95%*	111 81%*	355 91%~	19 79%~	336 97%*	40 57%*	
Q66 NOT ANSWERED	25	364	4	8	6	7	5							4	2	6	25			
VALID CASES	415	5654	1	73	123	132	86	294	2	1	1	3	26	31	277	137	389	24	345	70
NUMBER OF RESPONDENTS	440	6018	1	77	131	138	93	299	2	1	1	3	26	31	281	139	395	24	370	70
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q67 YES	28 80%	505 79%	~	3 60%	7 88%	9 82%	9 82%	20 80%	1 50%	~	~	~	1 100%	3 100%	7 64%	21 88%	23 77%	5 100%	3 43%	25 89%
NO	7 20%	133 21%	~	2 40%	1 12%	2 18%	2 18%	5 20%	1 50%	~	~	~	~	~	4 36%	3 12%	7 23%	~	4 57%	3 11%
NOT ANSWERED	4	30			1	3		2					1		2	2	4		2	2
VALID CASES	35	638		5	8	11	11	25	2				1	3	11	24	30	5	7	28
NUMBER OF RESPONDENTS	39	668		5	9	14	11	27	2				1	4	13	26	34	5	9	30
	100%	100%		100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q66 = YES]

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q68 YES	24 89%	510 96%	~	2 67%	7 100%	8 89%	7 88%	18 90%	1 100%	~	~	~	1 100%	3 100%	6 100%	18 86%	20 87%	4 100%	24 100%
NO	3 11%	19 4%	~	1 33%	~	1 11%	1 12%	2 10%	~	~	~	~	~	~	3 14%	3 13%	~	3 100%	~
NOT ANSWERED	1	5					1								1		1		1
VALID CASES	27	529		3	7	9	8	20	1			1	3	6	21	23	4	3	24
NUMBER OF RESPONDENTS	28	534		3	7	9	9	20	1			1	3	7	21	23	5	3	25
	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?

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q69 YES	45 11%	583 10%		6 ~ 8%	21 17%*	11 8%	7 8%	30 10%	2 100%~					3 ~ 12%~	6 20%~	22 8%*	23 17%*	38 10%~	7 30%~	18 5%*	27 39%*
NO	369 89%	5081 90%	1 100%~	66 92%	102 83%*	122 92%	78 92%	266 90%		1 ~100%~	1 ~100%~	3 ~100%~	23 88%~	24 80%~	253 92%*	115 83%*	350 90%~	16 70%~	327 95%*	42 61%*	
NOT ANSWERED	26	354		5	8	5	8	3						1		6	1	7	1	25	1
VALID CASES	414	5664	1	72	123	133	85	296	2	1	1	3	26	30	275	138	388	23	345	69	
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%	

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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK NATV	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q70 YES	26 60%	317 61%	~	40%~	48%~	82%~	83%~	18 60%~	1 50%~	~	~	1 50%~	5 83%~	10 50%~	16 70%~	21 57%~	5 83%~	2 12%~	24 89%~
NO	17 40%	205 39%	~	60%~	52%~	18%~	17%~	12 40%~	1 50%~	~	~	1 50%~	1 17%~	10 50%~	7 30%~	16 43%~	1 17%~	14 88%~	3 11%~
NOT ANSWERED	2	42	1			1						1		2		1	1	2	
VALID CASES	43	522	5	21	11	6		30	2			2	6	20	23	37	6	16	27
NUMBER OF RESPONDENTS	45	564	6	21	11	7		30	2			3	6	22	23	38	7	18	27
	100%	100%	100%	100%	100%	100%		100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q69 = YES]



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

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q71 YES	23 92%	315 96%	~100%	2 90%	9 100%	8 100%	4 80%	15 88%	1 100%	~	~	~100%	1 100%	5 100%	9 90%	14 93%	18 90%	5 100%	23 96%
NO	2 8%	14 4%	~	~	1 10%	1 20%	2 12%	~	~	~	~	~	~	~	1 10%	1 7%	2 10%	1 100%	1 4%
NOT ANSWERED	1	6				1	1								1	1		1	
VALID CASES	25	330		2	10	8	5	17	1			1	5	10	15	20	5	1	24
NUMBER OF RESPONDENTS	26	336		2	10	9	5	18	1			1	5	10	16	21	5	2	24
	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?

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-	AS- IAN	NATV ILND	AMER IND/ ALSK	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q72 YES	47 11%	799 14%	~	2 3%*	13 11%	17 13%	15 17%	29 10%	2 100%~	~	~	~	3 12%~	8 27%~	21 8%*	26 19%*	41 11%~	6 25%~	8 2%*	39 57%*
NO	367 89%	4843 86%	100%~	1 97%*	70 89%	110 87%	115 83%	267 90%	~100%~	1 100%~	1 100%~	3 100%~	23 88%~	22 73%~	255 92%*	111 81%*	346 89%~	18 75%~	337 98%*	30 43%*
NOT ANSWERED	26	376		5	8	6	7	3					1	5	2	8		25	1	
VALID CASES	414	5642	1	72	123	132	86	296	2	1	1	3	26	30	276	137	387	24	345	69
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q73 YES	37 84%	744 94%	~100%	77%	88%	85%	25	2	~	~	~	2	7	14	23	34	3	37	~100%
NO	7 16%	48 6%	~	23%	12%	15%	3	~	~	~	1	1	5	2	6	1	7	~	~
NOT ANSWERED	3	31				1	2	1						2	1	1	2	1	2
VALID CASES	44	793		2	13	16	13	28	2			3	8	19	25	40	4	7	37
NUMBER OF RESPONDENTS	47	824		2	13	17	15	29	2			3	8	21	26	41	6	8	39
	100%	100%		100%	100%	100%	100%	100%	100%			100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR WHT	AFR- AMER	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
NQ74																				
LESS THAN 1 YEAR OLD	1 0.2%	27 0.4%	1 100%	~	~	~	~	~	~	~	~	~	~	1 3%	1 ~0.7%	1 0.3%	~	1 ~0.3%	~	~
1 TO 3 YEARS OLD	77 18%	1125 19%	77 ~100%	~	~	~	~	51 17%	~	~	~	1 33%	5 19%	4 13%	53 19%	20 14%	71 18%	~	74 20%*	3 4%*
4 TO 7 YEARS OLD	131 30%	1651 27%	~	~	131 ~100%	~	~	87 29%	1 50%	1 100%	1 100%	~	13 50%	8 26%	80 28%	44 32%	119 30%	5 21%	113 31%	18 26%
8 TO 12 YEARS OLD	138 31%	1813 30%	~	~	~	138 ~100%	~	95 32%	1 50%	~	~	~	7 27%	13 42%	94 33%	40 29%	124 31%	10 42%	111 30%	27 39%
13 OR OLDER	93 21%	1402 23%	~	~	~	93 ~100%	~	66 22%	~	~	~	2 67%	1 4%	5 16%	54 19%	34 24%	80 20%	9 38%	71 19%*	22 31%*
VALID CASES	440	6018	1	77	131	138	93	299	2	1	1	3	26	31	281	139	395	24	370	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
NQ75 MALE	219 50%	3120 52%	1 100%	36 47%	69 53%	69 50%	44 47%	141 47%	1 50%	1 100%	1 100%	2 67%	13 50%	21 68%	135 48%	74 53%	194 49%	14 58%	175 47%*	44 63%*
FEMALE	221 50%	2898 48%	~	41 53%	62 47%	69 50%	49 53%	158 53%	1 50%	~	~	1 33%	13 50%	10 32%	146 52%	65 47%	201 51%	10 42%	195 53%*	26 37%*
VALID CASES	440	6018	1	77	131	138	93	299	2	1	1	3	26	31	281	139	395	24	370	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q76 HISPANIC OR LATINO	281 67%	2443 43%*	53 ~ 73%	80 65%	94 70%	54 61%	187 63%*	~	~	~ 33%	1 96%~	25 42%~	13 100%~	281 ~	139 ~100%~	256 65%~	22 92%~	251 72%*	30 43%*	
NOT HISPANIC OR LATINO	139 33%	3183 57%*	1 100%~	20 27%	44 35%	40 30%	34 39%	111 37%*	2 100%~	1 100%~	1 100%~	2 67%~	1 4%~	18 58%~	139 ~100%~	137 35%~	2 8%~	99 28%*	40 57%*	
NOT ANSWERED	20	391	4	7	4	5	1									2		20		
VALID CASES	420	5627	1	73	124	134	88	298	2	1	1	3	26	31	281	139	393	24	350	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q77.1	PCG TOT CHLD																		
YES	329 75%	3921 65%*	1 100%	55 71%	95 73%	107 76%	299 100%	~	~	~	~	30 97%	199 71%*	129 93%*	309 78%	17 71%	270 73%*	59 84%*	
NO	111 25%	2097 35%*	~	22 29%	36 27%	31 24%	2 ~100%	1 ~100%	1 ~100%	3 ~100%	26 ~100%	1 3%	82 29%*	10 7%*	86 22%	7 29%	100 27%*	11 16%*	
VALID CASES	440	6018	1	77	131	138	299	2	1	1	3	26	31	281	139	395	24	370	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q77.2 YES	7 2%	320 5%*	~	1% 1	2% 2	3% 4	~	~100% 2	~	~	~	~	~16% 5	~0.4%* 1	4%* 6	2% 7	~	~0.5%* 2	7%* 5	
NO	433 98%	5698 95%*	100% 1	99% 76	98% 129	97% 134	100% 93	100% 299	~100% 1	~100% 1	~100% 3	~100% 26	84% 26	100%* 280	96%* 133	98% 388	100% 24	99%* 368	93%* 65	
VALID CASES	440	6018	1	77	131	138	93	299	2	1	1	3	26	31	281	139	395	24	370	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	100% 1	100% 77	100% 131	100% 138	100% 93	100% 299	100% 2	100% 1	100% 1	100% 3	100% 26	100% 31	100% 281	100% 139	100% 395	100% 24	100% 370	100% 70



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

		AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND PAC	AMER ALSK	MUL- OTHR	TI	HIS- IC	HIS- IC	NOT PAN- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q77.3	PCG TOT CHLD																		
YES	3 0.7%	238 4%*	~	~	2% 2	1% 1	~	~100% 1	~	~	~	6% 2	~	2% 3	0.8% 3	~	~	0.5% 2	1% 1
NO	437 99%	5780 96%*	100% 1	100% 77	98% 129	99% 138	100% 299	100% 2	100% 1	100% 3	100% 26	94% 29	100% 281	98% 136	99% 392	100% 24	99% 368	99% 69	
VALID CASES	440	6018	100% 1	100% 77	100% 131	100% 138	100% 299	100% 2	100% 1	100% 1	100% 3	100% 26	100% 31	100% 281	100% 139	100% 395	100% 24	100% 370	100% 70
NUMBER OF RESPONDENTS	440 100%	6018 100%	100% 1	100% 77	100% 131	100% 138	100% 299	100% 2	100% 1	100% 1	100% 3	100% 26	100% 31	100% 281	100% 139	100% 395	100% 24	100% 370	100% 70

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q77.4 YES	3 0.7%	104 2%*	~	~	2% 2	0.7% 1	~	~	~	100% 1	~	~	6% 2	0.4% 1	1% 2	0.8% 3	~	0.5% 2	1% 1	
NO	437 99%	5914 98%*	100% 1	100% 77	100% 129	100% 137	100% 93	100% 299	100% 2	100% 1	~	100% 3	100% 26	100% 29	100% 280	100% 137	100% 392	100% 24	99% 368	99% 69
VALID CASES	440	6018	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NUMBER OF RESPONDENTS	440	6018	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC	
Q77.5	PCG TOT CHLD																			
YES	18 4%	339 6%	1 100%	3 4%	4 3%	6 4%	4 4%			3 ~100%	15 ~48%	5 2%*	13 9%*	17 4%~	1 4%~	13 4%	5 7%			
NO	422 96%	5679 94%	74 ~96%	127 97%	132 96%	89 96%	299 100%	2 100%	1 100%	1 100%	26 100%	16 52%	276 98%*	126 91%*	378 96%~	23 96%~	357 96%	65 93%		
VALID CASES	440	6018	1	77	131	138	93	299	2	1	1	3	26	31	281	139	395	24	370	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

		AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	HIS- PAN- IC	NOT GOOD & POOR	VERY FAIR & POOR	NO CCC	CCC		
Q77.6	PCG TOT CHLD																			
YES	38 9%	629 10%	6 ~	16 8%	13 12%	3 3%*	~	~	~	~	26 ~100%	12 39%	34 12%*	4 3%*	36 9%~	2 8%~	32 9%	6 9%		
NO	402 91%	5389 90%	1 100%~	71 92%	115 88%	125 91%	90 97%*	299 100%	2 100%	1 100%	1 100%	3 100%	19 ~	247 88%*	135 97%*	359 91%~	22 92%~	338 91%	64 91%	
VALID CASES	440	6018	1	77	131	138	93	299	2	1	1	3	26	31	281	139	395	24	370	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

Q78 WHAT IS YOUR AGE?

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLK OR WHT	AFR-AMER	AS-IAN	NATV PAC ILND	AMER IND/ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q78 UNDER 18	12 3%	209 4%	~	5 7%	3 2%	3 2%	1 1%	10 3%	~	~	~	~	~	1 3%	5 2%	7 5%	12 3%	~	11 3%	1 1%	
18 TO 24	18 4%	307 5%	~	13 18%*	5 4%	~	~	14 5%	~	~	~	~	~	2 6%	10 4%	8 6%	18 5%	~	17 5%	1 1%	
25 TO 34	160 38%	2087 37%	~	37 52%*	67 54%*	44 33%	12 14%*	115 39%	~	~	~	1 33%	15 58%	11 35%	114 41%	46 34%	153 39%	5 21%	140 40%*	20 29%*	
35 TO 44	148 36%	2042 36%	100%~	1 20%*	14 31%	38 45%*	60 40%	35 40%	105 36%	1 50%~	~	~	2 67%~	8 31%~	11 35%~	104 37%	44 32%	134 34%~	14 58%~	120 35%	28 40%
45 TO 54	58 14%	708 13%	~	2 3%*	7 6%*	23 17%	26 30%*	39 13%	1 50%~	1 100%~	1 100%~	~	~	1 4%~	4 13%~	37 13%	20 15%	55 14%~	3 12%~	45 13%	13 19%
55 TO 64	15 4%	233 4%	~	~	2 2%	2 1%	11 13%*	7 2%	~	~	~	~	~	2 8%~	2 6%~	8 3%	7 5%	14 4%~	1 4%~	9 3%	6 9%
65 TO 74	4 1%	39 0.7%	~	~	1 0.8%	2 1%	1 1%	4 1%~	~	~	~	~	~	~	~	~	4 3%~	3 0.8%~	1 4%~	3 0.9%	1 1%
75 OR OLDER	1 0.2%	12 0.2%	~	~	~	~	1 1%	1 0.3%~	~	~	~	~	~	~	~	~	1 0.7%~	1 0.3%~	~	1 0.3%	~
NOT ANSWERED	24	382		6	8	4	6	4							3	2	5		24		
VALID CASES	416	5636	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NUMBER OF RESPONDENTS	440	6018	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?

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
Q79																				
MALE	68 16%	691 12%*	1 100%~	13 18%	13 10%*	22 16%	19 22%	44 15%	1 50%~	~	~	~	3 12%~	4 13%~	48 17%	20 14%	63 16%~	3 12%~	60 17%	8 11%
FEMALE	351 84%	4976 88%*	~	60 82%	111 90%*	112 84%	68 78%	254 85%	1 50%~	1 100%~	1 100%~	3 100%~	23 88%~	27 87%~	232 83%	118 86%	329 84%~	21 88%~	289 83%	62 89%
NOT ANSWERED	21	352		4	7	4	6	1							1	1	3		21	
VALID CASES	419	5666	1	73	124	134	87	298	2	1	1	3	26	31	280	138	392	24	349	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%

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

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q80																				
8TH GRADE OR LESS	96 24%	729 13%*	~	11 15%*	24 20%	40 31%*	21 25%	58 20%*	~	~	~	8 31%~	4 14%~	94 35%*	1 0.7%*	86 22%~	9 39%~	85 25%	11 16%	
SOME HIGH SCHOOL BUT DID NOT GRADUATE	53 13%	659 12%	~	9 13%	18 15%	15 11%	11 13%	43 15%	~	~	~	3 12%~	3 11%~	48 18%*	5 4%*	49 13%~	4 17%~	51 15%*	2 3%*	
HIGH SCHOOL GRADUATE OR GED	142 35%	1741 31%	~	28 39%	48 40%	37 28%*	29 35%	104 35%	1 ~100%~	1 ~100%~	2 67%~	9 35%~	7 25%~	93 34%	49 36%	134 35%~	7 30%~	120 35%	22 32%	
SOME COLLEGE OR 2-YEAR DEGREE	85 21%	1785 32%*	~	18 25%	23 19%	26 20%	18 21%	68 23%*	1 50%~	~	1 ~	5 19%~	6 21%~	27 10%*	58 43%*	83 22%~	2 9%~	63 19%*	22 32%*	
4-YEAR COLLEGE GRADUATE	20 5%	395 7%*	100%~	1 1%*	6 5%	10 8%	2 2%	10 3%	1 50%~	~	~	1 4%~	7 25%~	5 2%*	15 11%*	19 5%~	1 4%~	11 3%*	9 13%*	
MORE THAN 4-YEAR COLLEGE DEGREE	12 3%	239 4%	~	4 6%	2 2%	3 2%	3 4%	10 3%	~	~	~	~	1 4%~	4 1%*	8 6%*	12 3%~	~	9 3%	3 4%	
NOT ANSWERED	32	471		6	10	7	9	6					3	10	3	12	1	31	1	
VALID CASES	408	5547	1	71	121	131	84	293	2	1	1	3	26	28	271	136	383	23	339	69
NUMBER OF RESPONDENTS	440	6018	1	77	131	138	93	299	2	1	1	3	26	31	281	139	395	24	370	70
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Q81 HOW ARE YOU RELATED TO THE CHILD?

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC	AMER IND/ ALSK	MUL- TI	OTH-	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q81																				
MOTHER OR FATHER	400 96%	5300 95%	1 100%	70 99%	120 97%	129 97%	80 92%	287 97%	2 100%	1 100%	1 100%	3 100%	24 96%	26 87%	276 99%*	123 90%*	375 96%	22 92%	338 98%*	62 89%*
GRANDPARENT	9 2%	137 2%	~	1 1%	~	4 3%	4 5%	8 3%	~	~	~	~	1 4%	~	1 0.4%*	8 6%*	9 2%	~	6 2%	3 4%
AUNT OR UNCLE	1 0.2%	36 0.6%	~	~	1 0.8%	~	~	1 0.3%	~	~	~	~	~	~	1 0.7%	~	1 0.3%	~	1 0.3%	~
OLDER BROTHER OR SISTER	1 0.2%	4 0.1%	~	~	1 0.8%	~	~	~	~	~	~	~	~	~	1 0.4%	~	1 0.3%	~	1 0.3%	~
OTHER RELATIVE		6 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
LEGAL GUARDIAN	5 1%	77 1%	~	~	2 2%	~	3 3%	1 0.3%	~	~	~	~	~	4 13%	1 0.4%	4 3%	3 0.8%	2 8%	~	5 7%*
SOMEONE ELSE		44 0.8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	24	415		6	7	5	6	2					1	1	2	3	6		24	
VALID CASES	416	5603	1	71	124	133	87	297	2	1	1	3	25	30	279	136	389	24	346	70
NUMBER OF RESPONDENTS	440 100%	6018 100%	1 100%	77 100%	131 100%	138 100%	93 100%	299 100%	2 100%	1 100%	1 100%	3 100%	26 100%	31 100%	281 100%	139 100%	395 100%	24 100%	370 100%	70 100%



Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q82 YES	14 6%	157 5%	~	2 5%~	4 6%	3 4%	5 9%	9 5%	1 ~100%~	~	~	1 6%~	12 8%*	1 1%*	10 4%~	3 25%~	11 5%~	3 7%~	
NO	238 94%	3319 95%	~	40 95%~	64 94%	81 96%	53 91%	180 95%	2 100%~	~	2 ~100%~	16 94%~	12 100%~	144 92%*	92 99%*	228 96%~	9 75%~	195 95%~	43 93%~
NOT ANSWERED	5	40		1	2		2	4					5		5		5		
VALID CASES	252	3476		42	68	84	58	189	2	1	2	17	12	156	93	238	12	206	46
NUMBER OF RESPONDENTS	257 100%	3516 100%		43 100%	70 100%	84 100%	60 100%	193 100%	2 100%	1 100%	2 100%	17 100%	12 100%	161 100%	93 100%	243 100%	12 100%	211 100%	46 100%

[ASKED IF SURVEY COMPLETED BY MAIL]

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
		<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q83.1	PCG TOT CHLD																	
YES	9 64%	68 57%	2 ~100%	2 50%	2 67%	3 60%	6 67%	~	~	~	~100%	1	8 67%	~	6 60%	2 67%	7 64%	2 67%
NO	5 36%	51 43%	~	2 50%	1 33%	2 40%	3 33%	1 ~100%	~	~	~	~	4 33%	1 100%	4 40%	1 33%	4 36%	1 33%
VALID CASES	14	119	2	4	3	5	9	1			1		12	1	10	3	11	3
NUMBER OF RESPONDENTS	14	119	2	4	3	5	9	1			1		12	1	10	3	11	3
	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.

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q83.2 YES	9 64%	52 44%	~100%	2	2	3	2	6	1	~	1	~100%	8	1	6	3	7	2
				50%	100%	40%	67%	~100%	~	~100%	~	67%	100%	60%	100%	64%	67%	
NO	5 36%	67 56%	~	~	50%	~	3	3	~	~	~	~	4	~	4	~	4	1
				~	~	60%	33%	~	~	~	~	33%	~	40%	~	36%	33%	
VALID CASES	14	119		2	4	3	5	9	1		1	12	1	10	3	11	3	
NUMBER OF RESPONDENTS	14	119		2	4	3	5	9	1		1	12	1	10	3	11	3	
	100%	100%		100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	

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

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
		<1	1-3	4-7	8-12	13 AND OVER	WHITE	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	MUL-OTHR	TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC
Q83.3	PCG TOT CHLD																		
YES	OHP TOT CHLD	9																	
		7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	PCG TOT CHLD	14	2	4	3	5	9	1			1		12	1	10	3	11	3	
	OHP TOT CHLD	110	~100%	~100%	~100%	~100%	~100%	~100%	~	~100%	~	~100%	~100%	~100%	~100%	~100%	~100%	~100%	~100%
VALID CASES	PCG TOT CHLD	14	2	4	3	5	9	1			1		12	1	10	3	11	3	
NUMBER OF RESPONDENTS	OHP TOT CHLD	119	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.

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- Whte	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q83.4 YES	1 7%	31 26%	~	~	25%	~	~	11%	~	~	~	~	~	8%	~	10%	~	9%	~
NO	13 93%	88 74%	~100%	2 75%	3 100%	3 100%	5 100%	8 89%	1 ~100%	~	1 ~100%	~	11 92%	1 100%	9 90%	3 100%	10 91%	3 100%	3 100%
VALID CASES	14	119		2	4	3	5	9	1		1		12	1	10	3	11	3	
NUMBER OF RESPONDENTS	14	119		2	4	3	5	9	1		1		12	1	10	3	11	3	
	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.

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q83.5 YES	1 7%	11 9%	~	~	~	~	20% 11%	~	~	~	~	~	~	8%	~	10%	~	9%	~
NO	13 93%	108 91%	~100%	~100%	~100%	~80%	89%	~100%	~	~100%	~	~100%	~	92%	~100%	90%	~100%	91%	~100%
VALID CASES	14	119	2	4	3	5	9	1			1		12	1	10	3	11	3	
NUMBER OF RESPONDENTS	14	119	2	4	3	5	9	1			1		12	1	10	3	11	3	
	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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
NQ14 0-6	20 7%	375 10%		4 ~ 7%	2 2%*	7 8%	7 13%	12 6%				1 6%~		10 6%	10 10%	18 7%~	2 12%~	15 7%	5 8%	
7-8	86 30%	1202 31%	1 100%~	13 23%	28 32%	26 30%	18 35%	62 31%	1 50%~		3 ~100%~	7 39%~	7 33%~	54 31%	31 30%	77 30%~	7 41%~	66 30%	20 34%	
9-10	176 62%	2325 60%		39 ~ 70%	57 66%	53 62%	27 52%	125 63%	1 50%~			10 ~ 56%~	14 67%~	108 63%	61 60%	161 63%~	8 47%~	142 64%	34 58%	
VALID CASES	282	3902	1	56	87	86	52	199	2		3	18	21	172	102	256	17	223	59	
NUMBER OF RESPONDENTS	282 100%	3902 100%	1 100%	56 100%	87 100%	86 100%	52 100%	199 100%	2 100%		3 100%	18 100%	21 100%	172 100%	102 100%	256 100%	17 100%	223 100%	59 100%	
MEAN	2.55	2.50	2.00	2.62	2.63	2.53	2.38	2.57	2.50		2.00	2.50	2.67	2.57	2.50	2.56	2.35	2.57	2.49	
p stat_(*=Sig @ p<=.05)		.187		~.337	.126	.750	.058	.567	~	~	~	~	~	~.590	.300	~	~	~.425	.413	

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

	AGE						RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
NQ41 0-6	16 5%	353 7%*	~	2%	2%*	6%	9%	13 5%	~	~	~	~	4%~	~	8 4%	8 7%	14 4%~	2 10%~	12 4%	4 6%
7-8	55 15%	1106 23%*	~	8%*	12%	19%	23%	39 16%	~	~	~	~	21%~	23%~	26 11%*	28 23%*	52 16%~	2 10%~	41 14%	14 22%
9-10	284 80%	3349 70%*	100%*	91%*	86%*	75%	68%*	199 79%	2 100%	1 100%	~	2 100%	18 75%~	20 77%~	193 85%*	87 71%*	262 80%~	17 81%~	237 82%	47 72%
VALID CASES	355	4809	1	66	109	110	69	251	2	1	~	2	24	26	227	123	328	21	290	65
NUMBER OF RESPONDENTS	355 100%	4809 100%	100%	100%	100%	100%	100%	251 100%	2 100%	1 100%	~	2 100%	24 100%	26 100%	227 100%	123 100%	328 100%	21 100%	290 100%	65 100%
MEAN	2.75	2.62	3.00	2.89	2.84	2.68	2.59	2.74	3.00	3.00	~	3.00	2.71	2.77	2.81	2.64	2.76	2.71	2.78	2.66
p stat_(*=Sig @ p<=.05)		.000*	~	.002*	.034*	.080	.019*	.420	~	~	~	~	~	~	.004*	.006*	~	~	.165	.154

[ASKED IF Q30 = YES]



NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	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	NO CCC
NQ48 0-6	6 11%	69 10%	~	~	~	15%~	21%~	3 7%~	1 50%~	~	~	1 33%~	~	2 7%~	3 12%~	5 10%~	~	4 12%~	2 8%~
7-8	9 16%	173 25%	~	1 12%~	1 7%~	4 20%~	3 21%~	9 22%~	~	~	~	~	~	4 14%~	5 19%~	8 16%~	1 17%~	6 19%~	3 12%~
9-10	41 73%	464 66%	~	7 88%~	13 93%~	13 65%~	8 57%~	29 71%~	1 50%~	~	~	2 67%~	5 100%~	23 79%~	18 69%~	36 73%~	5 83%~	22 69%~	19 79%~
VALID CASES	56	706		8	14	20	14	41	2			3	5	29	26	49	6	32	24
NUMBER OF RESPONDENTS	56 100%	706 100%		8 100%	14 100%	20 100%	14 100%	41 100%	2 100%			3 100%	5 100%	29 100%	26 100%	49 100%	6 100%	32 100%	24 100%
MEAN	2.62	2.56		2.87	2.93	2.50	2.36	2.63	2.00			2.33	3.00	2.72	2.58	2.63	2.83	2.56	2.71
p stat_(*=Sig @ p<=.05)		.480	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

NQ54 RATING OF CHILD'S HEALTH PLAN

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC		
NQ54 0-6	35 8%	702 13%*	~	2 3%*	11 9%	11 9%	11 13%	27 9%	~	~	~	33%~	4%~	7%~	12 4%*	22 16%*	31 8%~	3 12%~	26 8%	9 13%	
7-8	91 22%	1548 28%*	100%~	1 26%	19 15%*	19 19%	25 31%*	27 21%	~	~	~	67%~	2 27%~	7 38%~	11 38%~	51 18%*	40 30%*	83 22%~	7 29%~	67 19%*	24 35%*
9-10	288 70%	3348 60%*	~	52 71%	93 76%	93 72%	50 57%*	203 70%	2 100%	1 100%	1 100%	~	18 69%~	16 55%~	215 77%*	72 54%*	272 70%~	14 58%~	252 73%*	36 52%*	
VALID CASES	414	5598	1	73	123	129	88	292	2	1	1	3	26	29	278	134	386	24	345	69	
NUMBER OF RESPONDENTS	414 100%	5598 100%	100%	1 100%	73 100%	123 100%	129 100%	88 100%	2 100%	1 100%	1 100%	3 100%	26 100%	29 100%	278 100%	134 100%	386 100%	24 100%	345 100%	69 100%	
MEAN	2.61	2.47	2.00	2.68	2.67	2.64	2.44	2.60	3.00	3.00	3.00	1.67	2.65	2.48	2.73	2.37	2.62	2.46	2.66	2.39	
p stat_(*=Sig @ p<=.05)		.000*	~	.210	.251	.600	.011*	.674	~	~	~	~	~	~	~	.000*	.000*	~	~	.006*	.005*

GETTING NEEDED CARE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
NPRBSEE4 NQ46	2.19	2.27	2.11	2.27	2.13	2.25	2.17	1.50			2.50	2.33	2.31	2.04	2.23	1.83	2.43	1.85		
p stat_(*=Sig @ p<=.05)	.484		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
NCARNES4 NQ15	2.46	2.47	3.00	2.55	2.52	2.38	2.39	2.45	2.50	2.00	2.67	2.62	2.44	2.48	2.47	2.24	2.50	2.32		
p stat_(*=Sig @ p<=.05)	.974		~.244	.322	.173	.389	.583	~	~	~	~	~	.524	.826	~	~	.064	.050		
COMPOSITE	2.33	2.37	3.00	2.33	2.39	2.26	2.32	2.31	2.00	x	x	2.00	2.58	2.48	2.38	2.26	2.35	2.03	2.47	2.08
p stat_(*=Sig @ p<=.05)	.787		~.987	.771	.756	.985	.875	~	~	~	~	~	.672	.726	~	~	.067	.398		

GETTING CARE QUICKLY

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER				
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC			
NCARSN4 NQ4	2.58	2.61	2.35	2.91	2.36	2.74	2.55				2.67	3.00	2.48	2.66	2.55	2.75	2.57	2.62		
p stat_(*=Sig @ p<=.05)		.610	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
NAPGET4 NQ6	2.43	2.46	3.00	2.35	2.51	2.42	2.41	3.00			2.33	2.53	2.74	2.37	2.52	2.42	2.54	2.45	2.38	
p stat_(*=Sig @ p<=.05)		.583	~	~.253	.806		~.533	~	~	~	~	~	~	.096	.154	~	~.565	.554		
COMPOSITE	2.51	2.54	3.00	2.35	2.71	2.39	2.57	2.48	3.00	x	x	2.33	2.60	2.87	2.43	2.59	2.49	2.64	2.51	2.50
p stat_(*=Sig @ p<=.05)		.863	~.687	.493	.672		~.856	~	~	~	~	~	~	~.613	.758	~	~1.00	.991		

HOW WELL DOCTORS COMMUNICATE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV PAC ILND	AMER ALSK NATV	OTH	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
NDREXPL4 NQ32	2.75	2.69	3.00	2.82	2.80	2.64	2.73	2.78	3.00		2.50	2.80	2.68	2.69	2.83	2.74	2.87	2.74	2.77	
p stat_(*=Sig @ p<=.05)		.097	~.179	.223	.045*		~.217	~	~	~	~	~	~.040*	.037*	~	~	~.670	.663		
NDRLSTN4 NQ33	2.77	2.70	3.00	2.82	2.74	2.76	2.76	2.79	3.00		2.50	2.65	2.68	2.77	2.76	2.75	2.93	2.78	2.70	
p stat_(*=Sig @ p<=.05)		.039*	~.319	.618	.863		~.251	~	~	~	~	~	~.843	.854	~	~	~.375	.361		
NDRESPU4 NQ34	2.82	2.77	3.00	2.88	2.79	2.82	2.78	2.83	2.50		2.50	2.85	2.79	2.86	2.75	2.82	2.80	2.84	2.75	
p stat_(*=Sig @ p<=.05)		.086	~.156	.532	.877		~.674	~	~	~	~	~	~.076	.086	~	~	~.315	.301		
NDRTMEN4 NQ37	2.47	2.48	3.00	2.60	2.48	2.31	2.58	2.51	2.00		2.50	2.35	2.53	2.38	2.61	2.49	2.33	2.47	2.47	
p stat_(*=Sig @ p<=.05)		.968	~.099	.906	.010*		~.196	~	~	~	~	~	~.005*	.010*	~	~	~.993	.993		
COMPOSITE	2.70	2.66	3.00	2.78	2.70	2.63	2.71	2.73	2.63	x	x	2.50	2.66	2.67	2.68	2.74	2.70	2.73	2.71	2.68
p stat_(*=Sig @ p<=.05)		.876	~.893	1.00	.881		~.899	~	~	~	~	~	~.924	.928	~	~	~.964	.964		

CUSTOMER SERVICE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	WHITE	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 & POOR	FAIR & POOR	NO CCC	CCC
NPBCLCS4 NQ50	2.36	2.30	2.58	2.31	2.22	2.45	2.37					2.20	2.86	2.31	2.47	2.37	2.17	2.35	2.41	
p stat_(*=Sig @ p<=.05)	.428		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCSRESP NQ51	2.60	2.55	2.58	2.76	2.51	2.57	2.58					2.70	2.86	2.61	2.59	2.61	2.50	2.62	2.53	
p stat_(*=Sig @ p<=.05)	.464		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.48	2.43	x	2.58	2.53	2.37	2.51	2.47	x	x	x	x	2.45	2.86	2.46	2.53	2.49	2.33	2.48	2.47
p stat_(*=Sig @ p<=.05)	.879		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

SHARED DECISION MAKING

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV ILND	AMER PAC ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
NRXWHY NQ11	2.45	2.46	2.62	2.69	2.32	2.18	2.51	3.00				2.75	1.75	2.32	2.61	2.46	2.40	2.45	2.46
p stat_(*=Sig @ p<=.05)		.889	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXWYNT NQ12	2.11	2.00	2.00	2.12	1.95	2.55	2.06	2.00				2.25	2.50	2.09	2.11	2.11	2.20	2.05	2.21
p stat_(*=Sig @ p<=.05)		.295	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NRXBST NQ13	2.65	2.59	2.57	2.87	2.45	2.82	2.62	3.00				3.00	2.50	2.69	2.57	2.63	2.60	2.74	2.50
p stat_(*=Sig @ p<=.05)		.558	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.40	2.35	x 2.40	2.56	2.24	2.52	2.40	2.67	x	x	x	2.67	2.25	2.37	2.43	2.40	2.40	2.41	2.39
p stat_(*=Sig @ p<=.05)		.919	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

ACCESS TO SPECIALIZED SERVICES

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC			
NEZMDEQ NQ20	2.29	2.28		2.33	2.33	2.50	2.00	2.20					3.00	2.71	2.00	2.21	2.67	2.40	2.25	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NEZTHP NQ23	2.09	2.11		1.80	2.18	2.18	2.00	2.15	1.00		1.00	2.00	2.57	2.23	1.95	2.08	2.20	2.06	2.11	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NEZTC NQ26	2.09	2.11			2.09	2.00	2.22	2.13	1.00			2.25	1.75	2.43	1.85	2.16	1.33	2.60	1.87	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.16	2.17	x	2.07	2.20	2.23	2.07	2.16	1.00	x	x	1.00	2.13	2.44	2.46	1.93	2.15	2.07	2.35	2.08
p stat_(*=Sig @ p<=.05)		.969	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	



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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
PRBSEE4 Q46	73%	76%		67%	67%	78%	75%	72%	50%			75%	83%	77%	67%	75%	50%	84%	58%	
CARNES4 Q15	91%	88%	100%	93%	91%	91%	90%	92%	100%		67%	89%	95%	91%	90%	92%	76%	92%	88%	
AVERAGE	82.0	82.1	x	79.8	78.7	84.5	82.6	82.1	x	x	x	x	88.9	89.3	84.1	78.5	83.6	63.2	87.8	73.0

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
CARSN4 Q4	94%	89%		85%	100%	93%	100%	94%				83%	100%	94%	95%	94%	100%	94%	95%	
APGET4 Q6	88%	86%	100%	80%	91%	88%	89%	89%	100%		100%	88%	95%	85%	91%	87%	92%	87%	90%	
AVERAGE	91.0	87.1	x	82.7	95.6	90.2	94.3	91.4	x	x	x	x	85.8	94.7	89.4	92.9	90.5	92.3	90.5	92.8

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK NATV	MUL- OTHR TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
DREXPL4 Q32	96%	93%	100%	98%	96%	95%	96%	97%	100%			100%	95%	95%	96%	96%	96%	100%	96%	96%
DRLSTN4 Q33	95%	93%	100%	98%	94%	95%	96%	96%	100%			100%	90%	95%	95%	95%	95%	100%	96%	91%
DRESPU4 Q34	97%	95%	100%	100%	96%	97%	96%	98%	100%			100%	100%	95%	99%	94%	97%	93%	98%	95%
DRTMEN4 Q37	92%	86%	100%	96%	90%	86%	98%	92%	100%			100%	90%	100%	90%	95%	92%	87%	91%	95%
AVERAGE	95.0	91.8	x	98.1	94.1	93.2	96.1	95.5	x	x	x	x	93.8	96.1	95.1	94.7	95.0	95.0	95.3	94.3

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

		AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD &	FAIR & POOR	NO CCC	CCC	
EBCLCS4 Q50	82%	80%	84%	83%	75%	91%	82%				80%	100%	80%	88%	82%	83%	82%	82%	
CSRESP Q51	92%	88%	84%	97%	89%	96%	90%				90%	100%	91%	94%	91%	100%	91%	94%	
AVERAGE	86.8	84.1	x 84.2	89.7	81.8	93.3	86.3	x	x	x	x	85.0	100	85.1	90.6	86.5	91.7	86.5	88.2

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

			AGE					RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AMER IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
RXWHY Q11	87%	86%	100%	94%	77%	82%	89%	100%				100%	75%	84%	93%	87%	100%	87%	88%	
RXWYNT Q12	71%	66%	64%	75%	64%	91%	69%	100%				75%	100%	69%	75%	72%	80%	69%	75%	
FRXBST Q13	83%	80%	79%	94%	73%	91%	81%	100%				100%	75%	84%	79%	81%	80%	87%	75%	
AVERAGE	80.4	77.2	x	81.0	87.5	71.2	87.9	79.8	x	x	x	x	x	x	79.0	82.1	80.2	86.7	81.1	79.2

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

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
EZMDEQ Q20	76%	76%	67%	83%	75%	75%	73%					100%	100%	60%	71%	100%	80%	75%		
EZTHP Q23	70%	69%	60%	76%	64%	70%	77%	0%		0%	67%	86%	77%	62%	68%	80%	69%	70%		
EZTC Q26	68%	68%		64%	71%	67%	70%	0%			75%	50%	86%	55%	71%	33%	90%	58%		
AVERAGE	71.3	70.9	x	60.0	74.5	67.5	68.3	73.3	x	x	x	x	x	85.7	87.7	59.0	70.3	80.0	79.6	67.9

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

	PCG TOT CHLD	OHP TOT CHLD	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		CCC SCREENER			
			<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR-	AMER IAN	NATV HAW/ PAC ILND	AMER IND/ ALSK	MUL- OTHR TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC		
DRTLKU Q38	88%	85%	100%	100%	91%	83%	74%	87%	100%			100%	94%	89%	87%	89%	89%	73%	88%	86%
DRUNCON Q43	93%	86%		100%	100%	92%	88%	90%	100%				100%	100%	89%	95%	94%	86%	90%	94%
DRUNFAM Q44	92%	85%		100%	100%	91%	81%	90%	100%				100%	88%	89%	92%	92%	86%	90%	92%
AVERAGE	90.9	85.4	x	100	97.1	88.8	81.1	89.2	x	x	x	x	94.4	92.3	88.5	92.2	91.7	81.6	89.5	90.5

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

			AGE					RACE					ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PCG TOT CHLD	OHP TOT CHLD	<1	1-3	4-7	8-12	13 AND OVER	BLCK OR AFR- WHT	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	MUL- OTHR	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
HELPCONT Q18	88%	88%	83%	100%	100%	57%	91%	100%				100%	100%	80%	100%	89%	75%	82%	94%	
HLPCOORD Q29	74%	56%	70%	80%	65%	83%	73%	100%				100%	83%	70%	77%	72%	100%	63%	87%	
AVERAGE	81.2	72.1	x	76.7	90.0	82.5	70.2	82.2	x	x	x	x	x	83.3	75.2	88.6	80.6	100	72.4	90.4



INDEX OF ADULT TABLES

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

PAGE QUESTION TITLE

3. YOUR PERSONAL DOCTOR

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

4. GETTING HEALTH CARE FROM SPECIALISTS

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

PAGE QUESTION TITLE

5. YOUR HEALTH PLAN

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

PAGE QUESTION TITLE

8. RATINGS

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

9. COMPOSITES

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

10. GLOBAL PROPORTION COMPOSITES

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

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



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

3. SPECIALIZED SERVICES

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

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

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

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

6. YOUR CHILD'S HEALTH PLAN

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

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

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

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

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

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

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

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

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

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

8. ABOUT YOUR CHILD AND YOU

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

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

PAGE	QUESTION	TITLE
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9. RATINGS

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

10. COMPOSITES

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

11. GLOBAL PROPORTION COMPOSITES

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

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

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

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

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

**SURVEY INSTRUCTIONS**

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

Correct  
Mark 

Incorrect  
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

- Yes → *Go to Question 3*
- No

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

\_\_\_\_\_

## YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

- Yes
- No → *Go to Question 5*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 7*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No

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

- Yes
- No → *Go to Question 13*

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

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



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

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

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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

## YOUR PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 24*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → Go to Question 23

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

- Never
- Sometimes
- Usually
- Always

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

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

## GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → Go to Question 28

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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



## YOUR HEALTH PLAN

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

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

- Yes
- No → *Go to Question 30*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 33*

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 35*

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

- Never
- Sometimes
- Usually
- Always

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

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

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

- Yes
- No → *Go to Question 35c*

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

- Never
- Sometimes
- Usually
- Always



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

- Yes
- No → **Go to Question 35e**

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

- Never
- Sometimes
- Usually
- Always

### CULTURAL COMPETENCY

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Yes, definitely
- Yes, somewhat
- No

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

**HEALTH LITERACY**

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

**INTERPRETER SERVICES**

35r. What is your preferred language?

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

35s. How well do you speak English?

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

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

- Never
- Sometimes
- Usually
- Always



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

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

- Yes
- No → **Go to Question 36**

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always

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

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

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

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

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

- Never
- Sometimes
- Usually
- Always

## ABOUT YOU

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Excellent
- Very Good
- Good
- Fair
- Poor

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

- Yes
- No
- Don't know

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No
- Don't know

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

- Yes
- No
- Don't know

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

- Yes
- No

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

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

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

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

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

- Yes
- No → **Go to Question 50**

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

- Yes
- No

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

- Yes
- No → **Go to Question 52**

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

- Yes
- No

52. What is your age?

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

53. Are you male or female?

- Male
- Female

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

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

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

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

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

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

57. Did someone help you complete this survey?

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





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

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

**THANK YOU**

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

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

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





448-12



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CTYAD

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

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

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

**SURVEY INSTRUCTIONS**

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

Correct  
Mark 

Incorrect  
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

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

\_\_\_\_\_

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

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

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

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



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

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

**SPECIALIZED SERVICES**

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



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

- Yes
- No → *Go to Question 25*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

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

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → **Go to Question 37**

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → **Go to Question 41**

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

- Never
- Sometimes
- Usually
- Always



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

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

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

- Yes
- No → **Go to Question 45**

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

- Yes
- No

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

- Yes
- No

## GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes
- No → **Go to Question 49**

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

- Never
- Sometimes
- Usually
- Always

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

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



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

0 1 2 3 4 5 6 7 8 9 10

Worst Specialist Possible                      Best Specialist Possible

**YOUR CHILD'S HEALTH PLAN**

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

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

Yes  
 No → *Go to Question 52*

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

Never  
 Sometimes  
 Usually  
 Always

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

Never  
 Sometimes  
 Usually  
 Always

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

Yes  
 No → *Go to Question 54*

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

Never  
 Sometimes  
 Usually  
 Always

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

0 1 2 3 4 5 6 7 8 9 10

Worst Health Plan Possible                      Best Health Plan Possible

**PRESCRIPTION MEDICINES**

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

Yes  
 No → *Go to Question 58*

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

Never  
 Sometimes  
 Usually  
 Always



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

- Yes
- No

**ABOUT YOUR CHILD AND YOU**

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No → *Go to Question 63*

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

- Yes
- No

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No → *Go to Question 66*

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

- Yes
- No

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No → *Go to Question 69*

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

- Yes
- No

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

- Yes
- No → *Go to Question 72*



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

- Yes
- No → *Go to Question 72*

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

- Yes
- No

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

- Yes
- No → *Go to Question 74*

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

- Yes
- No

74. What is your child's age?

- Less than 1 year old

YEARS OLD (write in)

75. Is your child male or female?

- Male
- Female

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

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

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

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

78. What is your age?

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

79. Are you male or female?

- Male
- Female

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

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

81. How are you related to the child?

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



82. Did someone help you complete this survey?

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

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

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

## THANK YOU

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

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

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







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

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

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

**INSTRUCCIONES PARA EL CUESTIONARIO**

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

Marca  
Correcta ●

Marca  
Incorrecta   

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

● Sí → *Pase a la Pregunta 1*  
○ No

↓ **COMIENCE AQUI** ↓

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

- Sí → *Pase a la pregunta 3*
- No

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

\_\_\_\_\_

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

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

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

Sí  
 No → *Pase a la pregunta 5*

4. En los últimos 6 meses, cuando usted necesitó atención inmediata, ¿con qué frecuencia lo atendieron tan pronto como lo necesitaba?

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

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

Sí  
 No → *Pase a la pregunta 7*

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

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

7. En los últimos 6 meses, sin contar las veces en que fue a una sala de emergencia, ¿cuántas veces fue a un consultorio médico o a una clínica para recibir atención médica para usted mismo?

Ninguna vez → *Pase a la pregunta 15*  
 1 vez  
 2  
 3  
 4  
 5 a 9  
 10 veces o más

8. En los últimos 6 meses, ¿hablaron usted y un doctor u otro profesional médico sobre cosas específicas que usted podría hacer para prevenir enfermedades?

Sí  
 No

9. En los últimos 6 meses, ¿hablaron usted y un doctor u otro profesional médico sobre comenzar o suspender una medicina recetada?

Sí  
 No → *Pase a la pregunta 13*

10. Cuando hablaron de comenzar o suspender una medicina recetada, ¿qué tanto habló un doctor u otro profesional médico sobre las razones por las que tal vez quiera tomar una medicina?

Para nada  
 Un poco  
 Algo  
 Mucho



11. Cuando hablaron de comenzar o suspender una medicina recetada, ¿qué tanto habló un doctor u otro profesional médico sobre las razones por las que tal vez no quiera tomar una medicina?

- Para nada
- Un poco
- Algo
- Mucho

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

- Sí
- No

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

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

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

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

## SU DOCTOR PERSONAL

15. El doctor personal es aquel a quien usted va si necesita un chequeo, quiere pedir consejo sobre un problema de salud o si se enferma o lastima. ¿Tiene usted un doctor personal?

- Sí
- No → *Pase a la pregunta 24*

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

- Ninguna vez → *Pase a la pregunta 23*
- 1 vez
- 2
- 3
- 4
- 5 a 9
- 10 veces o más

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

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

18. En los últimos 6 meses, ¿con qué frecuencia su doctor personal le escuchó con atención?

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

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 23*

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

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

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

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

## LA ATENCIÓN MÉDICA QUE RECIBÍ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

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



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

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

### SU PLAN DE SALUD

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

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

- Sí  
 No → *Pase a la pregunta 30*

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

- Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

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

- Sí  
 No → *Pase a la pregunta 33*

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

- Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

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

- Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

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

- Sí  
 No → *Pase a la pregunta 35*

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

- Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

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

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

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

- Sí
- No → *Pase a la pregunta 35c*

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

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

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

- Sí
- No → *Pase a la pregunta 35e*

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

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

## CAPACIDAD CULTURAL

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

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

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

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

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

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

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

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

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

- Sí, definitivamente
- Sí, algo
- No

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

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

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

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

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

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

### COMPRESIÓN DE INFORMACIÓN DE SALUD

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

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

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



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

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

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

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

### SERVICIOS DE INTÉRPRETE

35r. ¿Qué idioma prefiere hablar usted?

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

35s. ¿Qué tan bien habla inglés?

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

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

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

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

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

- Sí
- No → *Pase a la Pregunta 36*

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### ACERCA DE USTED

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

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

- Sí
- No
- No sé

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

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

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

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

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

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

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

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

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

- Sí
- No
- No sé

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

- Sí
- No
- No sé

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

- Sí
- No

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 50*

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

- Sí
- No



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

- Sí
- No → **Pase a la pregunta 52**

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

- Sí
- No

52. ¿Qué edad tiene?

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

53. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

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

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

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

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

57. ¿Le ayudó alguien a completar esta encuesta?

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

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

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

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

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

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



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

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

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

**INSTRUCCIONES PARA EL CUESTIONARIO**

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

Marca  
Correcta ●

Marca  
Incorrecta   

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

● Sí → *Pase a la Pregunta 1*  
○ No

↓ **COMIENCE AQUI** ↓

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

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

○ Sí → *Pase a la pregunta 3*  
○ No

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

\_\_\_\_\_

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

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

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

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

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

- Para nada
- Un poco
- Algo
- Mucho

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

- Para nada
- Un poco
- Algo
- Mucho

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

- Sí
- No

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No

**SERVICIOS ESPECIALIZADOS**

19. En el equipo o dispositivo médico especial se incluye un andador, silla de ruedas, nebulizador, tubos de alimentación o equipo de oxígeno.

En los últimos 6 meses, ¿consiguió o intentó conseguir algún equipo o dispositivo médico especial para su niño?

- Sí
- No → *Pase a la pregunta 22*



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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 25*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 30*

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

- Sí
- No

### **EL DOCTOR PERSONAL DE SU NIÑO**

30. El doctor personal es aquel a quien su niño va si necesita un chequeo, quiere pedir consejo sobre un problema de salud, está enfermo o lastimado. ¿Tiene su niño un doctor personal?

- Sí
- No → *Pase a la pregunta 45*

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

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

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

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

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

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

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

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

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

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

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

- Sí
- No → **Pase a la pregunta 37**

35a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil a su niño hablar o entender a su doctor personal porque ellos hablaban idiomas diferentes?

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

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

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

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

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



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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 41*

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 45*

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

- Sí
- No

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

- Sí
- No

### LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

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

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

- Sí
- No → *Pase a la pregunta 49*

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

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



47. ¿Cuántos especialistas ha visto su niño en los últimos 6 meses?
- Ninguno → *Pase a la pregunta 49*
  - 1 especialista
  - 2
  - 3
  - 4
  - 5 especialistas o más

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

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

### EL PLAN DE SALUD DE SU NIÑO

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

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

- Sí
- No → *Pase a la pregunta 52*

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 54*

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

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

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

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

### MEDICINAS RECETADAS

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

- Sí
- No → *Pase a la pregunta 58*



56. En los últimos 6 meses, ¿con qué frecuencia fue fácil conseguir medicinas recetadas para su niño a través de su plan de salud?

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

57. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir las medicinas recetadas para su niño?

- Sí
- No

### ACERCA DE USTED Y DE SU NIÑO

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

59. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

60. ¿Actualmente necesita o usa su niño una medicina recetada por un doctor (aparte de vitaminas)?

- Sí
- No → *Pase a la pregunta 63*

61. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 63*

62. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

63. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 66*

64. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 66*

65. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

66. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 69*

67. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 69*

68. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

69. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?

- Sí
- No → *Pase a la pregunta 72*

70. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 72*

71. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

- Sí
- No → *Pase a la pregunta 74*

73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

- Sí
- No

74. ¿Qué edad tiene su niño?

- Menos de un año

AÑOS (escriba la respuesta)

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

- Masculino
- Femenino

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

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

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

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

78. ¿Qué edad tiene usted?

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

79. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

◆

**81. ¿Qué relación tiene con el niño?**

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

**82. ¿Le ayudó alguien a completar esta encuesta?**

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

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

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

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

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

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

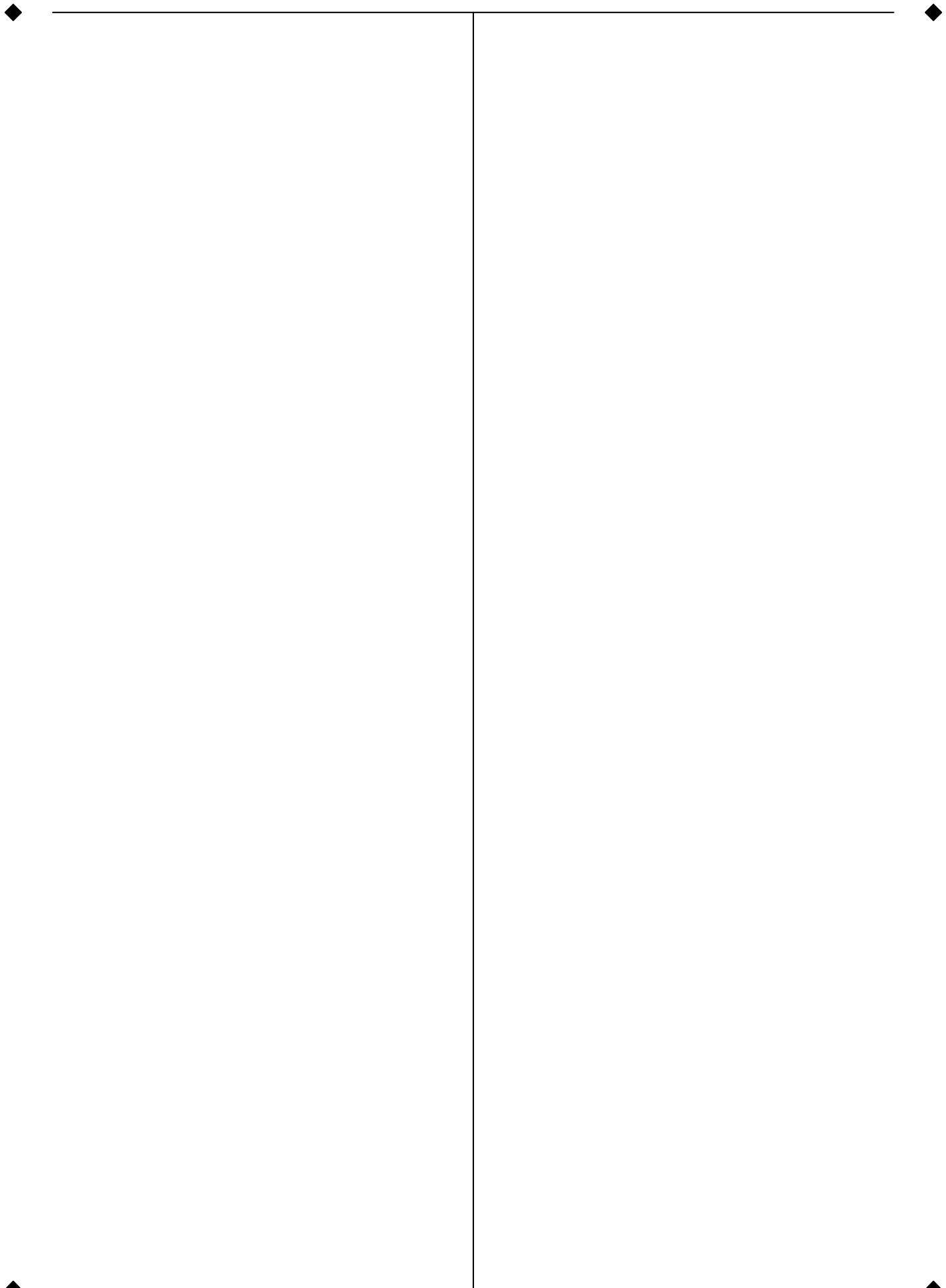


451-11



11

CTYSCCCC



DIAL.SCREEN

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

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS NOT A PROXY INTERVIEW.)

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

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

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

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

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

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

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

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

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

RETURN TO COVERSHEET

## MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN  
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

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

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

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO  
RETURN TO COVERSHEET

## RE.INTRO

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

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

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

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

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

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

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

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS



SEX

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

- 1. MALE
- 2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

- 1. Spanish
- 2. English

MEMBER

1. / MEMBER

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

("DK" NOT ALLOWED)

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

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

NPLNAME

2. / NPLNAME

What is the name of your health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS Oregon Health Plan]

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

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

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

PLNAME

2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

\_\_\_\_\_

CK.PLMSTCR:

-----

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

INTRO.INCARE

INTRO.INCARE

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

INCARE

3. / INCARE

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

- 1. YES
- 2. NO -----> APM4

DK/REFUSAL/NOT ASCERTAINED --> APM4

CARSN4

4. / CARSN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

5. / APMAKE4

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

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

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

6. / APGET4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

7. / OFCTIM4

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

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

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

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

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

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4  
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL

PRVENT5

8. / PRVENT5

A health provider is the person you would see if you need a check-up, want advice about a health problem, or get sick or hurt.

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXSTP

9. / RXSTP

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

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

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY

10. / RXWHY

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT

11. / RXWYNT

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

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST

12. / RXBST

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

13. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care you may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH CARE										HEALTH CARE
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4

14. / CARNES4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PRSNLD4

15. / PRSNLD4

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

Do you have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

## DRTMS

16. / DRTMS

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

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

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

0. NONE, -----> RATEDR4
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

## DREXPL4

17. / DREXPL4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## DRLSTN4

18. / DRLSTN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

19. / DRESPU4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

20. / DRTMEN4

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DIFFDR

21. / DIFFDR

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

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO

22. / DRINFO

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

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

23. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

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

NDSPDR4

24. / NDSPDR4

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

In the last 6 months, did you make any appointments to see a specialist?

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does my (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN



PRBSEE4

25. / PRBSEE4

In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

26. / SPDRS

How many specialists have you seen in the last 6 months?

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say you've seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

27. / RTSPDR4

We want to know your rating of the specialist you saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- |            |    |    |    |    |    |    |    |    |    |            |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00         | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10         |
| WORST      |    |    |    |    |    |    |    |    |    | BEST       |
| SPECIALIST |    |    |    |    |    |    |    |    |    | SPECIALIST |
| POSSIBLE   |    |    |    |    |    |    |    |    |    | POSSIBLE   |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN

INTRO.PLAN

Now I'm going to ask you some questions about your experience with your health plan.

LOOMAT4

28. / LOOMAT4

In the last 6 months, did you look for any information in written materials or on the Internet about how your health plan works?

- 1. YES
- 2. NO -----> CLCSR4

DK/REFUSAL/NOT ASCERTAINED --> CLCSR4

UNDINF4

29. / UNDINF4

In the last 6 months, how often did the written materials OR the Internet provide the information you needed about how your health plan works? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSR4

30. / CLCSR4

In the last 6 months, did you get information or help from [your health plan's customer service/customer service at 's health plan] ?

- 1. YES
- 2. NO -----> PLPRW4

DK/REFUSAL/NOT ASCERTAINED --> PLPRW4

PBCLCS4

31. / PBCLCS4

In the last 6 months, how often did your health plan's customer service give you the information or help you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP

32. / CSRESP

In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4

33. / PLPRWK4

In the last 6 months, did your health plan give you any forms to fill out?

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

34. / PBPLPW4

In the last 6 months, how often were the forms from your health plan easy to fill out? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

35. / RTPLEXP

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH PLAN										HEALTH PLAN
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HPMDEQ

35a. / HPMDEQ

In the last 6 months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

(READ LIST)

- 1. YES
- 2. NO -----> POSTHP

DK/REFUSAL/NOT ASCERTAINED

EZMDHP

35b. / EZMDHP

In the last 6 months, how often was it easy to get the medical equipment you needed through your health plan?

(READ LIST)

- 1. NEVER
- 2. SOMETIMES
- 3. USUALLY
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

POSTHP

35c. / POSTHP

In the last 6 months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

(READ LIST)

- 1. YES
- 2. NO -----> INTRO.DTLKTF

DK/REFUSAL/NOT ASCERTAINED

EZPOST

35d. / EZPOST

In the last 6 months, how often was it easy to get the special therapy you needed through your health plan? Would you say...

- 1. NEVER
- 2. SOMETIMES
- 3. USUALLY
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

INTRO.DTLKTF

INTRO.DTLKTF

The following questions ask about how much you think your doctor or other health provider respects your beliefs, attitudes, language and behavior.

DTLKTF

35e. / DTLKTF

A health provider could be a general doctor, a specialist doctor, a nurse practitioner, a physician assistant, a nurse or anyone else you would see for health care.

In the last 6 months, how often did a doctor or other health provider talk too fast when talking to you? Would you say..

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY,
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DINTER

35f. / DINTER

In the last 6 months, how often did a doctor or other health provider interrupt you when you were speaking?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DRRUDE

35g. / DRRUDE

In the last 6 months, how often did a doctor or other health provider use a condescending, sarcastic, or rude tone or manner with you?

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DRTELL

35h. / DRTELL

In the last 6 months, did you feel you could tell a doctor or other health provider anything, even things that you might not tell anyone else? Would you say...

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DTRUST

35i. / DTRUST

In the last 6 months, did you feel you could trust a doctor or other health provider with your medical care? Would you say...

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DTRUTH

35j. / DTRUTH

In the last 6 months, did you feel a doctor or other health provider always told you the truth about your health, even if there was bad news? Would you say...

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DCAREH

35k. / DCAREH

In the last 6 months, did you feel this provider cared as much as you do about your health? Would you say...

(READ LIST)

1. YES, DEFINITELY
2. YES, SOMEWHAT OR
3. NO

DK/REFUSAL/NOT ASCERTAINED

DCAREP

35l. / DCAREP

In the last 6 months, did you feel this provider cared about you as a person? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

UNFETH

35m. / UNFETH

In the last 6 months, how often have you been treated unfairly at a doctor or other health provider's office because of your race or ethnicity? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

UNFINS

35n. / UNFINS

In the last 6 months, how often have you been treated unfairly at a doctor or other health provider's office because of the type of health insurance you have or because you do not have health insurance? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

INTRO.ALLINF

INTRO.ALLINF

The following questions ask about how much you think your doctor or other health provider helps you understand the information and services you need to make decisions about your health.

ALLINF

35o. / ALLINF

In the last 6 months, how often did a doctor or other health provider give you all the information you wanted about your health? Would you say..

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

TLKQS

35p. / TLKQS

In the last 6 months, how often did a doctor or other health provider encourage you to talk about all your health questions or concerns? Would you say..

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DMEDW

35q. / DMEDW

In the last 6 months, how often did a doctor or other health provider use medical words you did not understand? Would you say..

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

PRFLANG

35r. / PRFLANG

What is your preferred language? Would you say..

(READ LIST)

1. ENGLISH, -----> HLTSTA4
2. SPANISH, or
3. SOME OTHER LANGUAGE

DK/REFUSAL/NOT ASCERTAINED



SPKENG

35s. / SPKENG

How well do you speak English? Would you say...

(READ LIST)

- 1. VERY WELL,
- 2. WELL,
- 3. NOT WELL, or
- 4. NOT AT ALL

DK/REFUSAL/NOT ASCERTAINED

DSPKPRF

35t. / DSPKPRF

In the last 6 months, when you called or spoke to someone from your health plan, how often did they speak your preferred language? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

NDINTRP

35u. / NDIRTRP

An interpreter is someone who helps you talk with others who do not speak your language. Interpreters can include staff from the health plan or telephone interpreters.

In the last 6 months, was there any time when you needed an interpreter to talk with someone from your health plan?

- 1. YES
- 2. NO -----> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED

FRTRAN

35v. / FRTRAN

In the last 6 months, did anyone from the health plan let you know that an interpreter was available free of charge? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

INTROFC

35w. / INTROFC

In the last 6 months, how often did you use an interpreter provided by your health plan to help you talk with someone from the plan? Would you say..

(READ LIST)

- 1. NEVER, -----> INTRFRD
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

MOTRAN

35x. / MOTRAN

In the last 6 months, when you used an interpreter provided by your health plan, who was it? Was it..

(READ LIST)

- 1. A STAFF MEMBER FROM THE HEALTH PLAN
- 2. AN INTERPRETER PROVIDED IN-PERSON BY THE HEALTH PLAN
- 3. A TELEPHONE INTERPRETER PROVIDED BY THE HEALTH PLAN
- 4. SOMEONE ELSE PROVIDED BY THE HEALTH PLAN
- 5. DON'T KNOW OR UNSURE

REFUSAL/NOT ASCERTAINED

CRTRAN

35y. / CRTRAN

In the last 6 months, how often did this interpreter treat you with courtesy and respect? Would you say..

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

RATEINT

35z. / RATEINT

Using any number from 0 to 10, where 0 is the worst interpreter possible and 10 is the best interpreter possible, what number would you use to rate this interpreter?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
INTERPRETER										INTERPRETER
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## INTRFRD

35aa. / INTRFRD

In the last 6 months, how often did you use a friend or family member as an interpreter when you talked with someone from your health plan? Would you say...

(READ LIST)

1. NEVER, -----> HLTSTA4
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

## FRDPREF

35ab. / FRDPREF

In the last 6 months, did you use friends or family members as interpreters because that was what you preferred? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, or
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

## HLTSTA4

36. / HLTSTA4

In general, how would you rate your overall health? Would you say it is...

(READ LIST)

1. EXCELLENT,
2. VERY GOOD,
3. GOOD,
4. FAIR, OR
5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

37. / MNTLSTAT

In general, how would you rate your overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

FLUSHOTQ

38. / FLUSHOTQ

Have you had either a flu shot or flu spray in the nose since July 1, 2013?

- 1. YES
- 2. NO
- 3. DON'T KNOW
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

NOWSMOK

39. / NOWSMOK

Do you now smoke cigarettes or use tobacco...

(READ LIST)

- 1. EVERY DAY,
- 2. SOME DAYS, OR
- 3. NOT AT ALL? -----> ASPDAY
- 4. DON'T KNOW (DO NOT READ) -----> ASPDAY
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ) --> ASPDAY

ADVQUIT9

40. / ADVQUIT9

In the last 6 months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## PATCH9

41. / PATCH9

In the last 6 months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication. Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## WILLPWR9

42. / WILLPWR9

In the last 6 months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program. Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## ASPDAY

43. / ASPDAY

Do you take aspirin daily or every other day?

(IF NEEDED: "Would you say YES or NO?")

(IWER: If the R asks about whether a particular medication or Brand name is considered aspirin, you may provide the following clarification:

Aspirin: Bayer and Bufferin

Not Aspirin: Tylenol, Motrin, Aleve, Advil, ibuprofen and acetaminophen)

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPUSF

44. / ASPUSF

Do you have a health problem or take medication that makes taking aspirin unsafe for you?

(IF NEEDED: "Would you say YES or NO?")

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

ASPPRV

45. / ASPPRV

Has a doctor or health provider ever discussed with you the risks and benefits of aspirin to prevent heart attack or stroke?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.AWCOND

INTRO.AWCOND

When I read the following list, please tell me if you are aware that you have any of these conditions.

PHAWCD.(1-3)

46.(1-3) / PHAWCD.(1-3)

[First,/(Next/How About...)]

1. "High cholesterol"
2. "High blood pressure"
3. "Parent or sibling who had a heart attack before the age of 60"?

(IWER IF NECESSARY: "Are you aware that you have this condition?")

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.DRCOND

INTRO.DRCOND

When I read the following list, please tell me if a doctor has ever told you that you have any of these conditions.

PHDRCD.(1-4)

47.(1-4) / PHDRCD.(1-4)

[First,/(Next/How About...)]

- 1. "A heart attack"
- 2. "Angina or coronary heart disease"
- 3. "A stroke"
- 4. "Any kind of diabetes or high blood sugar"?

(IWER IF NECESSARY: "Has a doctor ever told you that you have this condition?")

[FOR PHDRCD.2: (IWER IF NEEDED, CLARIFY: Angina pectoris (an-JYE-nuh or AN-jin-uh PECK-ter-iss) is severe pain in the chest associated with insufficient blood supply to the heart.)]

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SMPROB

48. / SMPROB

[I have just a few more questions.]

In the last 6 months, did you get health care 3 or more times for the same condition or problem?

- 1. YES
- 2. NO -----> TKMED

DK/REFUSAL/NOT ASCERTAINED

PRBLST

49. / PRBLST

Is this a condition or problem that has lasted for at least 3 months? [Please do NOT include pregnancy or menopause.]

[IWER IF NEEDED, CLARIFY: Menopause (men-ne-paws) is the time in a woman's life when she stops having menstrual periods. It is sometimes called 'the change of life' or 'the change'.)]

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

## TKMED

50. / TKMED

Do you now need or take medicine prescribed by a doctor? [Please do NOT include birth control.]

1. YES
2. NO -----> QAGE4

DK/REFUSAL\NOT ASCERTAINED

## TRTCOND

51. / TRTCOND

Is this medicine to treat a condition that has lasted for at least three months? Please do NOT include pregnancy or menopause.

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

52. / QAGE4

What is your age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your last birthday.")

(READ LIST IF NEEDED, "Are you...")

1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## QGENDER

53. / QGENDER

(IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

(ASK IF NECESSARY, "Are you male or female?")

1. MALE
2. FEMALE



## EDUCAT

54. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?  
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## LATINO

55. / LATINO

Are you of Hispanic or Latino origin or descent?

1. YES / HISPANIC OR LATINO
2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

## INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your race. I must ask you about all categories in case more than one applies.

## PQRACE3.(1-6)

56.(1-6) / PQRACE3.(1-6)

[(Are you)]

1. "White"
2. "Black or African-American"
3. "Asian"
4. "Native Hawaiian or other Pacific Islander"
5. "American Indian or Alaska Native"
6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY RACE?" SAY  
"We ask about your race for demographic purposes only.  
We want to be sure that the people we survey accurately represent the  
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"  
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH  
(What is your race?)

---

ALL.DONE  
THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG  
(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH  
EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

- 1) QUESTION NUMBER(S)
  - 2) WHAT WAS ENTERED
  - 3) WHAT NEEDS TO BE CHANGED
- 

CK.END.EDIT  
LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

( RC = [RC%] )

RETURN TO COVERSHEET

TRANS.SCRN

INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT ENTER "1"
2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG

INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

---

DK

GOOD.BYE

INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS A LANGUAGE PROBLEM]

[( RC = 80 )/( RC = 63 )]

## DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE PARENT OR GUARDIAN WHO KNOWS MOST ABOUT [MEMBER NAME]'S HEALTH CARE]

PHONE NUMBER ---> (###) ### - ####

(IWER: THIS IS A PROXY INTERVIEW.)

Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control. May I please speak with the person who knows the most about [NAME OF CHILD]'s health care]?

(IF NEEDED: "We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.")

(IF NEEDED: "The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

01. CONTINUE
02. ALREADY COMPLETED AND MAILED SURVEY BACK
03. NEW PHONE NUMBER
04. REFUSAL
05. APPOINTMENT
06. NEVER HEARD OF R
07. KNOWS R BUT HAS NO NEW NUMBER FOR R
08. RNA, ANS MACH, RETURN TO COVERSHEET
09. LANGUAGE PROBLEM -- SPEAKS SPANISH
10. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH

IF DIAL.SCREEN = 01, GO TO RE.INTRO

IF DIAL.SCREEN = 02, GO TO MAIL.SCREEN

IF DIAL.SCREEN = 03, ENTER NEW NUMBER ON COVERSHEET AND RE-DIAL

RETURN TO COVERSHEET

## MAIL.SCREEN

MS. INTERVIEWER: WE STILL NEED TO CONDUCT A TELEPHONE INTERVIEW EVEN  
THOUGH R SAYS THEY'VE SENT BACK THE MAIL SURVEY.

I'm sorry, but we haven't received your survey back -- it may have been lost in the mail. And since the deadline for mailing surveys has passed, we're now in the telephone phase of this study. May I continue?

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

1. CONTINUE
2. REFUSAL BECAUSE ALREADY COMPLETED AND MAILED SURVEY BACK
3. REFUSAL
4. APPOINTMENT

IF MAIL.SCREEN = 1, GO TO RE.INTRO  
RETURN TO COVERSHEET

## RE.INTRO

RE.INTRO. (INTERVIEWER: READ PARENS TEXT IF R ISN'T PERSON WHO ANSWERED  
PHONE OR HAS NOT HEARD IT YET.)

(Hello, I'm calling on behalf of Oregon Health Plan. Portions of this call may be monitored and recorded for quality control.)

We are conducting an important study to find out how satisfied families are with Oregon Health Plan. The results of the study will help Oregon Health Plan improve the care they provide and will also help consumers when they choose health care plans.

The interview is completely confidential and voluntary, and will not affect your child's health care or benefits in any way.

(IF R ASKS: "How long will this take?", EXPLAIN: "The questions should take about 12-15 minutes to answer.")

(IF NEEDED: "This is purely a research study -- we are polling people about their child's health and health care.")

(IF R SAYS THEY WILL DO THE MAIL SURVEY AND SEND IT BACK or THEY WOULD LIKE ANOTHER SURVEY MAILED TO THEM, EXPLAIN: "I'm sorry, but the deadline for mailing surveys has passed and we're now in the telephone phase of this study. May I continue?")

("DK" NOT ALLOWED)

1. CONTINUE
2. APPOINTMENT
3. REFUSAL
4. LANGUAGE PROBLEM -- SPEAKS SPANISH
5. LANGUAGE PROBLEM -- DOESN'T SPEAK ENGLISH OR SPANISH
6. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)
7. RETURN TO CS

SEX

SEX. (IWER: RECORD RESPONDENT'S SEX, 'DK' NOT ALLOWED)

- 1. MALE
- 2. FEMALE

SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

- 1. Spanish
- 2. English

MEMBER

1. / MEMBER

[I will be asking you about [NAME OF CHILD]'s health care. Please answer these questions based on the experiences you have had in getting health care for [NAME OF CHILD], and NOT on any experiences you may have had getting care for yourself or other members of your family.]

Our records show that your child is now in Oregon Health Plan. Is that right?

("DK" NOT ALLOWED)

(IWER: IF R SAYS "LEFT PLAN" OR "SWITCHED PLANS" OR "NO LONGER INSURED" ENTER "2". IF R IS NOT SURE IF HE/SHE IS PART OF OREGON HEALTH PLAN, ENTER "2".)

- 1. YES --> CK.PLMSTCR
- 2. NO

NPLNAME

2. / NPLNAME

What is the name of your child's health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS OREGON HEALTH PLAN]

(IF R SAYS SOMETHING CLOSE TO OREGON HEALTH PLAN, ENTER "2")

(IF R NOT SURE OF PLAN NAME, ENTER "2")

- 1. EXACT MATCH -----> CK.PLMSTCR
- 2. POSSIBLE MATCH -----> PLNAME
- 3. NOT A MATCH -----> PLNAME
- 4. CHILD NO LONGER INSURED -----> NO.INSUR
- 5. CHILD INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR  
KNOW PLAN NAME
- 6. CHILD INSURED BUT NOT BY MEDICAID -----> NO.INSUR

PLNAME

2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

\_\_\_\_\_

CK.PLMSTCR:

-----

IF NPLNAME = NOT A MATCH (3), GO TO END.SCREEN

INTRO.INCARE

INTRO.INCARE

Now I'm going to ask you some questions about your child's health care. When you answer these questions, please do NOT include dental visits or care your child got when [he/she] stayed overnight in a hospital.

INCARE

3. / INCARE

In the last 6 months, did your child have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

- 1. YES
- 2. NO -----> APMAKE4

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

4. / CARSN4

In the last 6 months, when your child NEEDED CARE RIGHT AWAY, how often did your child get care as soon as [he/she] needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

5. / APMAKE4

In the last 6 months, did you make any appointments for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic?

1. YES
2. NO -----> OFCTIM4

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

6. / APGET4

In the last 6 months, when you made an appointment for a CHECK-UP OR ROUTINE CARE for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

7. / OFCTIM4

In the last 6 months, NOT counting the times your child went to an emergency room, how many times did [he/she] go to a doctor's office or clinic to get health care?

(IWER: IF NECESSARY: "Your best estimate would be fine.")

(IWER: IF NEEDED CLARIFY: "Please don't include dental care your child received.")

(IWER: IF NEEDED CLARIFY, "Please include ALL doctor visits including those for routine, regular care and for an illness or injury.")

(READ LIST IF NEEDED: "Would you say...")

0. NONE,
1. 1 TIME,
2. 2,
3. 3,
4. 4,
5. 5 TO 9, OR
6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE <05 THEN GO TO PRSNLD4  
IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE >05 THEN GO TO CHSCHL



PRVENT5

8. / PRVENT5

In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

OFTQUES

9. / OFTQUES

In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXSTP

10. / RXSTP

In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

- 1. YES
- 2. NO -----> RTALLCR

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

RXWHY

11. / RXWHY

When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine? Would you say...

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXWYNT

12. / RXWYNT

When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might NOT want your child to take a medicine? Would you say...

(READ LIST)

- 1. NOT AT ALL,
- 2. A LITTLE,
- 3. SOME, OR
- 4. A LOT?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXBST

13. / RXBST

When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

14. / RTALLCR

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

(IF NEEDED: "Please do not include any dental care your child may have received.")

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH CARE										HEALTH CARE
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

CARNES4

15. / CARNES4

In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHSCHL

16. / CHSCHL

Is your child now enrolled in any kind of school or daycare?

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

CONTSCHL

17. / CONTSCHL

In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

HELPCONT

18. / HELPCONT

In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MEDEQUIP

19. / MEDEQUIP

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last 6 months, did you get or try to get any special medical equipment or devices for your child?

- 1. YES
- 2. NO -----> SPCTHY

DK/REFUSAL/NOT ASCERTAINED --> SPCTHY

EZMDEQ

20. / EZMDEQ

In the last 6 months, how often was it easy to get special medical equipment or devices for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPMDEQ

21. / HELPMDEQ

Did anyone from your child's health plan, doctor's office, or clinic help you get special medical equipment or devices for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPCTHY

22. / SPCTHY

In the last 6 months, did you get or try to get special therapy such as physical, occupational, or speech therapy for your child?

- 1. YES
- 2. NO -----> TCPBLM

DK/REFUSAL/NOT ASCERTAINED --> TCPBLM

EZTHP

23. / EZTHP

In the last 6 months, how often was it easy to get this therapy for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTHP

24. / HELPTHP

Did anyone from your child's health plan, doctor's office, or clinic help you get this therapy for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

TCPBLM

25. / TCPBLM

In the last 6 months, did you get or try to get treatment or counseling for your child for an emotional, developmental, or behavioral problem?

- 1. YES
- 2. NO -----> PLUSCARE

DK/REFUSAL/NOT ASCERTAINED --> PLUSCARE

EZTC

26. / EZTC

In the last 6 months, how often was it easy to get this treatment or counseling for your child? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPTC

27. / HELPTC

Did anyone from your child's health plan, doctor's office, or clinic help you get this treatment or counseling for your child?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLUSCARE

28. / PLUSCARE

In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?

- 1. YES
- 2. NO -----> PRSNLD4

DK/REFUSAL/NOT ASCERTAINED --> PRSNLD4

HLPCOORD

29. / HLPCOORD

In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

PRSNLD4

30. / PRSNLD4

A personal doctor is the one your child would see if [he/she] needs a check-up, has a health problem, or gets sick or hurt.

Does your child have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

31. / DRTMS

In the last 6 months, how many times did your child visit [his/her] personal doctor for care ?

(IF NEEDED: "Your best estimate would be fine.")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> RATEDR4
- 1. 1 TIME,
- 2. 2,
- 3. 3,
- 4. 4,
- 5. 5 TO 9, OR
- 6. 10 OR MORE TIMES?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

PBDRNG

31a. /PBDRNG

In the last 6 months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY,
- 4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

DREXPL4

32. / DREXPL4

In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRLSTN4

33. / DRLSTN4

In the last 6 months, how often did your child's personal doctor listen carefully to you?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRESPU4

34. / DRESPU4

In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CABLTLK

35. / CABLTLK

Is your child able to talk with doctors about [his/her] health care?

- 1. YES
- 2. NO -----> DRTMEN4

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

CPBDRLN

35a. / CPBDRLN

In the last 6 months, how often did your child have a hard time speaking with or understanding his or her personal doctor because they spoke different languages? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS

DK/REFUSAL/NOT ASCERTAINED

CDREXPL

36. / CDREXPL

In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for YOUR CHILD to understand? Would you say...

(READ LIST)

1. NEVER
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTMEN4

37. / DRTMEN4

In the last 6 months, how often did your child's personal doctor spend enough time with your child ? Would you say...

(READ LIST)

1. NEVER,
2. SOMETIMES,
3. USUALLY, OR
4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRTLKU

38. / DRTLKU

In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)



DIFFDR

39. / DIFFDR

In the last 6 months, did your child get care from a doctor or other health provider besides [his/her] personal doctor?

- 1. YES
- 2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> RATEDR4

DRINFO

40. / DRINFO

In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RATEDR4

41. / RATEDR4

Using ANY NUMBER FROM 0 TO 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
PERSONAL										PERSONAL
DOCTOR POSSIBLE										DOCTOR POSSIBLE

DK/REFUSAL/NOT ASCERTAINED

COND3MO

42. / COND3MO

Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 MONTHS?

(IWER: "We are looking for a condition that the child CURRENTLY HAS that has lasted for more than 3 months." )

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRUNCON

43. / DRUNCON

Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

DRUNFAM

44. / DRUNFAM

Does your child's personal doctor understand how your child's medical, behavioral, or other health conditions affect your FAMILY'S day-to-day life?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.SPDR

INTRO.SPDR

Now I'm going to ask you some questions about specialists. When you answer these questions, please do NOT include dental visits or care your child got when (he/she) stayed overnight in a hospital.

NDSPDR4

45. / NDSPDR4

SPECIALISTS are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS, "Does a (type of specialist) count?", CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

46. / PRBSEE4

In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

SPDRS

47. / SPDRS

How many specialists has your child seen in the last 6 months?

(CLARIFY IF NEEDED: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. Would you say your child has seen...")

(READ LIST IF NEEDED: "Would you say...")

- 0. NONE, -----> INTRO.PLAN
- 1. 1 SPECIALIST,
- 2. 2,
- 3. 3,
- 4. 4, OR
- 5. 5 OR MORE SPECIALISTS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ) --> INTRO.PLAN

RTSPDR4

48. / RTSPDR4

We want to know your rating of the specialist your child saw most often in the last 6 months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

- |            |    |    |    |    |    |    |    |    |    |            |
|------------|----|----|----|----|----|----|----|----|----|------------|
| 00         | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10         |
| WORST      |    |    |    |    |    |    |    |    |    | BEST       |
| SPECIALIST |    |    |    |    |    |    |    |    |    | SPECIALIST |
| POSSIBLE   |    |    |    |    |    |    |    |    |    | POSSIBLE   |

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN  
INTRO.PLAN

Now I'm going to ask you some questions about your experience with your child's health plan.

CLCSR4  
49. / CLCSR4

In the last 6 months, did you get information or help from customer service at your child's health plan?

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4  
50. / PBCLCS4

In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CSRESP  
51. / CSRESP

In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PLPRWK4  
52. / PLPRWK4

In the last 6 months, did your child's health plan give you any forms to fill out?

- 1. YES
- 2. NO -----> RTPLEXP

DK/REFUSAL/NOT ASCERTAINED --> RTPLEXP

PBPLPW4

53. / PBPLPW4

In the last 6 months, how often were the forms from your child's health plan easy to fill out? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

54. / RTPLEXP

Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

00	01	02	03	04	05	06	07	08	09	10
WORST										BEST
HEALTH PLAN										HEALTH PLAN
POSSIBLE										POSSIBLE

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CHPRES

55. / CHPRES

In the last 6 months, did you get or refill any prescription medicines for your child?

- 1. YES
- 2. NO -----> HLTSTA4

DK/REFUSAL/NOT ASCERTAINED --> HLTSTA4

EZPRES

56. / EZPRES

In the last 6 months, how often was it easy to get prescription medicines for your child through [his/her] health plan? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, or
- 4. ALWAYS?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

HELPPRES

57. / HELPPRES

Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

HLTSTA4

58. / HLTSTA4

In general, how would you rate your child's overall health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

MNTLSTAT

59. / MNTLSTAT

In general, how would you rate your child's overall MENTAL OR EMOTIONAL health? Would you say it is...

(READ LIST)

- 1. EXCELLENT,
- 2. VERY GOOD,
- 3. GOOD,
- 4. FAIR, OR
- 5. POOR?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CUSEMED

60. / CUSEMED

Other than vitamins, does your child currently need or use medicine prescribed by a doctor?

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDA

61. / WHYMEDA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDB

62. / WHYMEDB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

MOREMED

63. / MOREMED

Does your child need or use more medical care, more mental health services, or more educational services than is usual for most children of the same age?

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREA

64. / WHYMOREA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREB

65. / WHYMOREB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

LIMITED

66. / LIMITED

Is your child limited or prevented in any way in [his/her] ability to do the things most children of the same age can do?

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMA

67. / WHYLIMA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> SPECTHP

DK/REFUSAL/NOT ASCERTAINED --> SPECTHP

WHYLIMB

68. / WHYLIMB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

SPECTHP

69. / SPECTHP

Does your child need or get special therapy such as physical, occupational, or speech therapy?

- 1. YES
- 2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS

WHYSTA

70. / WHYSTA

Is this because of any medical, behavioral, or other health condition?

- 1. YES
- 2. NO -----> CHCOUNS

DK/REFUSAL/NOT ASCERTAINED --> CHCOUNS



WHYSTB

71. / WHYSTB

Is this a condition that has lasted or is expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CHCOUNS

72. / CHCOUNS

Does your child have any kind of emotional, developmental, or behavioral problem for which [he/she] needs or gets treatment or counseling?

- 1. YES
- 2. NO -----> CAGE

DK/REFUSAL/NOT ASCERTAINED --> CAGE

TIMCOUNA

73. / TIMCOUNA

Has this problem lasted or is it expected to last for at least 12 months?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

CAGE

74. / CAGE

I have just a few more questions.

What is YOUR CHILD'S age?

(IWER: ENTER 00 IF LESS THAN 1 YEAR OLD)

(IWER: IF NEEDED CLARIFY, "Please answer based on your child's age as of their last birthday.")

\_\_\_ ENTER CHILD'S AGE

DK/REFUSAL/NOT ASCERTAINED

IF CAGE<19 THEN GO TO CGENDER

CAGE.CK

74a. / CAGE.CK

I have entered that [NAME OF CHILD] is [CAGE]. Is that correct?

("DK" NOT ALLOWED)

- 1. YES-AGE ENTERED CORRECTLY
- 2. NO-CORRECT AGE -----> CAGE

CGENDER

75. / CGENDER

(IF NEEDED: "Is your child male or female?")

- 1. MALE
- 2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO

76. / LATINO

Is your child of Hispanic or Latino origin or descent?

- 1. YES / HISPANIC OR LATINO
- 2. NO / NOT HISPANIC OR LATINO

DK/REFUSAL/NOT ASCERTAINED

INTRO.RACE

INTRO.RACE

I am going to read a list of race categories. For each category, please say YES or NO if it describes your child's race. I must ask you about all categories in case more than one applies.

PQRACE3.(1-6)

77.(1-6) / PQRACE3.(1-6)

[Is your child)]

- 1. "White"
- 2. "Black or African-American"
- 3. "Asian"
- 4. "Native Hawaiian or other Pacific Islander"
- 5. "American Indian or Alaska Native"
- 6. "Some other race"?

(IWER: IF R REPLIES "WHY ARE YOU ASKING ABOUT MY CHILD'S RACE?" SAY  
"We ask about your child's race for demographic purposes only.  
We want to be sure that the people we survey accurately represent the  
racial diversity of managed care enrollees in this country.")

(IWER: If R answers with a category not listed here, such as "HISPANIC"  
or "AMERICAN" or "MIXED RACE", probe using the category "OTHER".)

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

QRACE3.OTH / QRACE3.OTH  
(What is your child's race?)

---

PAGE  
78. / PAGE

Now I have a few questions about you. What is YOUR age?

(IWER: IF NEEDED CLARIFY, "Please answer based on your age as of your  
last birthday.")

(READ IF NEEDED, "Are you...")

0. UNDER 18,
1. 18 TO 24,
2. 25 TO 34,
3. 35 TO 44,
4. 45 TO 54,
5. 55 TO 64,
6. 65 TO 74, OR
7. 75 OR OLDER?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

PGENDER  
79. / PGENDER

(IWER: ENTER RESPONDENT'S SEX. "DK" NOT ALLOWED.)

(IWER: IF NECESSARY ASK, "Are you male or female?")

1. MALE
2. FEMALE

## EDUCAT

80. / EDUCAT

What is the highest grade or level of school that you have COMPLETED?  
Did you complete...

(IWER: IF R SAYS HE/SHE HAD NON-ACADEMIC TRAINING, SUCH AS TRADE  
SCHOOL, PROBE: "Did you receive a high school diploma or GED?")

(IWER: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT  
LEAD TO A BACHELORS DEGREE, SHOULD BE CODED "4". IF R WENT TO BUSINESS  
SCHOOL OR GOT A 3-YEAR NURSING DEGREE, ENTER "4")

(IWER: IF R OFFERS MORE THAN ONE RESPONSE, FOR EXAMPLE: "SOME HIGH  
SCHOOL OR GED", ENTER THE HIGHEST NUMBER THAT APPLIES.)

(READ LIST)

1. 8TH GRADE OR LESS,
2. SOME HIGH SCHOOL, BUT DID NOT GRADUATE,
3. HIGH SCHOOL GRADUATE OR GED,
4. SOME COLLEGE OR 2-YEAR DEGREE,
5. 4-YEAR COLLEGE GRADUATE, OR
6. MORE THAN A 4-YEAR COLLEGE DEGREE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## CHRELT

81. / CHRELT

How are you related to the child?

(READ IF NEEDED: "Are you the ...")

1. MOTHER OR FATHER,
2. GRANDPARENT,
3. AUNT OR UNCLE,
4. OLDER BROTHER OR SISTER,
5. OTHER RELATIVE,
6. LEGAL GUARDIAN, OR
7. SOMEONE ELSE?

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

ALL.DONE

THANKS.SCREEN.

Those are all the questions I have.

Thank you for taking part in this important interview.

Have a nice (day/evening). Good bye.

RETURN TO COVERSHEET

EDIT.FLG

(IWER: DO YOU NEED TO TYPE AN EDIT?)

1. YES
2. NO

IF EDIT.FLG = 2 THEN GO TO CK.END.EDIT

EDIT.OTH

EDIT.OTH. (IWER: PLEASE TYPE YOUR EDIT-BE SPECIFIC-INCLUDE:

- 1) QUESTION NUMBER(S)
  - 2) WHAT WAS ENTERED
  - 3) WHAT NEEDS TO BE CHANGED
- 

CK.END.EDIT

LANG.DID

LANG.DID. IWER: DID YOU DO THIS INTERVIEW IN...

1. ENGLISH,
2. SPANISH OR
3. BOTH?

END.SCREEN

COVERSHEET NOT NEEDED

I may need to contact you again later, but today we are only interviewing members of Oregon Health Plan, so those are all the questions I have. Thank you very much for your help.

( RC = [RC%] )

RETURN TO COVERSHEET

TRANS.SCRN

INTERVIEWER: YOU HAVE INDICATED THAT YOU HAVE A SPANISH SPEAKER OR  
A HOUSEHOLD WITH A LANGUAGE PROBLEM.

1. IF THIS COVERSHEET SHOULD BE MOVED TO THE SPANISH PROJECT  
ENTER "1"
2. IF THIS WAS AN ERROR, TYPE "2" TO GO BACK

WHAT.LANG

INTERVIEWER: WHAT LANGUAGE DO YOU THINK THEY SPEAK IN THIS HOUSEHOLD?

---

DK

GOOD.BYE

INTERVIEWER: [THIS ID HAS BEEN TRANSFERRED TO THE SPANISH PROJECT/THIS ID IS  
NOT ELIGIBLE FOR TRANSFER TO THE SPANISH PROJECT. THIS ID WILL BE CODED AS  
A LANGUAGE PROBLEM]

[( RC = 80 )/( RC = 63 )]

