



PrimaryHealth  
CAHPS® 5.0 Medicaid Survey

Banner Book Report

June 2017  
Measurement Year 2016



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## METHODOLOGY

### Introduction

This banner book report summarizes the results of the 2017 CAHPS® Medicaid survey of PrimaryHealth members. PrimaryHealth is one of 16 health plans that participated in the survey. The survey was administered over a twelve-week period using a mixed-mode (mail and telephone) six-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 Oregon Health Authority.

### Survey Milestones

Pre-notification letters mailed:	January 5, 2017
1st mailing of survey packets:	January 12, 2017
1st mailing of reminder postcards:	January 19, 2017
2nd mailing of survey packets:	February 9, 2017
2nd mailing of reminder postcards:	February 16, 2017
Phone follow-up start:	March 8, 2017
Mail and phone field terminated:	April 6, 2017

### 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. The state elected to sample 1800 members from each age group of the Open Card population. Adults were defined as members aged 18 years or older and children as 17 years old or younger, both as of November 30, 2016. To be eligible, members had to have been enrolled in Oregon Health Plan for at least six months as of November 30, 2016. The final selected sample consisted of 16,200 adult OHP enrollees and 16,200 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. Five 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 three *Reporting Measures* are possible. These measures cover topics called *Access to Specialized Services*, *Family Centered Care*, and *Coordination of Care*.

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

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

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

Q25/46. Getting appointments with specialists

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

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

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

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

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

Q18/33. Personal doctor listened carefully to you

Q19/34. Personal doctor showed respect for what you had to say

Q20/37. Personal doctor spent enough time with you/your child

### **Composite: Customer Service**

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

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

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

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

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

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

### **Rating Questions**

Q13/14. Rating of all health care

Q23/41. Rating of personal doctor

Q27/47. Rating of specialist doctor

Q35/54. Rating of health plan

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

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

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

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

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

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

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

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

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

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

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

## Comparisons, Statistical Testing, Scoring, and Weighting

In the tables, results are presented for all questionnaire items, reporting measures, and composites, by OHP overall, age category, race/ethnicity, health status, and gender. If any demographic subgroup has fewer than 11 respondents then the data in that demographic subgroup are suppressed, no cases will be presented in the column. Suppressed banner points are marked with a '###' on the banner point label. Some banner points have zero respondents, these banner points are marked with a '#' on the banner point label.

Significance testing was conducted between the CCO results and the overall OHP results, and the plan 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. The symbol '~' is used to indicate the test was not valid. 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	
	Primary Health of Josephine County	Overall	Primary Health of Josephine County	Overall
<b>**First mailing - sent</b>	900	16200	900	16200
<b>*First mailing - usable survey returned</b>	172	2801	132	2168
<b>Second mailing - sent</b>	723	13319	759	13616
<b>*Second mailing - usable survey returned</b>	58	978	48	886
<b>*Phone - usable surveys</b>	58	1303	98	2255
<b>Total - usable surveys</b>	288	5082	278	5309
<b>†Ineligible: According to population criteria‡</b>	20	346	9	200
<b>†Ineligible: Deceased</b>	0	31	0	0
<b>†Ineligible: Mentally or physically unable to complete survey</b>	7	195	0	0
<b>†Ineligible: Language barrier</b>	1	64	0	59
<b>Incorrect address AND incorrect phone number</b>	47	848	44	710
<b>Refusal/Returned survey blank</b>	44	672	59	829
<b>Nonresponse - Unavailable by mail or phone</b>	493	8962	510	9093
<b>Adjusted Response Rate</b>	<b>33.0%</b>	<b>32.7%</b>	<b>31.2%</b>	<b>33.3%</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© 2017 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	245 47.9%	124 43.1%	-4.80%
Female	267 52.1%	164 56.9%	4.80%
18-24	86 16.8%	21 7.3%	-9.51%
25-34	139 27.1%	39 13.5%	-13.61%
35-44	103 20.1%	37 12.8%	-7.27%
45-54	93 18.2%	61 21.2%	3.02%
55-64	72 14.1%	108 37.5%	23.44%
65-74	11 2.1%	17 5.9%	3.75%
75 or Older	8 1.6%	5 1.7%	0.17%

### Child

Gender / Age	Non-Respondents	Respondents	Difference
Male	291 54.4%	136 48.9%	-5.47%
Female	244 45.6%	142 51.1%	5.47%
<3	109 20.4%	47 16.9%	-3.47%
4-7	126 23.6%	56 20.1%	-3.41%
8-12	156 29.2%	84 30.2%	1.06%
13 or older	144 26.9%	91 32.7%	5.82%

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

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH	GENDER	
	OT1	OT2													ITY	STATUS				
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			PAN-	PAN-	&	&		
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	MALE
Q1																				
YES	287	5060	17	35	35	60	105	23	223					20	23	247	195	78	117	161
	100%	100%	100%	100%	100%	100%	100%	100%	100%	~	~	~	~	~100%	100%	100%	100%	100%	100%	100%
NOT ANSWERED	1	22		1					1						1	1				1
VALID CASES	287	5060	17	35	35	60	105	23	223					20	23	247	195	78	117	161
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%



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

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER			
	PHSJ 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- AMER ##	AS- IAN ##	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q3 YES	113 41%	2017 41%	5 31%~	5 14%~	15 43%~	29 49%	48 47%	9 39%~	87 39%	~	~	~	~	~	11 58%~	9 41%~	99 41%~	60 31%*	49 64%*	42 36%	69 44%
NO	165 59%	2921 59%	11 69%~	31 86%~	20 57%~	30 51%	55 53%	14 61%~	134 61%	~	~	~	~	~	8 42%~	13 59%~	145 59%~	135 69%*	27 36%*	74 64%	89 56%
NOT ANSWERED	10	144	1			1	2		3					1	1	4	1	2	1	4	
VALID CASES	278	4938	16	36	35	59	103	23	221					19	22	244	195	76	116	158	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2												ITY	STATUS						
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	HAW/	IND/			HIS-	VERY	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	IAN	PAC	ALSK	OTHR	MUL-	PAN-	PAN-	&	&	FE-		
									WHTE	##	##	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q4																					
NEVER		42																			
		2%																			
SOMETIMES	18	268	1	1	2	5	7	1	10					5	17	8	9	7	10		
	18%	15%	20%	25%	14%	19%	18%	13%	13%					50%	20%	15%	22%	19%	16%		
USUALLY	23	466	2	1	2	9	7	2	16					3	4	18	10	11	9	14	
	23%	26%	40%	25%	14%	33%	18%	25%	21%					30%	44%	21%	18%	27%	24%	23%	
ALWAYS	59	1045	2	2	10	13	26	5	50					2	5	52	37	21	21	37	
	59%	57%	40%	50%	71%	48%	65%	63%	66%					20%	56%	60%	67%	51%	57%	61%	
#ALWAYS + USUALLY (NET)	82	1511	4	3	12	22	33	7	66					5	9	70	47	32	30	51	
	82%	83%	80%	75%	86%	81%	83%	88%	87%					50%	100%	80%	85%	78%	81%	84%	
TOP BOX SCORE	59	1045	2	2	10	13	26	5	50					2	5	52	37	21	21	37	
	59%	57%	40%	50%	71%	48%	65%	63%	66%					20%	56%	60%	67%	51%	57%	61%	
NOT ANSWERED	13	196		1	1	2	8	1	11					1		12	5	8	5	8	
VALID CASES	100	1821	5	4	14	27	40	8	76					10	9	87	55	41	37	61	
NUMBER OF RESPONDENTS	113	2017	5	5	15	29	48	9	87					11	9	99	60	49	42	69	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q3 = YES]

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER				
	OT1	OT2												ITY	STATUS							
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &						
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			PAN-	PAN-	&	&	FE-			
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	MALE		
Q5																						
YES	187 67%	3365 68%	7 41%~	25 69%~	22 65%~	38 63%	72 69%	18 78%~	145 66%	~	~	~	~	~	90%~	15 65%~	163 67%~	120 62%*	60 77%*	64 55%*	119 75%*	
NO	93 33%	1561 32%	10 59%~	11 31%~	12 35%~	22 37%	32 31%	5 22%~	76 34%	~	~	~	~	~	10%~	2 35%~	8 33%~	82 38%*	74 23%*	18 45%*	53 25%*	40 25%*
NOT ANSWERED	8	156			1		1		3								3	2			3	
VALID CASES	280	4926	17	36	34	60	104	23	221					20	23	245	194	78			117	159
NUMBER OF RESPONDENTS	288 100%	5082 100%	17 100%	36 100%	35 100%	60 100%	105 100%	23 100%	224 100%					20 100%	23 100%	248 100%	196 100%	78 100%			117 100%	162 100%

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?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER		
	PHSJ 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- AMERIAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE- MALE	
Q6 NEVER	3 2%	83 3%	1 17%~	~	~	1 3%~	~	~	~	~	~	~	~	1 6%~	1 7%~	1 0.7%~	~	1 2%	1 0.9%	
SOMETIMES	25 15%	590 19%	3 50%~	4 17%~	4 19%~	2 6%~	8 13%	3 19%~	19 15%~	~	~	~	~	4 22%~	1 7%~	23 16%~	17 16%	7 13%	8 15%	16 15%
USUALLY	49 29%	884 29%	~	7 30%~	6 29%~	16 47%~	15 24%	4 25%~	39 31%~	~	~	~	~	3 17%~	5 36%~	43 30%~	27 25%	19 36%	9 16%*	39 36%*
ALWAYS	90 54%	1472 49%	2 33%~	12 52%~	11 52%~	15 44%~	39 63%	9 56%~	69 54%~	~	~	~	~	10 56%~	7 50%~	78 54%~	63 59%	26 49%	37 67%*	52 48%*
#ALWAYS + USUALLY (NET)	139 83%	2356 78%	2 33%~	19 83%~	17 81%~	31 91%~	54 87%	13 81%~	108 85%~	~	~	~	~	13 72%~	12 86%~	121 83%~	90 84%	45 85%	46 84%	91 84%
TOP BOX SCORE	90 54%	1472 49%	2 33%~	12 52%~	11 52%~	15 44%~	39 63%	9 56%~	69 54%~	~	~	~	~	10 56%~	7 50%~	78 54%~	63 59%	26 49%	37 67%*	52 48%*
NOT ANSWERED	20	336	1	2	1	4	10	2	18						1	18	13	7	9	11
VALID CASES	167	3029	6	23	21	34	62	16	127					18	14	145	107	53	55	108
NUMBER OF RESPONDENTS	187	3365	7	25	22	38	72	18	145					18	15	163	120	60	64	119
	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?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLK OR AFR-##	AS- IAN ##	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q7 NONE	76 27%	1242 26%	8 47%~	10 29%~	12 34%~	19 32%	22 21%	4 17%~	63 29%	~	~	~	~	~	2 10%~	4 17%~	68 28%~	65 34%*	10 13%*	43 37%*	32 20%*
1 TIME	57 21%	927 19%	3 18%~	8 24%~	5 14%~	10 17%	24 23%	5 22%~	46 21%	~	~	~	~	~	4 20%~	4 17%~	49 20%~	42 22%	13 17%	24 21%	33 21%
2	45 16%	878 18%	1 6%~	6 18%~	6 17%~	11 19%	16 15%	5 22%~	37 17%	~	~	~	~	~	4 20%~	2 9%~	43 18%~	30 16%	14 18%	14 12%	31 19%
3	30 11%	581 12%	1 6%~	3 9%~	4 11%~	6 10%	10 10%	4 17%~	21 10%	~	~	~	~	~	2 10%~	5 22%~	23 9%~	18 9%	10 13%	9 8%	19 12%
4	21 8%	402 8%	~	3 9%~	1 3%~	4 7%	11 11%	2 9%~	15 7%	~	~	~	~	~	2 10%~	4 17%~	16 7%~	13 7%	7 9%	8 7%	13 8%
5 TO 9	33 12%	571 12%	4 24%~	4 12%~	4 11%~	5 8%	15 14%	1 4%~	25 11%	~	~	~	~	~	3 15%~	4 17%~	29 12%~	18 9%	15 19%*	10 9%	23 14%
10 OR MORE TIMES	15 5%	248 5%	~	~	3 9%~	4 7%	6 6%	2 9%~	12 5%	~	~	~	~	~	3 15%~	~	15 6%~	6 3%*	8 10%	7 6%	8 5%
NOT ANSWERED	11	233	~	2	~	1	1	~	5	~	~	~	~	~	~	5	~	4	1	2	3
VALID CASES	277	4849	17	34	35	59	104	23	219	~	~	~	~	~	20	23	243	192	77	115	159
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224	~	~	~	~	~	20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%	~	~	~	~	~	100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER			
	PHSJ 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- AMER ##	AS- IAN ##	NATV HAW/ ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q8 #YES	147 76%	2535 72%	5 56%~	14 61%~	15 65%~	32 84%~	65 83%*	13 68%~	115 78%~	~	~	~	~	~	12 67%~	14 74%~	127 76%~	89 73%	54 82%	54 76%	91 76%
NO	46 24%	984 28%	4 44%~	9 39%~	8 35%~	6 16%~	13 17%*	6 32%~	33 22%~	~	~	~	~	~	6 33%~	5 26%~	40 24%~	33 27%	12 18%	17 24%	29 24%
NOT ANSWERED	8	88	1			2	4		8							8		5	1	1	7
VALID CASES	193	3519	9	23	23	38	78	19	148					18	19	167	122	66	71	120	
NUMBER OF RESPONDENTS	201	3607	9	24	23	40	82	19	156					18	19	175	127	67	72	127	
	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?

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH		GENDER	
	OT1	OT2														ITY	STATUS				
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY	GOOD	FAIR				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			HIS-	HIS-	&	&			
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	MALE	
Q9																					
YES	101	1857	2	15	11	21	44	7	75					12	12	87	57	41	33	67	
	53%	53%	22%~	65%~	50%~	55%~	56%	37%~	50%~	~	~	~	~	~ 71%~	67%~	52%~	47%*	63%*	48%	55%	
NO	91	1655	7	8	11	17	34	12	74					5	6	80	65	24	36	54	
	47%	47%	78%~	35%~	50%~	45%~	44%	63%~	50%~	~	~	~	~	~ 29%~	33%~	48%~	53%*	37%*	52%	45%	
NOT ANSWERED	9	95		1	1	2	4		7					1	1	8	5	2	3	6	
VALID CASES	192	3512	9	23	22	38	78	19	149					17	18	167	122	65	69	121	
NUMBER OF RESPONDENTS	201	3607	9	24	23	40	82	19	156					18	19	175	127	67	72	127	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q7 >= 1 TIME]

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

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY			HEALTH STATUS		GENDER	
	PHSJ 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-AMER ##	AS-IAN ##	NATV HAW/ ILND PAC ##	AMER IND/ ALSK NATV ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	VERY GOOD & POOR	FAIR & POOR	FE-MALE	MALE	
Q10 #YES	93 94%	1690 93%	2 100%~	13 87%~	11 100%~	20 95%~	39 93%~	7 100%~	69 95%~	~	~	~	~	~	10 83%~	12 100%~	79 93%~	50 89%~	40 100%~	30 94%~	62 94%~
NO	6 6%	121 7%	~	2 13%~	~	1 5%~	3 7%~	~	4 5%~	~	~	~	~	~	2 17%~	~	6 7%~	6 11%~	~	2 6%~	4 6%~
NOT ANSWERED	2	46					2	2								2	1	1	1	1	
VALID CASES	99	1811	2	15	11	21	42	7	73					12	12	85	56	40	32	66	
NUMBER OF RESPONDENTS	101 100%	1857 100%	2 100%	15 100%	11 100%	21 100%	44 100%	7 100%	75 100%					12 100%	12 100%	87 100%	57 100%	41 100%	33 100%	67 100%	

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



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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			GOOD	FAIR				
									AMER	IAN	ILND	NATV	OTHR	MUL-	HIS-	HIS-	&			
									##	##	##	##	##	TI	IC	IC	&			
									WHTE						GOOD	POOR	MALE			
																	MALE			
Q11																				
#YES	78	1346		13	9	18	33	5	61					7	9	68	41	35	26	52
	80%	74%		~ 93%	~ 82%	~ 86%	~ 77%	~ 71%	84%	~	~	~	~	~ 58%	75%	80%	75%	85%	84%	78%
NO	20	462	2	1	2	3	10	2	12					5	3	17	14	6	5	15
	20%	26%	100%	7%	18%	14%	23%	29%	16%	~	~	~	~	~ 42%	25%	20%	25%	15%	16%	22%
NOT ANSWERED	3	49		1			1		2						2	2			2	
VALID CASES	98	1808	2	14	11	21	43	7	73					12	12	85	55	41	31	67
NUMBER OF RESPONDENTS	101	1857	2	15	11	21	44	7	75					12	12	87	57	41	33	67
	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?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- AMER ##	AS- IAN ##	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q12 #YES	71 72%	1378 77%	1 50%~	12 80%~	7 70%~	17 81%~	28 67%~	5 71%~	56 77%~	~	~	~	~	~	7 58%~	6 55%~	64 75%~	39 71%~	30 75%~	22 71%~	48 73%~
NO	27 28%	420 23%	1 50%~	3 20%~	3 30%~	4 19%~	14 33%~	2 29%~	17 23%~	~	~	~	~	~	5 42%~	5 45%~	21 25%~	16 29%~	10 25%~	9 29%~	18 27%~
NOT ANSWERED	3	59			1		2		2							1	2	2	1	2	1
VALID CASES	98	1798	2	15	10	21	42	7	73					12	11	85	55	40	31	66	
NUMBER OF RESPONDENTS	101	1857	2	15	11	21	44	7	75					12	12	87	57	41	33	67	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

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

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

	BANT OT1	BANT OT2	AGE					RACE						ETHNICITY	HEALTH STATUS		GENDER				
	PHSJ 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- AMER ##	AS- IAN ##	NATV HAW/ ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q13 WORST HEALTH CARE POSSIBLE		19 0.5%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01	2 1%	22 0.6%	~	~	~	~	1%	5%	0.7%	~	~	~	~	~	6%	~	1%	0.8%	2%	1% 0.8%	
02	6 3%	39 1%	~	~	9%	2%	5%	3%	~	2%	~	~	~	~	17%	~	4%	0.8%*	6%	1% 4%	
03	2 1%	63 2%	~	4%	~	~	1%	~	0.7%	~	~	~	~	~	6%	~	1%	0.8%	2%	3% ~	
04	5 3%	95 3%	~	9%	~	8%	~	~	~	~	~	~	~	~	6%	~	3%	~	2%	5% 3%	
05	7 4%	234 7%*	11%	4%	5%	2%	5%	1%	5%	2%	~	~	~	~	11%	2%	5%	3%	2%	6%	~ 7%*
06	5 3%	215 6%*	~	~	~	3%	5%	~	2%	~	~	~	~	~	6%	1%	4%	2%	3%	2%	3% 2%
07	27 14%	442 13%	11%	4%	6%	3%	10%	3%	16%	23%	~	~	~	~	6%	1%	2%	24%	18%	9%	12% 15%
08	43 22%	779 22%	33%	3%	13%	3%	10%	21%	16%	3%	~	~	~	~	11%	2%	6%	35%	29%	12%	12% 31%
09	36 19%	592 17%	~	5%	22%	4%	18%	11%	26%	30%	~	~	~	~	17%	3%	2%	33%	24%	11%	16% 20%
BEST HEALTH CARE POSSIBLE	61 31%	1011 29%	44%	7%	6%	8%	28%	6%	32%	49%	~	~	~	~	17%	3%	5%	53%	40%	19%	23% 36%
#8-10 (NET)	140 72%	2382 68%	78%	15%	13%	28%	60%	14%	74%	113%	~	~	~	~	44%	8%	13%	121%	93%	42%	51% 87%

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?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ ILND ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
9-10 (NET)	97 50%	1603 46%	4 44%	12 52%	10 45%	18 46%	39 49%	11 58%	79 53%	~	~	~	~	~	6 33%	7 39%	86 51%	64 52%	30 46%	39 56%	56 46%
NOT ANSWERED	7	96		1	1	1	3		6							1	6	4	2	2	5
VALID CASES	194	3511	9	23	22	39	79	19	150					18	18	169	123	65	70	122	
NUMBER OF RESPONDENTS	201 100%	3607 100%	9 100%	24 100%	23 100%	40 100%	82 100%	19 100%	156 100%					18 100%	19 100%	175 100%	127 100%	67 100%	72 100%	127 100%	
MEAN	8.10	7.94	8.44	7.96	7.77	7.77	8.28	8.21	8.32					6.11	8.11	8.07	8.35	7.66	8.27	7.98	
p stat_(*=Sig @ p<=.05)		.269	~	~	~	~	.322	~	~	~	~	~	~	~	~	~	~	.048*	.058	.389	.258

[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?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	HAW/	IND/			HIS-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	IAN	PAC	ALSK			PAN-	GOOD	FAIR			
									AMER		ILND	NATV	OTHR	MUL-	IC	&	&			
									WHTE	##	##	##	##	##	TI	GOOD	POOR	MALE		
																		MALE		
Q14																				
NEVER	4	90				2	1	1	2					2	4	1	2	1	3	
	2%	3%	~	~	~	5%	1%	6%	1%	~	~	~	~	11%	~	2%	0.8%	3%	1%	3%
SOMETIMES	25	539	1	3	4	7	7	2	15					5	2	22	8	16	7	17
	13%	15%	11%	13%	18%	18%	9%	11%	10%	~	~	~	~	28%	12%	13%	7%*	25%*	10%	14%
USUALLY	61	1150	2	8	6	12	28	5	47					5	7	52	39	20	22	39
	32%	33%	22%	35%	27%	32%	36%	28%	32%	~	~	~	~	28%	41%	31%	32%	31%	31%	33%
ALWAYS	101	1722	6	12	12	17	42	10	84					6	8	89	74	26	40	60
	53%	49%	67%	52%	55%	45%	54%	56%	57%	~	~	~	~	33%	47%	53%	61%*	41%*	57%	50%
#ALWAYS + USUALLY (NET)	162	2872	8	20	18	29	70	15	131					11	15	141	113	46	62	99
	85%	82%	89%	87%	82%	76%	90%	83%	89%	~	~	~	~	61%	88%	84%	93%*	72%*	89%	83%
TOP BOX SCORE	101	1722	6	12	12	17	42	10	84					6	8	89	74	26	40	60
	53%	49%	67%	52%	55%	45%	54%	56%	57%	~	~	~	~	33%	47%	53%	61%*	41%*	57%	50%
NOT ANSWERED	10	106		1	1	2	4	1	8						2	8	5	3	2	8
VALID CASES	191	3501	9	23	22	38	78	18	148					18	17	167	122	64	70	119
NUMBER OF RESPONDENTS	201	3607	9	24	23	40	82	19	156					18	19	175	127	67	72	127
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER			
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- AMER ##	NATV AS- IAN ##	AMER HAW/ IND/ PAC ALSK ##	OTH MUL- TI ##	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	POOR	MALE	FE- MALE	
Q15 YES	226 81%	3993 82%	7 41%~	27 75%~	26 74%~	49 83%	91 88%*	22 96%~	183 83%	~	~	~	~	~	16 84%~	18 78%~	200 82%~	154 79%	66 86%	85 73%*	138 87%*
NO	52 19%	904 18%	10 59%~	9 25%~	9 26%~	10 17%	12 12%*	1 4%~	37 17%	~	~	~	~	~	3 16%~	5 22%~	43 18%~	41 21%	11 14%	31 27%*	20 13%*
NOT ANSWERED	10	185				1	2		4						1	5		1	1	1	4
VALID CASES	278	4897	17	36	35	59	103	23	220						19	23	243	195	77	116	158
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224						20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	MALE	FE- MALE	
Q16 NONE	44 21%	792 21%	2 33%	7 27%	8 33%	8 18%	15 19%	3 14%	36 22%	~	~	~	~	~	20%	2 12%	40 22%	34 24%	9 15%	19 25%	24 19%
1 TIME	67 33%	995 27%	2 33%	7 27%	6 25%	16 36%	29 37%	6 27%	57 35%	~	~	~	~	~	33%	4 24%	60 33%	53 38%*	14 23%*	29 38%	38 30%
2	39 19%	792 21%	1 17%	4 15%	3 13%	8 18%	16 20%	6 27%	31 19%	~	~	~	~	~	13%	3 18%	35 19%	25 18%	11 18%	14 18%	24 19%
3	22 11%	483 13%	~	8%~	3 13%	5 11%	9 11%	3 14%	16 10%	~	~	~	~	~	13%	4 24%	18 10%	12 9%	10 16%	6 8%	16 13%
4	18 9%	279 7%	~	19%~	5 8%	2 7%	3 8%	6 8%	15 9%	~	~	~	~	~	7%	1 6%	16 9%	9 6%	8 13%	6 8%	11 9%
5 TO 9	12 6%	312 8%	1 17%	~	1 4%	4 9%	3 4%	3 14%	7 4%	~	~	~	~	~	13%	2 12%	10 5%	4 3%*	8 13%*	2 3%	10 8%
10 OR MORE TIMES	4 2%	88 2%	~	4%~	1 4%	1 2%	1 1%	1 ~	3 2%	~	~	~	~	~	~	1 6%	3 2%	3 2%	1 2%	1 1%	3 2%
NOT ANSWERED	20	252	1	1	2	4	12		18					1	1	18	14	5	8	12	
VALID CASES	206	3741	6	26	24	45	79	22	165					15	17	182	140	61	77	126	
NUMBER OF RESPONDENTS	226	3993	7	27	26	49	91	22	183					16	18	200	154	66	85	138	
	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?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER	
	OT1	OT2												ITY	STATUS			
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &		
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	HAW/	IND/			HIS-	VERY		
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	IAN	PAC	ALSK			PAN-	GOOD	FAIR	
									AMER		LLND	OTHR	MUL-	IC	IC	&	&	
									WHTE	##	##	##	##	##	TI	GOOD	POOR	MALE
																		MALE
Q17																		
NEVER	1	51	1												1		1	1
	0.6%	2%	25%	~	~	~	~	~	~	~	~	~	~	~	7%	~	2%	2%
SOMETIMES	11	190		2	1	4	2	2	8					2	11	5	6	2
	7%	6%	~	11%	7%	11%	3%	11%	6%	~	~	~	~	18%	~	8%	5%	12%
USUALLY	24	579		2	2	5	13	2	20					2	22	19	5	7
	15%	20%	~	11%	13%	14%	20%	11%	16%	~	~	~	~	18%	13%	16%	18%	10%
ALWAYS	125	2109		3	15	12	28	49	15	101				7	12	108	82	39
	78%	72%	75%	79%	80%	76%	77%	79%	78%	~	~	~	~	64%	80%	77%	77%	76%
#ALWAYS + USUALLY (NET)	149	2688		3	17	14	33	62	17	121				9	14	130	101	44
	93%	92%	75%	89%	93%	89%	97%	89%	94%	~	~	~	~	82%	93%	92%	95%	86%
TOP BOX SCORE	125	2109		3	15	12	28	49	15	101				7	12	108	82	39
	78%	72%	75%	79%	80%	76%	77%	79%	78%	~	~	~	~	64%	80%	77%	77%	76%
NOT ANSWERED	1	20			1									1			1	
VALID CASES	161	2929		4	19	15	37	64	19	129				11	15	141	106	51
NUMBER OF RESPONDENTS	162	2949		4	19	16	37	64	19	129				12	15	142	106	52
	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?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1	OT2												ITY	STATUS						
	PHSJ	OHP	18	25	35	45	55	65	BLK	AS-	NATV	AMER									
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	IAN	HAW/	IND/		NOT	VERY						
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AMER	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR			
									##	##	##	##	##	TI	IC	IC	&	&			
									WHTE								GOOD	POOR			
																	MALE	MALE			
Q18																					
NEVER	1 0.6%	63 2%*	1 ~	5%~	~	~	~	~	~	~	~	~	~	~	1 ~0.7%	1 ~0.9%	1 ~	1 ~	1 ~		
SOMETIMES	15 9%	222 8%	1 ~	5%~	5 ~	8 14%~	13%~	5%~	13 10%~	~	~	~	~	~	15 ~11%	10 9%	5 10%	5 9%	10 10%		
USUALLY	25 16%	572 20%	2 ~	11%~	4 27%~	6 16%~	10 16%	3 16%~	18 14%~	~	~	~	~	~	4 36%~	3 20%~	22 16%~	15 14%	8 16%	5 9%*	20 20%*
ALWAYS	120 75%	2066 71%	4 100%~	15 79%~	11 73%~	26 70%~	46 72%	15 79%~	98 76%~	~	~	~	~	~	5 45%~	12 80%~	103 73%~	80 75%	38 75%	48 83%	70 69%*
#ALWAYS + USUALLY (NET)	145 90%	2638 90%	4 100%~	17 89%~	15 100%~	32 86%~	56 88%	18 95%~	116 90%~	~	~	~	~	~	9 82%~	15 100%~	125 89%~	95 90%	46 90%	53 91%	90 89%
TOP BOX SCORE	120 75%	2066 71%	4 100%~	15 79%~	11 73%~	26 70%~	46 72%	15 79%~	98 76%~	~	~	~	~	~	5 45%~	12 80%~	103 73%~	80 75%	38 75%	48 83%	70 69%*
NOT ANSWERED	1	26			1									1		1		1		1	
VALID CASES	161	2923	4	19	15	37	64	19	129					11	15	141	106	51	58	101	
NUMBER OF RESPONDENTS	162	2949	4	19	16	37	64	19	129					12	15	142	106	52	58	102	
	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?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2																			
	PHSJ	OHP	18	25	35	45	55	65	BLCK	AS-	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	IAN	ILND	ALSK				HIS-	HIS-	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	##	##	##	##	##	TI	IC	IC	&	&		
																	VERY				
																	GOOD	POOR	MALE		
																	POOR		MALE		
Q19																					
NEVER	1 0.6%	55 2%				1 3%			1 0.8%							1 0.7%		1 2%		1 1%	
SOMETIMES	13 8%	211 7%		2 11%		3 8%	7 11%	1 6%	11 9%					2 18%		13 9%	10 10%	2 4%	4 7%	9 9%	
USUALLY	19 12%	437 15%	1 25%	2 11%	4 27%	5 14%	6 9%	1 6%	12 9%					2 18%		5 33%	14 10%	13 12%	6 12%	4 7%	15 15%
ALWAYS	127 79%	2221 76%	3 75%	15 79%	11 73%	28 76%	51 80%	16 89%	104 81%					7 64%		10 67%	112 80%	82 78%	42 82%	49 86%	76 75%
#ALWAYS + USUALLY (NET)	146 91%	2658 91%	4 100%	17 89%	15 100%	33 89%	57 89%	17 94%	116 91%					9 82%		15 100%	126 90%	95 90%	48 94%	53 93%	91 90%
TOP BOX SCORE	127 79%	2221 76%	3 75%	15 79%	11 73%	28 76%	51 80%	16 89%	104 81%					7 64%		10 67%	112 80%	82 78%	42 82%	49 86%	76 75%
NOT ANSWERED	2	25			1			1	1					1		2	1	1	1	1	
VALID CASES	160	2924	4	19	15	37	64	18	128					11	15	140	105	51	57	101	
NUMBER OF RESPONDENTS	162	2949	4	19	16	37	64	19	129					12	15	142	106	52	58	102	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

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

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER	
	OT1	OT2																	
	PHSJ	OHP	18	25	35	45	55	65	BLCK	AS-	NATV	AMER				NOT	EX &		
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	IAN	ILND	ALSK				HIS-	VERY		
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-							PAN-	GOOD	FAIR	
									AMER						IC	PAN-	&	POOR	
									##	##	##	##	##	##	IC	IC	&	MALE	
									TI									MALE	
Q20																			
NEVER	2	87	1	1	1	1	1	1	0.8%	~	~	~	~	~	9%	2	1	1	2
	1%	3%	~	5%	~	3%	~	~	~	~	~	~	~	~	1%	0.9%	2%	~	2%
SOMETIMES	10	259	1	3	4	2	10	10	8%	~	~	~	~	~	7%	6	4	5	5
	6%	9%	~	5%	~	8%	6%	11%	~	~	~	~	~	~	~	6%	8%	9%	5%
USUALLY	37	721	3	6	10	16	2	26	20%	~	~	~	~	~	4	5	31	12	25
	23%	25%	~	16%	~	40%	27%	25%	11%	~	~	~	~	~	36%	33%	22%	21%	25%
ALWAYS	112	1860	4	14	9	23	44	15	92	~	~	~	~	~	6	10	98	41	69
	70%	64%	100%	74%	~	60%	62%	69%	79%	~	~	~	~	~	55%	67%	70%	71%	68%
#ALWAYS + USUALLY (NET)	149	2581	4	17	15	33	60	17	118	~	~	~	~	~	10	15	129	53	94
	93%	88%	100%	89%	~	100%	89%	94%	89%	~	~	~	~	~	91%	100%	91%	91%	93%
TOP BOX SCORE	112	1860	4	14	9	23	44	15	92	~	~	~	~	~	6	10	98	41	69
	70%	64%	100%	74%	~	60%	62%	69%	79%	~	~	~	~	~	55%	67%	70%	71%	68%
NOT ANSWERED	1	22			1										1				1
VALID CASES	161	2927	4	19	15	37	64	19	129						11	15	141	58	101
NUMBER OF RESPONDENTS	162	2949	4	19	16	37	64	19	129						12	15	142	58	102
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%

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

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1	OT2												ITY	STATUS						
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY	GOOD	FAIR				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			&	&	FE-				
									AMER	IAN	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	POOR	MALE	MALE	
Q21																					
YES	87	1800	1	5	6	24	37	11	70					6	8	76	47	36	29	56	
	55%	62%	25%~	26%~	40%~	67%~	60%	58%~	55%~	~	~	~	~	~	55%~	53%~	55%~	46%*	71%*	50%	57%
NO	71	1107	3	14	9	12	25	8	57					5	7	62	56	15	29	42	
	45%	38%	75%~	74%~	60%~	33%~	40%	42%~	45%~	~	~	~	~	~	45%~	47%~	45%~	54%*	29%*	50%	43%
NOT ANSWERED	4	42			1	1	2		2					1		4	3	1		4	
VALID CASES	158	2907	4	19	15	36	62	19	127					11	15	138	103	51	58	98	
NUMBER OF RESPONDENTS	162	2949	4	19	16	37	64	19	129					12	15	142	106	52	58	102	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

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

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

	BANT OT1	BANT OT2	AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER			
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER ##	NATV AS-IAN ##	AMER HAW/IND/PAC ALSK ##	OTHER ##	MULTI-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	MALE	FEMALE
Q22 NEVER	4 5%	108 6%	~	~	~	~	11%~	3 5%~	~	~	~	~	20%~	~	6%~	3 7%~	1 3%~	1 4%~	3 6%~
SOMETIMES	9 11%	264 15%	~	20%~	~	23%~	6%~	11%~	14%~	~	~	~	~	~	13%~	9 11%~	5 9%~	3 11%~	6 12%~
USUALLY	19 24%	517 30%	~	20%~	33%~	23%~	29%~	11%~	23%~	~	~	~	~	~	50%~	15 22%~	10 23%~	8 25%~	13 26%~
ALWAYS	47 59%	861 49%	100%~	60%~	67%~	55%~	54%~	78%~	58%~	~	~	~	~	80%~	4 50%~	41 59%~	26 59%~	20 63%~	28 56%~
#ALWAYS + USUALLY (NET)	66 84%	1378 79%	100%~	80%~	100%~	77%~	83%~	89%~	81%~	~	~	~	~	80%~	8 100%~	56 81%~	36 82%~	28 88%~	41 86%~
TOP BOX SCORE	47 59%	861 49%	100%~	60%~	67%~	55%~	54%~	78%~	58%~	~	~	~	~	80%~	4 50%~	41 59%~	26 59%~	20 63%~	28 56%~
NOT ANSWERED	8	50				2	2	2	6				1		7	3	4	1	6
VALID CASES	79	1750	1	5	6	22	35	9	64				5	8	69	44	32	28	50
NUMBER OF RESPONDENTS	87 100%	1800 100%	100%	100%	100%	100%	100%	100%	100%				6 100%	8 100%	76 100%	47 100%	36 100%	29 100%	56 100%

[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?

	BANT OT1	BANT OT2	AGE					RACE						ETHNICITY	HEALTH STATUS		GENDER			
	PHSJ 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- AMER ##	AS- IAN ##	NATV HAW/ ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q23 WORST PERSONAL DOCTOR POSSIBLE	1 0.5%	23 0.6%	~	1 4%	~	~	~	~	1 0.6%	~	~	~	~	~	~	1 0.5%	1 0.7%	~	~	1 0.8%
01	5 2%	32 0.9%	~	~	2 8%	~	2 5%	1 2%	~	~	~	~	~	2 13%	~	5 3%	1 0.7%	4 6%	1 1%	4 3%
02	3 1%	39 1%	~	1 4%	~	1 2%	1 1%	~	~	~	~	~	~	~	1 6%	2 1%	2 1%	1 2%	1 1%	2 2%
03	2 1%	60 2%	~	1 4%	~	1 2%	~	~	~	~	~	~	~	~	~	2 1%	1 0.7%	1 2%	1 1%	1 0.8%
04	4 2%	72 2%	~	1 4%	~	~	3 4%	~	~	~	~	~	~	1 6%	~	4 2%	4 3%	~	1 1%	3 2%
05	12 6%	188 5%	~	1 4%	~	4 9%	5 6%	2 9%	~	~	~	~	~	1 6%	~	12 7%	8 6%	4 6%	5 6%	7 5%
06	9 4%	158 4%	~	~	3 12%	1 4%	4 2%	1 5%	~	~	~	~	~	1 6%	2 12%	6 3%	4 3%	5 8%	6 8%	3 2%
07	13 6%	327 9%	~	3 12%	1 4%	5 11%	4 5%	~	~	~	~	~	~	1 6%	1 6%	12 7%	11 8%	2 3%	5 6%	8 6%
08	33 16%	632 17%	1 17%	6 24%	5 20%	6 13%	12 15%	3 14%	27 16%	~	~	~	~	5 31%	~	31 17%	27 19%*	5 8%*	8 10%	25 19%
09	46 22%	691 19%	1 17%	5 20%	6 24%	12 26%	16 20%	4 18%	38 23%	~	~	~	~	1 6%	4 24%	41 22%	29 21%	15 24%	14 18%	31 24%
BEST PERSONAL DOCTOR POSSIBLE	81 39%	1506 40%	4 67%	6 24%	8 32%	16 35%	34 42%	11 50%	63 38%	~	~	~	~	4 25%	9 53%	68 37%	52 37%	26 41%	35 45%	44 34%
#8-10 (NET)	160 77%	2829 76%	6 100%	17 68%	19 76%	34 74%	62 77%	18 82%	128 77%	~	~	~	~	10 63%	13 76%	140 76%	108 77%	46 73%	57 74%	100 78%

Continued

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

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- AMER ##	AS- IAN ##	NATV ILND ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	POOR	MALE	FE- MALE
9-10 (NET)	127 61%	2197 59%	5 83%~	11 44%~	14 56%~	28 61%~	50 62%	15 68%~	101 60%~	~	~	~	~	~	5 31%~	13 76%~	109 59%~	81 58%	41 65%	49 64%	75 58%	
NOT ANSWERED	17	265	1	2	1	3	10	16								1	16	14	3	8	9	
VALID CASES	209	3728	6	25	25	46	81	22	167					16	17	184	140	63	77	129		
NUMBER OF RESPONDENTS	226	3993	7	27	26	49	91	22	183					16	18	200	154	66	85	138		
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%	
MEAN	8.26	8.34	9.50	7.52	8.04	8.30	8.31	8.50	8.27					7.06	8.65	8.20	8.30	8.06	8.39	8.15		
p stat_(*=Sig @ p<=.05)		.560	~	~	~	~	.797	~	~	~	~	~	~	~	~	~	~	.723	.457	.519	.353	

[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?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR- AMER ##	AS- IAN ##	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q24 YES	103 37%	1933 40%	3 18%	8 22%	9 26%	21 35%	50 49%*	9 41%	83 37%	~	~	~	~	~	7 39%	8 35%	90 37%	56 29%*	44 57%*	39 34%	62 39%
NO	176 63%	2928 60%	14 82%	28 78%	26 74%	39 65%	53 51%*	13 59%	140 63%	~	~	~	~	~	11 61%	15 65%	154 63%	138 71%*	33 43%*	76 66%	98 61%
NOT ANSWERED	9	221					2	1	1						2		4	2	1	2	2
VALID CASES	279	4861	17	36	35	60	103	22	223						18	23	244	194	77	115	160
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224						20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%



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

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND ##	AMER IND/ ALSK ##	OTHR ##	MUL-TI TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE-MALE
Q25 NEVER	8 8%	110 6%	~	~	~	14%~	9%~	11%~	9%~	~	~	~	~	~	13%~	8%~	3 6%~	5 12%~	2 6%~	6 10%~
SOMETIMES	17 18%	323 17%	~	43%~	11%~	24%~	13%~	~	~	~	~	~	~	17%~	13%~	14 17%~	10 19%~	6 14%~	7 19%~	9 15%~
USUALLY	21 22%	543 29%	67%~	14%~	33%~	24%~	18%~	22%~	22%~	~	~	~	~	17%~	38%~	17 20%~	8 15%~	12 29%~	5 14%~	16 27%~
ALWAYS	51 53%	893 48%	33%~	43%~	56%~	38%~	60%~	67%~	54%~	~	~	~	~	67%~	38%~	46 55%~	31 60%~	19 45%~	22 61%~	28 47%~
#ALWAYS + USUALLY (NET)	72 74%	1436 77%	100%~	57%~	89%~	62%~	78%~	89%~	76%~	~	~	~	~	83%~	75%~	63 75%~	39 75%~	31 74%~	27 75%~	44 75%~
TOP BOX SCORE	51 53%	893 48%	33%~	43%~	56%~	38%~	60%~	67%~	54%~	~	~	~	~	67%~	38%~	46 55%~	31 60%~	19 45%~	22 61%~	28 47%~
NOT ANSWERED	6	64	1				5							1		6	4	2	3	3
VALID CASES	97	1869	3	7	9	21	45	9	78					6	8	84	52	42	36	59
NUMBER OF RESPONDENTS	103	1933	3	8	9	21	50	9	83					7	8	90	56	44	39	62
	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?

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND ##	AMER IND/ ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE-MALE
Q26 NONE	5 5%	77 4%	1 ~	13%~	2 ~	10%~	1 2%~	1 11%~	1 4%~	~	~	~	~	~	1 13%~	3 3%~	2 4%~	3 7%~	3 8%~	2 3%~
1 SPECIALIST	49 49%	991 53%	1 33%~	6 75%~	3 33%~	10 48%~	25 53%~	3 33%~	43 53%~	~	~	~	~	2 33%~	2 25%~	46 53%~	35 64%~	14 33%~	17 45%~	32 53%~
2	29 29%	498 27%	2 67%~	~	5 ~	4 56%~	15 19%~	3 32%~	24 30%~	~	~	~	~	2 33%~	3 38%~	25 29%~	12 22%~	17 40%~	11 29%~	18 30%~
3	10 10%	191 10%	~	13%~	1 11%~	1 14%~	3 11%~	5 ~	7 9%~	~	~	~	~	1 17%~	2 25%~	8 9%~	5 9%~	4 10%~	4 11%~	6 10%~
4	3 3%	64 3%	~	~	~	1 5%~	~	~	1 1%~	~	~	~	~	~	~	1 1%~	~	1 2%~	1 3%~	~
5 OR MORE SPECIALISTS	4 4%	45 2%	~	~	~	1 5%~	1 2%~	2 22%~	3 4%~	~	~	~	~	1 17%~	~	4 5%~	1 2%~	3 7%~	2 5%~	2 3%~
NOT ANSWERED	3	67					3		2					1	3	1	2	1	2	
VALID CASES	100	1866	3	8	9	21	47	9	81					6	8	87	55	42	38	60
NUMBER OF RESPONDENTS	103	1933	3	8	9	21	50	9	83					7	8	90	56	44	39	62
	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?

	BANT OT1	BANT OT2	AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER					
	PHSJ 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- AMER ##	AS- IAN ##	NATV HAW/ ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	MALE	FE- MALE		
Q27 WORST SPECIALIST POSSIBLE		13 0.7%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
01		14 0.8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~		
02	1 1%	12 0.7%	~	~	~	~	2%	~	1%	~	~	~	~	~	~	1%	~	3%	~	2%	
03	1 1%	27 2%	~	~	~	~	2%	~	1%	~	~	~	~	~	~	1%	~	2%	~	2%	
04		22 1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
05	3 3%	83 5%	1 33%	~	~	~	2% 13%	1	2 3%	~	~	~	~	~	1 17%	3 4%	1 2%	2 5%	1 3%	2 3%	
06	4 4%	68 4%	1 33%	1 14%	~	~	4%	~	3 4%	~	~	~	~	~	1 14%	3 4%	2 4%	2 5%	1 3%	3 5%	
07	7 7%	157 9%	~	~	3 33%	3 16%	1 2%	~	5 6%	~	~	~	~	~	1 14%	6 7%	5 10%	2 5%	4 12%	3 5%	
08	15 16%	318 18%	~	4 57%	1 11%	4 21%	5 11%	~	11 14%	~	~	~	~	~	1 17%	2 29%	12 14%	6 12%	8 21%	5 15%	9 16%
09	13 14%	315 18%	~	~	1 11%	2 11%	7 16%	3 38%	11 14%	~	~	~	~	~	1 17%	12 14%	7 13%	6 15%	3 9%	10 17%	
BEST SPECIALIST POSSIBLE	50 53%	742 42%	1 33%	2 29%	4 44%	10 53%	27 60%	4 50%	43 56%	~	~	~	~	~	3 50%	3 43%	45 54%	30 58%	18 46%	20 59%	29 50%
#8-10 (NET)	78 83%	1375 78%	1 33%	6 86%	6 67%	16 84%	39 87%	7 88%	65 84%	~	~	~	~	~	5 83%	5 71%	69 83%	43 83%	32 82%	28 82%	48 83%

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?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- AMER ##	AS- IAN ##	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE	
9-10 (NET)	63 67%	1057 60%	1 33%~	2 29%~	5 56%~	12 63%~	34 76%~	7 88%~	54 70%~	~	~	~	~	~	4 67%~	3 43%~	57 69%~	37 71%~	24 62%~	23 68%~	39 67%~
NOT ANSWERED	1	18					1		1							1	1		1		
VALID CASES	94	1771	3	7	9	19	45	8	77					6	7	83	52	39	34	58	
NUMBER OF RESPONDENTS	95	1789	3	7	9	19	46	8	78					6	7	84	53	39	35	58	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	
MEAN	8.83	8.43	7.00	8.29	8.67	9.00	8.93	9.00	8.90					8.67	8.43	8.84	8.96	8.62	9.00	8.72	
p stat_(*=Sig @ p<=.05)		.046*	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

[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?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- AMER ##	AS- IAN ##	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q28 YES	43 16%	886 18%	1 6%	8 22%	8 24%	11 19%	10 10%*	3 14%	31 14%	~	~	~	~	~	4 20%	4 18%	36 15%	27 14%	13 17%	19 17%	22 14%
NO	233 84%	3943 82%	15 94%	28 78%	26 76%	48 81%	94 90%*	19 86%	188 86%	~	~	~	~	~	16 80%	18 82%	206 85%	166 86%	64 83%	96 83%	135 86%
NOT ANSWERED	12	253	1		1	1	1	1	5							1	6	3	1	2	5
VALID CASES	276	4829	16	36	34	59	104	22	219					20	22	242	193	77	115	157	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER			
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLK OR AFR-AMER ##	AS-IAN ##	NATV ILND ##	AMER IND/ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	MALE	FE-MALE
Q29 NEVER	4 10%	78 9%	1 ~ 13%	~	1 ~ 11%	1 ~ 33%	1 ~ 33%	3 10%	~	~	~	~	~	~	~	3 9%	3 12%	~	1 5%	2 10%	
SOMETIMES	18 43%	290 33%	1 ~ 100%	3 ~ 38%	3 ~ 38%	7 ~ 64%	3 ~ 33%	1 ~ 33%	11 37%	~	~	~	~	~	3 75%	2 50%	15 43%	10 38%	7 54%	9 47%	9 43%
USUALLY	11 26%	294 34%	2 ~ 25%	5 ~ 63%	1 ~ 9%	3 ~ 33%	~	9 30%	~	~	~	~	~	1 25%	1 25%	10 29%	8 31%	3 23%	6 32%	5 24%	
ALWAYS	9 21%	204 24%	2 ~ 25%	~	3 ~ 27%	2 ~ 22%	1 ~ 33%	7 23%	~	~	~	~	~	~	1 25%	7 20%	5 19%	3 23%	3 16%	5 24%	
#ALWAYS + USUALLY (NET)	20 48%	498 58%	4 ~ 50%	5 ~ 63%	4 ~ 36%	5 ~ 56%	1 ~ 33%	16 53%	~	~	~	~	~	1 25%	2 50%	17 49%	13 50%	6 46%	9 47%	10 48%	
TOP BOX SCORE	9 21%	204 24%	2 ~ 25%	~	3 ~ 27%	2 ~ 22%	1 ~ 33%	7 23%	~	~	~	~	~	~	1 25%	7 20%	5 19%	3 23%	3 16%	5 24%	
NOT ANSWERED	1	20				1		1								1	1			1	
VALID CASES	42	866	1	8	8	11	9	3	30						4	4	35	26	13	19	21
NUMBER OF RESPONDENTS	43	886	1	8	8	11	10	3	31						4	4	36	27	13	19	22
	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?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1	OT2												ITY	STATUS						
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY						
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			GOOD	FAIR					
									AMER	IAN	ILND	NATV	OTHR	MUL-	HIS-	HIS-	&				
									WHTE	##	##	##	##	##	TI	IC	IC	&			
																	GOOD	POOR	MALE	MALE	
Q30																					
YES	72	1269	3	10	7	12	29	7	54					9	6	63	44	24	23	47	
	26%	26%	18%~	29%~	20%~	21%	28%	32%~	25%	~	~	~	~	~	47%~	27%~	26%~	23%*	32%	20%*	31%
NO	201	3524	14	25	28	44	73	15	163					10	16	176	149	50	92	107	
	74%	74%	82%~	71%~	80%~	79%	72%	68%~	75%	~	~	~	~	~	53%~	73%~	74%~	77%*	68%	80%*	69%
NOT ANSWERED	15	289		1		4	3	1	7					1	1	9	3	4	2	8	
VALID CASES	273	4793	17	35	35	56	102	22	217					19	22	239	193	74	115	154	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2																			
	PHSJ	OHP	18	25	35	45	55	65	BLCK	AS-	NATV	AMER									
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	IAN	ILND	ALSK									
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	##	##	##	##	##	##	TI	HIS-	HIS-			
																	NOT	VERY			
																	PAN-	PAN-			
																	GOOD	FAIR			
																	&	&			
																	GOOD	POOR			
																	MALE	MALE			
Q31																					
NEVER	3	39		1	1			1	3								3	2	1	1	2
	4%	3%		~ 10%	~ 14%			~ 14%	6%								~ 5%	~ 5%	~ 4%	~ 5%	~ 4%
SOMETIMES	13	212	1	1	4	1	6		10						1	2	11	7	6	4	9
	18%	17%	33%	~ 10%	~ 57%	~ 9%	~ 21%		~ 19%						~ 11%	33%	18%	16%	25%	18%	19%
USUALLY	17	361	2	2	2	4	4	2	12						2	3	14	8	8	4	13
	24%	29%	67%	~ 20%	~ 29%	~ 36%	~ 14%	~ 29%	~ 23%						~ 22%	50%	23%	19%	33%	18%	28%
ALWAYS	38	619		6		6	19	4	28						6	1	34	26	9	13	23
	54%	50%		~ 60%		~ 55%	~ 66%	~ 57%	~ 53%						~ 67%	17%	55%	60%	38%	59%	49%
#ALWAYS + USUALLY (NET)	55	980	2	8	2	10	23	6	40						8	4	48	34	17	17	36
	77%	80%	67%	~ 80%	~ 29%	~ 91%	~ 79%	~ 86%	~ 75%						~ 89%	67%	77%	79%	71%	77%	77%
TOP BOX SCORE	38	619		6		6	19	4	28						6	1	34	26	9	13	23
	54%	50%		~ 60%		~ 55%	~ 66%	~ 57%	~ 53%						~ 67%	17%	55%	60%	38%	59%	49%
NOT ANSWERED	1	38				1			1								1	1		1	
VALID CASES	71	1231	3	10	7	11	29	7	53						9	6	62	43	24	22	47
NUMBER OF RESPONDENTS	72	1269	3	10	7	12	29	7	54						9	6	63	44	24	23	47
	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?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER		
	OT1	OT2												ITY	STATUS				
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &			
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	IND/				VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	IAN	PAC	ALSK			GOOD	FAIR			
									AMER	ILLND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR		
									##	##	##	##	##	TI	IC	IC	&	&	
																GOOD	POOR	MALE	MALE
Q32																			
NEVER		16																	
		1%																	
SOMETIMES	6	61	1	1	1	1	2		4					1	1	5	3	3	3
	8%	5%	33%	10%	14%	9%	7%		8%					11%	17%	8%	7%	13%	14%
USUALLY	10	224	1	3	1	3	2		5					3	2	8	6	4	4
	14%	18%	~	10%	43%	9%	10%	29%	9%					33%	33%	13%	14%	17%	18%
ALWAYS	55	929	2	8	3	9	24	5	44					5	3	49	34	17	15
	77%	76%	67%	80%	43%	82%	83%	71%	83%					56%	50%	79%	79%	71%	68%
#ALWAYS + USUALLY (NET)	65	1153	2	9	6	10	27	7	49					8	5	57	40	21	19
	92%	94%	67%	90%	86%	91%	93%	100%	92%					89%	83%	92%	93%	88%	86%
TOP BOX SCORE	55	929	2	8	3	9	24	5	44					5	3	49	34	17	15
	77%	76%	67%	80%	43%	82%	83%	71%	83%					56%	50%	79%	79%	71%	68%
NOT ANSWERED	1	39				1			1						1	1			1
VALID CASES	71	1230	3	10	7	11	29	7	53					9	6	62	43	24	22
NUMBER OF RESPONDENTS	72	1269	3	10	7	12	29	7	54					9	6	63	44	24	23
	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?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER		
	OT1	OT2												ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			HIS-	HIS-	&	&	FE-	
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	MALE
Q33																				
YES	112	1787	6	12	17	24	45	8	85					12	11	99	73	37	44	68
	41%	37%	35%~	35%~	50%~	40%	44%	38%~	39%	~	~	~	~	~ 60%	50%~	41%~	39%	48%	38%	44%
NO	160	2987	11	22	17	36	57	13	133					8	11	141	116	40	71	87
	59%	63%	65%~	65%~	50%~	60%	56%	62%~	61%	~	~	~	~	~ 40%	50%~	59%~	61%	52%	62%	56%
NOT ANSWERED	16	308		2	1		3	2	6						1	8	7	1	2	7
VALID CASES	272	4774	17	34	34	60	102	21	218					20	22	240	189	77	115	155
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2												ITY	STATUS						
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	HAW/	IND/			HIS-	VERY	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	IAN	PAC	ALSK			PAN-	&	POOR	MALE	FE-		
									WHTE	##	##	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
PQ34																					
NEVER	4	91		1		1	1	1	2					1	4	1	3	3	1		
	1%	2%		~ 3%	~	2%	1%	5%	0.9%	~	~	~	~	~ 5%	~ 2%	0.5%	4%	3%	0.6%		
SOMETIMES	13	301	2	2	3	4	2		8					3	2	11	6	6	6	7	
	5%	6%	13%	6%	9%	7%	2%		4%	~	~	~	~	~ 15%	9%	5%	3%	8%	5%	5%	
USUALLY	46	677	2	4	7	11	20	2	36					4	4	41	32	13	16	30	
	17%	14%	13%	12%	21%	18%	20%	10%	17%	~	~	~	~	~ 20%	18%	17%	17%	17%	14%	19%	
ALWAYS	206	3637	12	27	24	44	77	18	169					12	16	181	148	54	87	117	
	77%	77%	75%	79%	71%	73%	77%	86%	79%	~	~	~	~	~ 60%	73%	76%	79%	71%	78%	75%	
#ALWAYS + USUALLY (NET)	252	4314	14	31	31	55	97	20	205					16	20	222	180	67	103	147	
	94%	92%	88%	91%	91%	92%	97%	95%	95%	~	~	~	~	~ 80%	91%	94%	96%*	88%	92%	95%	
TOP BOX SCORE	206	3637	12	27	24	44	77	18	169					12	16	181	148	54	87	117	
	77%	77%	75%	79%	71%	73%	77%	86%	79%	~	~	~	~	~ 60%	73%	76%	79%	71%	78%	75%	
NOT ANSWERED	3	68	1				2		3						3	2	1		3		
VALID CASES	269	4706	16	34	34	60	100	21	215					20	22	237	187	76	112	155	
NUMBER OF RESPONDENTS	272	4774	17	34	34	60	102	21	218					20	22	240	189	77	115	155	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

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

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

	BANT OT1	BANT OT2	AGE					RACE					ETHNICITY	HEALTH STATUS		GENDER				
	PHSJ 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/PAC/ALSK##	OTHR##	MULTI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	MALE	FE-MALE	
Q35 WORST HEALTH PLAN POSSIBLE	1 0.4%	33 0.7%	~	~	~	1 2%	~	~	~	~	~	~	~	~	~	~	1 1%	1 0.9%	~	
01	1 0.4%	31 0.7%	~	~	~	~	1 1%	~	~	~	~	~	~	1 5%	1 ~0.4%	~	1 1%	1 0.9%	~	
02	4 1%	51 1%	~	~	~	2 4%	1 1%	1 5%	4 2%*	~	~	~	~	~	4 2%	2 1%	2 3%	2 2%	2 1%	
03	2 0.7%	61 1%	~	~	~	~	1 1%	~0.5%	1	~	~	~	~	~	1 ~0.4%	1 0.5%	~	~	1 ~0.6%	
04	4 1%	105 2%	~	1 3%	1 3%	1 2%	1 1%	~	4 2%*	~	~	~	~	~	4 2%	4 2%*	~	3 3%	1 0.6%	
05	20 7%	381 8%	2 13%	1 3%	4 12%	5 9%	6 6%	2 9%	14 7%	~	~	~	~	2 11%	3 14%	16 7%	11 6%	9 12%	9 8%	11 7%
06	13 5%	291 6%	~	3 8%	2 6%	4 7%	3 3%	~	9 4%	~	~	~	~	3 16%	12 5%	7 4%	6 8%	5 5%	7 5%	
07	34 13%	602 13%	1 7%	8 22%	5 15%	10 19%	8 8%*	2 9%	27 13%	~	~	~	~	4 21%	3 14%	31 13%	23 12%	10 13%	9 8%*	25 16%*
08	52 19%	920 20%	2 13%	4 11%	9 26%	11 20%	23 23%	3 14%	42 20%	~	~	~	~	3 16%	5 23%	45 19%	39 21%	13 17%	15 14%*	37 24%*
09	41 15%	736 16%	3 20%	6 17%	4 12%	9 17%	19 19%	~	40 19%*	~	~	~	~	~	1 5%	40 17%	30 16%	9 12%	17 15%	24 16%
BEST HEALTH PLAN POSSIBLE	95 36%	1385 30%	7 47%	13 36%	9 26%	11 20%*	38 38%	14 64%	73 34%	~	~	~	~	6 32%	10 45%	81 34%	68 37%	25 33%	48 44%*	46 30%*
#8-10 (NET)	188 70%	3041 66%	12 80%	23 64%	22 65%	31 57%*	80 79%*	17 77%	155 72%	~	~	~	~	9 47%	16 73%	166 71%	137 74%	47 62%	80 73%	107 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?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER			
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- AMER ##	AS- IAN ##	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	HIS- PAN- IC	NOT VERY GOOD & FAIR & POOR	EX & VERY GOOD & FAIR & POOR	FE- MALE	MALE	
9-10 (NET)	136 51%	2121 46%	10 67%~	19 53%~	13 38%~	20 37%*	57 56%	14 64%~	113 53%	~	~	~	~	~	6 32%~	11 50%~	121 51%~	98 53%	34 45%	65 59%*	70 45%*
NOT ANSWERED		21	486	2		1	6	4	1	10					1	1	13	11	2	7	8
VALID CASES	267	4596	15	36	34	54	101	22	214					19	22	235	185	76	110	154	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%
MEAN	8.17	7.93	8.67	8.31	7.91	7.52	8.41	8.64	8.25					7.42	8.41	8.20	8.34	7.78	8.25	8.15	
p stat_(*=Sig @ p<=.05)		.049*	~	~	~	.007*	.134	~	.260	~	~	~	~	~	~	~	~	.038*	.040*	.572	.833

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?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- AMER ##	AS- IAN ##	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q35A YES	34 13%	599 12%	1 ~	4 3%	5 11%	18 9%	5 17%	27 23%	13%	~	~	~	~	3 15%	1 5%	31 13%	13 7%*	20 26%*	14 12%	19 12%
NO	238 88%	4210 88%	15 100%	35 97%	31 89%	51 91%	85 83%	17 77%	189 88%	~	~	~	~	17 85%	21 95%	208 87%	177 93%*	56 74%*	100 88%	136 88%
NOT ANSWERED	16	273	2			4	2	1	8						1	9	6	2	3	7
VALID CASES	272	4809	15	36	35	56	103	22	216					20	22	239	190	76	114	155
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
	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?

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH	GENDER	
	OT1	OT2	18	25	35	45	55	65	AND	BLCK	AS-	NATV	AMER							
	PHSJ	OHP	18	25	35	45	55	65		BLCK	AS-	NATV	AMER							
	TOT	TOT	TO	TO	TO	TO	TO	AND	AFR-	IAN	ILND	NATV	ALSK							
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	##	##	##	##	##	MUL-	HIS-	HIS-	NOT	EX &	
														TI	IC	PAN-	PAN-	VERY	GOOD	
																		GOOD	FAIR	
																		POOR	POOR	
																		MALE	MALE	
Q35B NEVER	6	90			1	1	3	1	5					1	6	2	4	5	1	
	19%	16%	~	~	25%	25%	17%	25%	19%	~	~	~	~	33%	~	21%	17%	21%	38%	6%
SOMETIMES	5	83			1	1	1	1	2					1	1	3	2	2	4	
	16%	15%	~	~	25%	25%	6%	25%	8%	~	~	~	~	33%	100%	10%	17%	11%	~	22%
USUALLY	8	129			1	2	4	1	8						7	2	6	1	7	
	25%	23%	~	~	25%	50%	22%	25%	31%	~	~	~	~	~	~	24%	17%	32%	8%	39%
ALWAYS	13	262			1	1	10	1	11					1	13	6	7	7	6	
	41%	46%	~	100%	25%	~	56%	25%	42%	~	~	~	~	33%	~	45%	50%	37%	54%	33%
#ALWAYS + USUALLY (NET)	21	391			1	2	2	14	2	19				1	20	8	13	8	13	
	66%	69%	~	100%	50%	50%	78%	50%	73%	~	~	~	~	33%	~	69%	67%	68%	62%	72%
TOP BOX SCORE	13	262			1	1	10	1	11					1	13	6	7	7	6	
	41%	46%	~	100%	25%	~	56%	25%	42%	~	~	~	~	33%	~	45%	50%	37%	54%	33%
NOT ANSWERED	2	35					1	1	1						2	1	1	1	1	
VALID CASES	32	564			1	4	4	18	4	26				3	1	29	12	19	13	18
NUMBER OF RESPONDENTS	34	599			1	4	5	18	5	27				3	1	31	13	20	14	19
	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?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE ##	BLCK OR AFR- AMER ##	AS- IAN ##	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q35C YES	39 15%	759 16%	1 ~	2 3%	12 6%	19 22%	4 19%	31 21%	15%	~	~	~	~	~	4 21%	2 9%	36 15%	20 11%*	16 22%	14 12%	24 16%
NO	227 85%	3989 84%	16 100%	34 97%	32 94%	43 78%	83 81%	15 79%	181 85%	~	~	~	~	~	15 79%	20 91%	197 85%	168 89%*	56 78%	99 88%	126 84%
NOT ANSWERED	22	334	1	1	1	5	3	4	12						1	1	15	8	6	4	12
VALID CASES	266	4748	16	35	34	55	102	19	212						19	22	233	188	72	113	150
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224						20	23	248	196	78	117	162
	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?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	AS-	NATV	AMER			NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	IAN	HAW/	IND/			HIS-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-		ILND	ALSK	OTHR	MUL-	PAN-	GOOD	FAIR			
									AMER					TI	IC	&	POOR			
									##	##	##	##	##		IC	&	MALE			
																	MALE			
Q35D NEVER	6 15%	121 17%~			3 ~ 25%~	2 11%~	1 25%~		5 16%~					1 ~ 25%~	6 ~ 17%~	3 15%~	3 19%~	2 14%~	4 17%~	
SOMETIMES	5 13%	129 18%~		1 ~ 50%~	3 25%~	1 5%~		3 10%~							1 50%~	4 11%~	3 15%~	1 6%~	4 7%~	4 17%~
USUALLY	10 26%	170 23%~	1 ~100%~		3 ~ 25%~	6 32%~		8 26%~						1 ~ 25%~	1 50%~	9 25%~	2 10%~	7 44%~	4 29%~	6 25%~
ALWAYS	18 46%	308 42%~		1 ~ 50%~	3 25%~	10 53%~	3 75%~	15 48%~						2 ~ 50%~	17 ~ 47%~	12 60%~	5 31%~	7 50%~	10 42%~	
#ALWAYS + USUALLY (NET)	28 72%	478 66%~	1 ~100%~	1 50%~	6 50%~	16 84%~	3 75%~	23 74%~						3 ~ 75%~	1 50%~	26 72%~	14 70%~	12 75%~	11 79%~	16 67%~
TOP BOX SCORE	18 46%	308 42%~		1 ~ 50%~	3 25%~	10 53%~	3 75%~	15 48%~						2 ~ 50%~	17 ~ 47%~	12 60%~	5 31%~	7 50%~	10 42%~	
NOT ANSWERED		31																		
VALID CASES	39	728	1	2	12	19	4	31						4	2	36	20	16	14	24
NUMBER OF RESPONDENTS	39	759	1	2	12	19	4	31						4	2	36	20	16	14	24
	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q35C = YES]

Q35E IN THE LAST 6 MONTHS, HOW OFTEN DID A DOCTOR OR OTHER HEALTH PROVIDER TALK TOO FAST WHEN TALKING TO YOU?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2												ITY	STATUS						
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	HAW/	IND/			HIS-	VERY	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	IAN	PAC	ALSK			PAN-	&	POOR	&	MALE	MALE	
									WHTE	##	##	##	##	##	IC	IC	GOOD	POOR	MALE	MALE	
Q35E																					
ALWAYS	8 3%	178 4%	1 6%	1 3%	2 6%	~	3 3%	~	6 3%	~	~	~	~	~	1 5%	1 4%	6 3%	6 3%	2 3%	3 3%	5 3%
USUALLY	9 3%	193 4%	~	3 9%	1 3%	1 2%	1 1%	3 14%	5 2%	~	~	~	~	~	2 10%	1 4%	7 3%	7 4%	2 3%	4 4%	5 3%
SOMETIMES	37 14%	804 17%	3 19%	5 14%	8 24%	7 12%	8 8%	4 18%	28 13%	~	~	~	~	~	7 35%	1 4%	34 14%	19 10%*	14 18%	8 7%*	28 18%*
NEVER	216 80%	3575 75%*	12 75%	26 74%	23 68%	50 86%	89 88%*	15 68%	175 82%	~	~	~	~	~	10 50%	20 87%	190 80%	156 83%	58 76%	98 87%*	117 75%*
#NEVER + SOMETIMES (NET)	253 94%	4379 92%	15 94%	31 89%	31 91%	57 98%*	97 96%	19 86%	203 95%	~	~	~	~	~	17 85%	21 91%	224 95%	175 93%	72 95%	106 94%	145 94%
TOP BOX SCORE	216 80%	3575 75%*	12 75%	26 74%	23 68%	50 86%	89 88%*	15 68%	175 82%	~	~	~	~	~	10 50%	20 87%	190 80%	156 83%	58 76%	98 87%*	117 75%*
NOT ANSWERED	18	332	1	1	1	2	4	1	10							11	8	2	4	7	
VALID CASES	270	4750	16	35	34	58	101	22	214					20	23	237	188	76	113	155	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
	100%	100%	100%	100%	100%	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?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2												ITY	STATUS						
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	HAW/	IND/			HIS-	VERY	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	IAN	PAC	ALSK			PAN-	&	GOOD	POOR	MALE	MALE	
									AMER		ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	MALE	
Q35F									WHTE	##	##	##	##	##	TI						
ALWAYS	3	66			2		1								1	3	1	2	2	1	
	1%	1%	~	~	6%	~	1%	~0.9%	~	~	~	~	~	5%	~	1%	0.5%	3%	2%	0.6%	
USUALLY	6	106		2	1	2		1						2	6	2	3	1	5		
	2%	2%	~	6%	3%	~	3%	~	~	~	~	~	~	10%	~	3%	1%	4%	0.9%	3%	
SOMETIMES	32	672	4	3	2	9	9	4	25					3	2	27	14	15	8	23	
	12%	14%	25%	8%	6%	~	16%	9%	19%	~	~	~	~	15%	9%	11%	7%*	20%*	7%*	15%	
NEVER	230	3911	12	31	29	47	91	16	184					14	21	201	171	56	103	125	
	85%	82%	75%	86%	85%	~	81%	90%*	76%	~	~	~	~	70%	91%	85%	91%*	74%*	90%*	81%*	
#NEVER + SOMETIMES (NET)	262	4583	16	34	31	56	100	20	209					17	23	228	185	71	111	148	
	97%	96%	100%	94%	91%	~	97%	99%	95%	~	~	~	~	85%	100%	96%	98%	93%	97%	96%	
TOP BOX SCORE	230	3911	12	31	29	47	91	16	184					14	21	201	171	56	103	125	
	85%	82%	75%	86%	85%	~	81%	90%*	76%	~	~	~	~	70%	91%	85%	91%*	74%*	90%*	81%*	
NOT ANSWERED	17	327	1		1	2	4	2	9						11	8	2	3	8		
VALID CASES	271	4755	16	36	34	58	101	21	215					20	23	237	188	76	114	154	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	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?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER				
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHITE	BLK OR AFR-##	AS-IAN ##	NATV ILND ##	AMER HAW/ IND/ PAC ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	VERY GOOD & FAIR	EX & VERY GOOD & FAIR & POOR	MALE	FE-MALE	
Q35G ALWAYS	2 0.7%	55 1%	~	~	~	2%	1%	~	0.9%	~	~	~	~	~	~	~	2	1	~	~	2	
USUALLY	3 1%	67 1%	~	3%	3%	~	~	5%	0.5%	~	~	~	~	~	11%	~	3	1	3%	~	3	
SOMETIMES	23 8%	487 10%	19%	3%	6%	9%	7%	19%	9%	~	~	~	~	~	11%	4%	21	17	9%	7%	10 9%	12 8%
NEVER	243 90%	4149 87%	81%	94%	91%	90%	92%	76%	90%	~	~	~	~	~	78%	96%	212	170	91%	91%	105 91%	137 89%
#NEVER + SOMETIMES (NET)	266 98%	4636 97%	100%	97%	97%	98%	99%	95%	99%	~	~	~	~	~	89%	100%	233	187	97%	97%	115 100%	149 97%
TOP BOX SCORE	243 90%	4149 87%	81%	94%	91%	90%	92%	76%	90%	~	~	~	~	~	78%	96%	212	170	91%	91%	105 91%	137 89%
NOT ANSWERED	17	324	1		2	2	2	2	6						2	10	7	2			2	8
VALID CASES	271	4758	16	36	33	58	103	21	218					18	23	238	189	76			115	154
NUMBER OF RESPONDENTS	288 100%	5082 100%	17 100%	36 100%	35 100%	60 100%	105 100%	23 100%	224 100%					20 100%	23 100%	248 100%	196 100%	78 100%			117 100%	162 100%

Q35H IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER				
	OT1	OT2												ITY	STATUS							
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &						
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	VERY	GOOD	FAIR			
	ADLT	ADLT	TO	TO	TO	TO	TO	OVER	AFR-	AS-	PAC	ALSK			PAN-	PAN-	&	&	MALE	MALE		
			24	34	44	54	64	OVER	WHTE	##	##	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE	
Q35H																						
#YES DEFINITELY	190	3305	10	25	22	41	76	14	158					9	15	170	135	52	78	111		
	71%	70%	71%~	69%~	65%~	72%	75%	67%~	73%	~	~	~	~	~ 47%~	71%~	72%~	73%	68%	71%	71%		
YES SOMEWHAT	59	1110	4	7	9	10	23	5	46					5	5	50	42	16	23	35		
	22%	24%	29%~	19%~	26%~	18%	23%	24%~	21%	~	~	~	~	~ 26%~	24%~	21%~	23%	21%	21%	22%		
NO	19	300		4	3	6	3	2	11					5	1	17	8	9	9	10		
	7%	6%	~ 11%~	9%~	11%	3%*	10%~		5%	~	~	~	~	~ 26%~	5%~	7%~	4%*	12%	8%	6%		
NOT ANSWERED	20	367	3		1	3	3	2	9					1	2	11	11	1	7	6		
VALID CASES	268	4715	14	36	34	57	102	21	215					19	21	237	185	77	110	156		
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162		
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%		

Q35I A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?

	BANT OT1	BANT OT2	AGE						RACE						ETHNIC-ITY	HEALTH STATUS		GENDER			
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER ##	AS-IAN ##	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL-TI TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE-MALE	
Q35I YES	159 58%	2797 58%	8 47%	20 57%	19 56%	37 63%	63 62%	10 43%	130 60%	~	~	~	~	~	11 55%	13 57%	144 60%	114 60%	41 54%	59 51%	99 63%
NO	115 42%	1986 42%	9 53%	15 43%	15 44%	22 37%	38 38%	13 57%	87 40%	~	~	~	~	~	9 45%	10 43%	98 40%	77 40%	35 46%	56 49%	58 37%
NOT ANSWERED	14	299		1	1	1	4		7							6	5	2	2	5	
VALID CASES	274	4783	17	35	34	59	101	23	217					20	23	242	191	76	115	157	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

Q35J IN THE LAST 6 MONTHS, DID YOU GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH		GENDER	
	OT1	OT2													ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			PAN-	PAN-	&	&			
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	FE-		
									WHTE	##	##	##	##	##	TI				MALE	MALE	
Q35J																					
YES	97	1919	5	10	16	21	36	7	78					9	7	88	66	29	34	62	
	35%	40%	29%~	28%~	46%~	36%	35%	30%~	36%	~	~	~	~	~ 45%	30%~	36%~	34%	37%	29%	40%	
NO	178	2885	12	26	19	38	66	16	140					11	16	155	126	49	83	94	
	65%	60%	71%~	72%~	54%~	64%	65%	70%~	64%	~	~	~	~	~ 55%	70%~	64%~	66%	63%	71%	60%	
NOT ANSWERED	13	278				1	3		6						5	4				6	
VALID CASES	275	4804	17	36	35	59	102	23	218					20	23	243	192	78	117	156	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

Q35K IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOU?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	PHSJ TOT ADULT	OHP TOT ADULT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q35K NEVER	5 5%	40 2%		1 ~ 10%	2 13%		1 ~ 3%	1 14%	3 4%	~	~	~	~	1 ~ 11%	1 14%	4 5%	3 5%	2 7%	1 3%	4 7%
SOMETIMES	8 9%	150 8%		1 ~ 10%	2 13%	1 5%	2 6%	~	5 7%	~	~	~	~	1 ~ 11%	1 14%	6 7%	5 8%	2 7%	4 13%	3 5%
USUALLY	16 18%	356 19%	1 25%	~	1 6%	10 50%	4 13%	~	13 18%	~	~	~	~	1 ~ 11%	2 29%	14 17%	8 13%	7 24%	3 9%	13 22%
ALWAYS	62 68%	1310 71%	3 75%	8 80%	11 69%	9 45%	25 78%	6 86%	51 71%	~	~	~	~	6 ~ 67%	3 43%	58 71%	44 73%	18 62%	24 75%	38 66%
#ALWAYS + USUALLY (NET)	78 86%	1666 90%	4 100%	8 80%	12 75%	19 95%	29 91%	6 86%	64 89%	~	~	~	~	7 ~ 78%	5 71%	72 88%	52 87%	25 86%	27 84%	51 88%
TOP BOX SCORE	62 68%	1310 71%	3 75%	8 80%	11 69%	9 45%	25 78%	6 86%	51 71%	~	~	~	~	6 ~ 67%	3 43%	58 71%	44 73%	18 62%	24 75%	38 66%
NOT ANSWERED	6	63	1			1	4		6							6	6		2	4
VALID CASES	91	1856	4	10	16	20	32	7	72					9	7	82	60	29	32	58
NUMBER OF RESPONDENTS	97	1919	5	10	16	21	36	7	78					9	7	88	66	29	34	62
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%



Q35L IF YOU TRIED TO GET AN APPOINTMENT FOR YOURSELF WITH A DENTIST WHO SPECIALIZES IN A PARTICULAR TYPE OF DENTAL CARE (SUCH AS ROOT CANALS OR GUM DISEASE) IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOU WANTED?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER ##	AS-IAN ##	NATV ILND ##	AMER PAC ALSK ##	OTH ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	MALE	FE-MALE	
Q35L ALWAYS	28 28%	423 22%	2 20%~	2 13%~	4 27%~	4 22%~	13 41%~	3 38%~	23 31%~	~	~	~	~	~	2 20%~	3 30%~	25 29%~	22 33%~	6 19%~	15 36%~	13 23%~
USUALLY	18 18%	375 20%	2 20%~	4 25%~	~	6 33%~	3 9%~	3 38%~	13 17%~	~	~	~	~	~	~	3 30%~	14 16%~	11 16%~	7 22%~	9 21%~	9 16%~
SOMETIMES	20 20%	377 20%	4 40%~	2 13%~	4 27%~	2 11%~	6 19%~	~	13 17%~	~	~	~	~	~	2 20%~	2 20%~	16 18%~	15 22%~	3 9%~	3 7%~	15 26%~
NEVER	35 35%	744 39%	2 20%~	8 50%~	7 47%~	6 33%~	10 31%~	2 25%~	26 35%~	~	~	~	~	~	6 60%~	2 20%~	32 37%~	19 28%~	16 50%~	15 36%~	20 35%~
#NEVER + SOMETIMES (NET)	55 54%	1121 58%	6 60%~	10 63%~	11 73%~	8 44%~	16 50%~	2 25%~	39 52%~	~	~	~	~	~	8 80%~	4 40%~	48 55%~	34 51%~	19 59%~	18 43%~	35 61%~
TOP BOX SCORE	35 35%	744 39%	2 20%~	8 50%~	7 47%~	6 33%~	10 31%~	2 25%~	26 35%~	~	~	~	~	~	6 60%~	2 20%~	32 37%~	19 28%~	16 50%~	15 36%~	20 35%~
5	163	2747	7	18	20	38	66	13	135						7	13	146	120	42	73	90
NOT ANSWERED	24	416		2		4	7	2	14						3		15	9	4	2	15
VALID CASES	101	1919	10	16	15	18	32	8	75						10	10	87	67	32	42	57
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224						20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

Q35M IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE	
Q35M NEVER	33 34%	695 36%	3 30%~	4 29%~	6 38%~	4 20%~	12 44%~	3 43%~	25 37%~	~	~	~	~	~	3 27%~	2 18%~	29 36%~	22 39%~	11 31%~	17 44%~	15 27%~
SOMETIMES	22 23%	351 18%	4 40%~	2 14%~	6 38%~	6 30%~	3 11%~	~	16 24%~	~	~	~	~	~	3 27%~	1 9%~	19 23%~	11 19%~	9 25%~	5 13%~	16 29%~
USUALLY	18 19%	351 18%	1 10%~	6 43%~	2 13%~	5 25%~	3 11%~	1 14%~	8 12%~	~	~	~	~	~	3 27%~	6 55%~	12 15%~	10 18%~	7 19%~	7 18%~	11 20%~
ALWAYS	23 24%	514 27%	2 20%~	2 14%~	2 13%~	5 25%~	9 33%~	3 43%~	18 27%~	~	~	~	~	~	2 18%~	2 18%~	21 26%~	14 25%~	9 25%~	10 26%~	13 24%~
#ALWAYS + USUALLY (NET)	41 43%	865 45%	3 30%~	8 57%~	4 25%~	10 50%~	12 44%~	4 57%~	26 39%~	~	~	~	~	~	5 45%~	8 73%~	33 41%~	24 42%~	16 44%~	17 44%~	24 44%~
TOP BOX SCORE	23 24%	514 27%	2 20%~	2 14%~	2 13%~	5 25%~	9 33%~	3 43%~	18 27%~	~	~	~	~	~	2 18%~	2 18%~	21 26%~	14 25%~	9 25%~	10 26%~	13 24%~
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	168	2765	7	21	19	37	69	14	142						7	12	152	130	37	76	92
NOT ANSWERED	24	406		1		3	9	2	15						2		15	9	5	2	15
VALID CASES	96	1911	10	14	16	20	27	7	67						11	11	81	57	36	39	55
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224						20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

Q35N USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER					
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR-##	AS- IAN ##	NATV ILND ##	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	POOR	MALE	FE- MALE
Q35N EXTREMELY DIFFICULT	18 7%	281 6%	2 14%	5 16%	3 9%	3 6%	4 5%	1 5%	13 7%	~	~	~	~	~	2 12%	1 5%	15 7%	10 6%	8 12%			7 7%	11 8%
01	4 2%	112 3%	~	1 3%	1 3%	1 2%	1 1%	~	2 1%	~	~	~	~	~	1 6%	1 5%	3 1%	3 2%	1 1%			~	4 3%*
02	3 1%	129 3%*	~	~	~	1 2%	2 2%	~	2 1%	~	~	~	~	~	1 6%	~	3 1%	1 0.6%	2 3%			~	3 2%
03	6 2%	164 4%	~	~	~	5 9%*	1 1%	~	6 3%*	~	~	~	~	~	~	~	6 3%	3 2%	3 4%			3 3%	3 2%
04	12 5%	138 3%	~	2 6%	4 13%	2 4%	3 3%	1 5%	9 5%	~	~	~	~	~	1 6%	1 5%	11 5%	9 5%	3 4%			7 7%	5 4%
05	25 10%	547 12%	3 21%	1 3%	4 13%	9 17%	7 8%	~	19 10%	~	~	~	~	~	1 6%	3 14%	20 9%	20 12%	5 7%			10 10%	14 10%
06	12 5%	230 5%	3 21%	1 3%	2 6%	2 4%	3 3%	1 5%	8 4%	~	~	~	~	~	1 6%	2 10%	10 5%	10 6%	2 3%			4 4%	8 6%
07	28 11%	375 8%	2 14%	1 3%	6 19%	9 17%	8 9%	2 10%	21 11%	~	~	~	~	~	1 6%	5 24%	23 11%	20 12%	8 12%			14 14%	14 10%
09	53 21%	1161 26%	1 7%	7 23%	4 13%	11 20%	17 19%	5 24%	42 22%	~	~	~	~	~	1 6%	1 5%	44 20%	32 19%	11 16%			19 18%	27 20%
EXTREMELY EASY	88 35%	1320 30%	3 21%	13 42%	8 25%	11 20%*	42 48%*	11 52%	71 37%	~	~	~	~	~	8 47%	7 33%	80 37%	62 36%	26 38%			39 38%	49 36%
#8-10 (NET)	141 57%	2481 56%	4 29%	20 65%	12 38%	22 41%*	59 67%*	16 76%	113 59%	~	~	~	~	~	9 53%	8 38%	124 58%	94 55%	37 54%			58 56%	76 55%
9-10 (NET)	141 57%	2481 56%	4 29%	20 65%	12 38%	22 41%*	59 67%*	16 76%	113 59%	~	~	~	~	~	9 53%	8 38%	124 58%	94 55%	37 54%			58 56%	76 55%

Continued

Q35N USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST?

	BANT OT1	BANT OT2	AGE						RACE						ETHNIC-ITY	HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER ##	AS-IAN ##	NATV ILND ##	AMER IND/ALSK ##	OTHR ##	MUL-TI TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE-MALE
88		6																		
NOT ANSWERED	39	619	3	5	3	6	17	2	31					3	2	33	26	9	14	24
VALID CASES	249	4457	14	31	32	54	88	21	193					17	21	215	170	69	103	138
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%
MEAN	7.33	7.14	6.14	7.10	6.47	6.57	7.98	8.52	7.45					6.71	6.95	7.39	7.40	6.93	7.48	7.16
p stat_(*=Sig @ p<=.05)		.305	~	~	~.040*	.013*			~.269	~	~	~	~	~	~	~	~.636	.243	.545	.326

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

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OT1	OT2																				
	PHSJ	OHP	18	25	35	45	55	65	BLK	AS-	NATV	AMER					NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	IAN	HAW/	IND/				HIS-	HIS-	VERY	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	##	##	##	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q36																						
EXCELLENT	36 13%	447 9%	6 35%~	8 22%~	5 14%~	7 13%	10 10%		26 12%	~	~	~	~	~	3 16%	5 22%	28 12%	36 18%~		20 17%	16 10%	
VERY GOOD	74 27%	1140 24%	3 18%~	11 31%~	11 31%~	15 27%	31 30%	3 13%	64 29%	~	~	~	~	~	2 11%	3 13%	69 29%	74 38%*		28 24%	46 29%	
GOOD	86 31%	1676 35%	6 35%~	13 36%~	5 14%~	18 32%	34 32%	8 35%	73 33%	~	~	~	~	~	3 16%	7 30%	77 32%	86 44%~		36 31%	49 31%	
FAIR	49 18%	1110 23%*	1 6%~	4 11%~	10 29%~	11 20%	14 13%	9 39%	35 16%	~	~	~	~	~	5 26%	6 26%	42 17%		49 63%~	23 20%	26 17%	
POOR	29 11%	395 8%	1 6%~		4 11%~	5 9%	16 15%	3 13%	21 10%	~	~	~	~	~	6 32%	2 9%	26 11%		29 37%*	10 9%	19 12%	
#EXCELLENT + VERY GOOD + GOOD (NET)	196 72%	3263 68%	15 88%~	32 89%~	21 60%~	40 71%	75 71%	11 48%	163 74%*	~	~	~	~	~	8 42%	15 65%	174 72%	196 100%~		84 72%	111 71%	
NOT ANSWERED	14	314				4			5						1		6				6	
VALID CASES	274	4768	17	36	35	56	105	23	219						19	23	242	196	78	117	156	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224						20	23	248	196	78	117	162	
	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?

	BANT	BANT	AGE							RACE						ETHNICITY		HEALTH STATUS		GENDER	
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ILLND ##	AMER IND/PAC/ALSK ##	OTHR ##	MULTI TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE-MALE	
Q37	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ILLND ##	AMER IND/PAC/ALSK ##	OTHR ##	MULTI TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE-MALE
EXCELLENT	58 21%	870 18%	6 35%	8 22%	7 20%	10 17%	25 24%	2 9%	43 19%	~	~	~	~	~	3 16%	7 30%	48 20%	54 28%*	4 5%*	33 28%*	25 16%*
VERY GOOD	71 26%	1189 25%	2 12%	8 22%	8 23%	13 22%	36 34%*	4 17%	59 27%	~	~	~	~	~	4 21%	6 26%	63 26%	60 31%*	11 14%*	33 28%	38 24%
GOOD	82 30%	1480 31%	9 53%	9 25%	9 26%	17 29%	25 24%	11 48%	65 29%	~	~	~	~	~	5 26%	7 30%	71 29%	62 32%	20 26%	31 26%	50 32%
FAIR	42 15%	937 20%*	~	9 25%	9 26%	13 22%	8 8%*	3 13%	35 16%	~	~	~	~	~	5 26%	2 9%	40 16%	17 9%*	24 31%*	15 13%	27 17%
POOR	23 8%	296 6%	~	2 6%	2 6%	5 9%	11 10%	3 13%	19 9%	~	~	~	~	~	2 11%	1 4%	22 9%	3 2%*	19 24%*	5 4%*	18 11%*
#EXCELLENT + VERY GOOD + GOOD (NET)	211 76%	3539 74%	17 100%	25 69%	24 69%	40 69%	86 82%	17 74%	167 76%	~	~	~	~	~	12 63%	20 87%	182 75%	176 90%*	35 45%*	97 83%*	113 72%*
NOT ANSWERED	12	310				2			3						1		4				4
VALID CASES	276	4772	17	36	35	58	105	23	221						19	23	244	196	78	117	158
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224						20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2017?

	BANT	BANT	AGE							RACE							ETHNICITY			HEALTH STATUS		GENDER	
	OT1	OT2	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE-MALE			
Q38 #YES	70 26%	1705 36%*	2 13%~	4 11%~	6 18%~	17 29%	29 28%	12 55%~	58 27%	~	~	~	~	6 32%~	5 23%~	64 27%~	43 22%*	27 38%*	23 20%	47 30%			
NO	201 74%	2994 64%*	14 88%~	31 89%~	27 82%~	41 71%	75 72%	10 45%~	160 73%	~	~	~	~	13 68%~	17 77%~	177 73%~	151 78%*	45 63%*	90 80%	110 70%			
DON'T KNOW	5	99	1		1	2	1		4						1	4	1	4	2	3			
NOT ANSWERED	12	284		1	1			1	2				1		3	1	2	2	2				
VALID CASES	271	4699	16	35	33	58	104	22	218				19	22	241	194	72	113	157				
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224				20	23	248	196	78	117	162				
	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?

	BANT	BANT	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	OT1	OT2	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND PAC ##	AMER IND/ ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	VERY GOOD & POOR	FAIR & POOR	FE-MALE	MALE		
Q39 EVERY DAY	53 19%	949 20%	1 6%	6 17%	8 24%	17 28%	15 14%	6 27%	43 20%	~	~	~	~	~	4 20%	3 13%	48 20%	33 17%	16 21%	20 17%	33 21%	
SOME DAYS	24 9%	436 9%	~	3 8%	4 12%	5 8%	10 10%	1 5%	17 8%	~	~	~	~	~	4 20%	2 9%	21 9%	17 9%	7 9%	8 7%	15 9%	
NOT AT ALL	198 72%	3380 71%	16 94%	27 75%	22 65%	38 63%	79 76%	15 68%	160 73%	~	~	~	~	~	12 60%	18 78%	174 72%	144 74%	54 70%	87 76%	111 70%	
DON'T KNOW		34																				
NOT ANSWERED	13	283			1		1	1	4							5	2	1	2	3		
VALID CASES	275	4765	17	36	34	60	104	22	220					20	23	243	194	77	115	159		
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162		
	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?

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY	HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	MALE	FE-MALE
Q40 NEVER	21 28%	367 27%	2 ~ 22%	6 50%	4 18%	7 30%	1 14%	13 22%	~	~	~	~	~	3 38%	1 20%	17 25%	15 31%	5 22%	9 33%	11 23%
SOMETIMES	16 21%	331 24%	1 ~ 11%	1 8%	7 32%	6 26%	1 14%	14 24%	~	~	~	~	~	2 25%	16 ~ 24%	13 27%	3 13%	6 22%	10 21%	
USUALLY	9 12%	212 16%	1 100%	1 11%	1 8%	4 18%	2 9%	8 14%	~	~	~	~	~	~	1 20%	8 12%	4 8%	4 17%	9 ~ 19%	
ALWAYS	29 39%	455 33%	5 ~ 56%	4 33%	7 32%	8 35%	5 71%	23 40%	~	~	~	~	~	3 38%	3 60%	26 39%	16 33%	11 48%	12 44%	17 36%
#ALWAYS + USUALLY (NET)	38 51%	667 49%	1 100%	6 67%	5 42%	11 50%	10 43%	5 71%	31 53%	~	~	~	~	3 38%	4 80%	34 51%	20 42%	15 65%	12 44%	26 55%
TOP BOX SCORE	29 39%	455 33%	5 ~ 56%	4 33%	7 32%	8 35%	5 71%	23 40%	~	~	~	~	~	3 38%	3 60%	26 39%	16 33%	11 48%	12 44%	17 36%
NOT ANSWERED	2	20					2	2								2	2		1	1
VALID CASES	75	1365	1	9	12	22	23	7	58					8	5	67	48	23	27	47
NUMBER OF RESPONDENTS	77	1385	1	9	12	22	25	7	60					8	5	69	50	23	28	48
	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.

	BANT	BANT	AGE						RACE						ETHNICITY			HEALTH STATUS		GENDER	
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND ##	AMER IND/ ALSK NATV ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	MALE	FE-MALE	
Q41 NEVER	41 55%	687 50%	1 100%	5 56%	8 67%	12 55%	12 52%	2 29%	30 52%	~	~	~	~	~	5 63%	2 40%	36 54%	26 54%	12 52%	13 48%	27 57%
SOMETIMES	12 16%	305 22%	~	~	2 17%	6 27%	3 13%	1 14%	10 17%	~	~	~	~	~	1 13%	1 20%	11 16%	5 10%	6 26%	5 19%	7 15%
USUALLY	10 13%	152 11%	~	2 22%	1 8%	1 5%	3 13%	3 43%	9 16%	~	~	~	~	~	~	1 20%	9 13%	8 17%	2 9%	4 15%	6 13%
ALWAYS	12 16%	223 16%	~	2 22%	1 8%	3 14%	5 22%	1 14%	9 16%	~	~	~	~	~	2 25%	1 20%	11 16%	9 19%	3 13%	5 19%	7 15%
#ALWAYS + USUALLY (NET)	22 29%	375 27%	~	4 44%	2 17%	4 18%	8 35%	4 57%	18 31%	~	~	~	~	~	2 25%	2 40%	20 30%	17 35%	5 22%	9 33%	13 28%
TOP BOX SCORE	12 16%	223 16%	~	2 22%	1 8%	3 14%	5 22%	1 14%	9 16%	~	~	~	~	~	2 25%	1 20%	11 16%	9 19%	3 13%	5 19%	7 15%
NOT ANSWERED	2	18					2		2							2	2			1	1
VALID CASES	75	1367	1	9	12	22	23	7	58					8	5	67	48	23	27	47	
NUMBER OF RESPONDENTS	77	1385	1	9	12	22	25	7	60					8	5	69	50	23	28	48	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q39 = EVERY DAY OR SOME DAYS]

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

	BANT	BANT	AGE					RACE					ETHNIC- ITY		HEALTH STATUS		GENDER			
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ ILND PAC ##	AMER IND/ ALSK NATV ##	MUL- OTHR ##	TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	POOR	MALE	FE- MALE
Q42 NEVER	40 55%	778 57%	6 ~ 67%	8 ~ 67%	11 ~ 50%	14 ~ 64%	1 ~ 14%	29 51%	~	~	~	~	~ 75%	6 40%	36 55%	28 61%	10 43%	15 58%	25 53%	
SOMETIMES	15 21%	261 19%	1 100%	2 ~ 22%	2 ~ 17%	6 ~ 27%	1 ~ 5%	3 43%	12 21%	~	~	~	~	1 13%	13 40%	6 13%	8 35%	3 12%	12 26%	
USUALLY	5 7%	141 10%	1 ~ 11%	~	2 ~ 9%	1 ~ 5%	1 ~ 14%	4 7%	~	~	~	~	1 13%	~	5 8%	5 11%	~	3 12%	2 4%	
ALWAYS	13 18%	175 13%	~	~ 17%	2 14%	3 27%	6 29%	2 21%	~	~	~	~	~	1 20%	12 18%	7 15%	5 22%	5 19%	8 17%	
#ALWAYS + USUALLY (NET)	18 25%	316 23%	1 ~ 11%	2 ~ 17%	5 23%	7 32%	3 43%	16 28%	~	~	~	~	1 13%	1 20%	17 26%	12 26%	5 22%	8 31%	10 21%	
TOP BOX SCORE	13 18%	175 13%	~	~ 17%	2 14%	3 27%	6 29%	2 21%	~	~	~	~	~	1 20%	12 18%	7 15%	5 22%	5 19%	8 17%	
NOT ANSWERED	4	30					3	3							3	4		2	1	
VALID CASES	73	1355	1	9	12	22	22	7	57					8	5	66	46	23	26	47
NUMBER OF RESPONDENTS	77	1385	1	9	12	22	25	7	60					8	5	69	50	23	28	48
	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?

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH		GENDER	
	OT1	OT2													ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	IND/				HIS-	VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	IAN	PAC	ALSK	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR			
									AMER		ILND	NATV		TI	IC	IC	&	&			
									WHTE	##	##	##	##	##			GOOD	POOR	MALE	MALE	
Q43																					
YES	62	997	2	3	3	15	27	12	49					6	5	56	36	25	25	37	
	22%	21%	12%~	8%~	9%~	25%	26%	52%~	22%	~	~	~	~	~ 30%~	22%~	23%~	18%*	33%*	21%	23%	
NO	214	3756	15	33	32	44	77	11	172					14	18	190	159	51	92	122	
	78%	79%	88%~	92%~	91%~	75%	74%	48%~	78%	~	~	~	~	~ 70%~	78%~	77%~	82%*	67%*	79%	77%	
DON'T KNOW		42																			
NOT ANSWERED	12	287				1	1		3							2	1	2		3	
VALID CASES	276	4753	17	36	35	59	104	23	221					20	23	246	195	76	117	159	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
	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?

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OT1	OT2	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND PAC ##	AMER IND/ ALSK NATV ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE-MALE	
Q44																					
YES	29 12%	448 10%	2 ~	2 6%~	2 7%~	6 11%	18 19%*	1 6%~	23 12%~	~	~	~	~	3 ~	19%~	2 10%~	25 11%~	10 5%*	19 31%*	10 9%	19 14%
NO	217 88%	3956 90%	13 100%~	32 94%~	28 93%~	48 89%	79 81%*	16 94%~	177 89%~	~	~	~	~	13 ~	81%~	18 90%~	193 89%~	172 95%*	43 69%*	100 91%	117 86%
DON'T KNOW	28	377	2	2	5	5	8	6	20					3		3	25	11	16	6	22
NOT ANSWERED	14	301	2			1			4					1		5		3		1	4
VALID CASES	246	4404	13	34	30	54	97	17	200					16		20	218	182	62	110	136
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20		23	248	196	78	117	162
	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?

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	OT1	OT2	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND PAC ##	AMER IND/ ALSK NATV ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE-MALE	MALE
Q45																				
YES	89 33%	1716 36%	2 13%	6 17%	4 11%	20 34%	42 41%*	15 68%	69 32%	~	~	~	~	11 55%	6 26%	80 33%	50 26%*	37 49%*	41 36%	48 31%
NO	183 67%	3045 64%	14 88%	30 83%	31 89%	39 66%	61 59%*	7 32%	148 68%	~	~	~	~	9 45%	17 74%	162 67%	143 74%*	39 51%*	74 64%	109 69%
NOT ANSWERED	16	321	1			1	2	1	7						6	3	2	2	5	
VALID CASES	272	4761	16	36	35	59	103	22	217					20	23	242	193	76	115	157
NUMBER OF RESPONDENTS	288 100%	5082 100%	17 100%	36 100%	35 100%	60 100%	105 100%	23 100%	224 100%					20 100%	23 100%	248 100%	196 100%	78 100%	117 100%	162 100%

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER		
	OT1	OT2												ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			PAN-	PAN-	&	&	FE-	
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	MALE
Q46.1																				
YES	49	1102	1	5	3	9	22	9	39					4	5	43	28	21	17	32
	17%	22%*	6%~	14%~	9%~	15%	21%	39%~	17%	~	~	~	~	~ 20%~	22%~	17%~	14%	27%*	15%	20%
NO	239	3980	16	31	32	51	83	14	185					16	18	205	168	57	100	130
	83%	78%*	94%~	86%~	91%~	85%	79%	61%~	83%	~	~	~	~	~ 80%~	78%~	83%~	86%	73%*	85%	80%
VALID CASES	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2																			
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				NOT	VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			HIS-	HIS-	GOOD	FAIR			
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	FE-	
									WHTE	##	##	##	##	##	TI					MALE	
Q46.2																					
YES	78	1444	1	5	7	17	35	12	56					8	8	67	45	32	41	37	
	27%	28%	6%~	14%~	20%~	28%	33%	52%~	25%	~	~	~	~	~ 40%~	35%~	27%~	23%*	41%*	35%*	23%	
NO	210	3638	16	31	28	43	70	11	168					12	15	181	151	46	76	125	
	73%	72%	94%~	86%~	80%~	72%	67%	48%~	75%	~	~	~	~	~ 60%~	65%~	73%~	77%*	59%*	65%*	77%	
VALID CASES	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
	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

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR-##	AS- IAN ##	NATV ILND ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE- MALE
Q46.3 YES	41 14%	826 16%	3 18%~	4 11%~	6 17%~	8 13%	12 11%	8 35%~	31 14%	~	~	~	~	~	8 40%~	2 9%~	38 15%~	20 10%*	19 24%*	18 15%	23 14%
NO	247 86%	4256 84%	14 82%~	32 89%~	29 83%~	52 87%	93 89%	15 65%~	193 86%	~	~	~	~	~	12 60%~	21 91%~	210 85%~	176 90%*	59 76%*	99 85%	139 86%
VALID CASES	288	5082	17	36	35	60	105	23	224						20	23	248	196	78	117	162
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224						20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER	
	OT1	OT2												ITY	STATUS				
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &			
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			GOOD	FAIR			
									AMER	IAN	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR	
									##	##	##	##	##	TI	IC	IC	GOOD	POOR	MALE
																			FE-
																			MALE
Q47.1																			
YES	15	211			1	4	3	7	11					3	14	3	12	9	6
	5%	4%	~	~	3%~	7%	3%	30%~	5%	~	~	~	~	~ 15%~	~ 6%~	2%*	15%*	8%	4%
NO	273	4871	17	36	34	56	102	16	213					17	23	234	193	66	108
	95%	96%	100%~	100%~	97%~	93%	97%	70%~	95%	~	~	~	~	~ 85%~	100%~	94%~	98%*	85%*	92%
VALID CASES	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%

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

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH		GENDER	
	OT1	OT2																			
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			PAN-	PAN-	&	&			
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	FE-	
									WHTE	##	##	##	##	##	TI						
Q47.2																					
YES	18	212		1	3	2	6	6	13					3	1	17	4	14	7	11	
	6%	4%		~ 3%	~ 9%	~ 3%	6%	26%	6%	~	~	~	~	~ 15%	4%	7%	2%*	18%*	6%	7%	
NO	270	4870	17	35	32	58	99	17	211					17	22	231	192	64	110	151	
	94%	96%	100%	~ 97%	~ 91%	~ 97%	94%	74%	94%	~	~	~	~	~ 85%	96%	93%	98%*	82%*	94%	93%	
VALID CASES	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER		
	OT1	OT2												ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			GOOD	FAIR				
									AMER	IAN	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR		
									##	##	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q47.3																				
YES	15	195		1	1	3	5	5	11					4	15	5	10	5	10	
	5%	4%		~ 3%	~ 3%	5%	5%	22%	5%	~	~	~	~	~ 20%	~ 6%	3%*	13%*	4%	6%	
NO	273	4887	17	35	34	57	100	18	213					16	23	233	191	68	112	152
	95%	96%	100%	~ 97%	~ 97%	~ 95%	95%	78%	95%	~	~	~	~	~ 80%	~ 100%	~ 94%	~ 97%*	~ 87%*	96%	94%
VALID CASES	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV ILND ##	AMER IND/ALSK ##	OTHR ##	MUL-TI ##	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	MALE	FE-MALE
Q47.4 YES	58 20%	916 18%	1 6%	4 11%	6 17%	12 20%	28 27%*	6 26%	41 18%	~	~	~	~	~	8 40%	7 30%	50 20%	30 15%*	28 36%*	27 23%	31 19%
NO	230 80%	4166 82%	16 94%	32 89%	29 83%	48 80%	77 73%*	17 74%	183 82%	~	~	~	~	~	12 60%	16 70%	198 80%	166 85%*	50 64%*	90 77%	131 81%
VALID CASES	288	5082	17	36	35	60	105	23	224						20	23	248	196	78	117	162
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224						20	23	248	196	78	117	162
	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?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			PAN-	PAN-	&	&		
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	MALE
Q48																				
YES	80	1408	2	10	8	19	36	5	64					8	6	73	43	35	32	48
	29%	30%	12%~	28%~	23%~	32%	35%	22%~	29%	~	~	~	~	~ 40%~	26%~	30%~	22%*	45%*	27%	30%
NO	195	3330	15	26	27	40	68	18	156					12	17	171	151	42	85	110
	71%	70%	88%~	72%~	77%~	68%	65%	78%~	71%	~	~	~	~	~ 60%~	74%~	70%~	78%*	55%*	73%	70%
NOT ANSWERED	13	344				1	1		4						4	2	1			4
VALID CASES	275	4738	17	36	35	59	104	23	220					20	23	244	194	77	117	158
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
	PHSJ 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- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	MALE	
Q49 YES	68 88%	1187 88%		9 ~ 90%~	7 88%~	16 94%~	31 89%~	5 100%~	55 89%~	~	~	~	~	~	7 ~100%~	4 67%~	63 90%~	34 83%~	32 94%~	28 90%~	40 87%~
NO	9 12%	167 12%	2 100%~	1 10%~	1 13%~	1 6%~	4 11%~	7 11%~	~	~	~	~	~	~	2 33%~	7 10%~	7 17%~	2 6%~	3 10%~	6 13%~	
NOT ANSWERED	3	54				2	1	2						1		3	2	1	1	2	
VALID CASES	77	1354	2	10	8	17	35	5	62					7	6	70	41	34	31	46	
NUMBER OF RESPONDENTS	80 100%	1408 100%	2 100%	10 100%	8 100%	17 100%	35 100%	5 100%	62 100%					7 100%	6 100%	73 100%	43 100%	35 100%	32 100%	48 100%	

[ASKED IF Q48 = YES]

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

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH	GENDER	
	OT1	OT2														ITY	STATUS			
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			GOOD	FAIR				
									AMER	IAN	ILND	NATV	OTHR	MUL-	HIS-	HIS-	&	&		
									WHTE	##	##	##	##	##	IC	IC	GOOD	POOR	MALE	MALE
Q50																				
YES	164	2988	4	16	17	36	70	21	133					11	14	148	99	63	63	101
	61%	63%	24%~	48%~	49%~	63%	67%	95%~	61%	~	~	~	~	~ 58%	64%~	62%~	52%*	81%*	54%	66%
NO	105	1758	13	17	18	21	34	1	85					8	8	92	90	15	53	52
	39%	37%	76%~	52%~	51%~	37%	33%	5%~	39%	~	~	~	~	~ 42%	36%~	38%~	48%*	19%*	46%	34%
NOT ANSWERED	19	336		3		3	1	1	6					1	1	8	7		1	9
VALID CASES	269	4746	17	33	35	57	104	22	218					19	22	240	189	78	116	153
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
	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.

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2												ITY	STATUS						
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY	GOOD	FAIR				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			HIS-	HIS-	&	&	FE-		
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	MALE	
Q51																					
YES	151	2723	2	16	16	34	63	20	123					9	14	135	89	60	61	90	
	94%	95%	50%	100%	94%	97%	93%	100%	95%	~	~	~	~	~	82%	100%	94%	93%	97%	98%*	92%*
NO	9	155	2		1	1	5		6					2		9	7	2	1	8	
	6%	5%	50%	~	~	6%	3%	7%	5%	~	~	~	~	~	18%	~	6%	7%	3%	2%*	8%*
NOT ANSWERED	4	110				1	2	1	4							4	3	1	1	3	
VALID CASES	160	2878	4	16	17	35	68	20	129					11	14	144	96	62	62	98	
NUMBER OF RESPONDENTS	164	2988	4	16	17	36	70	21	133					11	14	148	99	63	63	101	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q50 = YES]

NQ52 WHAT IS YOUR AGE?

	BANT	BANT	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER							
	OT1	OT2																										
	PHSJ	OHP	18	25	35	45	55	65	BLCK	AS-	NATV	AMER																
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	IAN	ILND	ALSK																
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	##	##	##	##	##	##	TI	HIS-	HIS-	NOT	EX &	VERY	GOOD	FAIR			FE-		
																	IC	IC	&	GOOD	POOR	MALE	MALE			MALE	MALE	
NQ52																												
18 TO 24	20	485	17						13							4	13		15	2					8	9		
	7%	10%	100%	~	~	~	~	~	6%	~	~	~	~	~	~	17%	5%	~	8%	3%*					7%	6%		
25 TO 34	40	853		36					27						4	3	32		33	4					13	23		
	14%	17%		~100%	~	~	~	~	12%	~	~	~	~	~	20%	13%	13%		17%*	5%*					11%	14%		
35 TO 44	36	805			35				27						3	5	30		21	14					16	19		
	13%	16%		~	~100%	~	~	~	12%	~	~	~	~	~	15%	22%	12%		11%	18%					14%	12%		
45 TO 54	61	1048				60			50						2	6	52		40	16					24	37		
	21%	21%		~	~	~100%	~	~	22%	~	~	~	~	~	10%	26%	21%		20%	21%					21%	23%		
55 TO 64	107	1437					105		88						8	5	97		75	30					46	60		
	37%	28%*		~	~	~	~100%	~	39%	~	~	~	~	~	40%	22%	39%		38%	38%					39%	37%		
65 TO 74	20	302						19	16						3		20		11	9					8	12		
	7%	6%		~	~	~	~	~83%	7%	~	~	~	~	~	15%	~	8%		6%	12%					7%	7%		
75 OR OLDER	4	152						4	3								4		1	3					2	2		
	1%	3%*		~	~	~	~	~17%	1%	~	~	~	~	~	~	~	2%	0.5%	4%						2%	1%		
VALID CASES	288	5082	17	36	35	60	105	23	224						20	23	248		196	78					117	162		
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224						20	23	248		196	78					117	162		
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%		100%	100%					100%	100%		

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

NQ53 ARE YOU MALE OR FEMALE?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER		
	OT1	OT2												ITY	STATUS				
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &			
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			GOOD	FAIR			
									AMER	IAN	ILND	NATV	OTHR	MUL-	HIS-	HIS-	&		
									WHTE	##	##	##	##	##	IC	IC	GOOD		
																	POOR		
																	MALE		
																	MALE		
NQ53																			
MALE	123	2039	8	13	16	24	46	9	92					6	13	99	85	33	117
	43%	40%	47%~	36%~	46%~	40%	44%	39%~	41%	~	~	~	~	~ 30%~	57%~	40%~	43%	42%	100%~
FEMALE	165	3043	9	23	19	36	59	14	132					14	10	149	111	45	162
	57%	60%	53%~	64%~	54%~	60%	56%	61%~	59%	~	~	~	~	~ 70%~	43%~	60%~	57%	58%	~100%~
VALID CASES	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%

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

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2												ITY	STATUS						
	PHSJ	OHP	18	25	35	45	55	65	BLCK	AS-	NATV	AMER			NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AFR-	IAN	HAW/	IND/		HIS-	HIS-	VERY	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	##	##	##	##	##	TI	IC	IC	&	&	MALE	MALE
Q54																					
8TH GRADE OR LESS	8	267		2	1	1	2	2	7							8	4	4	4	4	
	3%	6%*		~	6%~	3%~	2%	2%	9%~	3%	~	~	~	~	~	~	3%~	2%	5%	3%	2%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	41	599	2	5	4	10	14	5	27					7	4	35	20	20	21	20	
	15%	13%	12%~	14%~	11%~	17%	13%	23%~	12%*	~	~	~	~	~	35%~	17%~	14%~	10%*	26%*	18%	12%
HIGH SCHOOL GRADUATE OR GED	100	1663	9	13	10	25	36	7	84					4	10	88	76	20	47	53	
	36%	35%	53%~	37%~	29%~	42%	34%	32%~	38%	~	~	~	~	~	20%~	43%~	36%~	39%	26%*	41%	33%
SOME COLLEGE OR 2-YEAR DEGREE	101	1668	6	12	11	19	45	6	83					5	8	89	74	26	36	65	
	36%	35%	35%~	34%~	31%~	32%	43%	27%~	37%	~	~	~	~	~	25%~	35%~	36%~	38%	34%	31%	40%
4-YEAR COLLEGE GRADUATE	19	348		3	6	3	6	1	16					2	1	18	15	4	5	14	
	7%	7%		~	9%~	17%~	5%	6%	5%~	7%	~	~	~	~	10%~	4%~	7%~	8%	5%	4%	9%
MORE THAN 4-YEAR COLLEGE DEGREE	8	201			3	2	2	1	5					2		8	5	3	2	6	
	3%	4%		~	~	9%~	3%	2%	5%~	2%	~	~	~	~	10%~	~	3%~	3%	4%	2%	4%
NOT ANSWERED	11	336		1				1	2							2	2	1	2		
VALID CASES	277	4746	17	35	35	60	105	22	222					20	23	246	194	77	115	162	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
	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?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			GOOD	FAIR				
									AMER	IAN	ILND	NATV	OTHR	MUL-	HIS-	HIS-	&			
									WHTE	##	##	##	##	##	IC	IC	GOOD	POOR		
																	MALE	MALE		
Q55																				
YES HISPANIC OR LATINO	23	571	4	3	5	6	5								23	15	8	13	10	
	8%	12%*	24%~	9%~	14%~	11%	5%		~	~	~	~	~	~	~100%~	~	8%	11%	12%	6%
NO NOT HISPANIC OR LATINO	248	4145	13	32	30	51	96	23	220					20	248	174	68	99	149	
	92%	88%*	76%~	91%~	86%~	89%	95%	100%~	100%~	~	~	~	~	~100%~	~100%~	92%	89%	88%	94%	
NOT ANSWERED	17	366		1		3	4		4							7	2	5	3	
VALID CASES	271	4716	17	35	35	57	101	23	220					20	23	248	189	76	112	159
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

Q56.1 WHAT IS YOUR RACE? RESPONSE: WHITE

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH	GENDER	
	OT1	OT2													ITY	STATUS				
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR		
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			PAN-	PAN-	&	&		
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	MALE
Q56.1																				
YES	255	4120	15	33	34	54	95	21	224					20	11	240	178	71	103	152
	89%	81%*	88%~	92%~	97%~	90%	90%	91%~	100%~	~	~	~	~	~100%~	48%~	97%~	91%	91%	88%	94%*
NO	33	962	2	3	1	6	10	2							12	8	18	7	14	10
	11%	19%*	12%~	8%~	3%~	10%	10%	9%~	~	~	~	~	~	~	52%~	3%~	9%	9%	12%	6%*
VALID CASES	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER									
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/			NOT	EX &					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK		HIS-	HIS-	GOOD	FAIR			
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	&	&		
									WHTE	##	##	##	##	##	TI	IC	IC	GOOD	POOR	
																		MALE	MALE	
Q56.2																				
YES	6	85		1	1	1	3							2	1	4	3	3	2	4
	2%	2%		~ 3%	~ 3%	~ 2%	~ 3%		~	~	~	~	~	~ 10%	~ 4%	~ 2%	~ 2%	~ 4%	~ 2%	~ 2%
NO	282	4997	17	35	34	59	102	23	224					18	22	244	193	75	115	158
	98%	98%	100%	~ 97%	~ 97%	~ 98%	~ 97%	100%	~ 100%	~	~	~	~	~ 90%	~ 96%	~ 98%	~ 98%	~ 96%	~ 98%	~ 98%
VALID CASES	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

Q56.3 WHAT IS YOUR RACE? RESPONSE: ASIAN

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			GOOD	FAIR				
									AMER	IAN	ILND	NATV	OTHR	MUL-	HIS-	HIS-	&			
									WHTE	##	##	##	##	##	TI	IC	IC	GOOD		
																	POOR	MALE		
																	MALE			
Q56.3																				
YES	6	136			2		1	3						3	1	5	4	2	1	5
	2%	3%	~	~	6%	~	1%	13%	~	~	~	~	~	15%	4%	2%	2%	3%	0.9%	3%
NO	282	4946	17	36	33	60	104	20	224					17	22	243	192	76	116	157
	98%	97%	100%	100%	94%	100%	99%	87%	100%	~	~	~	~	85%	96%	98%	98%	97%	99%	97%
VALID CASES	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%



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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER		
	OT1	OT2												ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			GOOD	FAIR				
									AMER	IAN	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	FAIR		
									##	##	##	##	##	TI	IC	IC	&	&		
									WHTE								GOOD	POOR		
																	MALE	MALE		
Q56.4																				
YES	3	40		1	1	1								2	2	2	1	1	2	
	1%	0.8%		~ 3%	~ 3%	~ 2%			~	~	~	~	~	~ 10%	~ 0.8%	~ 1%	~ 1%	~ 0.9%	~ 1%	
NO	285	5042	17	35	34	59	105	23	224					18	23	246	194	77	116	160
	99%	99%	100%	~ 97%	~ 97%	~ 98%	100%	~ 100%	~ 100%	~	~	~	~	~ 90%	~ 100%	~ 99%	~ 99%	~ 99%	~ 99%	
VALID CASES	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

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

	BANT	BANT	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER						
	OT1	OT2																									
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER																
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	AS-	IND/																
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	IAN	PAC	ALSK															
									WHTE	##	##	##	##	##	TI	HIS-	HIS-	NOT	EX &	VERY	GOOD	FAIR			FE-		
																IC	IC	GOOD	&	POOR				MALE	MALE		
Q56.5																											
YES	18	313		3	5	1	8	1							12	4	13	8	10	6	12						
	6%	6%		~	8%~	14%~	2%*	8%	4%~	~	~	~	~	~	60%~	17%~	5%~	4%	13%*	5%	7%						
NO	270	4769	17	33	30	59	97	22	224						8	19	235	188	68	111	150						
	94%	94%	100%~	92%~	86%~	98%*	92%	96%~	100%~	~	~	~	~	~	40%~	83%~	95%~	96%	87%*	95%	93%						
VALID CASES	288	5082	17	36	35	60	105	23	224						20	23	248	196	78	117	162						
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224						20	23	248	196	78	117	162						
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%						

Q56.6 WHAT IS YOUR RACE? RESPONSE: OTHER

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2												ITY	STATUS						
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY						
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			GOOD	FAIR					
									AMER	IAN	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD				
									##	##	##	##	##	TI	IC	IC	&				
																	&				
																	POOR				
																	MALE				
																	MALE				
Q56.6																					
YES	17	278		2	4	5	5	1						7	9	8	9	7	7	10	
	6%	5%		~	6%~	11%~	8%	5%	4%~	~	~	~	~	~	35%~	39%~	3%~	5%	9%	6%	6%
NO	271	4804	17	34	31	55	100	22	224					13	14	240	187	71	110	152	
	94%	95%	100%~	94%~	89%~	92%	95%	96%~	100%~	~	~	~	~	~	65%~	61%~	97%~	95%	91%	94%	94%
VALID CASES	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
NUMBER OF RESPONDENTS	288	5082	17	36	35	60	105	23	224					20	23	248	196	78	117	162	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

Q57 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2												ITY	STATUS						
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY	GOOD	FAIR				
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK				&	&	FE-			
									AMER	IAN	LLND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD	POOR	MALE	MALE	
									WHTE	##	##	##	##	##	TI	IC	IC	GOOD	POOR	MALE	MALE
Q57																					
YES	25	466	5	6	1	1	5	7	19					2	2	23	16	9	14	11	
	11%	12%	50%~	27%~	4%~	2%*	5%*	39%~	10%~	~	~	~	~	~ 17%~	12%~	11%~	10%	15%	15%	8%	
NO	202	3267	5	16	26	55	87	11	168					10	15	179	146	51	80	122	
	89%	88%	50%~	73%~	96%~	98%*	95%*	61%~	90%~	~	~	~	~	~ 83%~	88%~	89%~	90%	85%	85%	92%	
NOT ANSWERED	3	46	1			1			3							3	1	1	1	2	
VALID CASES	227	3733	10	22	27	56	92	18	187					12	17	202	162	60	94	133	
NUMBER OF RESPONDENTS	230	3779	11	22	27	57	92	18	190					12	17	205	163	61	95	135	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

[ASKED IF SURVEY COMPLETED BY MAIL]

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

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH	GENDER		
	OT1	OT2	18	25	35	45	55	65	AND	BLCK	AS-	NATV	AMER	IND/	ETHNIC-	NOT	EX &	FAIR	FE-		
	PHSJ	OHP	TO	TO	TO	TO	TO	AND	OR	AFR-	IAN	ILND	NATV	ALSK	HIS-	HIS-	GOOD	GOOD	MALE		
	TOT	TOT	TO	TO	TO	TO	TO	AND	WHTE	##	##	##	##	##	IC	IC	&	&	MALE		
	ADLT	ADLT	24	34	44	54	64	OVER													
Q58.1																					
YES	15	238	1	3	1	1	5	4	11						2	15	9	6	8	7	
	60%	51%	20%	50%	100%	100%	100%	57%	58%	~	~	~	~	~	~100%	~	65%	56%	67%	57%	64%
NO	10	228	4	3				3	8						2	8	7	3	6	4	
	40%	49%	80%	50%	~	~	~	43%	42%	~	~	~	~	~	~100%	35%	44%	33%	43%	36%	
VALID CASES	25	466	5	6	1	1	5	7	19						2	2	23	16	9	14	11
NUMBER OF RESPONDENTS	25	466	5	6	1	1	5	7	19						2	2	23	16	9	14	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	

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

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER			
	OT1	OT2												ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				VERY					
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			GOOD	FAIR				
									AMER	IAN	ILND	NATV	OTHR	MUL-	HIS-	HIS-	GOOD			
									WHTE	##	##	##	##	##	TI	IC	IC	&		
																		&		
																		GOOD		
																		POOR		
																		MALE		
																		MALE		
Q58.2																				
YES	15	182	2	4		1	4	4	12					1	15	11	4	10	5	
	60%	39%~	40%~	67%~		~100%~	80%~	57%~	63%~	~	~	~	~	~ 50%~	~ 65%~	69%~	44%~	71%~	45%~	
NO	10	284	3	2	1		1	3	7					1	2	8	5	5	4	6
	40%	61%~	60%~	33%~	100%~		~ 20%~	43%~	37%~	~	~	~	~	~ 50%~	100%~	35%~	31%~	56%~	29%~	55%~
VALID CASES	25	466	5	6	1	1	5	7	19					2	2	23	16	9	14	11
NUMBER OF RESPONDENTS	25	466	5	6	1	1	5	7	19					2	2	23	16	9	14	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

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

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1	OT2												ITY	STATUS						
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			PAN-	PAN-	&	&			
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	FE-	
									WHTE	##	##	##	##	##	TI					MALE	MALE
Q58.3																					
YES	7	156	1	2			1	3	3					1	1	6	5	2	4	3	
	28%	33%	20%	33%	~	~	20%	43%	16%	~	~	~	~	~ 50%	50%	26%	31%	22%	29%	27%	
NO	18	310	4	4	1	1	4	4	16					1	1	17	11	7	10	8	
	72%	67%	80%	67%	100%	100%	80%	57%	84%	~	~	~	~	~ 50%	50%	74%	69%	78%	71%	73%	
VALID CASES	25	466	5	6	1	1	5	7	19					2	2	23	16	9	14	11	
NUMBER OF RESPONDENTS	25	466	5	6	1	1	5	7	19					2	2	23	16	9	14	11	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

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

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

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH	GENDER		
	OT1	OT2													ITY	STATUS					
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER					NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			PAN-	PAN-	&	&			
									AMER	IAN	LLND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	FE-	
									WHTE	##	##	##	##	##	TI					MALE	
Q58.4																					
YES	2	56	1	1					1						1	1	1	1		2	
	8%	12%~	20%~	17%~	~	~	~	~	5%~	~	~	~	~	~	50%~	4%~	6%~	11%~	~	18%~	
NO	23	410	4	5	1	1	5	7	18					2	1	22	15	8	14	9	
	92%	88%~	80%~	83%~	100%~	100%~	100%~	100%~	95%~	~	~	~	~	~100%~	50%~	96%~	94%~	89%~	100%~	82%~	
VALID CASES	25	466	5	6	1	1	5	7	19					2	2	23	16	9	14	11	
NUMBER OF RESPONDENTS	25	466	5	6	1	1	5	7	19					2	2	23	16	9	14	11	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

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



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

	BANT	BANT	AGE							RACE							ETHNIC-	HEALTH		GENDER	
	OT1	OT2	18	25	35	45	55	65	AND	BLCK	AS-	NATV	AMER	IND/	ETHNIC-	NOT	EX &	VERY	FE-		
	PHSJ	OHP	TO	TO	TO	TO	TO	AND	OR	AFR-	IAN	ILND	NATV	ALSK	HIS-	HIS-	GOOD	FAIR	MALE		
	TOT	TOT	TO	TO	TO	TO	TO	OVER	WHTE	##	##	##	##	##	TI	IC	IC	&	&	MALE	
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	##	##	##	##	##	TI	IC	IC	GOOD	POOR	MALE	
Q58.5																					
YES	2	39		1				1	2							2	1	1		2	
	8%	8%~		~ 17%~				~ 14%~	11%~							~ 9%~	6%~	11%~		~ 18%~	
NO	23	427	5	5	1	1	5	6	17						2	2	21	15	8	14	9
	92%	92%~	100%~	83%~	100%~	100%~	100%~	86%~	89%~						~ 100%~	100%~	91%~	94%~	89%~	100%~	82%~
VALID CASES	25	466	5	6	1	1	5	7	19						2	2	23	16	9	14	11
NUMBER OF RESPONDENTS	25	466	5	6	1	1	5	7	19						2	2	23	16	9	14	11
	100%	100%	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

NQ13 RATING OF ALL HEALTH CARE

	BANT	BANT	AGE							RACE							ETHNICITY			HEALTH STATUS		GENDER	
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILLND	AMER IND/ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	VERY GOOD & POOR	FAIR & POOR	FE-MALE	MALE			
NQ13	PHSJ	OHP	18	25	35	45	55	65															
0-6	TOT	TOT	24	34	44	54	64	OVER	WHTE	##	##	##	##	##	TI	IC	IC	GOOD	FAIR	FE-			
14%	20%*	11%~	17%~	14%~	21%~	11%	11%~	9%~	~	~	~	~	~	50%~	17%~	14%~	10%*	22%*	10%	16%			
7-8	70	1221	4	7	9	13	31	6	57					3	8	59	47	21	24	46			
36%	35%	44%~	30%~	41%~	33%~	39%	32%~	38%~	~	~	~	~	~	17%~	44%~	35%~	38%	32%	34%	38%			
9-10	97	1603	4	12	10	18	39	11	79					6	7	86	64	30	39	56			
50%	46%	44%~	52%~	45%~	46%~	49%	58%~	53%~	~	~	~	~	~	33%~	39%~	51%~	52%	46%	56%	46%			
VALID CASES	194	3511	9	23	22	39	79	19	150					18	18	169	123	65	70	122			
NUMBER OF RESPONDENTS	194	3511	9	23	22	39	79	19	150					18	18	169	123	65	70	122			
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%			
MEAN	2.36	2.26	2.33	2.35	2.32	2.26	2.38	2.47	2.43					1.83	2.22	2.37	2.42	2.25	2.46	2.30			
p stat_(*=Sig @ p<=.05)	.061		~	~	~	~	.758	~	~	~	~	~	~	~	~	~	~	.130	.135	.150	.088		

[ASKED IF Q7 >= 1 TIME]

NQ23 RATING OF PERSONAL DOCTOR

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER			
	OT1	OT2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND ##	AMER IND/ ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	VERY GOOD & POOR	FAIR & POOR	FE-MALE	MALE		
NQ23	PHSJ	OHP	18	25	35	45	55	65														
0-6	TOT	TOT	24	34	44	54	64	OVER	WHTE	##	##	##	##	##	TI	HIS-IC	HIS-PAN-IC	NOT HIS-PAN-IC	VERY GOOD & POOR	FAIR & POOR	FE-MALE	MALE
	36	572		5	5	7	15	4	28					5	3	32		21	15	15	21	
	17%	15%		~ 20%	~ 20%	~ 15%	~ 19%	18%	17%	~	~	~	~	~ 31%	18%	17%	~	15%	24%	19%	16%	
7-8	46	959	1	9	6	11	16	3	38					6	1	43		38	7	13	33	
	22%	26%	17%	36%	~ 24%	~ 24%	~ 20%	14%	23%	~	~	~	~	~ 38%	6%	23%	~	27%*	11%*	17%	26%	
9-10	127	2197	5	11	14	28	50	15	101					5	13	109		81	41	49	75	
	61%	59%	83%	44%	~ 56%	~ 61%	~ 62%	68%	60%	~	~	~	~	~ 31%	76%	59%	~	58%	65%	64%	58%	
VALID CASES	209	3728	6	25	25	46	81	22	167					16	17	184		140	63	77	129	
NUMBER OF RESPONDENTS	209	3728	6	25	25	46	81	22	167					16	17	184		140	63	77	129	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%		100%	100%	100%	100%	
MEAN	2.44	2.44	2.83	2.24	2.36	2.46	2.43	2.50	2.44					2.00	2.59	2.42		2.43	2.41	2.44	2.42	
p stat_(*=Sig @ p<=.05)	.992		~	~	~	~	.961	~	~	~	~	~	~	~	~	~	~	.861	.793	.931	.690	

[ASKED IF Q15 = YES]

NQ27 RATING OF SPECIALIST SEEN MOST OFTEN

	BANT	BANT	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER		
	OT1	OT2	18 TO	25 TO	35 TO	45 TO	55 TO	65 AND OVER	BLK OR AFR-AMER	AS-IAN	NATV HAW/ILND	AMER IND/PAC/ALSK	OTHR	MUL-TI	HIS-IC	NOT HIS-PAN-IC	VERY GOOD & POOR	FAIR & POOR	FE-MALE	MALE	
NQ27	PHSJ	OHP	18	25	35	45	55	65													
0-6	TOT	TOT	24	34	44	54	64	OVER	WHTE	##	##	##	##	##	TI	IC	IC	GOOD	FAIR	FE-	
	ADLT	ADLT	24	34	44	54	64	OVER	WHTE	##	##	##	##	TI	IC	IC	GOOD	FAIR	FE-		
			2	1			5	1	7					1	1	8	4	5	2	7	
			67%	14%	~	~	11%	13%	9%	~	~	~	~	~	17%	14%	10%	8%	13%	6%	12%
7-8				4	4	7	6		16					1	3	18	11	10	9	12	
				57%	44%	37%	13%	~	21%	~	~	~	~	~	17%	43%	22%	21%	26%	26%	21%
9-10			1	2	5	12	34	7	54					4	3	57	37	24	23	39	
			33%	29%	56%	63%	76%	88%	70%	~	~	~	~	~	67%	43%	69%	71%	62%	68%	67%
VALID CASES	94	1771	3	7	9	19	45	8	77					6	7	83	52	39	34	58	
NUMBER OF RESPONDENTS	94	1771	3	7	9	19	45	8	77					6	7	83	52	39	34	58	
	100%	100%	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	
MEAN	2.57	2.46	1.67	2.14	2.56	2.63	2.64	2.75	2.61					2.50	2.29	2.59	2.63	2.49	2.62	2.55	
p stat_(*=Sig @ p<=.05)	.119		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

NQ35 RATING OF HEALTH PLAN

	BANT OT1	BANT OT2	AGE							RACE							ETHNICITY		HEALTH STATUS		GENDER	
	PHSJ TOT ADLT	OHP TOT ADLT	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLK OR AFR AMER ##	AS- IAN ##	NATV HAW/ ILND NATV ##	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	MALE		
NQ35																						
0-6	45 17%	953 21%	2 13%~	5 14%~	7 21%~	13 24%	13 13%	3 14%~	32 15%	~	~	~	~	~	32%~	3 14%~	38 16%~	25 14%*	19 25%*	21 19%	22 14%	
7-8	86 32%	1522 33%	3 20%~	12 33%~	14 41%~	21 39%	31 31%	5 23%~	69 32%	~	~	~	~	~	37%~	8 36%~	76 32%~	62 34%	23 30%	24 22%*	62 40%*	
9-10	136 51%	2121 46%	10 67%~	19 53%~	13 38%~	20 37%*	57 56%	14 64%~	113 53%	~	~	~	~	~	32%~	11 50%~	121 51%~	98 53%	34 45%	65 59%*	70 45%*	
VALID CASES	267	4596	15	36	34	54	101	22	214					19	22	235	185	76	110	154		
NUMBER OF RESPONDENTS	267 100%	4596 100%	15 100%	36 100%	34 100%	54 100%	101 100%	22 100%	214 100%					19 100%	22 100%	235 100%	185 100%	76 100%	110 100%	154 100%		
MEAN	2.34	2.25	2.53	2.39	2.18	2.13	2.44	2.50	2.38					2.00	2.36	2.35	2.39	2.20	2.40	2.31		
p stat_(*=Sig @ p<=.05)		.060	~	~	~.020*	.108	~	.124	~	~	~	~	~	~	~	~	~.079	.049*	.282	.469		

GETTING NEEDED CARE

	BANT OT1	BANT OT2	AGE					RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
	PHSJ 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- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	FE- MALE	FE- MALE	
NPRBSEE4 NQ46	2.27	2.25	2.33	2.00	2.44	2.00	2.38	2.56	2.29					2.50	2.13	2.30	2.35	2.19	2.36	2.22	
p stat_(*=Sig @ p<=.05)	.794		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCARNES4 NQ15	2.38	2.31	2.56	2.39	2.36	2.21	2.44	2.39	2.45					1.94	2.35	2.38	2.53	2.13	2.46	2.34	
p stat_(*=Sig @ p<=.05)	.224		~	~	~	~	.347	~	~	~	~	~	~	~	~	~	.000*	.001*	.243	.319	
COMPOSITE	2.32	2.28	2.44	2.20	2.40	2.11	2.41	2.47	2.37	x	x	x	x	x	2.22	2.24	2.34	2.44	2.16	2.41	2.28
p stat_(*=Sig @ p<=.05)	.253		~	~	~	~	.076	~	~	~	~	~	~	~	~	~	~	.000*	.002*	.077	.140

GETTING CARE QUICKLY

	BANT OT1	BANT OT2	AGE						RACE						ETHNIC- ITY	HEALTH STATUS		GENDER			
	PHSJ 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- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE	
NCARSN4 NQ4	2.41	2.40	2.20	2.25	2.57	2.30	2.47	2.50	2.53					1.70	2.56	2.40	2.53	2.29	2.38	2.44	
p stat_(*=Sig @ p<=.05)	.933		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NAPGET4 NQ6	2.37	2.26	1.67	2.35	2.33	2.35	2.50	2.38	2.39					2.28	2.36	2.37	2.43	2.34	2.51	2.32	
p stat_(*=Sig @ p<=.05)	.074		~	~	~	~	.086	~	~	~	~	~	~	~	~	~	.182	.714	.099	.277	
COMPOSITE	2.39	2.33	1.93	2.30	2.45	2.32	2.49	2.44	2.46	x	x	x	x	x	1.99	2.46	2.39	2.48	2.32	2.44	2.38
p stat_(*=Sig @ p<=.05)	.159		~	~	~	~	.069	~	~	~	~	~	~	~	~	~	~	.005*	.188	.325	.821

HOW WELL DOCTORS COMMUNICATE

	BANT OT1	BANT OT2	AGE					RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
	PHSJ 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- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE	
NDREXPL4 NQ32	2.70	2.64	2.50	2.68	2.73	2.65	2.73	2.68	2.72					2.45	2.73	2.69	2.73	2.63	2.78	2.65	
p stat_(*=Sig @ p<=.05)	.184		~	~	~	~	.559	~	~	~	~	~	~	~	~	~	.508	.338	.219	.164	
NDRLSTN4 NQ33	2.65	2.61	3.00	2.68	2.73	2.57	2.59	2.74	2.66					2.27	2.80	2.62	2.65	2.65	2.74	2.58	
p stat_(*=Sig @ p<=.05)	.467		~	~	~	~	.414	~	~	~	~	~	~	~	~	~	.894	.989	.155	.110	
NDRESPU4 NQ34	2.71	2.67	2.75	2.68	2.73	2.65	2.69	2.83	2.72					2.45	2.67	2.70	2.69	2.76	2.79	2.65	
p stat_(*=Sig @ p<=.05)	.441		~	~	~	~	.756	~	~	~	~	~	~	~	~	~	.554	.389	.189	.142	
NDRTMEN4 NQ37	2.62	2.52	3.00	2.63	2.60	2.51	2.63	2.68	2.63					2.45	2.67	2.61	2.66	2.55	2.62	2.61	
p stat_(*=Sig @ p<=.05)	.032*		~	~	~	~	.948	~	~	~	~	~	~	~	~	~	.268	.318	.995	.848	
COMPOSITE	2.67	2.61	2.81	2.67	2.70	2.59	2.66	2.73	2.68	x	x	x	x	x	2.41	2.72	2.65	2.68	2.65	2.73	2.63
p stat_(*=Sig @ p<=.05)	.163		~	~	~	~	.873	~	~	~	~	~	~	~	~	~	.702	.735	.262	.190	



CUSTOMER SERVICE

	BANT OT1	BANT OT2	AGE					RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
	PHSJ 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- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE	
NPBCLCS4 NQ50	2.31	2.30	1.67	2.40	1.29	2.45	2.45	2.43	2.28					2.56	1.83	2.32	2.40	2.08	2.36	2.26	
p stat_(*=Sig @ p<=.05)	.908		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCSRESP NQ51	2.69	2.69	2.33	2.70	2.29	2.73	2.76	2.71	2.75					2.44	2.33	2.71	2.72	2.58	2.55	2.74	
p stat_(*=Sig @ p<=.05)	.972		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.50	2.50	2.00	2.55	1.79	2.59	2.60	2.57	2.52	x	x	x	x	x	2.50	2.08	2.52	2.56	2.33	2.45	2.50
p stat_(*=Sig @ p<=.05)	.956		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

SHARED DECISION MAKING

	BANT OT1	BANT OT2	AGE					RACE						ETHNIC- ITY	HEALTH STATUS		GENDER				
	PHSJ 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- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	FE- MALE	FE- MALE	
NNRXWHY NQ11	2.88	2.87	3.00	2.73	3.00	2.90	2.86	3.00	2.89					2.67	3.00	2.86	2.79	3.00	2.88	2.88	
p stat_(*=Sig @ p<=.05)		.799	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NNRXWYNT NQ12	2.59	2.49	1.00	2.86	2.64	2.71	2.53	2.43	2.67					2.17	2.50	2.60	2.49	2.71	2.68	2.55	
p stat_(*=Sig @ p<=.05)		.230	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NRXBST NQ13	2.45	2.53	2.00	2.60	2.40	2.62	2.33	2.43	2.53					2.17	2.09	2.51	2.42	2.50	2.42	2.45	
p stat_(*=Sig @ p<=.05)		.343	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.64	2.63	2.00	2.73	2.68	2.75	2.58	2.62	2.70	x	x	x	x	x	2.33	2.53	2.65	2.56	2.74	2.66	2.63
p stat_(*=Sig @ p<=.05)		.848	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

	BANTO	BANTO	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	T1	T2												ITY	GOOD	FAIR	MALE	MALE			
	PHSJ	OHP	18	25	35	45	55	65	BLCK	AS-	NATV	AMER			HIS-	NOT	EX &				
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	IAN	HAW/	IND/			PAN-	PAN-	VERY				
	ADLT	ADLT	24	34	44	54	64	OVER	WHT	AMER	PAC	ALSK			IC	IC	GOOD	POOR	FE-		
									##	##	##	##					GOOD	POOR	MALE	MALE	
PRBSEE4 Q25	74%	77%	100%	57%	89%	62%	78%	89%	76%						83%	75%	75%	75%	74%	75%	75%
CARNES4 Q14	85%	82%	89%	87%	82%	76%	90%	83%	89%						61%	88%	84%	93%	72%	89%	83%
AVERAGE	79.52	79.43	94.44	72.05	85.35	69.11	83.76	86.11	82.08	x	x	x	x	x	72.22	81.62	79.72	83.81	72.84	81.79	78.88

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

	BANTO	BANTO	AGE						RACE						ETHNICITY		HEALTH STATUS		GENDER	
	T1	T2	18 TO 24	25 TO 34	35 TO 44	45 TO 54	55 TO 64	65 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ILND ##	AMER IND/ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE-MALE	MALE
CARSN4 Q4	82%	83%	80%	75%	86%	81%	83%	88%	87%					50%	100%	80%	85%	78%	81%	84%
APGET4 Q6	83%	78%	33%	83%	81%	91%	87%	81%	85%					72%	86%	83%	84%	85%	84%	84%
AVERAGE	82.62	80.38	56.67	78.80	83.33	86.33	84.80	84.38	85.94	x	x	x	x	x 61.11	92.86	81.95	84.78	81.48	82.36	83.93

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

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH		GENDER			
	OT1	OT2												ITY	STATUS						
	PHSJ	OHP	18	25	35	45	55	65	BLCK	NATV	AMER				NOT	EX &					
	TOT	TOT	TO	TO	TO	TO	TO	AND	OR	HAW/	IND/				HIS-	HIS-	GOOD	FAIR			
	ADLT	ADLT	24	34	44	54	64	OVER	AFR-	AS-	PAC	ALSK			PAN-	PAN-	&	&	FE-		
									AMER	IAN	ILND	NATV	OTHR	MUL-	IC	IC	GOOD	POOR	MALE	MALE	
DREXPL4 Q17	93%	92%	75%	89%	93%	89%	97%	89%	94%					82%	93%	92%	95%	86%	95%	91%	
DRLSTN4 Q18	90%	90%	100%	89%	100%	86%	88%	95%	90%					82%	100%	89%	90%	90%	91%	89%	
DRESPU4 Q19	91%	91%	100%	89%	100%	89%	89%	94%	91%					82%	100%	90%	90%	94%	93%	90%	
DRTMEN4 Q20	93%	88%	100%	89%	100%	89%	94%	89%	91%					91%	100%	91%	93%	90%	91%	93%	
AVERAGE	91.6	90.3	93.8	89.5	98.3	88.5	91.8	92.0	91.5	x	x	x	x	x	84.1	98.3	90.6	92.2	90.2	92.6	90.8

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

	BANTO T1	BANTO T2	AGE						RACE						ETHNIC- ITY		HEALTH STATUS		GENDER		
	PHSJ 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- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND ##	AMER IND/ ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	FE- MALE	MALE	
PBCLCS4 Q31	77%	80%	67%	80%	29%	91%	79%	86%	75%					89%	67%	77%	79%	71%	77%	77%	
CSRESP Q32	92%	94%	67%	90%	86%	91%	93%	100%	92%					89%	83%	92%	93%	88%	86%	94%	
AVERAGE	84.51	86.67	66.67	85.00	57.14	90.91	86.21	92.86	83.96	x	x	x	x	x	88.89	75.00	84.68	86.05	79.17	81.82	85.11

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

	BANT	BANT	AGE						RACE						ETHNIC-	HEALTH	GENDER				
	OT1	OT2	18	25	35	45	55	65	BLCK	NATV	AMER										
	PHSJ	OHP	TO	TO	TO	TO	TO	AND	OR	AS-	HAW/	IND/		NOT	EX &						
	TOT	TOT							AFR-	IAN	PAC	ALSK	HIS-	HIS-	VERY						
	ADLT	ADLT	24	34	44	54	64	OVER	AMER		ILND	NATV	OTHR	MUL-	GOOD	FAIR					
									WHTE	##	##	##	##	##	TI	IC	IC	&	&	FE-	
																		GOOD	POOR	MALE	MALE
NRXWHY Q10	94%	93%	100%	87%	100%	95%	93%	100%	95%					83%	100%	93%	89%	100%	94%	94%	
NRXWYNT Q11	80%	74%	0%	93%	82%	86%	77%	71%	84%					58%	75%	80%	75%	85%	84%	78%	
RXBST Q12	72%	77%	50%	80%	70%	81%	67%	71%	77%					58%	55%	75%	71%	75%	71%	73%	
AVERAGE	82.0	81.5	50.0	86.5	83.9	87.3	78.8	81.0	84.9	x	x	x	x	x	66.7	76.5	82.7	78.2	86.8	82.9	81.4

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC	ALSK NATV	OTHR MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q1 YES	277 100%	5277 100%	45 100%	55 100%	86 100%	91 100%	179 100%	~	~	~	~	27 100%	45 100%	219 100%	253 100%	12 100%	211 100%	66 100%
NOT ANSWERED	1	32				1							1	1	1			
VALID CASES	277	5277	45	55	86	91	179					27	45	219	253	12	211	66
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179					27	46	219	254	12	212	66
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER				
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/PAC ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q3 YES	96 35%	1639 32%	21 47%	19 35%	30 35%	26 28%	61 34%	~	~	~	~	~	13 48%	16 35%	76 35%	86 34%	7 58%	65 31%*	31 47%	
NO	181 65%	3549 68%	24 53%	35 65%	56 65%	66 72%	118 66%	~	~	~	~	~	14 52%	30 65%	143 65%	168 66%	5 42%	146 69%*	35 53%	
NOT ANSWERED	1	121	1																	1
VALID CASES	277	5188	45	54	86	92	179							27	46	219	254	12	211	66
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179							27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%							100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	POOR	NO CCC	CCC
Q4 NEVER	2 2%	19 1%	1 5%~	~	1 4%~	~	1 2%~	~	~	~	~	~	~	1 1%~	2 2%~	~	2 3%~	~
SOMETIMES	2 2%	114 7%*	1 5%~	~	~	1 4%~	1 2%~	~	~	~	~	~	~	1 1%~	1 1%~	~	2 3%~	~
USUALLY	13 14%	272 18%	3 15%~	3 17%~	2 7%~	5 20%~	11 19%~	~	~	~	~	2 18%~	13 18%~	10 12%~	3 60%~	~	7 12%~	6 20%~
ALWAYS	73 81%	1135 74%	15 75%~	15 83%~	24 89%~	19 76%~	44 77%~	~	~	~	~	9 82%~	16 100%~	56 79%~	69 84%~	2 40%~	49 82%~	24 80%~
#ALWAYS + USUALLY (NET)	86 96%	1407 91%	18 90%~	18 100%~	26 96%~	24 96%~	55 96%~	~	~	~	~	11 100%~	16 100%~	69 97%~	79 96%~	5 100%~	56 93%~	30 100%~
TOP BOX SCORE	73 81%	1135 74%	15 75%~	15 83%~	24 89%~	19 76%~	44 77%~	~	~	~	~	9 82%~	16 100%~	56 79%~	69 84%~	2 40%~	49 82%~	24 80%~
NOT ANSWERED	6	99	1	1	3	1	4					2		5	4	2	5	1
VALID CASES	90	1540	20	18	27	25	57					11	16	71	82	5	60	30
NUMBER OF RESPONDENTS	96 100%	1639 100%	21 100%	19 100%	30 100%	26 100%	61 100%					13 100%	16 100%	76 100%	86 100%	7 100%	65 100%	31 100%

[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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/PAC ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q5 YES	179 65%	3464 67%	35 78%~	38 69%	54 63%	52 58%	111 62%	~	~	~	~	~	18 69%~	29 64%~	139 64%	161 64%~	9 75%~	126 60%*	53 80%
NO	97 35%	1672 33%	10 22%~	17 31%	32 37%	38 42%	68 38%	~	~	~	~	~	8 31%~	16 36%~	79 36%	91 36%~	3 25%~	84 40%*	13 20%
NOT ANSWERED		2				2							1	1	1	2		2	
VALID CASES	276	5136	45	55	86	90	179						26	45	218	252	12	210	66
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q6 NEVER	2 1%	57 2%	1 3%~	~	1 2%	~	1 0.9%	~	~	~	~	~	~	1 0.8%~	2 1%~	~	2 2%~	
SOMETIMES	9 5%	393 12%*	2 6%~	2 6%~	2 4%	3 6%	3 3%	~	~	~	~	3 18%~	2 7%~	7 5%~	9 6%~	~	7 6% 2 4%	
USUALLY	37 22%	850 26%	7 20%~	7 19%~	7 14%	16 32%	26 24%	~	~	~	~	4 24%~	1 4%~	34 26%~	34 22%~	1 14%~	31 26%* 6 12%	
ALWAYS	123 72%	1954 60%*	25 71%~	27 75%~	40 80%	31 62%	77 72%	~	~	~	~	10 59%~	25 89%~	91 68%~	110 71%~	6 86%~	79 66%* 44 85%	
#ALWAYS + USUALLY (NET)	160 94%	2804 86%*	32 91%~	34 94%~	47 94%	47 94%	103 96%	~	~	~	~	14 82%~	26 93%~	125 94%~	144 93%~	7 100%~	110 92% 50 96%	
TOP BOX SCORE	123 72%	1954 60%*	25 71%~	27 75%~	40 80%	31 62%	77 72%	~	~	~	~	10 59%~	25 89%~	91 68%~	110 71%~	6 86%~	79 66%* 44 85%	
NOT ANSWERED	8	210		2	4	2	4					1	1	6	6	2	7	1
VALID CASES	171	3254	35	36	50	50	107					17	28	133	155	7	119	52
NUMBER OF RESPONDENTS	179 100%	3464 100%	35 100%	38 100%	54 100%	52 100%	111 100%					18 100%	29 100%	139 100%	161 100%	9 100%	126 100%	53 100%

[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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-##	AS- IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q7 NONE	91 33%	1484 30%	11 26%	12 22%*	32 38%	36 40%	61 34%	~	~	~	~	~	7 26%	17 40%	72 33%	89 35%	1 9%	83 40%*	8 12%
1 TIME	71 26%	1437 29%	9 21%	16 30%	25 29%	21 23%	47 26%	~	~	~	~	~	8 30%	8 19%	59 27%	65 26%	3 27%	58 28%	13 20%
2	61 22%	1045 21%	10 23%	13 24%	15 18%	23 25%	35 20%	~	~	~	~	~	9 33%	10 23%	47 22%	55 22%	2 18%	40 19%*	21 32%
3	24 9%	518 10%	7 16%	5 9%	5 6%	7 8%	17 10%	~	~	~	~	~	1 4%	4 9%	19 9%	23 9%	~	15 7%	9 14%
4	8 3%	229 5%	1 2%	2 4%	4 5%	1 1%	4 2%	~	~	~	~	~	1 4%	3 7%	5 2%	7 3%	1 9%	4 2%	4 6%
5 TO 9	12 4%	232 5%	3 7%	4 7%	2 2%	3 3%	9 5%	~	~	~	~	~	1 4%	~	11 5%	9 4%	2 18%	6 3%	6 9%
10 OR MORE TIMES	6 2%	79 2%	2 5%	2 4%	2 2%	~	5 3%	~	~	~	~	~	~	1 2%	5 2%	4 2%	2 18%	2 1%	4 6%
NOT ANSWERED	5	285	2	1	1	1	1							3	1	2	1	4	1
VALID CASES	273	5024	43	54	85	91	178						27	43	218	252	11	208	65
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q8 #YES	142 79%	2500 72%*	25 81%~	32 78%~	42 79%	43 80%	95 81%	~	~	~	~	~	13 68%~	21 81%~	114 79%~	128 79%~	8 80%~	94 77%	48 84%
NO	37 21%	975 28%*	6 19%~	9 22%~	11 21%	11 20%	22 19%	~	~	~	~	~	6 32%~	5 19%~	31 21%~	34 21%~	2 20%~	28 23%	9 16%
NOT ANSWERED	3	65	1	1		1							1	1	1			3	
VALID CASES	179	3475	31	41	53	54	117						19	26	145	162	10	122	57
NUMBER OF RESPONDENTS	182	3540	32	42	53	55	117						20	26	146	163	10	125	57
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC
Q9 NEVER	1 0.6%	83 2%*	~	1 2%~	~	~	~	~	~	~	~	~	~	~	1 ~0.7%	1 ~0.6%	~	1 ~0.8%	~
SOMETIMES	9 5%	254 7%	1 3%~	~	1 2%	7 13%*	7 6%	~	~	~	~	~	1 5%~	1 4%~	8 5%~	7 4%~	2 20%~	6 5%	3 5%
USUALLY	30 17%	708 20%	3 10%~	10 24%~	10 19%	7 13%	25 21%*	~	~	~	~	~	2 10%~	1 4%~	27 18%~	27 17%~	2 20%~	18 15%	12 21%
ALWAYS	141 78%	2421 70%*	27 87%~	31 74%~	42 79%	41 75%	85 73%*	~	~	~	~	~	17 85%~	24 92%~	110 75%~	128 79%~	6 60%~	99 80%~	42 74%
#ALWAYS + USUALLY (NET)	171 94%	3129 90%*	30 97%~	41 98%~	52 98%	48 87%*	110 94%	~	~	~	~	~	19 95%~	25 96%~	137 94%~	155 95%~	8 80%~	117 94%	54 95%
TOP BOX SCORE	141 78%	2421 70%*	27 87%~	31 74%~	42 79%	41 75%	85 73%*	~	~	~	~	~	17 85%~	24 92%~	110 75%~	128 79%~	6 60%~	99 80%~	42 74%
NOT ANSWERED	1	74	1															1	
VALID CASES	181	3466	31	42	53	55	117						20	26	146	163	10	124	57
NUMBER OF RESPONDENTS	182	3540	32	42	53	55	117						20	26	146	163	10	125	57
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC
Q10 YES	59 33%	1023 30%	14 45%~	13 31%~	17 33%	15 28%	43 37%	~	~	~	~	~	6 30%~	7 29%~	51 35%~	54 34%~	4 40%~	31 25%*	28 49%
NO	120 67%	2434 70%	17 55%~	29 69%~	35 67%	39 72%	74 63%	~	~	~	~	~	14 70%~	17 71%~	95 65%~	107 66%~	6 60%~	91 75%*	29 51%
NOT ANSWERED	3	83	1		1	1								2		2		3	
VALID CASES	179	3457	31	42	52	54	117						20	24	146	161	10	122	57
NUMBER OF RESPONDENTS	182	3540	32	42	53	55	117						20	26	146	163	10	125	57
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q7 >= 1 TIME]



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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q11 #YES	57 97%	937 94%	13 93%	13 100%	16 94%	15 100%	42 98%	~	~	~	~	~	6 100%	6 86%	50 98%	52 96%	4 100%	30 97%	27 96%
NO	2 3%	63 6%	1 7%	~	1 6%	~	1 2%	~	~	~	~	~	~	1 14%	1 2%	2 4%	~	1 3%	1 4%
NOT ANSWERED		23																	
VALID CASES	59	1000	14	13	17	15	43						6	7	51	54	4	31	28
NUMBER OF RESPONDENTS	59	1023	14	13	17	15	43						6	7	51	54	4	31	28
	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?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/PAC ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q12 #YES	43 73%	709 71%	9 64%~	11 85%~	12 71%~	11 73%~	33 77%~	~	~	~	~	~	6 ~100%~	3 43%~	39 76%~	38 70%~	4 100%~	19 61%~	24 86%~
NO	16 27%	290 29%	5 36%~	2 15%~	5 29%~	4 27%~	10 23%~	~	~	~	~	~	~	4 ~57%~	12 24%~	16 30%~	~	12 39%~	4 14%~
NOT ANSWERED		24																	
VALID CASES	59	999	14	13	17	15	43						6	7	51	54	4	31	28
NUMBER OF RESPONDENTS	59	1023	14	13	17	15	43						6	7	51	54	4	31	28
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q13 #YES	48 84%	780 79%	11 85%~	11 85%~	14 82%~	12 86%~	35 85%~	~	~	~	~	~	5 83%~	6 86%~	41 84%~	43 83%~	4 100%~	21 70%~	27 100%
NO	9 16%	209 21%	2 15%~	2 15%~	3 18%~	2 14%~	6 15%~	~	~	~	~	~	1 17%~	1 14%~	8 16%~	9 17%~	~	9 30%~	~
NOT ANSWERED	2	34	1			1	2								2	2		1	1
VALID CASES	57	989	13	13	17	14	41						6	7	49	52	4	30	27
NUMBER OF RESPONDENTS	59	1023	14	13	17	15	43						6	7	51	54	4	31	28
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER				
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-##	AS-IAN	NATV ILND	AMER PAC ALSK	IND/ OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q14 WORST HEALTH CARE POSSIBLE		12 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01		10 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02		13 0.4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
03	1 0.6%	13 0.4%	~	~	~	2%	~	~	~	~	~	~	~	1 4%	~	~	10%	~	1 2%	
04	1 0.6%	22 0.6%	~	~	~	2%	1 0.9%	~	~	~	~	~	~	1 0.7%	~	~	10%	~	1 0.8%	
05	5 3%	111 3%	~	~	2%	7%	5 4%*	~	~	~	~	~	~	5 3%	~	4 2%	10%	1 2%	3 4%	
06	3 2%	105 3%	~	~	2%	4%	1 0.9%	~	~	~	~	~	~	1 4%	2 1%	~	3 2%	~	2 2%	
07	16 9%	269 8%	2 6%	6 14%	5 10%	3 6%	11 9%	~	~	~	~	~	3 16%	2 8%	14 10%	16 10%	~	11 9%	5 9%	
08	28 16%	725 21%*	8 26%	4 10%	7 13%	9 17%	17 15%	~	~	~	~	~	5 26%	4 15%	24 17%	25 16%	30 30%	3 16%	20 16%	8 14%
09	36 20%	742 21%	6 19%	8 19%	15 29%	7 13%	21 18%	~	~	~	~	~	2 11%	6 23%	26 18%	33 20%	~	~	28 23%	8 14%
BEST HEALTH CARE POSSIBLE	89 50%	1438 42%*	15 48%	24 57%	23 44%	27 50%	60 52%	~	~	~	~	~	9 47%	12 46%	72 50%	80 50%	4 40%	~	57 47%	32 56%
#8-10 (NET)	153 85%	2905 84%	29 94%	36 86%	45 87%	43 80%	98 84%	~	~	~	~	~	16 84%	22 85%	122 85%	138 86%	7 70%	~	105 86%	48 84%

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?

	BANT OT1	BANT OT2	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR- AMER ##	AS- IAN ##	NATV ILND #	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	GOOD & POOR	NO CCC	CCC
9-10 (NET)	125 70%	2180 63%*	21 68%~	32 76%~	38 73%	34 63%	81 70%	~	~	~	~	~	11 58%~	18 69%~	98 68%~	113 70%~	4 40%~	85 70%	40 70%
NOT ANSWERED	3	80	1		1	1	1						1		2	2		3	
VALID CASES	179	3460	31	42	52	54	116						19	26	144	161	10	122	57
NUMBER OF RESPONDENTS	182 100%	3540 100%	32 100%	42 100%	53 100%	55 100%	117 100%						20 100%	26 100%	146 100%	163 100%	10 100%	125 100%	57 100%
MEAN	8.94	8.70	9.10	9.19	8.98	8.61	8.94						8.89	8.81	8.92	8.99	7.60	8.93	8.95
p stat_(*=Sig @ p<=.05)		.019*	~	~	.780	.089	.989	~	~	~	~	~	~	~	~	~	~	~	.957

[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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ILND #	AMER IND/PAC ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q15 NEVER	1 0.6%	57 2%	~	~	2%	~	~	~	~	~	~	~	~	1 ~0.7%	1 ~0.6%	~	1 ~0.8%	~	
SOMETIMES	9 5%	311 9%*	1 3%	2 5%	~	6 11%	6 5%	~	~	~	~	~	~	1 4%	7 5%	5 3%	3 30%	5 4%	4 7%
USUALLY	44 25%	1019 29%	4 13%	10 24%	15 29%	15 28%	29 25%	~	~	~	~	5 25%	6 23%	36 25%	40 25%	3 30%	27 22%	17 30%	
ALWAYS	125 70%	2073 60%*	26 84%	30 71%	36 69%	33 61%	79 69%	~	~	~	~	15 75%	19 73%	100 69%	115 71%	4 40%	89 73%	36 63%	
#ALWAYS + USUALLY (NET)	169 94%	3092 89%*	30 97%	40 95%	51 98%	48 89%	108 94%	~	~	~	~	20 ~100%	25 96%	136 94%	155 96%	7 70%	116 95%	53 93%	
TOP BOX SCORE	125 70%	2073 60%*	26 84%	30 71%	36 69%	33 61%	79 69%	~	~	~	~	15 75%	19 73%	100 69%	115 71%	4 40%	89 73%	36 63%	
NOT ANSWERED	3	80	1		1	1	2							2	2		3		
VALID CASES	179	3460	31	42	52	54	115					20	26	144	161	10	122	57	
NUMBER OF RESPONDENTS	182	3540	32	42	53	55	117					20	26	146	163	10	125	57	
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q7 >= 1 TIME]

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

	BANT OT1	BANT OT2	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q16 YES	216 79%	3801 75%	11 25%~	48 89%*	76 90%*	81 88%*	140 78%	~	~	~	~	19 ~ 70%~	35 78%~	172 79%	201 79%~	8 73%~	161 77%	55 85%	
NO	58 21%	1296 25%	33 75%~	6 11%*	8 10%*	11 12%*	39 22%	~	~	~	~	8 ~ 30%~	10 22%~	47 21%	52 21%~	3 27%~	48 23%	10 15%	
NOT ANSWERED	4	212	1	1	2								1		1	1	3	1	
VALID CASES	274	5097	44	54	84	92	179					27	45	219	253	11	209	65	
NUMBER OF RESPONDENTS	278 100%	5309 100%	45 100%	55 100%	86 100%	92 100%	179 100%					27 100%	46 100%	219 100%	254 100%	12 100%	212 100%	66 100%	

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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/PAC ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q17 YES	15 7%	409 11%*	1 9%~	7 15%~	1 1%*	6 8%	9 7%	~	~	~	~	~	1 5%~	1 3%~	12 7%~	13 7%~	1 17%~	10 7%	5 9%
NO	192 93%	3206 89%*	10 91%~	41 85%~	69 99%*	72 92%	126 93%	~	~	~	~	~	18 95%~	33 97%~	154 93%~	182 93%~	5 83%~	142 93%	50 91%
NOT ANSWERED	9	186			6	3	5							1	6	6	2	9	
VALID CASES	207	3615	11	48	70	78	135						19	34	166	195	6	152	55
NUMBER OF RESPONDENTS	216	3801	11	48	76	81	140						19	35	172	201	8	161	55
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q16 = YES]



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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/PAC ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q18 #YES	11 79%	369 92%	5 ~71%	1 ~100%	5 ~100%	7 88%	~	~	~	~	~	~100%	1 ~100%	1 ~100%	9 82%	10 77%	7 ~70%	4 ~100%
NO	3 21%	30 8%	1 ~100%	2 29%	~	1 13%	~	~	~	~	~	~	~	2 ~18%	3 23%	3 ~30%		
NOT ANSWERED	1	10			1	1								1		1		1
VALID CASES	14	399	1	7	1	5	8					1	1	11	13		10	4
NUMBER OF RESPONDENTS	15	409	1	7	1	6	9					1	1	12	13	1	10	5
	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?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
Q19 YES	11 4%	214 4%	1 2%	3 6%	4 5%	3 3%	7 4%	~	~	~	~	~	~	3 7%	7 3%	9 4%	2 17%	7 3%	4 6%	
NO	261 96%	4864 96%	42 98%	50 94%	81 95%	88 97%	170 96%	~	~	~	~	~	27 ~100%	42 93%	210 97%	242 96%	10 83%	199 97%	62 94%	
NOT ANSWERED	6	231	2	2	1	1	2							1	2	3			6	
VALID CASES	272	5078	43	53	85	91	177						27	45	217	251	12	206	66	
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66	
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS- IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK #	OTHR #	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD	& FAIR & POOR	NO CCC	CCC	
Q20 NEVER		21 10%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
SOMETIMES	1 9%	30 14%	~	1 33%	~	~	~	~	~	~	~	~	~	1 33%	~	1 11%	~	~	1 25%	~
USUALLY	3 27%	46 22%	~	~	2 50%	1 33%	2 29%	~	~	~	~	~	~	1 33%	1 14%	2 22%	1 50%	1 43%	3 43%	~
ALWAYS	7 64%	113 54%	1 100%	2 67%	2 50%	2 67%	5 71%	~	~	~	~	~	~	1 33%	6 86%	6 67%	1 50%	4 57%	3 75%	~
#ALWAYS + USUALLY (NET)	10 91%	159 76%	1 100%	2 67%	4 100%	3 100%	7 100%	~	~	~	~	~	~	2 67%	7 100%	8 89%	2 100%	7 100%	3 75%	~
TOP BOX SCORE	7 64%	113 54%	1 100%	2 67%	2 50%	2 67%	5 71%	~	~	~	~	~	~	1 33%	6 86%	6 67%	1 50%	4 57%	3 75%	~
NOT ANSWERED		4																		
VALID CASES	11	210	1	3	4	3	7							3	7	9	2	7	4	
NUMBER OF RESPONDENTS	11	214	1	3	4	3	7							3	7	9	2	7	4	
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
Q21 #YES	8 73%	170 83%	100%	100%	75%	33%	86%	~	~	~	~	~	~	33%	86%	67%	100%	~	57%	100%
NO	3 27%	36 17%	~	~	25%	67%	14%	~	~	~	~	~	~	67%	14%	33%	~	~	43%	~
NOT ANSWERED		8																		
VALID CASES	11	206	1	3	4	3	7							3	7	9	2		7	4
NUMBER OF RESPONDENTS	11	214	1	3	4	3	7							3	7	9	2		7	4
	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?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV ILND #	AMER IND/ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC
Q22 YES	25 9%	522 10%	3 7%	11 21%*	5 6%	6 7%	20 11%	~	~	~	~	~	~	5 11%	20 9%	18 7%	7 58%~	5 2%*	20 31%
NO	246 91%	4555 90%	40 93%~	42 79%*	80 94%	84 93%	156 89%	~	~	~	~	~	27 ~100%~	40 89%~	196 91%	232 93%~	5 42%~	201 98%*	45 69%
NOT ANSWERED	7	232	2	2	1	2	3							1	3	4		6	1
VALID CASES	271	5077	43	53	85	90	176						27	45	216	250	12	206	65
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ILND #	AMER IND/PAC ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q23 NEVER	4 16%	63 13%	~	~	20%	50%	20%	~	~	~	~	~	~	20%	11%	29%	40%	10%
SOMETIMES	2 8%	78 16%	33%	~	~	17%	5%	~	~	~	~	~	20%	5%	~	29%	~	10%
USUALLY	4 16%	122 24%	~	27%	20%	~	20%	~	~	~	~	~	~	20%	22%	~	~	20%
ALWAYS	15 60%	236 47%	67%	73%	60%	33%	55%	~	~	~	~	~	80%	55%	67%	43%	60%	60%
#ALWAYS + USUALLY (NET)	19 76%	358 72%	67%	100%	80%	33%	75%	~	~	~	~	~	80%	75%	89%	43%	60%	80%
TOP BOX SCORE	15 60%	236 47%	67%	73%	60%	33%	55%	~	~	~	~	~	80%	55%	67%	43%	60%	60%
NOT ANSWERED		23																
VALID CASES	25	499	3	11	5	6	20						5	20	18	7	5	20
NUMBER OF RESPONDENTS	25	522	3	11	5	6	20						5	20	18	7	5	20
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALS #	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q24 #YES	16 64%	347 69%	1 33%	7 64%	4 80%	4 67%	12 60%	~	~	~	~	~	~	4 80%	12 60%	12 67%	4 57%	3 60%	13 65%
NO	9 36%	153 31%	2 67%	4 36%	1 20%	2 33%	8 40%	~	~	~	~	~	~	1 20%	8 40%	6 33%	3 43%	2 40%	7 35%
NOT ANSWERED		22																	
VALID CASES	25	500	3	11	5	6	20							5	20	18	7	5	20
NUMBER OF RESPONDENTS	25	522	3	11	5	6	20							5	20	18	7	5	20
	100%	100%	100%	100%	100%	100%	100%							100%	100%	100%	100%	100%	100%

[ASKED IF Q22 = YES]

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV ILND #	AMER IND/ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q25 YES	26 9%	769 15%*	3 7%~	6 11%	8 9%	9 10%	19 11%	~	~	~	~	~	2 7%~	4 9%~	21 10%	21 8%~	4 33%~	6 3%*	20 30%
NO	248 91%	4303 85%*	41 93%~	48 89%	77 91%	82 90%	160 89%	~	~	~	~	~	25 93%~	41 91%~	198 90%	232 92%~	8 67%~	202 97%*	46 70%
NOT ANSWERED	4	237	1	1	1	1								1		1		4	
VALID CASES	274	5072	44	54	85	91	179						27	45	219	253	12	208	66
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%



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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ILND #	AMER ALSK #	OTHR #	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q26 NEVER	6 23%	94 13%	~	33%	25%	22%	26%	~	~	~	~	~	25%	24%	24%	25%	~	30%
SOMETIMES	5 19%	122 16%	33%	17%	13%	22%	11%	~	~	~	~	50%	25%	14%	10%	50%	33%	15%
USUALLY	6 23%	178 24%	33%	17%	13%	33%	26%	~	~	~	~	50%	~	29%	29%	~	33%	20%
ALWAYS	9 35%	353 47%	33%	33%	50%	22%	37%	~	~	~	~	~	50%	33%	38%	25%	33%	35%
#ALWAYS + USUALLY (NET)	15 58%	531 71%	67%	50%	63%	56%	63%	~	~	~	~	50%	50%	62%	67%	25%	67%	55%
TOP BOX SCORE	9 35%	353 47%	33%	33%	50%	22%	37%	~	~	~	~	~	50%	33%	38%	25%	33%	35%
NOT ANSWERED		22																
VALID CASES	26	747	3	6	8	9	19					2	4	21	21	4	6	20
NUMBER OF RESPONDENTS	26	769	3	6	8	9	19					2	4	21	21	4	6	20
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q27 #YES	14 56%	428 57%	3 100%	2 33%	4 50%	5 63%	11 58%	~	~	~	~	~	~	3 75%	11 55%	11 55%	3 75%	2 40%	12 60%
NO	11 44%	317 43%	~	4 67%	4 50%	3 38%	8 42%	~	~	~	~	~	1 ~100%	1 25%	9 45%	9 45%	1 25%	3 60%	8 40%
NOT ANSWERED	1	24				1							1		1	1		1	
VALID CASES	25	745	3	6	8	8	19						1	4	20	20	4	5	20
NUMBER OF RESPONDENTS	26	769	3	6	8	9	19						2	4	21	21	4	6	20
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV ILND #	AMER IND/ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC
Q28 YES	55 20%	1124 22%	7 16%	15 28%	18 22%	15 17%	37 21%	~	~	~	~	~	8 30%	9 20%	45 21%	47 19%	6 50%	26 13%*	29 45%
NO	216 80%	3915 78%	37 84%	39 72%	65 78%	75 83%	140 79%	~	~	~	~	~	19 70%	35 80%	172 79%	203 81%	6 50%	180 87%*	36 55%
NOT ANSWERED	7	270	1	1	3	2	2							2	2	4		6	1
VALID CASES	271	5039	44	54	83	90	177						27	44	217	250	12	206	65
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q29 #YES	25 48%	673 62%*	2 33%~	9 60%~	6 35%~	8 57%~	18 53%~	~	~	~	~	~	6 75%~	1 11%~	24 57%~	23 50%~	2 40%~	10 42%~	15 54%~
NO	27 52%	416 38%*	4 67%~	6 40%~	11 65%~	6 43%~	16 47%~	~	~	~	~	~	2 25%~	8 89%~	18 43%~	23 50%~	3 60%~	14 58%~	13 46%~
NOT ANSWERED	3	35	1		1	1	3							3		1	1	2	1
VALID CASES	52	1089	6	15	17	14	34						8	9	42	46	5	24	28
NUMBER OF RESPONDENTS	55	1124	7	15	18	15	37						8	9	45	47	6	26	29
	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?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC
Q30 YES	239 91%	4437 89%	42 98%	50 94%	78 94%	69 81%*	155 90%	~	~	~	~	~	25 93%	42 93%	190 90%	224 90%	8 100%	178 89%*	61 97%
NO	25 9%	550 11%	1 2%	3 6%	5 6%	16 19%*	17 10%	~	~	~	~	~	2 7%	3 7%	21 10%	25 10%	~	23 11%*	2 3%
NOT ANSWERED	14	322	2	2	3	7	7							1	8	5	4	11	3
VALID CASES	264	4987	43	53	83	85	172						27	45	211	249	8	201	63
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER ALSK NATV ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q31 NONE	72 31%	1154 27%	9 22%	10 20%	29 38%	24 36%	50 33%	~	~	~	~	~	7 28%	13 32%	58 31%	70 32%	3 38%	64 37%*	8 13%
1 TIME	71 30%	1496 35%	6 15%	19 39%	26 34%	20 30%	47 31%	~	~	~	~	~	5 20%	8 20%	58 31%	64 29%	3 38%	50 29%	21 35%
2	51 22%	893 21%	14 34%	10 20%	13 17%	14 21%	27 18%	~	~	~	~	~	9 36%	12 29%	39 21%	49 22%	2 25%	35 20%	16 27%
3	22 9%	389 9%	7 17%	4 8%	3 4%*	8 12%	15 10%	~	~	~	~	~	3 12%	4 10%	18 10%	22 10%	~	15 9%	7 12%
4	3 1%	157 4%*	1 2%	1 2%	1 1%	~	~	~	~	~	~	~	~	2 5%	~	2 0.9%	~	2 1%	1 2%
5 TO 9	9 4%	138 3%	3 7%	3 6%	3 4%	~	7 5%	~	~	~	~	~	1 4%	1 2%	8 4%	8 4%	1 13%	5 3%	4 7%
10 OR MORE TIMES	5 2%	34 0.8%	1 2%	2 4%	1 1%	1 1%	4 3%	~	~	~	~	~	~	1 2%	4 2%	3 1%	2 25%	2 1%	3 5%
NOT ANSWERED	6	176	1	1	2	2	5							1	5	6		5	1
VALID CASES	233	4261	41	49	76	67	150						25	41	185	218	8	173	60
NUMBER OF RESPONDENTS	239	4437	42	50	78	69	155						25	42	190	224	8	178	61
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK #	OTHR #	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q31A ALWAYS		65 2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
USUALLY	2 1%	49 2%	1 3%	~	1 2%	~	1 1%	~	~	~	~	~	~	1 4%	1 0.8%	2 1%	~	1 0.9%	1 2%
SOMETIMES	3 2%	202 7%*	~	3%	1 4%	2 4%	1 1%	~	~	~	~	~	~	1 4%	1 0.8%	2 1%	1 13%	2 2%	1 2%
NEVER	156 97%	2765 90%*	31 97%	38 97%	44 94%	43 100%	98 98%	~	~	~	~	~	18 ~100%	26 93%	125 98%	144 97%	7 88%	106 97%	50 96%
#NEVER + SOMETIMES (NET)	159 99%	2967 96%*	31 97%	39 100%	46 98%	43 100%	99 99%	~	~	~	~	~	18 ~100%	27 96%	126 99%	146 99%	8 100%	108 99%	51 98%
TOP BOX SCORE	156 97%	2765 90%*	31 97%	38 97%	44 94%	43 100%	98 98%	~	~	~	~	~	18 ~100%	26 93%	125 98%	144 97%	7 88%	106 97%	50 96%
NOT ANSWERED		26																	
VALID CASES	161	3081	32	39	47	43	100						18	28	127	148	8	109	52
NUMBER OF RESPONDENTS	161 100%	3107 100%	32 100%	39 100%	47 100%	43 100%	100 100%						18 100%	28 100%	127 100%	148 100%	8 100%	109 100%	52 100%

[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?

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK #	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q32 NEVER	3 2%	64 2%	~	1 3%	~	2 5%	~	~	~	~	~	6%	1 4%	2 2%	3 2%	~	2 2%	1 2%
SOMETIMES	2 1%	100 3%	1 3%	~	~	1 2%	1 1%	~	~	~	~	~	1 4%	1 0.8%	1 0.7%	1 14%	1 0.9%	1 2%
USUALLY	25 16%	428 14%	3 9%	7 18%	5 11%	10 24%	17 17%	~	~	~	~	3 17%	3 11%	21 17%	22 15%	3 43%	17 16%	8 16%
ALWAYS	130 81%	2486 81%	28 88%	31 79%	42 89%	29 69%	81 82%	~	~	~	~	14 78%	23 82%	102 81%	122 82%	3 43%	89 82%	41 80%
#ALWAYS + USUALLY (NET)	155 97%	2914 95%	31 97%	38 97%	47 100%	39 93%	98 99%	~	~	~	~	17 94%	26 93%	123 98%	144 97%	6 86%	106 97%	49 96%
TOP BOX SCORE	130 81%	2486 81%	28 88%	31 79%	42 89%	29 69%	81 82%	~	~	~	~	14 78%	23 82%	102 81%	122 82%	3 43%	89 82%	41 80%
NOT ANSWERED		1 29				1	1							1		1		1
VALID CASES	160	3078	32	39	47	42	99					18	28	126	148	7	109	51
NUMBER OF RESPONDENTS	161 100%	3107 100%	32 100%	39 100%	47 100%	43 100%	100 100%					18 100%	28 100%	127 100%	148 100%	8 100%	109 100%	52 100%

[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?

	BANT	BANT	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OT1	OT2	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND NATV #	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC	
Q33 NEVER	2 1%	29 0.9%	~	~	~	5%	1%	~	~	~	~	~	1	1	2	1	1	
SOMETIMES	8 5%	120 4%	2 6%	2 5%	2 4%	2 5%	3 3%	~	~	~	~	2 11%	2 7%	6 5%	7 5%	1 13%	7 6%	1 2%
USUALLY	20 12%	422 14%	2 6%	9 23%	3 6%	6 14%	14 14%	~	~	~	~	1 6%	4 14%	16 13%	17 11%	3 38%	10 9%	10 19%
ALWAYS	131 81%	2505 81%	28 88%	28 72%	42 89%	33 77%	82 82%	~	~	~	~	15 83%	21 75%	104 82%	122 82%	4 50%	91 83%	40 77%
#ALWAYS + USUALLY (NET)	151 94%	2927 95%	30 94%	37 95%	45 96%	39 91%	96 96%	~	~	~	~	16 89%	25 89%	120 94%	139 94%	7 88%	101 93%	50 96%
TOP BOX SCORE	131 81%	2505 81%	28 88%	28 72%	42 89%	33 77%	82 82%	~	~	~	~	15 83%	21 75%	104 82%	122 82%	4 50%	91 83%	40 77%
NOT ANSWERED		31																
VALID CASES	161	3076	32	39	47	43	100					18	28	127	148	8	109	52
NUMBER OF RESPONDENTS	161	3107	32	39	47	43	100					18	28	127	148	8	109	52
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

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

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS- IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q34 NEVER	3 2%	30 1%	1 ~	2 3%~	2 ~	2 5%~	1 1%	~	~	~	~	~	~	1 4%~	2 2%~	3 2%~	1 ~	2 2%	1 2%
SOMETIMES	3 2%	85 3%	2 6%~	8 ~	6 ~	6 2%~	17 2%	~	~	~	~	~	~	1 4%~	2 2%~	2 1%~	1 13%~	2 2%	1 2%
USUALLY	25 16%	368 12%	5 16%~	8 21%~	6 13%~	6 14%~	17 17%	~	~	~	~	~	2 12%~	4 15%~	20 16%~	23 16%~	1 13%~	17 16%	8 15%
ALWAYS	128 81%	2589 84%	25 78%~	30 77%~	40 87%~	33 79%~	80 80%	~	~	~	~	~	15 88%~	21 78%~	102 81%~	118 81%~	6 75%~	86 80%	42 81%
#ALWAYS + USUALLY (NET)	153 96%	2957 96%	30 94%~	38 97%~	46 100%~	39 93%~	97 97%	~	~	~	~	~	17 100%~	25 93%~	122 97%~	141 97%~	7 88%~	103 96%	50 96%
TOP BOX SCORE	128 81%	2589 84%	25 78%~	30 77%~	40 87%~	33 79%~	80 80%	~	~	~	~	~	15 88%~	21 78%~	102 81%~	118 81%~	6 75%~	86 80%	42 81%
NOT ANSWERED	2	35			1	1							1	1	1	2		2	
VALID CASES	159	3072	32	39	46	42	100						17	27	126	146	8	107	52
NUMBER OF RESPONDENTS	161 100%	3107 100%	32 100%	39 100%	47 100%	43 100%	100 100%						18 100%	28 100%	127 100%	148 100%	8 100%	109 100%	52 100%

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

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK #	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q35 YES	111 70%	2086 68%	7 23%~	21 54%~	41 89%~	42 98%~	68 68%	~	~	~	~	~	14 ~ 78%~	20 71%~	87 69%~	103 70%~	4 50%~	74 69%	37 71%
NO	48 30%	964 32%	24 77%~	18 46%~	5 11%~	1 2%~	32 32%	~	~	~	~	~	4 ~ 22%~	8 29%~	40 31%~	44 30%~	4 50%~	33 31%	15 29%
NOT ANSWERED	2	57	1		1											1		2	
VALID CASES	159	3050	31	39	46	43	100						18	28	127	147	8	107	52
NUMBER OF RESPONDENTS	161 100%	3107 100%	32 100%	39 100%	47 100%	43 100%	100						18 100%	28 100%	127 100%	148 100%	8 100%	109 100%	52 100%

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

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC
Q36 NEVER	2 2%	25 1%	2 ~ 10%	~	~	~	1 1%	~	~	~	~	~	~	2 2%	2 2%	1 1%	1 3%	
SOMETIMES	6 6%	112 5%	2 ~ 10%	1 2%	3 8%	3 4%	~	~	~	~	~	1 8%	1 5%	4 5%	4 4%	1 25%	5 7%	1 3%
USUALLY	17 16%	405 20%	1 14%	2 10%	9 22%	5 13%	12 18%	~	~	~	~	2 15%	2 11%	15 18%	17 17%	~	13 18%	4 11%
ALWAYS	83 77%	1518 74%	6 86%	15 71%	31 76%	31 79%	51 76%	~	~	~	~	10 77%	16 84%	64 75%	77 77%	3 75%	54 74%	29 83%
#ALWAYS + USUALLY (NET)	100 93%	1923 93%	7 100%	17 81%	40 98%	36 92%	63 94%	~	~	~	~	12 92%	18 95%	79 93%	94 94%	3 75%	67 92%	33 94%
TOP BOX SCORE	83 77%	1518 74%	6 86%	15 71%	31 76%	31 79%	51 76%	~	~	~	~	10 77%	16 84%	64 75%	77 77%	3 75%	54 74%	29 83%
NOT ANSWERED	3	26				3	1					1	1	2	3		1	2
VALID CASES	108	2060	7	21	41	39	67					13	19	85	100	4	73	35
NUMBER OF RESPONDENTS	111 100%	2086 100%	7 100%	21 100%	41 100%	42 100%	68 100%					14 100%	20 100%	87 100%	103 100%	4 100%	74 100%	37 100%

[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?

	BANT	BANT	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	OT1	OT2	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND NATV #	AMER IND/ ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC
Q37 NEVER	2 1%	72 2%	1 ~	3%~	1 ~	2%~	1 1%	~	~	~	~	~	~	2 2%	2 1%~	2 ~	2 2%	
SOMETIMES	10 6%	238 8%	2 6%~	4 11%~	1 2%~	3 7%~	4 4%	~	~	~	~	1 6%~	3 11%~	6 5%~	7 5%~	2 25%~	5 5%	5 10%
USUALLY	35 22%	692 23%	6 19%~	10 26%~	9 20%~	10 24%~	28 29%*	~	~	~	~	1 6%~	4 15%~	31 25%~	33 23%~	2 25%~	27 26%	8 16%
ALWAYS	109 70%	2035 67%	23 74%~	23 61%~	36 78%~	27 66%~	65 66%	~	~	~	~	16 89%~	20 74%~	86 69%~	102 71%~	4 50%~	71 68%	38 75%
#ALWAYS + USUALLY (NET)	144 92%	2727 90%	29 94%~	33 87%~	45 98%~	37 90%~	93 95%	~	~	~	~	17 94%~	24 89%~	117 94%~	135 94%~	6 75%~	98 93%	46 90%
TOP BOX SCORE	109 70%	2035 67%	23 74%~	23 61%~	36 78%~	27 66%~	65 66%	~	~	~	~	16 89%~	20 74%~	86 69%~	102 71%~	4 50%~	71 68%	38 75%
NOT ANSWERED	5	70	1	1	1	2	2						1	2	4		4	1
VALID CASES	156	3037	31	38	46	41	98					18	27	125	144	8	105	51
NUMBER OF RESPONDENTS	161	3107	32	39	47	43	100					18	28	127	148	8	109	52
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

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

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

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/PAC ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q38 #YES	136 86%	2662 87%	30 97%~	33 87%~	42 89%~	31 72%~	85 86%	~	~	~	~	~	16 89%~	22 79%~	110 87%~	127 86%~	6 75%~	93 87%	43 83%
NO	23 14%	384 13%	1 3%~	5 13%~	5 11%~	12 28%~	14 14%	~	~	~	~	~	2 11%~	6 21%~	16 13%~	20 14%~	2 25%~	14 13%	9 17%
NOT ANSWERED	2	61	1	1			1								1	1		2	
VALID CASES	159	3046	31	38	47	43	99						18	28	126	147	8	107	52
NUMBER OF RESPONDENTS	161	3107	32	39	47	43	100						18	28	127	148	8	109	52
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q39 YES	57 36%	1240 41%	12 39%	16 41%	13 28%	16 37%	35 35%	~	~	~	~	~	8 44%	11 39%	46 36%	51 34%	6 75%	33 31%	24 46%
NO	103 64%	1789 59%	19 61%	23 59%	34 72%	27 63%	65 65%	~	~	~	~	~	10 56%	17 61%	81 64%	97 66%	2 25%	75 69%	28 54%
NOT ANSWERED	1	78	1															1	
VALID CASES	160	3029	31	39	47	43	100						18	28	127	148	8	108	52
NUMBER OF RESPONDENTS	161	3107	32	39	47	43	100						18	28	127	148	8	109	52
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q40 NEVER	2 4%	81 7%	~	~	~	13%~	2 6%~	~	~	~	~	~	~	2 4%~	1 2%~	1 17%~	2 6%~	
SOMETIMES	6 11%	139 12%	~	3 19%~	~	3 20%~	3 9%~	~	~	~	~	1 13%~	2 20%~	4 9%~	5 10%~	1 17%~	3 9%~	3 13%
USUALLY	16 29%	342 28%	5 42%~	4 25%~	4 31%~	3 20%~	9 26%~	~	~	~	~	2 25%~	3 30%~	13 28%~	14 28%~	2 33%~	10 30%~	6 26%
ALWAYS	32 57%	645 53%	7 58%~	9 56%~	9 69%~	7 47%~	21 60%~	~	~	~	~	5 63%~	5 50%~	27 59%~	30 60%~	2 33%~	18 55%~	14 61%
#ALWAYS + USUALLY (NET)	48 86%	987 82%	12 100%~	13 81%~	13 100%~	10 67%~	30 86%~	~	~	~	~	7 88%~	8 80%~	40 87%~	44 88%~	4 67%~	28 85%~	20 87%
TOP BOX SCORE	32 57%	645 53%	7 58%~	9 56%~	9 69%~	7 47%~	21 60%~	~	~	~	~	5 63%~	5 50%~	27 59%~	30 60%~	2 33%~	18 55%~	14 61%
NOT ANSWERED		1 33				1							1		1			1
VALID CASES	56	1207	12	16	13	15	35					8	10	46	50	6	33	23
NUMBER OF RESPONDENTS	57	1240	12	16	13	16	35					8	11	46	51	6	33	24
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK #	OTHR #	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q41 WORST PERSONAL DOCTOR POSSIBLE		6 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
01		4 0.1%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
02	1 0.4%	12 0.3%	~	~	~	2%	1 0.7%	~	~	~	~	~	~	~	1 ~0.5%	1 ~0.5%	~	1 ~0.6%	~
03	1 0.4%	23 0.5%	~	~	~	2%	1 0.7%	~	~	~	~	~	~	~	1 ~0.5%	1 ~0.5%	~	1 ~0.6%	~
04	1 0.4%	19 0.4%	~	~	~	2%	1 0.7%	~	~	~	~	~	~	~	1 ~0.5%	1 ~0.5%	~	1 ~0.6%	~
05	3 1%	105 2%	~	1 2%	1 1%	1 2%	2 1%	~	~	~	~	~	1 4%	~	3 ~2%	2 ~0.9%	~	2 1%	1 2%
06	5 2%	97 2%	1 2%	1 2%	3 4%	~	5 3%	~	~	~	~	~	~	~	5 ~3%	5 2%	~	3 2%	2 3%
07	18 8%	261 6%	4 10%	2 4%	7 9%	5 8%	11 7%	~	~	~	~	~	3 ~13%	3 7%	15 8%	16 7%	2 25%	10 6%	8 13%
08	34 15%	672 16%	4 10%	11 22%	7 9%	12 18%	21 14%	~	~	~	~	~	3 ~13%	8 20%	25 13%	32 15%	1 13%	28 16%	6 10%
09	47 20%	839 20%	10 24%	6 12%	21 27%	10 15%	34 22%	~	~	~	~	~	2 8%	7 17%	38 20%	46 21%	~	37 21%	10 17%
BEST PERSONAL DOCTOR POSSIBLE	123 53%	2208 52%	22 54%	28 57%	38 49%	35 53%	76 50%	~	~	~	~	~	15 ~63%	23 56%	97 52%	115 53%	5 63%	90 52%	33 55%
#8-10 (NET)	204 88%	3719 88%	36 88%	45 92%	66 86%	57 86%	131 86%	~	~	~	~	~	20 ~83%	38 93%	160 86%	193 88%	6 75%	155 90%	49 82%

Continued

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR- ##	AS- IAN ##	NATV ILND #	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
9-10 (NET)	170 73%	3047 72%	32 78%~	34 69%~	59 77%	45 68%	110 72%	~	~	~	~	~	17 71%~	30 73%~	135 73%~	161 74%~	5 63%~	127 73%	43 72%
NOT ANSWERED	6	191	1	1	1	3	3						1	1	4	5		5	1
VALID CASES	233	4246	41	49	77	66	152						24	41	186	219	8	173	60
NUMBER OF RESPONDENTS	239 100%	4437 100%	42 100%	50 100%	78 100%	69 100%	155 100%						25 100%	42 100%	190 100%	224 100%	8 100%	178 100%	61 100%
MEAN	9.03	8.98	9.17	9.12	9.05	8.86	8.95						9.08	9.22	8.98	9.05	9.00	9.04	9.02
p stat_(*=Sig @ p<=.05)		.535	~	~	.890	.231	.149	~	~	~	~	~	~	~	~	~	~	~	.906

[ASKED IF Q30 = YES]

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE ##	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC #	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q42 YES	54 23%	1096 26%	1 2%	14 29%	24 31%	15 23%	42 27%*	~	~	~	~	~	3 ~ 12%	8 20%	45 24%	44 20%	8 100%	14 8%*	40 67%
NO	179 77%	3160 74%	40 98%	35 71%	53 69%	51 77%	111 73%*	~	~	~	~	~	22 ~ 88%	32 80%	143 76%	176 80%	~	159 ~ 92%*	20 33%
NOT ANSWERED	6	181	1	1	1	3	2							2	2	4		5	1
VALID CASES	233	4256	41	49	77	66	153						25	40	188	220	8	173	60
NUMBER OF RESPONDENTS	239 100%	4437 100%	42 100%	50 100%	78 100%	69 100%	155 100%						25 100%	42 100%	190 100%	224 100%	8 100%	178 100%	61 100%

[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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/PAC ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
Q43 #YES	45 85%	955 90%		11 ~79%	19 ~83%	15 ~100%	35 83%	~	~	~	~	~	2 ~100%	8 ~100%	37 84%	38 86%	7 88%	11 79%	34 87%	
NO	8 15%	109 10%	1 100%	3 ~21%	4 ~17%	~	7 17%	~	~	~	~	~	~	7 ~16%	~	6 14%	1 13%	3 21%	5 13%	
NOT ANSWERED	1	32			1								1	1						1
VALID CASES	53	1064	1	14	23	15	42						2	8	44	44	8	14	39	
NUMBER OF RESPONDENTS	54	1096	1	14	24	15	42						3	8	45	44	8	14	40	
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
Q44 #YES	41 77%	906 85%	10 ~71%	19 ~83%	12 ~80%	32 76%	~	~	~	~	~	~	2 ~100%	7 88%	34 77%	34 77%	7 88%	11 79%	30 77%	
NO	12 23%	155 15%	1 100%	4 29%	4 17%	3 20%	10 24%	~	~	~	~	~	~	1 13%	10 23%	10 23%	1 13%	3 21%	9 23%	
NOT ANSWERED	1	35			1								1		1					1
VALID CASES	53	1061	1	14	23	15	42						2	8	44	44	8	14	39	
NUMBER OF RESPONDENTS	54	1096	1	14	24	15	42						3	8	45	44	8	14	40	
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%	

[ASKED IF Q30 = YES AND Q42 = YES]

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV ILND #	AMER ALSK NATV ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q45 YES	39 14%	856 17%	4 10%	11 20%	15 17%	9 10%	33 19%*	~	~	~	~	~	4 9%	34 16%	29 11%	8 67%	17 8%*	22 33%	
NO	232 86%	4125 83%	38 90%	43 80%	71 83%	80 90%	145 81%*	~	~	~	~	~	26 96%	42 91%	184 84%	224 89%	4 33%	188 92%*	44 67%
NOT ANSWERED	7	328	3	1		3	1							1	1		7		
VALID CASES	271	4981	42	54	86	89	178					27	46	218	253	12	205	66	
NUMBER OF RESPONDENTS	278 100%	5309 100%	45 100%	55 100%	86 100%	92 100%	179 100%					27 100%	46 100%	219 100%	254 100%	12 100%	212 100%	66 100%	

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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q46 NEVER	1 3%	59 7%	~	1 9%	~	~	1 3%	~	~	~	~	~	~	1 3%	1 3%	~	~	1 5%
SOMETIMES	5 13%	127 15%	~	1 9%	1 7%	3 33%	3 9%	~	~	~	~	~	2 50%	3 9%	2 7%	3 38%	1 6%	4 18%
USUALLY	12 31%	239 29%	1 25%	3 27%	7 47%	1 11%	10 30%	~	~	~	~	1 100%	1 25%	10 29%	10 34%	2 25%	6 35%	6 27%
ALWAYS	21 54%	410 49%	3 75%	6 55%	7 47%	5 56%	19 58%	~	~	~	~	~	1 25%	20 59%	16 55%	3 38%	10 59%	11 50%
#ALWAYS + USUALLY (NET)	33 85%	649 78%	4 100%	9 82%	14 93%	6 67%	29 88%	~	~	~	~	1 100%	2 50%	30 88%	26 90%	5 63%	16 94%	17 77%
TOP BOX SCORE	21 54%	410 49%	3 75%	6 55%	7 47%	5 56%	19 58%	~	~	~	~	~	1 25%	20 59%	16 55%	3 38%	10 59%	11 50%
NOT ANSWERED		21																
VALID CASES	39	835	4	11	15	9	33					1	4	34	29	8	17	22
NUMBER OF RESPONDENTS	39	856	4	11	15	9	33					1	4	34	29	8	17	22
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK #	OTHR ##	MUL-TI	HIS-IC	NOT PAN-IC	VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q47 NONE		48 6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
1 SPECIALIST	26 67%	509 61%~100%	4 64%~	7 73%~	11 73%~	4 44%~	23 70%~	~	~	~	~	1 ~100%	2 50%~	23 68%~	20 69%~	5 63%~	15 88%~	11 50%
2	6 15%	170 20%~	~	2 18%~	2 13%~	2 22%~	4 12%~	~	~	~	~	~	1 25%~	5 15%~	3 10%~	2 25%~	1 6%~	5 23%
3	3 8%	53 6%~	~	1 9%~	1 7%~	1 11%~	2 6%~	~	~	~	~	~	1 25%~	2 6%~	3 10%~	~	1 6%~	2 9%
4	2 5%	27 3%~	~	~	1 7%~	1 11%~	2 6%~	~	~	~	~	~	~	2 6%~	1 3%~	1 13%~	~	2 9%
5 OR MORE SPECIALISTS	2 5%	25 3%~	~	1 9%~	~	1 11%~	2 6%~	~	~	~	~	~	~	2 6%~	2 7%~	~	~	2 9%
NOT ANSWERED		24																
VALID CASES	39	832	4	11	15	9	33					1	4	34	29	8	17	22
NUMBER OF RESPONDENTS	39	856	4	11	15	9	33					1	4	34	29	8	17	22
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ NATV ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q48 WORST SPECIALIST POSSIBLE		7 0.9%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
01		1 0.1%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02	1 3%	5 0.6%~	~	~	~	11%~	1 3%~	~	~	~	~	~	~	1 3%~	~	1 13%~	~	1 5%	
03	1 3%	7 0.9%~	~	~	~	11%~	1 3%~	~	~	~	~	~	~	1 3%~	~	1 13%~	~	1 6%~	
04	1 3%	5 0.6%~	~	~	~	11%~	1 3%~	~	~	~	~	~	~	1 3%~	~	1 3%~	~	1 6%~	
05		20 3%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
06	2 5%	24 3%~	~	~	1 7%~	1 11%~	1 3%~	~	~	~	~	~	~	1 25%~	1 3%~	1 3%~	1 13%~	1 6%~	1 5%
07	3 8%	51 7%~	2 50%~	~	1 7%~	~	3 9%~	~	~	~	~	~	~	2 6%~	~	1 3%~	1 13%~	2 12%~	1 5%
08	6 15%	135 17%~	~	1 9%~	3 20%~	2 22%~	5 15%~	~	~	~	~	~	1 ~100%~	6 ~18%~	6 21%~	6 ~	3 ~18%~	3 14%	
09	3 8%	171 22%~	~	2 18%~	1 7%~	~	2 6%~	~	~	~	~	~	~	1 25%~	2 6%~	3 10%~	~	1 6%~	2 9%
BEST SPECIALIST POSSIBLE	22 56%	353 45%~	2 50%~	8 73%~	9 60%~	3 33%~	19 58%~	~	~	~	~	~	~	2 50%~	20 59%~	17 59%~	4 50%~	8 47%~	14 64%

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?

	BANT OT1	BANT OT2	AGE				RACE					ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
#8-10 (NET)	31 79%	659 85%	2 50%	11 100%	13 87%	5 56%	26 79%	~	~	~	~	~100%	3 75%	28 82%	26 90%	4 50%	12 71%	19 86%
9-10 (NET)	25 64%	524 67%	2 50%	10 91%	10 67%	3 33%	21 64%	~	~	~	~	~	3 75%	22 65%	20 69%	4 50%	9 53%	16 73%
NOT ANSWERED		5																
VALID CASES	39	779	4	11	15	9	33				1	4	34	29	8	17	22	
NUMBER OF RESPONDENTS	39	784	4	11	15	9	33				1	4	34	29	8	17	22	
	100%	100%	100%	100%	100%	100%	100%				100%	100%	100%	100%	100%	100%	100%	
MEAN	8.64	8.73	8.50	9.64	9.07	6.78	8.61				8.00	8.75	8.68	9.03	7.25	8.24	8.95	
p_stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

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

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK #	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q49 YES	66 24%	1241 25%	14 33%	12 22%	19 22%	21 24%	45 25%	~	~	~	~	~	6 22%	10 22%	55 25%	62 25%	3 25%	49 24%	17 26%
NO	204 76%	3699 75%	28 67%	42 78%	66 78%	68 76%	133 75%	~	~	~	~	~	21 78%	35 78%	163 75%	190 75%	9 75%	155 76%	49 74%
NOT ANSWERED	8	369	3	1	1	3	1							1	1	2		8	
VALID CASES	270	4940	42	54	85	89	178						27	45	218	252	12	204	66
NUMBER OF RESPONDENTS	278 100%	5309 100%	45 100%	55 100%	86 100%	92 100%	179 100%						27 100%	46 100%	219 100%	254 100%	12 100%	212 100%	66 100%

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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK #	OTHR #	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	NO CCC	CCC	
Q50 NEVER	2 3%	36 3%	~	~	6%~	5%~	2 5%~	~	~	~	~	~	~	~	2 4%~	2 3%~	1 2%~	1 6%~	
SOMETIMES	13 20%	228 19%	3 21%~	2 18%~	3 17%~	5 24%~	8 18%~	~	~	~	~	~	~	4 44%~	9 17%~	12 20%~	1 33%~	12 26%~	1 6%~
USUALLY	22 34%	350 29%	6 43%~	7 64%~	3 17%~	6 29%~	14 32%~	~	~	~	~	~	4 67%~	2 22%~	20 37%~	22 37%~	~	15 32%~	7 41%~
ALWAYS	27 42%	598 49%	5 36%~	2 18%~	11 61%~	9 43%~	20 45%~	~	~	~	~	~	2 33%~	3 33%~	23 43%~	24 40%~	2 67%~	19 40%~	8 47%~
#ALWAYS + USUALLY (NET)	49 77%	948 78%	11 79%~	9 82%~	14 78%~	15 71%~	34 77%~	~	~	~	~	~	6 100%~	5 56%~	43 80%~	46 77%~	2 67%~	34 72%~	15 88%~
TOP BOX SCORE	27 42%	598 49%	5 36%~	2 18%~	11 61%~	9 43%~	20 45%~	~	~	~	~	~	2 33%~	3 33%~	23 43%~	24 40%~	2 67%~	19 40%~	8 47%~
NOT ANSWERED	2	29		1	1		1							1	1	2		2	
VALID CASES	64	1212	14	11	18	21	44						6	9	54	60	3	47	17
NUMBER OF RESPONDENTS	66	1241	14	12	19	21	45						6	10	55	62	3	49	17
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q51 NEVER	1 2%	17 1%	~	~	~	5%	1 2%	~	~	~	~	~	~	1 2%	1 2%	~	1 2%	~
SOMETIMES	7 11%	87 7%	2 14%	3 ~	3 17%	2 10%	4 9%	~	~	~	~	~	3 33%	4 8%	6 10%	1 33%	5 11%	2 12%
USUALLY	15 24%	274 23%	2 14%	3 30%	4 22%	6 29%	13 30%	~	~	~	~	1 17%	15 28%	15 25%	15 25%	~	12 26%	3 18%
ALWAYS	40 63%	831 69%	10 71%	7 70%	11 61%	12 57%	25 58%	~	~	~	~	5 83%	6 67%	33 62%	37 63%	2 67%	28 61%	12 71%
#ALWAYS + USUALLY (NET)	55 87%	1105 91%	12 86%	10 100%	15 83%	18 86%	38 88%	~	~	~	~	6 100%	6 67%	48 91%	52 88%	2 67%	40 87%	15 88%
TOP BOX SCORE	40 63%	831 69%	10 71%	7 70%	11 61%	12 57%	25 58%	~	~	~	~	5 83%	6 67%	33 62%	37 63%	2 67%	28 61%	12 71%
NOT ANSWERED	3	32		2	1		2						1	2	3		3	
VALID CASES	63	1209	14	10	18	21	43					6	9	53	59	3	46	17
NUMBER OF RESPONDENTS	66	1241	14	12	19	21	45					6	10	55	62	3	49	17
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q52 YES	87 32%	1806 37%	16 37%	15 28%	29 35%	27 30%	52 29%	~	~	~	~	~	12 44%	15 34%	68 31%	77 31%	6 50%	67 33%	20 30%
NO	182 68%	3092 63%	27 63%	38 72%	55 65%	62 70%	126 71%	~	~	~	~	~	15 56%	29 66%	150 69%	174 69%	6 50%	136 67%	46 70%
NOT ANSWERED	9	411	2	2	2	3	1							2	1	3		9	
VALID CASES	269	4898	43	53	84	89	178						27	44	218	251	12	203	66
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

FQ53 IN THE LAST 6 MONTHS, HOW OFTEN WERE THE FORMS FROM YOUR CHILD'S HEALTH PLAN EASY TO FILL OUT?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ILND #	AMER IND/ALSK ##	OTHR MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
FQ53 NEVER	6 2%	83 2%	2 5%	2 4%	1 1%	1 1%	5 3%	~	~	~	~	~	1 2%	5 2%	6 2%	~	5 3%	1 2%	
SOMETIMES	18 7%	357 7%	1 2%	3 6%	6 7%	8 9%	10 6%	~	~	~	~	~	4 15%	3 7%	15 7%	17 7%	1 9%	12 6%	6 9%
USUALLY	33 12%	646 13%	9 21%	6 11%	11 13%	7 8%	20 11%	~	~	~	~	~	6 22%	2 5%	30 14%	27 11%	3 27%	23 12%	10 15%
ALWAYS	209 79%	3743 78%	31 72%	42 79%	64 78%	72 82%	141 80%	~	~	~	~	~	17 63%	38 86%	168 77%	200 80%	7 64%	160 80%	49 74%
#ALWAYS + USUALLY (NET)	242 91%	4389 91%	40 93%	48 91%	75 91%	79 90%	161 91%	~	~	~	~	~	23 85%	40 91%	198 91%	227 91%	10 91%	183 92%	59 89%
TOP BOX SCORE	209 79%	3743 78%	31 72%	42 79%	64 78%	72 82%	141 80%	~	~	~	~	~	17 63%	38 86%	168 77%	200 80%	7 64%	160 80%	49 74%
NOT ANSWERED	3	69			2	1	2									1	1	3	
VALID CASES	266	4829	43	53	82	88	176						27	44	218	250	11	200	66
NUMBER OF RESPONDENTS	269	4898	43	53	84	89	178						27	44	218	251	12	203	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC	
Q54 WORST HEALTH PLAN POSSIBLE	1 0.4%	17 0.3%	~	~	~	1~	~	~	~	~	~	~	~	1 ~0.5%	~	1 8%	1 0.5%	1	
01		14 0.3%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
02	3 1%	21 0.4%	~	2%	~	2%	3 2%	~	~	~	~	~	~	3 1%	2 0.8%	1 8%	1 0.5%	2 3%	
03	2 0.8%	35 0.7%	~	~	2%	~	2 1%	~	~	~	~	~	~	2 ~0.9%	2 0.8%	~	~	2 3%	
04	5 2%	62 1%	~	~	1%	4 5%	3 2%	~	~	~	~	~	~	2 5%	3 1%	4 2%	1 8%	3 2%	2 3%
05	18 7%	266 5%	3 7%	~	4 5%	11 13%*	13 7%	~	~	~	~	~	1 4%	1 2%	16 8%	16 7%	1 8%	14 7%	4 6%
06	12 5%	237 5%	1 2%	4 8%	4 5%	3 4%	9 5%	~	~	~	~	~	2 8%	1 2%	10 5%	10 4%	1 8%	11 6%	1 2%
07	32 12%	471 10%	4 9%	5 10%	13 16%	10 12%	26 15%*	~	~	~	~	~	4 15%	1 2%	31 15%	30 12%	2 17%	22 11%	10 16%
08	47 18%	939 19%	5 12%	11 21%	13 16%	18 21%	33 19%	~	~	~	~	~	8 31%	4 9%	42 20%	46 19%	~	35 18%	12 19%
09	38 15%	844 17%	7 16%	8 15%	11 13%	12 14%	24 14%	~	~	~	~	~	3 12%	5 11%	32 15%	38 15%	~	32 16%	6 9%
BEST HEALTH PLAN POSSIBLE	104 40%	1982 41%	23 53%	23 44%	34 41%	24 28%*	61 35%*	~	~	~	~	~	8 31%	30 68%	73 34%	98 40%	5 42%	79 40%	25 39%
#8-10 (NET)	189 72%	3765 77%	35 81%	42 81%	58 71%	54 64%*	118 68%*	~	~	~	~	~	19 73%	39 89%	147 69%	182 74%	5 42%	146 74%	43 67%

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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ ILND #	AMER IND/ PAC ALSK ##	OTHR ##	MUL- TI	HIS- PAN- IC	HIS- PAN- IC	NOT VERY GOOD & FAIR & POOR	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
9-10 (NET)	142 54%	2826 58%	30 70%	31 60%	45 55%	36 42%*	85 49%*	~	~	~	~	11 42%~	35 80%~	105 49%~	136 55%~	5 42%~	111 56%	31 48%
NOT ANSWERED	16	421	2	3	4	7	5					1	2	6	8		14	2
VALID CASES	262	4888	43	52	82	85	174					26	44	213	246	12	198	64
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179					27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%
MEAN	8.31	8.47	8.88	8.67	8.39	7.71	8.13					8.31	9.16	8.15	8.40	6.75	8.39	8.03
p stat_(*=Sig @ p<=.05)		.136	~.085	.620	.002*	.040*	~	~	~	~	~	~	~	~	~	~	~.239	

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK #	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q55 YES	96 36%	1910 39%	23 53%~	17 32%	26 31%	30 34%	64 36%	~	~	~	~	~	11 ~ 42%	16 36%~	79 36%	87 35%~	8 67%~	56 28%*	40 61%
NO	172 64%	3030 61%	20 47%~	36 68%	59 69%	57 66%	115 64%	~	~	~	~	~	15 ~ 58%	29 64%~	139 64%	165 65%~	4 33%~	146 72%*	26 39%
NOT ANSWERED	10	369	2	2	1	5							1	1	1	2		10	
VALID CASES	268	4940	43	53	85	87	179						26	45	218	252	12	202	66
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE				RACE					ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR	GOOD & POOR	NO CCC	CCC
Q56 NEVER	1 1%	42 2%	1 4%~	~	~	~	1 2%~	~	~	~	~	~	~	1 1%~	~	1 13%~	~	1 3%
SOMETIMES	4 4%	156 8%*	~	1 6%~	1 4%~	2 7%~	1 2%~	~	~	~	~	~	3 19%~	1 1%~	2 2%~	2 25%~	~	4 10%
USUALLY	28 29%	483 26%	6 26%~	6 35%~	7 27%~	9 30%~	22 34%~	~	~	~	~	2 18%~	2 13%~	25 32%~	27 31%~	1 13%~	18 32%~	10 25%
ALWAYS	63 66%	1206 64%	16 70%~	10 59%~	18 69%~	19 63%~	40 63%~	~	~	~	~	9 82%~	11 69%~	52 66%~	58 67%~	4 50%~	38 68%~	25 63%
#ALWAYS + USUALLY (NET)	91 95%	1689 90%*	22 96%~	16 94%~	25 96%~	28 93%~	62 97%~	~	~	~	~	11 100%~	13 81%~	77 97%~	85 98%~	5 63%~	56 100%~	35 88%
TOP BOX SCORE	63 66%	1206 64%	16 70%~	10 59%~	18 69%~	19 63%~	40 63%~	~	~	~	~	9 82%~	11 69%~	52 66%~	58 67%~	4 50%~	38 68%~	25 63%
NOT ANSWERED		23																
VALID CASES	96	1887	23	17	26	30	64					11	16	79	87	8	56	40
NUMBER OF RESPONDENTS	96 100%	1910 100%	23 100%	17 100%	26 100%	30 100%	64 100%					11 100%	16 100%	79 100%	87 100%	8 100%	56 100%	40 100%

[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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/PAC ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q57 #YES	50 52%	1118 60%	13 57%~	11 65%~	16 62%~	10 33%~	30 47%~	~	~	~	~	~	6 55%~	12 75%~	38 48%~	46 53%~	4 50%~	27 48%~	23 58%~
NO	46 48%	755 40%	10 43%~	6 35%~	10 38%~	20 67%~	34 53%~	~	~	~	~	~	5 45%~	4 25%~	41 52%~	41 47%~	4 50%~	29 52%~	17 43%~
NOT ANSWERED		37																	
VALID CASES	96	1873	23	17	26	30	64						11	16	79	87	8	56	40
NUMBER OF RESPONDENTS	96	1910	23	17	26	30	64						11	16	79	87	8	56	40
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

[ASKED IF Q55 = YES]

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

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV ILND #	AMER IND/ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC
Q57A YES	212 79%	3983 82%	24 56%	43 81%	73 86%	72 84%	136 77%	~	~	~	~	~	20 74%	41 89%	167 77%*	200 79%	8 73%	163 81%	49 74%
NO	55 21%	876 18%	19 44%	10 19%	12 14%	14 16%	41 23%	~	~	~	~	~	7 26%	5 11%	49 23%*	52 21%	3 27%	38 19%	17 26%
NOT ANSWERED	11	450	2	2	1	6	2							3	2	1	11		
VALID CASES	267	4859	43	53	85	86	177						27	46	216	252	11	201	66
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

Q57B IN THE LAST 6 MONTHS, DID YOUR CHILD GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?

	BANT OT1	BANT OT2	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q57B YES	155 58%	2993 61%	15 36%	38 72%*	58 68%*	44 51%	101 57%	~	~	~	~	~	14 ~ 52%	26 57%	126 59%	145 58%	8 73%	116 58%	39 59%
NO	111 42%	1901 39%	27 64%	15 28%*	27 32%*	42 49%	75 43%	~	~	~	~	~	13 ~ 48%	20 43%	89 41%	106 42%	3 27%	84 42%	27 41%
NOT ANSWERED	12	415	3	2	1	6	3								4	3	1	12	
VALID CASES	266	4894	42	53	85	86	176						27	46	215	251	11	200	66
NUMBER OF RESPONDENTS	278 100%	5309 100%	45 100%	55 100%	86 100%	92 100%	179 100%						27 100%	46 100%	219 100%	254 100%	12 100%	212 100%	66 100%

Q57C IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AMERIAN	ASIAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MULTI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR	GOOD POOR	NO CCC	CCC
Q57C NEVER	3 2%	52 2%	~	~	2%	5%	3%	~	~	~	~	~	~	3%	2%	1%	1%	2%
SOMETIMES	10 7%	168 6%	~	11%	4%	9%	8%	~	~	~	~	~	4%	7%	7%	~	6%	8%
USUALLY	18 12%	532 18%	13%	11%	11%	14%	10%	~	~	~	~	21%	8%	12%	10%	25%	11%	15%
ALWAYS	122 80%	2201 75%	87%	79%	84%	73%	79%	~	~	~	~	79%	88%	78%	81%	63%	82%	72%
#ALWAYS + USUALLY (NET)	140 92%	2733 93%	100%	89%	95%	86%	89%	~	~	~	~	100%	96%	90%	92%	88%	93%	87%
TOP BOX SCORE	122 80%	2201 75%	87%	79%	84%	73%	79%	~	~	~	~	79%	88%	78%	81%	63%	82%	72%
NOT ANSWERED	2	40			2		1						1	1	2		2	
VALID CASES	153	2953	15	38	56	44	100					14	25	125	143	8	114	39
NUMBER OF RESPONDENTS	155	2993	15	38	58	44	101					14	26	126	145	8	116	39
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

Q57D IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ILND #	AMER IND/PAC ALSK ##	OTHR ##	MULTI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
Q57D NEVER	27 26%	609 28%	3 18%	7 37%	9 27%	8 24%	18 29%	~	~	~	~	~	2 17%	4 20%	22 27%	25 26%	2 29%	22 26%	5
SOMETIMES	16 16%	384 18%	3 18%	3 16%	2 6%	8 24%	10 16%	~	~	~	~	~	1 8%	3 15%	13 16%	14 15%	2 29%	12 14%	4 21%
USUALLY	27 26%	484 22%	5 29%	3 16%	11 33%	8 24%	15 24%	~	~	~	~	~	6 50%	6 30%	20 25%	24 25%	2 29%	24 29%	3 16%
ALWAYS	33 32%	716 33%	6 35%	6 32%	11 33%	10 29%	20 32%	~	~	~	~	~	3 25%	7 35%	26 32%	32 34%	1 14%	26 31%	7 37%
#ALWAYS + USUALLY (NET)	60 58%	1200 55%	11 65%	9 47%	22 67%	18 53%	35 56%	~	~	~	~	~	9 75%	13 65%	46 57%	56 59%	3 43%	50 60%	10 53%
TOP BOX SCORE	33 32%	716 33%	6 35%	6 32%	11 33%	10 29%	20 32%	~	~	~	~	~	3 25%	7 35%	26 32%	32 34%	1 14%	26 31%	7 37%
I DID NOT HAVE A DENTAL EMERGENCY IN THE LAST 6 MONTHS	161	2639	26	33	52	50	112						15	24	134	154	4	118	43
NOT ANSWERED	14	477	2	3	1	8	4							2	4	5	1	10	4
VALID CASES	103	2193	17	19	33	34	63						12	20	81	95	7	84	19
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%



Q57E USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q57E EXTREMELY DIFFICULT	10 4%	164 3%	2 5%~	2 4%	2 2%	4 5%	6 4%	~	~	~	~	~	2 7%~	1 2%~	8 4%	9 4%~	1 8%~	4 2%	6 10%
01	4 2%	92 2%	~	1 2%	2 2%	1 1%	4 2%~	~	~	~	~	~	~	~	4 2%~	4 2%~	~	3 2%	1 2%
02	5 2%	75 1%	~	~	3 4%	2 2%	4 2%	~	~	~	~	~	1 4%~	~	5 2%*	5 2%~	~	5 3%*	~
03	5 2%	133 3%	~	1 2%	2 2%	2 2%	4 2%	~	~	~	~	~	~	1 2%~	4 2%	4 2%~	1 8%~	4 2%	1 2%
04	5 2%	87 2%	~	3 6%	1 1%	1 1%	2 1%	~	~	~	~	~	1 4%~	2 5%~	3 1%	5 2%~	~	2 1%	3 5%
05	24 9%	371 7%	5 13%~	5 9%	4 5%	10 11%	15 9%	~	~	~	~	~	1 4%~	6 14%~	18 9%	22 9%~	2 17%~	18 9%	6 10%
06	6 2%	203 4%	~	2 4%	2 2%	2 2%	3 2%	~	~	~	~	~	2 7%~	~	6 3%~	6 2%~	~	5 3%	1 2%
07	24 9%	375 7%	3 8%~	3 6%	11 13%	7 8%	13 8%	~	~	~	~	~	5 19%~	3 7%~	21 10%	23 10%~	1 8%~	18 9%	6 10%
09	85 32%	1657 33%	11 28%~	17 31%	27 33%	30 34%	51 31%	~	~	~	~	~	7 26%~	14 32%~	60 29%*	72 30%~	3 25%~	70 35%	15 24%
EXTREMELY EASY	95 36%	1890 37%	18 46%~	20 37%	28 34%	29 33%	65 39%	~	~	~	~	~	8 30%~	17 39%~	78 38%	91 38%~	4 33%~	71 36%	24 38%
#8-10 (NET)	180 68%	3547 70%	29 74%~	37 69%	55 67%	59 67%	116 69%	~	~	~	~	~	15 56%~	31 70%~	138 67%	163 68%~	7 58%~	141 71%	39 62%
9-10 (NET)	180 68%	3547 70%	29 74%~	37 69%	55 67%	59 67%	116 69%	~	~	~	~	~	15 56%~	31 70%~	138 67%	163 68%~	7 58%~	141 71%	39 62%

Continued

Q57E USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST FOR YOUR CHILD?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV ILND #	AMER IND/ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC	
88		1																			
NOT ANSWERED	15	261	6	1	4	4	12							2	12	13			12	3	
VALID CASES	263	5047	39	54	82	88	167						27	44	207	241	12		200	63	
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12		212	66	
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%		100%	100%	
MEAN	7.94	8.02	8.33	7.91	7.93	7.80	7.93						7.44	8.14	7.88	7.93	7.25		8.10	7.44	
p stat_(*=Sig @ p<=.05)		.595	~.924	.961	.546		.968	~	~	~	~	~	~	~.463		~			~.151		

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q58 EXCELLENT	112 42%	2100 43%	26 62%~	19 36%	28 33%*	39 45%	75 42%	~	~	~	~	~	12 46%~	18 39%~	92 43%	112 44%~	~	102 50%*	10 16%
VERY GOOD	110 41%	1734 35%*	12 29%~	26 49%	39 46%	33 38%	74 42%	~	~	~	~	~	12 46%~	18 39%~	92 43%	110 43%~	~	82 41%	28 44%
GOOD	32 12%	854 17%*	3 7%~	6 11%	12 14%	11 13%	21 12%	~	~	~	~	~	2 8%~	7 15%~	24 11%	32 13%~	~	14 7%*	18 28%
FAIR	10 4%	210 4%	1 2%~	2 4%	5 6%	2 2%	8 4%	~	~	~	~	~	~	2 4%~	7 3%	~	10 83%~	3 1%*	7 11%
POOR	2 0.8%	17 0.3%	~	~	~	2 2%	~	~	~	~	~	~	~	1 2%~	1 0.5%	~	2 17%~	1 0.5%	1 2%
#EXCELLENT + VERY GOOD + GOOD (NET)	254 95%	4688 95%	41 98%~	51 96%	79 94%	83 95%	170 96%	~	~	~	~	~	26 100%~	43 93%~	208 96%	254 100%~	~	198 98%*	56 88%
NOT ANSWERED	12	394	3	2	2	5	1						1		3			10	2
VALID CASES	266	4915	42	53	84	87	178						26	46	216	254	12	202	64
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q59																			
EXCELLENT	114 43%	2151 44%	28 65%~	25 47%	26 31%*	35 40%	72 40%	~	~	~	~	~	12 ~ 44%~	21 46%~	92 42%	112 44%~	1 8%~	105 52%*	9 14%
VERY GOOD	83 31%	1382 28%	9 21%~	15 28%	29 35%	30 34%	57 32%	~	~	~	~	~	8 ~ 30%~	14 30%~	67 31%	82 32%~	1 8%~	66 33%	17 26%
GOOD	48 18%	930 19%	4 9%~	9 17%	21 25%	14 16%	31 17%	~	~	~	~	~	7 ~ 26%~	7 15%~	40 18%	46 18%~	1 8%~	26 13%*	22 34%
FAIR	17 6%	366 7%	~	4 8%	7 8%	6 7%	14 8%	~	~	~	~	~	~	3 7%~	14 6%	10 4%~	7 58%~	3 1%*	14 22%
POOR	5 2%	88 2%	2 5%~	~	1 1%	2 2%	4 2%	~	~	~	~	~	~	1 2%~	4 2%	3 1%~	2 17%~	2 1%	3 5%
#EXCELLENT + VERY GOOD + GOOD (NET)	245 92%	4463 91%	41 95%~	49 92%	76 90%	79 91%	160 90%	~	~	~	~	~	27 ~100%~	42 91%~	199 92%	240 95%~	3 25%~	197 98%*	48 74%
NOT ANSWERED	11	392	2	2	2	5	1								2	1		10	1
VALID CASES	267	4917	43	53	84	87	178						27	46	217	253	12	202	65
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q60 YES	50 19%	1056 22%	5 12%~	5 9%*	21 25%	19 22%	39 22%*	~	~	~	~	~	3 11%~	8 17%~	42 19%	44 17%~	6 50%~	10 5%*	40 62%
NO	217 81%	3853 78%	38 88%~	48 91%*	63 75%	68 78%*	139 78%*	~	~	~	~	~	24 89%~	38 83%~	175 81%	209 83%~	6 50%~	192 95%*	25 38%
NOT ANSWERED	11	400	2	2	2	5	1							2	1		10	1	
VALID CASES	267	4909	43	53	84	87	178						27	46	217	253	12	202	65
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK #	OTHR #	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q61 YES	43 86%	843 81%	4 80%~	4 80%~	18 86%~	17 89%~	34 87%~	~	~	~	~	~	2 ~ 67%~	7 88%~	36 86%~	38 86%~	5 83%~	4 40%~	39 98%
NO	7 14%	192 19%	1 20%~	1 20%~	3 14%~	2 11%~	5 13%~	~	~	~	~	~	1 ~ 33%~	1 13%~	6 14%~	6 14%~	1 17%~	6 60%~	1 3%
NOT ANSWERED		21																	
VALID CASES	50	1035	5	5	21	19	39						3	8	42	44	6	10	40
NUMBER OF RESPONDENTS	50	1056	5	5	21	19	39						3	8	42	44	6	10	40
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE ##	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK #	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q62 YES	39 93%	748 91%	3 75%	3 100%	16 89%	17 100%	31 94%	~	~	~	~	~	1 50%	7 100%	32 91%	34 92%	5 100%	39 100%	
NO	3 7%	77 9%	1 25%	~	2 11%	~	2 6%	~	~	~	~	~	1 50%	~	3 9%	3 8%	~	3 100%	
NOT ANSWERED	1	18		1			1							1	1			1	
VALID CASES	42	825	4	3	18	17	33						2	7	35	37	5	3	39
NUMBER OF RESPONDENTS	43	843	4	4	18	17	34						2	7	36	38	5	4	39
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV ILND #	AMER IND/ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q63 YES	34 13%	832 17%*	2 5%~	11 21%	14 17%	7 8%	28 16%*	~	~	~	~	~	1 4%~	5 11%~	29 13%~	26 10%~	7 64%~	3 1%*	31 49%
NO	230 87%	4059 83%*	40 95%~	42 79%	70 83%	78 92%	150 84%*	~	~	~	~	~	25 96%~	39 89%~	187 87%~	225 90%~	4 36%~	198 99%*	32 51%
NOT ANSWERED	14	418	3	2	2	7	1						1	2	3	3	1	11	3
VALID CASES	264	4891	42	53	84	85	178						26	44	216	251	11	201	63
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK #	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q64 YES	27 82%	689 85%~100%	2 60%~	6 86%~	12 100%	7 100%	23 85%~	~	~	~	~	~	1 ~100%	3 60%~	24 86%~	20 80%~	6 86%~	1 33%~	26 87%
NO	6 18%	123 15%~	~	4 40%~	2 14%~	~	4 15%~	~	~	~	~	~	~	2 40%~	4 14%~	5 20%~	1 14%~	2 67%~	4 13%
NOT ANSWERED	1	20		1			1							1	1			1	
VALID CASES	33	812	2	10	14	7	27					1	5	28	25	7	3	30	
NUMBER OF RESPONDENTS	34	832	2	11	14	7	28					1	5	29	26	7	3	31	
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK #	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q65 YES	26 96%	662 97%	2 ~100%	6 ~100%	12 ~100%	6 86%	22 96%	~	~	~	~	1 ~100%	3 100%	23 96%	20 100%	5 83%	26 ~100%	
NO	1 4%	19 3%	~	~	~	1 14%	1 4%	~	~	~	~	~	1 4%	~	1 17%	1 100%	1 ~	
NOT ANSWERED		8																
VALID CASES	27	681	2	6	12	7	23				1	3	24	20	6	1	26	
NUMBER OF RESPONDENTS	27	689	2	6	12	7	23				1	3	24	20	6	1	26	
	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?

	BANT OT1	BANT OT2	AGE				RACE							ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-##	AS-IAN##	NATV ILND#	AMER IND/PAC ALSK##	OTHR##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
Q66 YES	29 11%	644 13%	2 5%	5 9%	11 13%	11 13%	24 13%*	~	~	~	~	~	2 7%	3 7%	26 12%	23 9%	5 42%	4 2%*	25 38%	
NO	238 89%	4243 87%	41 95%	48 91%	73 87%	76 87%	155 87%*	~	~	~	~	~	25 93%	42 93%	192 88%	230 91%	7 58%	198 98%*	40 62%	
NOT ANSWERED	11	422	2	2	2	5								1	1	1			10	1
VALID CASES	267	4887	43	53	84	87	179						27	45	218	253	12	202	65	
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66	
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK #	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q67 YES	25 86%	508 81%	1 50%	4 80%	10 91%	10 91%	22 92%	~	~	~	~	~	1 50%	2 67%	23 88%	19 83%	5 100%	1 25%	24 96%
NO	4 14%	121 19%	1 50%	1 20%	1 9%	1 9%	2 8%	~	~	~	~	~	1 50%	1 33%	3 12%	4 17%	~	3 75%	1 4%
NOT ANSWERED		15																	
VALID CASES	29	629	2	5	11	11	24						2	3	26	23	5	4	25
NUMBER OF RESPONDENTS	29	644	2	5	11	11	24						2	3	26	23	5	4	25
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER		
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q68 YES	24 100%	477 96%	1 100%	4 100%	9 100%	10 100%	21 100%	~	~	~	~	~	1 100%	2 100%	22 100%	18 100%	5 100%	24 100%
NO		22 4%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NOT ANSWERED	1	9			1		1							1	1		1	
VALID CASES	24	499	1	4	9	10	21					1	2	22	18	5		24
NUMBER OF RESPONDENTS	25	508	1	4	10	10	22					1	2	23	19	5	1	24
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
Q69 YES	30 11%	558 11%	3 7%	12 23%*	9 11%	6 7%	25 14%*	~	~	~	~	~	1 4%	4 9%	26 12%	23 9%	6 50%~	4 2%*	26 41%
NO	236 89%	4342 89%	40 93%~	41 77%*	74 89%	81 93%	152 86%*	~	~	~	~	~	26 96%~	42 91%~	190 88%	229 91%~	6 50%~	198 98%*	38 59%
NOT ANSWERED	12	409	2	2	3	5	2							3	2		10	2	
VALID CASES	266	4900	43	53	83	87	177						27	46	216	252	12	202	64
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK #	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q70 YES	22 76%	389 72%	1 33%	9 75%	7 78%	5 100%	18 75%	~	~	~	~	1 ~100%	3 75%	19 76%	15 68%	6 100%	1 33%	21 81%
NO	7 24%	149 28%	2 67%	3 25%	2 22%	~	6 25%	~	~	~	~	~	1 25%	6 24%	7 32%	~	2 67%	5 19%
NOT ANSWERED	1	20				1	1							1	1		1	
VALID CASES	29	538	3	12	9	5	24				1	4	25	22	6		3	26
NUMBER OF RESPONDENTS	30	558	3	12	9	6	25				1	4	26	23	6		4	26
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK #	OTHR #	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q71 YES	20 91%	357 93%	1 100%	8 89%	7 100%	4 80%	16 89%	~	~	~	~	~	1 100%	3 100%	17 89%	13 87%	6 100%	20 95%	
NO	2 9%	27 7%	~	1 11%	~	1 20%	2 11%	~	~	~	~	~	~	~	2 11%	2 13%	~	1 100%	1 5%
NOT ANSWERED		5																	
VALID CASES	22	384	1	9	7	5	18						1	3	19	15	6	1	21
NUMBER OF RESPONDENTS	22	389	1	9	7	5	18						1	3	19	15	6	1	21
	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?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHITE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV ILND #	AMER IND/ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD	FAIR	NO CCC	CCC
Q72 YES	35 13%	813 17%	4 9%	8 15%	13 15%	10 11%	27 15%	~	~	~	~	~	1 4%	6 13%	29 13%	27 11%	7 58%	~	2 1%*	33 50%
NO	233 87%	4085 83%	39 91%	45 85%	71 85%	78 89%	151 85%	~	~	~	~	~	26 96%	40 87%	189 87%	226 89%	5 42%	~	200 99%*	33 50%
NOT ANSWERED	10	411	2	2	2	4	1								1	1			10	
VALID CASES	268	4898	43	53	84	88	178						27	46	218	253	12		202	66
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12		212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%		100%	100%

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV ILND #	AMER PAC ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC	
Q73 YES	32 100%	726 92%	4~100%	7~100%	11~100%	10~100%	25~100%	~	~	~	~	~	~	6~100%	26~100%	24~100%	7~100%	32~100%	
NO		64 8%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NOT ANSWERED	3	23		1	2		2					1		3	3		2	1	
VALID CASES	32	790	4	7	11	10	25							6	26	24	7	32	
NUMBER OF RESPONDENTS	35 100%	813 100%	4 100%	8 100%	13 100%	10 100%	27 100%					1		6 100%	29 100%	27 100%	7 100%	2 100%	33 100%

[ASKED IF Q72 = YES]

NQ74 WHAT IS YOUR CHILD'S AGE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK #	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NQ74																		
3 YEARS OLD OR LESS	45 16%	908 17%	45 100%	~	~	~	29 16%	~	~	~	~	6 22%	5 11%	37 17%	41 16%	1 8%	41 19%*	4 6%
4 TO 7 YEARS OLD	55 20%	1228 23%	~	55 ~100%	~	~	34 19%	~	~	~	~	5 19%	10 22%	43 20%	51 20%	2 17%	41 19%	14 21%
8 TO 12 YEARS OLD	86 31%	1650 31%	~	~	86 ~100%	~	57 32%	~	~	~	~	7 26%	17 37%	65 30%	79 31%	5 42%	61 29%	25 38%
13 OR OLDER	92 33%	1523 29%	~	~	92 ~100%	~	59 33%	~	~	~	~	9 33%	14 30%	74 34%	83 33%	4 33%	69 33%	23 35%
VALID CASES	278	5309	45	55	86	92	179					27	46	219	254	12	212	66
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179					27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%

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

NQ75 IS YOUR CHILD MALE OR FEMALE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK #	OTHR #	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NQ75																			
MALE	136 49%	2736 52%	18 40%	27 49%	39 45%	52 57%	89 50%	~	~	~	~	~	12 44%	25 54%	108 49%	124 49%	8 67%	95 45%*	41 62%
FEMALE	142 51%	2573 48%	27 60%	28 51%	47 55%	40 43%	90 50%	~	~	~	~	~	15 56%	21 46%	111 51%	130 51%	4 33%	117 55%*	25 38%
VALID CASES	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
NUMBER OF RESPONDENTS	278 100%	5309 100%	45 100%	55 100%	86 100%	92 100%	179 100%						27 100%	46 100%	219 100%	254 100%	12 100%	212 100%	66 100%

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

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK #	OTHR #	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q76 HISPANIC OR LATINO	46 17%	1726 35%*	5 12%~	10 19%	17 21%	14 16%	~	~	~	~	~	~	46 ~100%~	219	43 ~17%~	3 27%~	34 17%	12 18%	
NOT HISPANIC OR LATINO	219 83%	3146 65%*	37 88%~	43 81%	65 79%	74 84%	177 100%~	~	~	~	~	~	27 ~100%~	219	208 83%~	8 73%~	165 83%	54 82%	
NOT ANSWERED	13	437	3	2	4	4	2								3	1	13		
VALID CASES	265	4872	42	53	82	88	177						27	46	219	251	11	199	66
NUMBER OF RESPONDENTS	278 100%	5309 100%	45 100%	55 100%	86 100%	92 100%	179 100%						27 100%	46 100%	219 100%	254 100%	12 100%	212 100%	66 100%

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER	AS-IAN	NATV ILND	AMER PAC ALSK	OTHR	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
Q77.1 YES	233 84%	3787 71%*	39 87%~	46 84%	73 85%	75 82%	179 100%~	~	~	~	~	~	26 96%~	28 61%~	203 93%*	222 87%~	9 75%~	173 82%*	60 91%
NO	45 16%	1522 29%*	6 13%~	9 16%	13 15%	17 18%	~	~	~	~	~	~	1 4%~	18 39%~	16 7%*	32 13%~	3 25%~	39 18%*	6 9%
VALID CASES	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
NUMBER OF RESPONDENTS	278 100%	5309 100%	45 100%	55 100%	86 100%	92 100%	179 100%						27 100%	46 100%	219 100%	254 100%	12 100%	212 100%	66 100%

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC	IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q77.2 YES	6 2%	204 4%	1 2%~	1 2%	1 1%	3 3%	~	~	~	~	~	~	3 ~ 11%	2 4%~	4 2%	6 2%~	~	5 2%	1 2%
NO	272 98%	5105 96%	44 98%~	54 98%	85 99%	89 97%	179 100%~	~	~	~	~	~	24 ~ 89%	44 96%~	215 98%	248 98%~	12 100%~	207 98%	65 98%
VALID CASES	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
NUMBER OF RESPONDENTS	278 100%	5309 100%	45 100%	55 100%	86 100%	92 100%	179 100%						27 100%	46 100%	219 100%	254 100%	12 100%	212 100%	66 100%

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ PAC	ALSK NATV	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q77.3 YES	9 3%	184 3%	3 7%	2 4%	2 2%	2 2%	~	~	~	~	~	~	5 19%	9 4%	9 4%	9 4%	9 4%	9 4%	9 4%
NO	269 97%	5125 97%	42 93%	53 96%	84 98%	90 98%	179 100%	~	~	~	~	~	22 81%	46 100%	210 96%*	245 96%	12 100%	203 96%	66 100%
VALID CASES	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
NUMBER OF RESPONDENTS	278 100%	5309 100%	45 100%	55 100%	86 100%	92 100%	179 100%						27 100%	46 100%	219 100%	254 100%	12 100%	212 100%	66 100%



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

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ PAC ALSK ##	OTHR ##	MUL-TI	HIS-PAN-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
Q77.4 YES	5 2%	83 2%	1 2%	3 5%	1 1%	~	~	~	~	~	~	5 19%	5 2%	5 2%	5 2%	5 2%	5 2%*	
NO	273 98%	5226 98%	44 98%	52 95%	85 99%	92 100%	179 100%	~	~	~	~	22 81%	46 100%	214 98%*	249 98%	12 100%	207 98%	66 100%
VALID CASES	278	5309	45	55	86	92	179					27	46	219	254	12	212	66
NUMBER OF RESPONDENTS	278 100%	5309 100%	45 100%	55 100%	86 100%	92 100%	179 100%					27 100%	46 100%	219 100%	254 100%	12 100%	212 100%	66 100%

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q77.5 YES	18 6%	335 6%	5 11%	1 2%*	4 5%	8 9%	~	~	~	~	~	12 ~ 44%	3 7%	15 7%	15 6%	1 8%	15 7%	3 5%
NO	260 94%	4974 94%	40 89%	54 98%*	82 95%	84 91%	179 100%	~	~	~	~	15 ~ 56%	43 93%	204 93%	239 94%	11 92%	197 93%	63 95%
VALID CASES	278	5309	45	55	86	92	179					27	46	219	254	12	212	66
NUMBER OF RESPONDENTS	278 100%	5309 100%	45 100%	55 100%	86 100%	92 100%	179 100%					27 100%	46 100%	219 100%	254 100%	12 100%	212 100%	66 100%

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q77.6 YES	21 8%	374 7%	3 7%	7 13%	5 6%	6 7%	~	~	~	~	~	10 37%	6 13%	14 6%	21 8%	~	20 9%*	1 2%
NO	257 92%	4935 93%	42 93%	48 87%	81 94%	86 93%	179 100%	~	~	~	~	17 63%	40 87%	205 94%	233 92%	12 100%	192 91%*	65 98%
VALID CASES	278	5309	45	55	86	92	179					27	46	219	254	12	212	66
NUMBER OF RESPONDENTS	278 100%	5309 100%	45 100%	55 100%	86 100%	92 100%	179 100%					27 100%	46 100%	219 100%	254 100%	12 100%	212 100%	66 100%

Q78 WHAT IS YOUR AGE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND NATV #	AMER ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q78 UNDER 18	10 4%	141 3%	1 2%~	1 2%	4 5%	4 5%	8 4%	~	~	~	~	~	1 4%~	1 2%~	9 4%~	9 4%~	1 8%~	8 4%	2 3%
18 TO 24	10 4%	161 3%	9 21%~	~	~	1 1%	4 2%	~	~	~	~	~	2 7%~	4 9%~	6 3%~	10 4%~	~	10 5%~	~
25 TO 34	68 25%	1564 32%*	21 49%~	22 42%*	19 22%	6 7%*	45 25%	~	~	~	~	~	9 33%~	10 22%~	57 26%~	64 25%~	4 33%~	55 27%	13 20%
35 TO 44	97 36%	1821 37%	11 26%~	18 34%	34 40%	34 39%	68 38%	~	~	~	~	~	9 33%~	16 36%~	79 36%~	92 36%~	3 25%~	71 35%	26 39%
45 TO 54	52 19%	797 16%	1 2%~	7 13%	18 21%	26 30%*	31 17%	~	~	~	~	~	5 19%~	11 24%~	41 19%~	49 19%~	2 17%~	35 17%	17 26%
55 TO 64	16 6%	266 5%	~	2 4%	6 7%	8 9%	10 6%	~	~	~	~	~	~	2 4%~	13 6%~	14 6%~	2 17%~	13 6%	3 5%
65 TO 74	12 4%	116 2%	~	2 4%	3 4%	7 8%	11 6%*	~	~	~	~	~	~	1 2%~	11 5%~	12 5%~	~	8 4%	4 6%
75 OR OLDER	3 1%	16 0.3%	~	1 2%	1 1%	1 1%	2 1%	~	~	~	~	~	1 4%~	~	3 1%~	3 1%~	~	2 1%	1 2%
NOT ANSWERED	10	427	2	2	1	5								1		1		10	
VALID CASES	268	4882	43	53	85	87	179						27	45	219	253	12	202	66
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179						27	46	219	254	12	212	66
	100%	100%	100%	100%	100%	100%	100%						100%	100%	100%	100%	100%	100%	100%

Q79 ARE YOU MALE OR FEMALE?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK #	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
Q79 MALE	43 16%	702 14%	6 14%	5 9%	11 13%	21 24%	30 17%	~	~	~	~	~	2 7%	6 13%	36 16%	38 15%	5 42%	35 17%	8 12%
FEMALE	225 84%	4191 86%	37 86%	48 91%	74 87%	66 76%	149 83%	~	~	~	~	~	25 93%	39 87%	183 84%	215 85%	7 58%	167 83%	58 88%
NOT ANSWERED	10	416	2	2	1	5								1		1		10	
VALID CASES	268	4893	43	53	85	87	179						27	45	219	253	12	202	66
NUMBER OF RESPONDENTS	278 100%	5309 100%	45 100%	55 100%	86 100%	92 100%	179 100%						27 100%	46 100%	219 100%	254 100%	12 100%	212 100%	66 100%

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

	BANT	BANT	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	OT1	OT2	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND NATV #	AMER IND/ ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR POOR	NO CCC	CCC		
Q80																			
8TH GRADE OR LESS	9 3%	479 10%*	~	2 4%	4 5%	3 3%	1 0.6%*	~	~	~	~	~	~	7 16%	2 0.9%	7 3%	2 17%	7 4%	2 3%
SOME HIGH SCHOOL BUT DID NOT GRADUATE	21 8%	480 10%	5%~	2 10%	5 12%	4 5%	10 6%	~	~	~	~	~	~	8 18%	12 6%	19 8%	2 17%	16 8%	5 8%
HIGH SCHOOL GRADUATE OR GED	80 30%	1452 30%	35%~	15 25%	13 24%	20 37%	32 31%	~	~	~	~	9 33%	12 27%	67 31%	76 30%	4 33%	31 31%	61 31%	19 29%
SOME COLLEGE OR 2-YEAR DEGREE	123 46%	1752 36%*	49%~	21 44%	23 47%	40 45%	39 49%	~	~	~	~	16 59%	14 32%	107 49%	116 46%	4 33%	92 46%	31 47%	
4-YEAR COLLEGE GRADUATE	23 9%	437 9%	7%~	3 15%	8 8%	7 6%	5 8%	~	~	~	~	2 7%	3 7%	20 9%	23 9%	~	17 9%	6 9%	
MORE THAN 4-YEAR COLLEGE DEGREE	10 4%	238 5%	5%~	2 2%	1 5%	4 3%	3 6%~	~	~	~	~	~	~	10 5%~	10 4%~	~	7 4%	3 5%	
NOT ANSWERED	12	471		2	3	1	6							2	1			12	
VALID CASES	266	4838	43	52	85	86	178					27	44	218	251	12	200	66	
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179					27	46	219	254	12	212	66	
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

Q81 HOW ARE YOU RELATED TO THE CHILD?

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
Q81 MOTHER OR FATHER	235 91%	4466 93%	43 100%	45 94%	75 89%	72 86%	157 91%	~	~	~	~	~	23 88%	40 93%	191 90%	222 91%	10 91%	181 92%	54 87%
GRANDPARENT	15 6%	186 4%	~	3 6%	7 8%	5 6%	13 8%*	~	~	~	~	~	1 4%	1 2%	14 7%	14 6%	1 9%	8 4%	7 11%
AUNT OR UNCLE	2 0.8%	33 0.7%	~	~	~	2 2%	1 0.6%	~	~	~	~	~	1 4%	2 0.9%	2 0.8%	~	~	2 1%	~
OLDER BROTHER OR SISTER		12 0.2%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
OTHER RELATIVE	1 0.4%	6 0.1%	~	~	1 1%	~	~	~	~	~	~	~	~	1 2%	~	1 0.4%	~	1 0.5%	~
LEGAL GUARDIAN	3 1%	73 2%	~	~	~	3 4%	2 1%	~	~	~	~	~	~	3 1%	3 1%	~	~	3 2%	~
SOMEONE ELSE	3 1%	33 0.7%	~	~	1 1%	2 2%	~	~	~	~	~	~	1 4%	1 2%	2 0.9%	3 1%	~	2 1%	1 2%
NOT ANSWERED	19	500	2	7	2	8	6					1	3	7	9	1	15	4	
VALID CASES	259	4809	43	48	84	84	173					26	43	212	245	11	197	62	
NUMBER OF RESPONDENTS	278	5309	45	55	86	92	179					27	46	219	254	12	212	66	
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%	

Q82 DID SOMEONE HELP YOU COMPLETE THIS SURVEY?

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q82 YES	1 0.6%	101 3%	~	2%	~	~	1 0.8%	~	~	~	~	~	1 0.7%	~	1 17%	~	1 2%	
NO	175 99%	2894 97%	21 100%	40 98%	54 100%	60 100%	124 99%	~	~	~	~	11 100%	26 100%	146 99%	168 100%	5 83%	135 100%	40 98%
NOT ANSWERED	4	59		1	1	2	2						2	2	3	1	1	3
VALID CASES	176	2995	21	41	54	60	125					11	26	147	168	6	135	41
NUMBER OF RESPONDENTS	180 100%	3054 100%	21 100%	42 100%	55 100%	62 100%	127 100%					11 100%	28 100%	149 100%	171 100%	7 100%	136 100%	44 100%

[ASKED IF SURVEY COMPLETED BY MAIL]



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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS	CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC
Q83.1 YES	1 100%	53 52%~	1 ~100%~	~	~	~	1 ~100%~	~	~	~	~	~	1 ~100%~	1 ~100%~	1 ~100%~	1 ~100%~	
NO		48 48%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
VALID CASES	1	101	1				1						1	1	1	1	
NUMBER OF RESPONDENTS	1 100%	101 100%	1 100%	1			1 100%						1 100%	1 100%	1 100%	1 100%	

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

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER		
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.2 YES		31 31%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	1 100%	70 69%	~100%	~	~	~100%	~	~	~	~	~	~	~100%	~	~100%	~	~100%	1 100%
VALID CASES	1	101	1			1							1		1		1	
NUMBER OF RESPONDENTS	1 100%	101 100%	1 100%	1		1 100%							1 100%		1 100%		1 100%	

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

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS	CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.3 YES	1 100%	13 13%~	1 ~100%~				1 ~100%~	~	~	~	~	~	~	1 ~100%~	1 ~100%~	1 ~100%~		1 ~100%~
NO		88 87%~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
VALID CASES	1	101	1				1							1	1			1
NUMBER OF RESPONDENTS	1 100%	101 100%	1 100%				1 100%							1 100%	1 100%			1 100%

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

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER		
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
Q83.4 YES		43 43%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	1 100%	58 57%	~100%	~	~	~100%	~	~	~	~	~	~	~100%	~	~100%	~	~100%	
VALID CASES	1	101	1			1							1		1		1	
NUMBER OF RESPONDENTS	1 100%	101 100%	1 100%	1		1 100%							1 100%		1 100%		1 100%	

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

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS	CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	ILND NATV	OTHR	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & GOOD POOR	NO CCC	CCC
Q83.5 YES		6 6%	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NO	1 100%	95 94%	~100%	~	~	~100%	~	~	~	~	~	~	~	~100%	~100%	~	~100%	~
VALID CASES	1	101	1			1								1	1	1	1	
NUMBER OF RESPONDENTS	1 100%	101 100%	1 100%	1		1 100%	1							1 100%	1 100%	1 100%	1 100%	

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

NQ14 RATING OF ALL CHILD'S HEALTH CARE

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ ILND #	AMER IND/ ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC
NQ14 0-6	10 6%	286 8%	~	~	4%	15%*	7 6%	~	~	~	~	~	2 8%	8 6%	7 4%	3 30%	6 5%	4 7%
7-8	44 25%	994 29%	10 32%	10 24%	12 23%	12 22%	28 24%	~	~	~	~	8 42%	6 23%	38 26%	41 25%	3 30%	31 25%	13 23%
9-10	125 70%	2180 63%*	21 68%	32 76%	38 73%	34 63%	81 70%	~	~	~	~	11 58%	18 69%	98 68%	113 70%	4 40%	85 70%	40 70%
VALID CASES	179	3460	31	42	52	54	116					19	26	144	161	10	122	57
NUMBER OF RESPONDENTS	179 100%	3460 100%	31 100%	42 100%	52 100%	54 100%	116 100%					19 100%	26 100%	144 100%	161 100%	10 100%	122 100%	57 100%
MEAN	2.64	2.55	2.68	2.76	2.69	2.48	2.64					2.58	2.62	2.63	2.66	2.10	2.65	2.63
p stat_(*=Sig @ p<=.05)		.042*	~	~	.449	.040*	.889	~	~	~	~	~	~	~	~	~	~	.866

[ASKED IF Q7 >= 1 TIME]

NQ41 RATING OF CHILD'S PERSONAL DOCTOR

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ILND #	AMER IND/PAC ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC	
NQ41 0-6	11 5%	266 6%	1 2%	2 4%	4 5%	4 6%	10 7%*	~	~	~	~	~	1 4%	11 6%	10 5%	8 5%	3 5%		
7-8	52 22%	933 22%	8 20%	13 27%	14 18%	17 26%	32 21%	~	~	~	~	~	6 25%	11 27%	40 22%	48 22%	3 38%	38 22%	14 23%
9-10	170 73%	3047 72%	32 78%	34 69%	59 77%	45 68%	110 72%	~	~	~	~	~	17 71%	30 73%	135 73%	161 74%	5 63%	127 73%	43 72%
VALID CASES	233	4246	41	49	77	66	152						24	41	186	219	8	173	60
NUMBER OF RESPONDENTS	233 100%	4246 100%	41 100%	49 100%	77 100%	66 100%	152 100%						24 100%	41 100%	186 100%	219 100%	8 100%	173 100%	60 100%
MEAN	2.68	2.65	2.76	2.65	2.71	2.62	2.66						2.67	2.73	2.67	2.69	2.63	2.69	2.67
p stat_(*=Sig @ p<=.05)		.467	~	~	.542	.295	.327	~	~	~	~	~	~	~	~	~	~	~	.801

[ASKED IF Q30 = YES]

NQ48 RATING OF SPECIALIST CHILD SAW MOST OFTEN

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ILND #	AMER IND/PAC ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & FAIR & POOR	GOOD & FAIR & POOR	NO CCC	CCC
NQ48 0-6	5 13%	69 9%	~	~	7%~	44%~	4 12%~	~	~	~	~	~	1 25%~	4 12%~	2 7%~	3 38%~	3 18%~	2 9%
7-8	9 23%	186 24%~	2 50%~	1 9%~	4 27%~	2 22%~	8 24%~	~	~	~	~	1 ~100%~	8 ~24%~	7 24%~	1 13%~	5 29%~	4 18%	
9-10	25 64%	524 67%~	2 50%~	10 91%~	10 67%~	3 33%~	21 64%~	~	~	~	~	~	3 75%~	22 65%~	20 69%~	4 50%~	9 53%~	16 73%
VALID CASES	39	779	4	11	15	9	33					1	4	34	29	8	17	22
NUMBER OF RESPONDENTS	39	779	4	11	15	9	33					1	4	34	29	8	17	22
	100%	100%	100%	100%	100%	100%	100%					100%	100%	100%	100%	100%	100%	100%
MEAN	2.51	2.58	2.50	2.91	2.60	1.89	2.52					2.00	2.50	2.53	2.62	2.13	2.35	2.64
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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



NQ54 RATING OF CHILD'S HEALTH PLAN

	BANT OT1	BANT OT2	AGE				RACE						ETHNICITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR-AMER ##	AS-IAN ##	NATV HAW/ILND #	AMER IND/PAC ALSK ##	OTHR ##	MUL-TI	HIS-IC	NOT HIS-PAN-IC	EX & VERY GOOD & POOR	FAIR & POOR	NO CCC	CCC	
NQ54																			
0-6	41 16%	652 13%	4 9%	5 10%	11 13%	21 25%*	30 17%	~	~	~	~	~	3 12%	4 9%	35 16%	34 14%	5 42%	30 15%	11 17%
7-8	79 30%	1410 29%	9 21%	16 31%	26 32%	28 33%	59 34%	~	~	~	~	~	12 46%	5 11%	73 34%	76 31%	2 17%	57 29%	22 34%
9-10	142 54%	2826 58%	30 70%	31 60%	45 55%	36 42%*	85 49%*	~	~	~	~	~	11 42%	35 80%	105 49%	136 55%	5 42%	111 56%	31 48%
VALID CASES	262	4888	43	52	82	85	174						26	44	213	246	12	198	64
NUMBER OF RESPONDENTS	262 100%	4888 100%	43 100%	52 100%	82 100%	85 100%	174 100%						26 100%	44 100%	213 100%	246 100%	12 100%	198 100%	64 100%
MEAN	2.39	2.44	2.60	2.50	2.41	2.18	2.32						2.31	2.70	2.33	2.41	2.00	2.41	2.31
p stat_(*=Sig @ p<=.05)		.169	~.185	.664	.003*	.031*	~	~	~	~	~	~	~	~	~	~	~	~.367	

GETTING NEEDED CARE

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
NPRBSEE4 NQ46	2.38	2.27	2.75	2.36	2.40	2.22	2.45					2.00	1.75	2.47	2.45	2.00	2.53	2.27	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NCARNES4 NQ15	2.64	2.49	2.81	2.67	2.67	2.50	2.63					2.75	2.69	2.64	2.68	2.10	2.68	2.56	
p stat_(*=Sig @ p<=.05)		.001*	~	~	.631	.056	.612	~	~	~	~	~	~	~	~	~	~	.226	
COMPOSITE	2.51	2.38	2.78	2.52	2.54	2.36	2.54	x	x	x	x	x	2.38	2.22	2.55	2.56	2.05	2.60	2.42
p stat_(*=Sig @ p<=.05)		.000*	~	~	.552	.003*	.172	~	~	~	~	~	~	~	~	~	~	.000*	

GETTING CARE QUICKLY

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK NATV ##	OTHR MUL- TI ##	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
NCARSN4 NQ4	2.77	2.65	2.65	2.83	2.85	2.72	2.74					2.82	3.00	2.76	2.80	2.40	2.75	2.80	
p stat_(*=Sig @ p<=.05)	.073		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NAPGET4 NQ6	2.65	2.46	2.63	2.69	2.74	2.56	2.68					2.41	2.82	2.62	2.64	2.86	2.59	2.81	
p stat_(*=Sig @ p<=.05)	.000*		~	~	.219	.182	.468	~	~	~	~	~	~	~	~	~	~	.015*	
COMPOSITE	2.71	2.56	2.64	2.76	2.80	2.64	2.71	x	x	x	x	x	2.61	2.91	2.69	2.72	2.63	2.67	2.80
p stat_(*=Sig @ p<=.05)	.000*		~	~	.067	.109	.957	~	~	~	~	~	~	~	~	~	~	~	.014*

HOW WELL DOCTORS COMMUNICATE

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NDREXPL4 NQ32	2.78	2.75	2.84	2.77	2.89	2.62	2.81					2.72	2.75	2.79	2.80	2.29	2.79	2.76
p stat_(*=Sig @ p<=.05)	.518		~	~	~		~.409	~	~	~	~	~	~	~	~	~	~	~.769
NDRLSTN4 NQ33	2.75	2.77	2.81	2.67	2.85	2.67	2.78					2.72	2.64	2.76	2.76	2.38	2.76	2.73
p stat_(*=Sig @ p<=.05)	.722		~	~	~		~.438	~	~	~	~	~	~	~	~	~	~	~.738
NDRESPU4 NQ34	2.77	2.81	2.72	2.74	2.87	2.71	2.77					2.88	2.70	2.78	2.77	2.63	2.77	2.77
p stat_(*=Sig @ p<=.05)	.306		~	~	~		~.930	~	~	~	~	~	~	~	~	~	~	~.973
NDRTMEN4 NQ37	2.62	2.57	2.68	2.47	2.76	2.56	2.61					2.83	2.63	2.62	2.65	2.25	2.61	2.65
p stat_(*=Sig @ p<=.05)	.304		~	~	~		~.805	~	~	~	~	~	~	~	~	~	~	~.727
COMPOSITE	2.73	2.72	2.76	2.66	2.84	2.64	2.74	x	x	x	x	x	2.79	2.68	2.74	2.75	2.38	2.73
p stat_(*=Sig @ p<=.05)	.836		~	~	~		~.683	~	~	~	~	~	~	~	~	~	~	~.964

CUSTOMER SERVICE

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NPBCLCS4 NQ50	2.19	2.28	2.14	2.00	2.39	2.14	2.23						2.33	1.89	2.22	2.17	2.33	2.13	2.35
p stat_(*=Sig @ p<=.05)	.364		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NCSRESP NQ51	2.51	2.60	2.57	2.70	2.44	2.43	2.47						2.83	2.33	2.53	2.51	2.33	2.48	2.59
p stat_(*=Sig @ p<=.05)	.289		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.35	2.44	2.36	2.35	2.42	2.29	2.35	x	x	x	x	x	2.58	2.11	2.38	2.34	2.33	2.30	2.47
p stat_(*=Sig @ p<=.05)	.289		~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

SHARED DECISION MAKING

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ PAC	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
NNRXWHY NQ11	2.93	2.87	2.86	3.00	2.88	3.00	2.95					3.00	2.71	2.96	2.93	3.00	2.94	2.93	
p stat_(*=Sig @ p<=.05)		.222	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NNRXWYNT NQ12	2.46	2.42	2.29	2.69	2.41	2.47	2.53					3.00	1.86	2.53	2.41	3.00	2.23	2.71	
p stat_(*=Sig @ p<=.05)		.739	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
NRXBST NQ13	2.68	2.58	2.69	2.69	2.65	2.71	2.71					2.67	2.71	2.67	2.65	3.00	2.40	3.00	
p stat_(*=Sig @ p<=.05)		.309	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	
COMPOSITE	2.69	2.62	2.61	2.79	2.65	2.73	2.73	x	x	x	x	x	2.89	2.43	2.72	2.66	3.00	2.52	2.88
p stat_(*=Sig @ p<=.05)		.356	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	

ACCESS TO SPECIALIZED SERVICES

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER				
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHT	BLCK OR AFR- AMER	AS- IAN	NATV ILND	AMER PAC	IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
NEZMDEQ NQ20	2.55	2.30	3.00	2.33	2.50	2.67	2.71								2.00	2.86	2.56	2.50	2.57	2.50
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTHP NQ23	2.36	2.19	2.33	2.73	2.40	1.67	2.30								2.60	2.30	2.56	1.86	2.20	2.40
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
NEZTC NQ26	1.92	2.18	2.00	1.83	2.13	1.78	2.00						1.50	2.00	1.95	2.05	1.50	2.00	1.90	
p stat_(*=Sig @ p<=.05)			~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~
COMPOSITE	2.28	2.22	2.44	2.30	2.34	2.04	2.34	x	x	x	x	x	x	1.50	2.20	2.37	2.39	1.95	2.26	2.27
p stat_(*=Sig @ p<=.05)		.426	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~	~

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

	BANTO T1	BANTO T2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PRBSEE4 Q46	85%	78%	100%	82%	93%	67%	88%						100%	50%	88%	90%	63%	94%	77%
CARNES4 Q15	94%	89%	97%	95%	98%	89%	94%						100%	96%	94%	96%	70%	95%	93%
AVERAGE	89.51	83.54	98.39	88.53	95.71	77.78	90.90	x	x	x	x	x	100.0	73.08	91.34	92.96	66.25	94.60	85.13



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

	BANTO T1	BANTO T2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
CARSN4 Q4	96%	91%	90%	100%	96%	96%	96%						100%	100%	97%	96%	100%	93%	100%
APGET4 Q6	94%	86%	91%	94%	94%	94%	96%						82%	93%	94%	93%	100%	92%	96%
AVERAGE	94.56	88.77	90.71	97.22	95.15	95.00	96.38	x	x	x	x	x	91.18	96.43	95.58	94.62	100.0	92.89	98.08

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK NATV ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
DREXPL4 Q32	97%	95%	97%	97%	100%	93%	99%					94%	93%	98%	97%	86%	97%	96%	
DRLSTN4 Q33	94%	95%	94%	95%	96%	91%	96%					89%	89%	94%	94%	88%	93%	96%	
DRESPU4 Q34	96%	96%	94%	97%	100%	93%	97%					100%	93%	97%	97%	88%	96%	96%	
DRTMEN4 Q37	92%	90%	94%	87%	98%	90%	95%					94%	89%	94%	94%	75%	93%	90%	
AVERAGE	94.8	94.0	94.5	94.1	98.4	91.7	96.7	x	x	x	x	x	94.4	90.9	95.6	95.4	83.9	94.9	94.6

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

	BANTO T1	BANTO T2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
PBCLCS4 Q50	77%	78%	79%	82%	78%	71%	77%						100%	56%	80%	77%	67%	72%	88%
CSRESP Q51	87%	91%	86%	100%	83%	86%	88%						100%	67%	91%	88%	67%	87%	88%
AVERAGE	81.93	84.81	82.14	90.91	80.56	78.57	82.82	x	x	x	x	x	100.0	61.11	85.10	82.40	66.67	79.65	88.24

SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY		HEALTH STATUS		CCC SCREENER		
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER	AS- IAN	NATV HAW/ ILND	AMER IND/ ALSK	OTHR	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
NRXWHY Q11	97%	94%	93%	100%	94%	100%	98%					100%	86%	98%	96%	100%	97%	96%	
NRXWYNT Q12	73%	71%	64%	85%	71%	73%	77%					100%	43%	76%	70%	100%	61%	86%	
RXBST Q13	84%	79%	85%	85%	82%	86%	85%					83%	86%	84%	83%	100%	70%	100%	
AVERAGE	84.6	81.2	80.6	89.7	82.4	86.3	86.6	x	x	x	x	x	94.4	71.4	86.1	83.1	100	76.0	94.0

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

	BANT OT1	BANT OT2	AGE				RACE							ETHNIC- ITY		HEALTH STATUS		CCC SCREENER	
	PHSJ TOT CHLD	OHP TOT CHLD	<4	4-7	8-12	13 AND OVER	WHTE	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK NATV ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC
EZMDEQ Q20	91%	76%	100%	67%	100%	100%	100%							67%	100%	89%	100%	100%	75%
EZTHP Q23	76%	72%	67%	100%	80%	33%	75%							80%	75%	89%	43%	60%	80%
EZTC Q26	58%	71%	67%	50%	63%	56%	63%					50%		50%	62%	67%	25%	67%	55%
AVERAGE	74.9	72.8	77.8	72.2	80.8	63.0	79.4	x	x	x	x	x	50.0	65.6	79.0	81.5	56.0	75.6	70.0

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

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS		CCC SCREENER			
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK NATV ##	OTHR ##	MUL- TI	HIS- IC	NOT HIS- PAN- IC	EX & VERY GOOD & GOOD	FAIR & POOR	NO CCC	CCC	
DRTLKU Q38	86%	87%	97%	87%	89%	72%	86%					89%	79%	87%	86%	75%	87%	83%	
DRUNCON Q43	85%	90%	0%	79%	83%	100%	83%					100%	100%	84%	86%	88%	79%	87%	
DRUNFAM Q44	77%	85%	0%	71%	83%	80%	76%					100%	88%	77%	77%	88%	79%	77%	
AVERAGE	82.6	87.5	32.3	78.9	84.9	84.0	81.8	x	x	x	x	x	96.3	88.7	82.9	83.3	83.3	81.4	82.3

CARE COORDINATION (YES) -- GLOBAL PROPORTION COMPOSITE

	BANT OT1	BANT OT2	AGE				RACE						ETHNIC- ITY	HEALTH STATUS	CCC SCREENER				
			<4	4-7	8-12	13 AND OVER	BLCK OR AFR- AMER ##	AS- IAN ##	NATV HAW/ PAC ILND #	AMER IND/ ALSK NATV ##	OTHR ##	MUL- TI	HIS- PAN- IC	NOT HIS- PAN- IC	EX & VERY GOOD & FAIR & POOR	NO CCC	CCC		
HELPCONT Q18	79%	92%	0%	71%	100%	100%	88%					100%	100%	82%	77%	70%	100%		
HLPCOORD Q29	48%	62%	33%	60%	35%	57%	53%					75%	11%	57%	50%	42%	54%		
AVERAGE	63.3	77.1	16.7	65.7	67.6	78.6	70.2	x	x	x	x	x	87.5	55.6	69.5	63.5	40.0	55.8	76.8

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2. YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

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

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

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

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

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

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

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

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

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

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



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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]

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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]

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5. ADDITIONAL QUESTIONS

39 Q35E 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?

42 Q35H IN THE LAST 6 MONTHS, DID YOU FEEL YOU COULD TRUST A DOCTOR OR OTHER HEALTH PROVIDER WITH YOUR MEDICAL CARE?

5. ACCESS TO DENTAL CARE

43 Q35I A REGULAR DENTIST IS ONE YOU WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN YOU HAVE A CAVITY OR TOOTH PAIN. DO YOU HAVE A REGULAR DENTIST?

44 Q35J IN THE LAST 6 MONTHS, DID YOU GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?

45 Q35K IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOU?

46 Q35L IF YOU TRIED TO GET AN APPOINTMENT FOR YOURSELF WITH A DENTIST WHO SPECIALIZES IN A PARTICULAR TYPE OF DENTAL CARE (SUCH AS ROOT CANALS OR GUM DISEASE) IN THE LAST 6 MONTHS, HOW OFTEN DID YOU GET AN APPOINTMENT AS SOON AS YOU WANTED?

47 Q35M IN THE LAST 6 MONTHS, IF YOU NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID YOU GET TO SEE A DENTIST AS SOON AS YOU WANTED?

48 Q35N USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST?

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6. ABOUT YOU

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

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

51 Q38 HAVE YOU HAD EITHER A FLU SHOT OR FLU SPRAY IN THE NOSE SINCE JULY 1, 2017?

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

53 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]

54 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]

55 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]

56 Q43 DO YOU TAKE ASPIRIN DAILY OR EVERY OTHER DAY?

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

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

PAGE	QUESTION	TITLE
59	Q46.1	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH CHOLESTEROL
60	Q46.2	ARE YOU AWARE THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: HIGH BLOOD PRESSURE
61	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
62	Q47.1	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A HEART ATTACK
63	Q47.2	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: ANGINA OR CORONARY HEART DISEASE
64	Q47.3	HAS A DOCTOR EVER TOLD YOU THAT YOU HAVE ANY OF THE FOLLOWING CONDITIONS? RESPONSE: A STROKE
65	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
66	Q48	IN THE LAST 6 MONTHS, DID YOU GET HEALTH CARE 3 OR MORE TIMES FOR THE SAME CONDITION OR PROBLEM?
67	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]
68	Q50	DO YOU NOW NEED OR TAKE MEDICINE PRESCRIBED BY A DOCTOR? DO NOT INCLUDE BIRTH CONTROL.
69	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]
70	NQ52	WHAT IS YOUR AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
71	NQ53	ARE YOU MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]
72	Q54	WHAT IS THE HIGHEST GRADE OR LEVEL OF SCHOOL THAT YOU HAVE COMPLETED?
73	Q55	ARE YOU OF HISPANIC OR LATINO ORIGIN OR DESCENT?
74	Q56.1	WHAT IS YOUR RACE? RESPONSE: WHITE
75	Q56.2	WHAT IS YOUR RACE? RESPONSE: BLACK OR AFRICAN-AMERICAN
76	Q56.3	WHAT IS YOUR RACE? RESPONSE: ASIAN
77	Q56.4	WHAT IS YOUR RACE? RESPONSE: NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
78	Q56.5	WHAT IS YOUR RACE? RESPONSE: AMERICAN INDIAN OR ALASKA NATIVE
79	Q56.6	WHAT IS YOUR RACE? RESPONSE: OTHER
80	Q57	DID SOMEONE HELP YOU COMPLETE THIS SURVEY? [ASKED IF SURVEY COMPLETED BY MAIL]
81	Q58.1	HOW DID THAT PERSON HELP YOU? RESPONSE: READ THE QUESTIONS TO ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
82	Q58.2	HOW DID THAT PERSON HELP YOU? RESPONSE: WROTE DOWN THE ANSWERS I GAVE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
83	Q58.3	HOW DID THAT PERSON HELP YOU? RESPONSE: ANSWERED THE QUESTIONS FOR ME. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
84	Q58.4	HOW DID THAT PERSON HELP YOU? RESPONSE: TRANSLATED THE QUESTIONS INTO MY LANGUAGE. [ASKED IF SURVEY COMPLETED BY MAIL AND Q57 = YES]
85	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		
86	NQ13	RATING OF ALL HEALTH CARE [ASKED IF Q7 >= 1 TIME]
87	NQ23	RATING OF PERSONAL DOCTOR [ASKED IF Q15 = YES]
88	NQ27	RATING OF SPECIALIST SEEN MOST OFTEN [ASKED IF Q24 = YES AND Q26 >= 1 SPECIALIST]
89	NQ35	RATING OF HEALTH PLAN
9. COMPOSITES		
90		GETTING NEEDED CARE
91		GETTING CARE QUICKLY
92		HOW WELL DOCTORS COMMUNICATE
93		CUSTOMER SERVICE
94		SHARED DECISION MAKING
10. GLOBAL PROPORTION COMPOSITES		
95		GETTING NEEDED CARE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
96		GETTING CARE QUICKLY (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
97		HOW WELL DOCTORS COMMUNICATE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
98		CUSTOMER SERVICE (ALWAYS + USUALLY) -- GLOBAL PROPORTION COMPOSITE
99		SHARED DECISION MAKING (YES) -- GLOBAL PROPORTION COMPOSITE

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

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

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

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

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

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

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

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

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

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

12 Q13 WHEN YOU TALKED ABOUT YOUR CHILD STARTING OR STOPPING A PRESCRIPTION MEDICINE, DID A DOCTOR OR OTHER HEALTH PROVIDER ASK YOU WHAT YOU THOUGHT WAS BEST FOR YOUR CHILD? [ASKED IF Q7 >= 1 TIME AND Q10 = YES]

13 Q14 USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS THE WORST HEALTH CARE POSSIBLE AND 10 IS THE BEST HEALTH CARE POSSIBLE, WHAT NUMBER WOULD YOU USE TO RATE ALL YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS? [ASKED IF Q7 >= 1]

14 Q15 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THE CARE, TESTS, OR TREATMENT YOUR CHILD NEEDED? [ASKED IF Q7 >= 1 TIME]

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

16 Q17 IN THE LAST 6 MONTHS, DID YOU NEED YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER TO CONTACT A SCHOOL OR DAYCARE CENTER ABOUT YOUR CHILD'S HEALTH OR HEALTH CARE? [ASKED IF Q16 = YES]

17 Q18 IN THE LAST 6 MONTHS, DID YOU GET THE HELP YOU NEEDED FROM YOUR CHILD'S DOCTOR OR OTHER HEALTH PROVIDER IN CONTACTING YOUR CHILD'S SCHOOL OR DAYCARE? [ASKED IF Q16 = YES AND Q17 = YES]

3. SPECIALIZED SERVICES

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

19 Q20 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD? [ASKED IF Q19 = YES]

20 Q21 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP YOU GET SPECIAL MEDICAL EQUIPMENT OR DEVICES FOR YOUR CHILD? [ASKED IF Q19 = YES]

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

22 Q23 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS THERAPY FOR YOUR CHILD? [ASKED IF Q22 = YES]

23 Q24 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS THERAPY FOR YOUR CHILD? [ASKED IF Q22 = YES]

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

25 Q26 IN THE LAST 6 MONTHS, HOW OFTEN WAS IT EASY TO GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD? [ASKED IF Q25 = YES]

26 Q27 DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE OR CLINIC HELP YOU GET THIS TREATMENT OR COUNSELING FOR YOUR CHILD? [ASKED IF Q25 = YES]

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

28 Q29 IN THE LAST 6 MONTHS, DID ANYONE FROM YOUR CHILD'S HEALTH PLAN, DOCTOR'S OFFICE, OR CLINIC HELP COORDINATE YOUR CHILD'S CARE AMONG THESE DIFFERENT PROVIDERS OR SERVICES? [ASKED IF Q28 = YES]

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4. YOUR CHILD'S PERSONAL DOCTOR

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

30 Q31 IN THE LAST 6 MONTHS, HOW MANY TIMES DID YOUR CHILD VISIT HIS OR HER PERSONAL DOCTOR FOR CARE? [ASKED IF Q30 = YES]

31 Q31A IN THE LAST 6 MONTHS, HOW OFTEN DID YOU HAVE A HARD TIME SPEAKING WITH OR UNDERSTANDING YOUR CHILD'S PERSONAL DOCTOR BECAUSE YOU SPOKE DIFFERENT LANGUAGES? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

32 Q32 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR EXPLAIN THINGS ABOUT YOUR CHILD'S HEALTH IN A WAY THAT WAS EASY TO UNDERSTAND? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

33 Q33 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR LISTEN CAREFULLY TO YOU? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

34 Q34 IN THE LAST 6 MONTHS, HOW OFTEN DID YOUR CHILD'S PERSONAL DOCTOR SHOW RESPECT FOR WHAT YOU HAD TO SAY? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

35 Q35 IS YOUR CHILD ABLE TO TALK WITH DOCTORS ABOUT HIS OR HER HEALTH CARE? [ASKED IF Q30 = YES AND Q31 >= 1 TIME]

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

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

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

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

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

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

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

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

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

PAGE QUESTION TITLE

5. GETTING HEALTH CARE FROM SPECIALISTS

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

6. YOUR CHILD'S HEALTH PLAN

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

PAGE QUESTION TITLE

7. PRESCRIPTION MEDICINES

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

7. ACCESS TO DENTAL CARE

- 58 Q57A A REGULAR DENTIST IS ONE YOUR CHILD WOULD GO TO FOR CHECK-UPS AND CLEANINGS OR WHEN HE/SHE HAS A CAVITY OR TOOTH PAIN. DOES YOUR CHILD HAVE A REGULAR DENTIST?
- 59 Q57B IN THE LAST 6 MONTHS, DID YOUR CHILD GO TO A DENTIST'S OFFICE OR CLINIC FOR CARE?
- 60 Q57C IN THE LAST 6 MONTHS, HOW OFTEN DID THE DENTISTS OR DENTAL STAFF EXPLAIN WHAT THEY WERE DOING WHILE TREATING YOUR CHILD?
- 61 Q57D IN THE LAST 6 MONTHS, IF YOUR CHILD NEEDED TO SEE A DENTIST RIGHT AWAY BECAUSE OF A DENTAL EMERGENCY, DID HE/SHE GET TO SEE A DENTIST AS SOON AS YOU WANTED?
- 62 Q57E USING ANY NUMBER FROM 0 TO 10, WHERE 0 IS EXTREMELY DIFFICULT AND 10 IS EXTREMELY EASY, WHAT NUMBER WOULD YOU USE TO RATE HOW EASY IT WAS FOR YOU TO FIND A DENTIST FOR YOUR CHILD?

8. ABOUT YOUR CHILD AND YOU

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



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

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

66 Q61 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q60 = YES]

67 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]

68 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?

69 Q64 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q63 = YES]

70 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]

71 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?

72 Q67 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q66 = YES]

73 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]

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

75 Q70 IS THIS BECAUSE OF ANY MEDICAL, BEHAVIORAL, OR OTHER HEALTH CONDITION? [ASKED IF Q69 = YES]

76 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]

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

78 Q73 HAS THIS PROBLEM LASTED OR IS IT EXPECTED TO LAST FOR AT LEAST 12 MONTHS? [ASKED IF Q72 = YES]

79 NQ74 WHAT IS YOUR CHILD'S AGE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

80 NQ75 IS YOUR CHILD MALE OR FEMALE? [BASED ON SURVEY RESPONSE OR ON SAMPLE DATA IF RESPONSE NOT GIVEN]

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

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

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

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

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

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

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

88 Q78 WHAT IS YOUR AGE?

89 Q79 ARE YOU MALE OR FEMALE?

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

91 Q81 HOW ARE YOU RELATED TO THE CHILD?

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

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

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

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

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

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

9. RATINGS

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

10. COMPOSITES

102 GETTING NEEDED CARE  
103 GETTING CARE QUICKLY  
104 HOW WELL DOCTORS COMMUNICATE  
105 CUSTOMER SERVICE  
106 SHARED DECISION MAKING  
107 ACCESS TO SPECIALIZED SERVICES

11. GLOBAL PROPORTION COMPOSITES

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

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Correct  
Mark 

Incorrect  
Marks 

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

Yes → *Go to Question 1*  
 No

↓ **START HERE** ↓

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

- Yes → *Go to Question 3*
- No

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

\_\_\_\_\_

## YOUR HEALTH CARE IN THE LAST 6 MONTHS

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

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

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



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

0 1 2 3 4 5 6 7 8 9 10

Worst Health Care Possible Best Health Care Possible

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

- Never
- Sometimes
- Usually
- Always

**YOUR PERSONAL DOCTOR**

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

- Yes
- No → *Go to Question 24*

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 23*

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

- Never
- Sometimes
- Usually
- Always

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

0 1 2 3 4 5 6 7 8 9 10

Worst Personal Doctor Possible Best Personal Doctor Possible



## GETTING HEALTH CARE FROM SPECIALISTS

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

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

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

- Yes  
 No → *Go to Question 28*

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

- Never  
 Sometimes  
 Usually  
 Always

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

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

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

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

## YOUR HEALTH PLAN

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

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

- Yes  
 No → *Go to Question 30*

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

- Never  
 Sometimes  
 Usually  
 Always

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

- Yes  
 No → *Go to Question 33*

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

- Never  
 Sometimes  
 Usually  
 Always

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

- Never  
 Sometimes  
 Usually  
 Always

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

- Yes  
 No → *Go to Question 35*

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

- Never
- Sometimes
- Usually
- Always

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

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

## ADDITIONAL QUESTIONS

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

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 trust a doctor or other health provider with your medical care?

- Yes, definitely
- Yes, somewhat
- No

## ACCESS TO DENTAL CARE

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

- Yes
- No



**ABOUT YOU**

35j. In the last 6 months, did you go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 35l*

35k. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating you?

- Never
- Sometimes
- Usually
- Always

35l. If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

- Never
- Sometimes
- Usually
- Always
- I did not try to get an appointment with a specialist dentist for myself in the last 6 months.

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

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

35n. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist?

- |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <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                    |
| Extremely Difficult   |                       |                       |                       |                       |                       |                       |                       | Extremely Easy        |                       |                       |

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, 2016?

- Yes
- No
- Don't know

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

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

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

- Never
- Sometimes
- Usually
- Always





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

- Never
- Sometimes
- Usually
- Always

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No
- Don't know

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

- Yes
- No
- Don't know

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

- Yes
- No

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

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

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

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

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

- Yes
- No → *Go to Question 50*

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

- Yes
- No

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

- Yes
- No → *Go to Question 52*

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

- Yes
- No

52. What is your age?

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



53. Are you male or female?

- Male
- Female

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

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

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

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

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

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

57. Did someone help you complete this survey?

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

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

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

**THANK YOU**

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

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

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



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

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

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Correct  
Mark 

Incorrect  
Marks



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

- Yes → *Go to Question 1*
- No

↓ **START HERE** ↓

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

1. Our records show that your child is now in the Oregon Health Plan. Is that right?

- Yes → *Go to Question 3*
- No

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

\_\_\_\_\_

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

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

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

Yes  
 No → *Go to Question 5*

4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

Never  
 Sometimes  
 Usually  
 Always

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

Yes  
 No → *Go to Question 7*

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

Never  
 Sometimes  
 Usually  
 Always

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

None → *Go to Question 16*  
 1 time  
 2  
 3  
 4  
 5 to 9  
 10 or more times

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

Yes  
 No

9. In the last 6 months, how often did you have your questions answered by your child's doctor or other health providers?

Never  
 Sometimes  
 Usually  
 Always

10. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

Yes  
 No → *Go to Question 14*

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

Yes  
 No

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

- Yes
- No

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

- Yes
- No

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

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

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 19*

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

- Yes
- No → *Go to Question 19*

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

- Yes
- No

### SPECIALIZED SERVICES

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

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

- Yes
- No → *Go to Question 22*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 25*



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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 28*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

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

- Yes
- No → *Go to Question 30*

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

- Yes
- No

### YOUR CHILD'S PERSONAL DOCTOR

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

- Yes
- No → *Go to Question 45*

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

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

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

- Never
- Sometimes
- Usually
- Always

32. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?
- Never
  - Sometimes
  - Usually
  - Always
33. In the last 6 months, how often did your child's personal doctor listen carefully to you?
- Never
  - Sometimes
  - Usually
  - Always
34. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?
- Never
  - Sometimes
  - Usually
  - Always
35. Is your child able to talk with doctors about his or her health care?
- Yes
  - No → *Go to Question 37*
36. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?
- Never
  - Sometimes
  - Usually
  - Always
37. In the last 6 months, how often did your child's personal doctor spend enough time with your child?
- Never
  - Sometimes
  - Usually
  - Always

38. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?
- Yes
  - No
39. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?
- Yes
  - No → *Go to Question 41*
40. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?
- Never
  - Sometimes
  - Usually
  - Always
41. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?
- 
- 0 1 2 3 4 5 6 7 8 9 10
- Worst Personal Doctor Possible                      Best Personal Doctor Possible
42. Does your child have any medical, behavioral, or other health conditions that have lasted for more than 3 months?
- Yes
  - No → *Go to Question 45*







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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No → *Go to Question 54*

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

- Never
- Sometimes
- Usually
- Always

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

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

**PRESCRIPTION MEDICINES**

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

- Yes
- No → *Go to Question 57a*

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

- Never
- Sometimes
- Usually
- Always

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

- Yes
- No

**ACCESS TO DENTAL CARE**

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

- Yes
- No

57b. In the last 6 months, did your child go to a dentist's office or clinic for care?

- Yes
- No → *Go to Question 57d*

57c. In the last 6 months, how often did the dentists or dental staff explain what they were doing while treating your child?

- Never
- Sometimes
- Usually
- Always



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

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

57e. Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist for your child?

- 
- 0 1 2 3 4 5 6 7 8 9 10
- Extremely Difficult Extremely Easy

**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







897-12



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 la encuesta 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 (aquellos con impedimentos de audición, favor llamar al 1-888-631-2097).

**INSTRUCCIONES PARA EL CUESTIONARIO**

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

Marca  
Correcta 

Marca  
Incorrecta   

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

- Sí ➔ *Pase a la Pregunta 1*
- No

↓ **COMIENCE AQUI** ↓

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

- Sí ➔ *Pase a la pregunta 3*
- No

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

\_\_\_\_\_

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

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

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

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





## LA ATENCIÓN MÉDICA QUE RECIBIÓ DE ESPECIALISTAS

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

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

Sí  
 No → *Pase a la pregunta 28*

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

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

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

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

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

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

## SU PLAN DE SALUD

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

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

Sí  
 No → *Pase a la pregunta 30*

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

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

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

Sí  
 No → *Pase a la pregunta 33*

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

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

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

Nunca  
 A veces  
 La mayoría de las veces  
 Siempre

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

Sí  
 No → *Pase a la pregunta 35*

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

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 35e*

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

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

## PREGUNTAS ADICIONALES

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

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

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

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 podría confiar en el doctor u otro proveedor de salud con su cuidado médico?

- Sí, definitivamente
- Sí, algo
- No

## ACCESO A CUIDADO DENTAL

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

- Sí
- No





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

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

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

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

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

- Sí
- No
- No sé

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

- Sí
- No
- No sé

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

- Sí
- No

46. Que usted sepa, ¿tiene alguna de las siguientes enfermedades? Marque una o más.

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

47. ¿Alguna vez le ha dicho un doctor que usted tiene alguna de las siguientes enfermedades? Marque una o más.

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

48. En los últimos 6 meses, ¿recibió usted atención médica 3 veces o más para la misma enfermedad o problema?

- Sí
- No → *Pase a la pregunta 50*

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 52*

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

- Sí
- No

52. ¿Qué edad tiene?

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



53. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

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

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

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

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

57. ¿Le ayudó alguien a completar esta encuesta?

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

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

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

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

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

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



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**INSTRUCCIONES PARA EL CUESTIONARIO**

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

Marca  
Correcta ●

Marca  
Incorrecta



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

- Sí → *Pase a la Pregunta 1*
- No

↓ **COMIENCE AQUI** ↓

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

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

- Sí → *Pase a la pregunta 3*
- No

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

\_\_\_\_\_

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

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

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

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



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

- Sí
- No

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

- Sí
- No

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

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

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

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

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No → *Pase a la pregunta 19*

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

- Sí
- No

## SERVICIOS ESPECIALIZADOS

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

- Sí
- No → *Pase a la pregunta 22*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 25*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 28*

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

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

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

- Sí
- No

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

- Sí
- No → *Pase a la pregunta 30*

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

- Sí
- No

### EL DOCTOR PERSONAL DE SU NIÑO

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

- Sí
- No → *Pase a la pregunta 45*

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

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



- 31a. En los últimos 6 meses, ¿con qué frecuencia se le hizo difícil hablar o entender al doctor personal de su niño porque hablaban idiomas diferentes?
- Nunca
  - A veces
  - La mayoría de las veces
  - Siempre
32. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas sobre la salud de su niño de una manera fácil de entender?
- Nunca
  - A veces
  - La mayoría de las veces
  - Siempre
33. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le escuchó a usted con atención?
- Nunca
  - A veces
  - La mayoría de las veces
  - Siempre
34. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño demostró respeto por lo que usted tenía que decir?
- Nunca
  - A veces
  - La mayoría de las veces
  - Siempre
35. ¿Su niño puede hablar con los doctores sobre su atención médica?
- Sí
  - No → *Pase a la pregunta 37*

36. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño le explicó las cosas a su niño de una manera fácil de entender?
- Nunca
  - A veces
  - La mayoría de las veces
  - Siempre
37. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño pasó suficiente tiempo con su niño?
- Nunca
  - A veces
  - La mayoría de las veces
  - Siempre
38. En los últimos 6 meses, ¿habló el doctor personal de su niño con usted sobre cómo su niño se estaba sintiendo, estaba creciendo o se estaba comportando?
- Sí
  - No
39. En los últimos 6 meses, ¿atendió a su niño algún doctor u otro profesional médico además de su doctor personal?
- Sí
  - No → *Pase a la pregunta 41*
40. En los últimos 6 meses, ¿con qué frecuencia el doctor personal de su niño parecía estar informado y al día acerca de la atención que su niño había recibido de estos doctores u otros profesionales médicos?
- Nunca
  - A veces
  - La mayoría de las veces
  - Siempre





57. ¿Alguien del plan de salud, consultorio médico o clínica de su niño le ayudó a conseguir las medicinas recetadas para su niño?

- Sí
- No

### ACCESO A CUIDADO DENTAL

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

- Sí
- No

57b. En los últimos 6 meses, ¿fué su niño a una oficina o clínica de un dentista para cuidado?

- Sí
- No → *Pase a la pregunta 57d*

57c. En los últimos 6 meses, ¿con qué frecuencia el personal dental o el dentista le explicaron lo que le hacían mientras trataron a su niño?

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

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

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

57e. Usando un número del 0 al 10, el 0 siendo extremadamente difícil y el 10 extremadamente fácil, ¿qué número usaría para calificar cuán fácil le fue encontrar un dentista para su niño?

- 
- 0 1 2 3 4 5 6 7 8 9 10
- Extremadamente difícil                      Extremadamente fácil

### ACERCA DE USTED Y DE SU NIÑO

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

- Excelente
- Muy buena
- Buena
- Regular
- Mala

59. En general, ¿cómo calificaría toda la salud mental o emocional de su niño?

- Excelente
- Muy buena
- Buena
- Regular
- Mala

60. ¿Actualmente necesita o usa su niño una medicina recetada por un doctor (aparte de vitaminas)?

- Sí
- No → *Pase a la pregunta 63*

61. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 63*

62. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No



63. ¿Necesita o usa su niño más servicios médicos, de salud mental o educativos de lo que es normal para la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 66*

64. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 66*

65. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

66. ¿Está su niño limitado o impedido de alguna manera en su habilidad de hacer lo que pueden hacer la mayoría de los niños de la misma edad?

- Sí
- No → *Pase a la pregunta 69*

67. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 69*

68. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

69. ¿Necesita o recibe su niño terapia especial, tal como terapia física, ocupacional o del habla?

- Sí
- No → *Pase a la pregunta 72*

70. ¿Es esto debido a alguna condición médica, de comportamiento u otra condición de salud?

- Sí
- No → *Pase a la pregunta 72*

71. ¿Es ésta una condición que ha durado o que se espera que dure por lo menos 12 meses?

- Sí
- No

72. ¿Tiene su niño algún problema emocional, de desarrollo o de comportamiento, para el cual necesita o recibe tratamiento o consejería?

- Sí
- No → *Pase a la pregunta 74*

73. ¿Ha durado este problema o se espera que dure por lo menos 12 meses?

- Sí
- No

74. ¿Qué edad tiene su niño?

- Menos de un año

AÑOS (escriba la respuesta)

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

- Masculino
- Femenino

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

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



77. ¿A qué raza pertenece su niño?

Marque una o más.

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

78. ¿Qué edad tiene usted?

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

79. ¿Es usted hombre o mujer?

- Hombre
- Mujer

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

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

81. ¿Qué relación tiene con el niño?

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

82. ¿Le ayudó alguien a completar esta encuesta?

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

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

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

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

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

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





898-11



11

CZPCS



898-12



12

CZPCS

## DIAL.SCREEN

DS. INTERVIEWER: YOU MAY DO THE INTERVIEW WITH ONLY THE [NAMED  
RESPONDENT. NO PROXIES WILL BE ACCEPTED/PARENT/GUARDIAN/OR ADULT WHO  
KNOWS MOST ABOUT [MEMBER NAME] 'S HEALTH CARE] .

PHONE NUMBER ---> [ 1 CELL PHONE - HAND DIAL (###) ### - ##### /\*\*\*  
\*\*\*-\*\*\*\*]

Hello, I'm calling about a health care survey on behalf of  
[HEALTH PLAN NAME]. This call will be recorded and may be  
monitored for quality and  
training purposes. May I please speak with [[MEMBER FIRST NAME]  
[MEMBER LAST NAME]/the person who knows the most about [NAME OF  
CHILD]'s health care)?

We are conducting an important study to find out how satisfied  
[people/families] are with [HEALTH PLAN NAME]. The results of the  
study will help [HEALTH PLAN NAME] 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/your child's] health care or benefits in any way.

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
11. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)

IF DIAL.SCREEN = 01, GO TO START2

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/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
5. R - DOES NOT WANT TO BE RECORDED (VOLUNTEERED)

IF MAIL.SCREEN = 1, GO TO START2  
RETURN TO COVERSHEET

## SEX

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

1. MALE
2. FEMALE

## SPAN.VAR

(IWER: ENTER LANGUAGE TO BE USED DURING INTERVIEW)

("DK" NOT ALLOWED)

1. Spanish
2. English

MEMBER

Q1. / MEMBER

[/I will be asking you about [NAME OF CHILD]'s health care. Please answer these questions based on the experiences you have had in getting health care for [NAME OF CHILD], and not on any experiences you may have had getting care for yourself or other members of your family.]

Our records show that [you/your child] [are/is] now in [HEALTH PLAN NAME]. Is that right?

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

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

DK/REFUSAL/NOT ASCERTAINED

NPLNAME

Q2. / NPLNAME

What is the name of [your/your child's] health plan?

("DK" NOT ALLOWED)

[ENTER 1 IF R SAYS [HEALTH PLAN NAME]]

[(ENTER 5 IF R SAYS: MEDICAID)]

(IF R SAYS SOMETHING CLOSE TO [HEALTH PLAN NAME], 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/CHILD] NO LONGER INSURED (BY MEDICAID) ----> NO.INSUR
- 5. [RESPONDENT/CHILD] INSURED BY MEDICAID BUT DOESN'T ----> CK.PLMSTCR  
KNOW PLAN NAME

PLNAME

Q2a. / PLNAME

(IWER: ENTER NAME OF HEALTH PLAN)

(VERIFY SPELLING BEFORE CONTINUING)

\_\_\_\_\_

CK.PLMSTCR:

-----

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

INTRO.INCARE

INTRO.INCARE

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

INCARE

Q3. / INCARE

In the last [12/6] months, did [you/your child] have an illness, injury, or condition that NEEDED CARE RIGHT AWAY in a clinic, emergency room, or doctor's office?

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

DK/REFUSAL/NOT ASCERTAINED --> APMAKE4

CARSN4

Q4. / CARSN4

In the last [12/6] months, when [you/your child] NEEDED CARE RIGHT AWAY, how often did [you/your child] get care as soon as [you/+[he/she]] needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

APMAKE4

Q5. / APMAKE4

In the last [12/6] months, did you make any appointments for a CHECK-UP OR ROUTINE CARE [/for your child] at a doctor's office or clinic?

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

DK/REFUSAL/NOT ASCERTAINED --> OFCTIM4

APGET4

Q6. / APGET4

In the last [12/6] 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 [for a CHECK-UP OR ROUTINE CARE at a doctor's office or clinic/] as soon as [you/your child] needed? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

OFCTIM4

Q7. / OFCTIM4

In the last [12/6] months, NOT counting the times [you/your child] went to an emergency room, how many times did [you/+[he/she]] go to a doctor's office or clinic [to get health care for yourself/to get health care]

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

(IWER: IF NEEDED CLARIFY: "Please don't include dental care [you/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 &lt;05 THEN GO TO PRSNLD4

IF OFCTIM4=0 OR DK/REFUSAL AND QNAIRE &gt;05 THEN GO TO CHSCHL

PRVENT5

Q8. / PRVENT5

In the last [12/6] months, did you and [a/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

IF qnaire<5 then go to RXSTP

OFTQUES

[0/0/0/0/9/9]. / OFTQUES

In the last [12/6] months, how often did you have your questions answered by your child's doctor or other health providers? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RXSTP

[9/9/9/9/10/10]. / RXSTP

In the last [12/6] months, did you and [a/your child's] doctor or other health provider talk about starting or stopping a prescription medicine [/for your child] ?

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

DK/REFUSAL/NOT ASCERTAINED --> RTALLCR

NRXWHY

[10/10/10/10/11/11]. / NRXWHY

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED



NRXWYNT

[11/11/11/11/12/12]. / NRXWYNT

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RXBST

[12/12/12/12/13/13]. / 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 [you/your child]?

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

RTALLCR

[13/13/13/13/14/14]. / 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/your child's] health care in the last [12/6] months?

(IF NEEDED: "Please do not include any dental care [you/your child] may have received.")

00        01    02    03    04    05    06    07    08    09        10

DK/REFUSAL/NOT ASCERTAINED

CARNES4

[14/14/14/14/15/15]. / CARNES4

In the last [12/6] months, how often was it easy to get the care, tests, or treatment [you/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

[0/0/0/0/16/16]. / CHSCHL

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

- 1. YES
- 2. NO -----> MEDEQUIP

DK/REFUSAL/NOT ASCERTAINED --> MEDEQUIP

CONTSCHL

[0/0/0/0/17/17]. / CONTSCHL

In the last [12/6] 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

[0/0/0/0/18/18]. / HELPCONT

In the last [12/6] 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

[0/0/0/0/19/19]. / MEDEQUIP

Special medical equipment or devices include a walker, wheelchair, nebulizer, feeding tubes, or oxygen equipment. In the last [12/6] 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

[0/0/0/0/20/20]. / EZMDEQ

In the last [12/6] 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

[0/0/0/0/21/21]. / 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

[0/0/0/0/22/22]. / SPCTHY

In the last [12/6] 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

[0/0/0/0/23/23]. / EZTHP

In the last [12/6] 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

[0/0/0/0/24/24]. / 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

[0/0/0/0/25/25]. / TCPBLM

In the last [12/6] 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

[0/0/0/0/26/26]. / EZTC

In the last [12/6] 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

[0/0/0/0/27/27]. / HELPTC

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

- 1. YES
- 2. NO

DK/REFUSAL/NOT ASCERTAINED

PLUSCARE

[0/0/0/0/28/28]. / PLUSCARE

In the last [12/6] 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

[0/0/0/0/29/29]. / HLPCOORD

In the last [12/6] 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

[15/15/15/15/30/30]. / PRSNLD4

A personal doctor is the one [you/your child] would see if [you/+[he/she]] [need/needs] a check-up, [want advice about a health problem,/has a health problem,] or [get/gets] sick or hurt.

[Do you/Does your child] have a personal doctor?

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRTMS

[16/16/16/16/31/31]. / DRTMS

In the last [12/6] months, how many times did [you/your child] visit [your/+[his/her]] personal doctor [to get care for yourself/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

IF QNAIRE= ADULT MEDICAID (02), GO TO DREXPL4

PBDRLNG

31a. / PBDRLANG

In the last [12/6] months, how often did you have a hard time speaking with or understanding your child's personal doctor because you spoke different languages? Would you say...?

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DREXPL4

[17/17/17/17/32/32]. / DREXPL4

In the last [12/6] months, how often did [your/your child's] personal doctor explain things [/about your child's health] in a way that was easy to understand? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRLSTN4

[18/18/18/18/33/33]. / DRLSTN4

In the last [12/6] months, how often did [your/your child's] personal doctor listen carefully to you? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DRESPU4

[19/19/19/19/34/34]. / DRESPU4

In the last [12/6] months, how often did [your/your child's] personal doctor show respect for what you had to say? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CABLTLK

[0/0/20/20/35/35]. / CABLTLK

Is your child able to talk with doctors about [your/+[his/her]] health care?

- 1. YES
- 2. NO -----> DRTMEN4

DK/REFUSAL/NOT ASCERTAINED --> DRTMEN4

## CDREXPL

[0/0/21/21/36/36]. / CDREXPL

In the last [12/6] 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

[20/20/22/22/37/37]. / DRTMEN4

In the last [12/6] months, how often did [your/your child's] personal doctor spend enough time with [you/your child] ? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## DRTLKU

[0/0/23/23/38/38]. / DRTLKU

In the last [12/6] months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

## DIFFDR

[21/21/24/24/39/39]. / DIFFDR

In the last [12/6] months, did [you/your child] get care from a doctor or other health provider besides [your/+[his/her]] personal doctor?

1. YES
2. NO -----> RATEDR4

DK/REFUSAL/NOT ASCERTAINED --&gt; RATEDR4



DRINFO

[22/22/25/25/40/40]. / DRINFO

In the last [12/6] months, how often did [your/your child's] personal doctor seem informed and up-to-date about the care [you/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

[23/23/26/26/41/41]. / 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/your child's] personal doctor?

00            01    02    03    04    05    06    07    08    09            10

DK/REFUSAL/NOT ASCERTAINED

COND3MO

[0/0/0/0/42/42]. / COND3MO

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

- 1. YES
- 2. NO -----> INTRO.SPDR

DK/REFUSAL/NOT ASCERTAINED --> INTRO.SPDR

DRUNCON

[0/0/0/0/43/43]. / 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

[0/0/0/0/44/44]. / 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 you got when you stayed overnight in a hospital. /dental visits or care your child got when (he/she) stayed overnight in a hospital.]

NDSPDR4

[24/24/27/27/45/45]. / 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 [12/6] months, did you make any appointments [/for your child] to see a specialist?

(CLARIFY IF NEEDED: "Specialists are doctors who specialize in one area of health care. Please include all doctors you consider to be specialists, but do not include any dental visits.")

(IWER: IF RESPONDENT ASKS IF A PARTICULAR TYPE OF DOCTOR IS A SPECIALIST, CLARIFY, "I don't have any information about that, so please just interpret it however it seems best to you.")

(CLARIFY IF NEEDED: "You can interpret this question however it seems best to you.")

- 1. YES
- 2. NO -----> INTRO.PLAN

DK/REFUSAL/NOT ASCERTAINED --> INTRO.PLAN

PRBSEE4

[25/25/28/28/46/46]. / PRBSEE4

In the last [12/6] 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

[26/26/29/29/47/47]. / SPDRS

How many specialists [have/has] [you/your child] seen in the last [12/6] 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/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

[27/27/30/30/48/48]. / RTSPDR4

We want to know your rating of the specialist [you/your child] saw most often in the last [12/6] months.

Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

(Clarify if necessary: "Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.")

00      01    02    03    04    05    06    07    08    09      10

DK/REFUSAL/NOT ASCERTAINED

INTRO.PLAN  
INTRO.PLAN

Now I'm going to ask you some questions about your experience with  
[your/your child's] health plan.

LOOMAT4  
[28/28/0/0/0/0]. / LOOMAT4

In the last [12/6] months, did you look for any information in written  
materials or on the Internet about how your health plan works?

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

DK/REFUSAL/NOT ASCERTAINED --> CK.LOOSVC

UNDINF4  
[29/29/0/0/0/0]. / UNDINF4

In the last [12/6] 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)

CK.LOOSVC  
IF qnaire=02 then go to CLCSRV4

LOOSVC  
[30/0/0/0/0/0]. / LOOSVC

Sometimes people need services or equipment beyond what is provided in a  
regular or routine office visit, such as care from a specialist,  
physical therapy, a hearing aid, or oxygen.

In the last 12 months, did you look for information from your health  
plan on how much you would have to pay for a health care service or  
equipment?

- 1. YES
- 2. NO -----> LOOMED

DK/REFUSAL/NOT ASCERTAINED --> LOOMED

FNDSVC

[31/0/0/0/0/0]. / FNDSVC

In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for a health care service or equipment? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

LOOMED

[32/0/0/0/0/0]. / LOOMED

In some health plans the amount you pay for a prescription medicine can be different for different medicines, or can be different for prescriptions filled by mail instead of at the pharmacy.

In the last 12 months, did you look for information from your health plan on how much you would have to pay for specific prescription medicines?

- 1. YES
- 2. NO -----> CLCSRV4

DK/REFUSAL/NOT ASCERTAINED --> CLCSRV4

FNDMED

[33/0/0/0/0/0]. / FNDMED

In the last 12 months, how often were you able to find out from your health plan how much you would have to pay for specific prescription medicines? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLCSRV4

[34/30/31/31/49/49]. / CLCSRV4

In the last [12/6] months, did you get information or help from [your health plan's customer service/customer service at your child's health plan] ?

- 1. YES
- 2. NO -----> PLPRWK4

DK/REFUSAL/NOT ASCERTAINED --> PLPRWK4

PBCLCS4

[35/31/32/32/50/50]. / PBCLCS4

In the last [12/6] months, how often did [your health plan's customer service/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

[36/32/33/33/51/51]. / CSRESP

In the last [12/6] months, how often did [your health plan's/] 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

[37/33/34/34/52/52]. / PLPRWK4

In the last [12/6] months, did [your/your child's] health plan give you any forms to fill out?

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

DK/REFUSAL/NOT ASCERTAINED --> CK.SNDCLMS

PBPLPW4

[38/34/35/35/53/53]. / PBPLPW4

In the last [12/6] months, how often were the forms from [your/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)

CK.SNDCLMS

SNDCLM4

[39/0/0/0/0/0]. / SNDCLM4

Claims are sent to a health plan for payment. You may send in the claims yourself, or doctors, hospitals, or others may do this for you.

In the last [12/6] months, did you or anyone else send in any claims for your care to your health plan?

- 1. YES
- 2. NO -----> RTPLEXP
- 3. DON'T KNOW (DO NOT PROBE) --> RTPLEXP
- 9. REFUSAL/NOT ASCERTAINED ----> RTPLEXP

CLMTMR4

[40/0/0/0/0/0]. / CLMTMR4

In the last [12/6] months, how often did your health plan handle your claims quickly? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?
- 5. DON'T KNOW (DO NOT READ) (DO NOT PROBE)
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

CLMCRCT

[41/0/0/0/0/0]. / CLMCRCT

In the last [12/6] months, how often did your health plan handle [your/your child's] claims correctly? Would you say...

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?
  
- 5. DON'T KNOW (DO NOT READ) (DO NOT PROBE)
  
- 9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTPLEXP

[42/35/36/36/54/54]. / 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/your child's] health plan?

00            01    02    03    04    05    06    07    08    09        10

DK/REFUSAL/NOT ASCERTAINED

IF QNAIRE= CHILD MED W/CCC (07), GO TO CHPRES

HPMDEQ

[0/35.01/0/0/0/0]. / HPMDEQ

In the last [12/6] months, did you have a health problem for which you needed special medical equipment, such as a cane, a wheelchair, or oxygen equipment?

- 1. YES
- 2. NO -----> POSTHP

DK/REFUSAL/NOT ASCERTAINED --> POSTHP



## EZMDHP

[0/35.02/0/0/0/0]. / EZMDHP

In the last [12/6] months, how often was it easy to get the medical equipment you needed through your health plan? Would you say...?

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## POSTHP

[0/35.03/0/0/0/0]. / POSTHP

In the last [12/6] months, did you have any health problems that needed special therapy, such as physical, occupational, or speech therapy?

1. YES
2. NO -----> INTRO.DTLK

DK/REFUSAL/NOT ASCERTAINED --> INTRO.DTLK

## EZPOST

[0/35.04/0/0/0/0]. / EZPOST

In the last [12/6] months, how often was it easy to get the special therapy you needed through your health plan? Would you say...?

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

INTRO.DTLK  
INTRO.DTLK

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

DTLKTF  
[0/35.5/0/0/0/0]. / DTLKTF

In the last [12/6] months, how often did a doctor or other health provider talk too fast when talking to you? Would you say...?

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## DINTER

[0/35.6/0/0/0/0]. / DINTER

In the last [12/6] months, how often did a doctor or other health provider interrupt you when you were talking? Would you say...?

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## DRRUDE

[0/35.7/0/0/0/0]. / DRRUDE

In the last [12/6] months, how often did a doctor or other health provider use a condescending, sarcastic or rude tone or manner with you? Would you say...?

(READ LIST IF NECESSARY)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## TRUSTDR

[0/35.8/0/0/0/0]. / TRUSTDR

In the last [12/6] months, did you feel you could trust a doctor or other health provider with your medical care?

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

## REGDENT

[0/35.9/0/0/0/57.01]. / REGDENT

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

[Do you/Does your child] have a regular dentist?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

## GODENT

[0/35.10/0/0/0/57.02]. / GODENT

In the last 6 months, did [you/your child] go to a dentist's office or clinic for care?

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

IF QNAIRE = ADULT MEDICAID (02) AND GODENT <> YES, GO TO CK.DENTSOON  
IF QNAIRE = CHILD MEDICAID W/CCC (07) AND GODENT <> YES, GO TO DNTASAP

## DENTEXPL

[0/35.11/0/0/0/57.03]. / DENTEXPL

In the last [12/6] months, how often did [your/your child's] dentist or dental staff explain what they were doing while treating [you/your child]? Would you say...

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

CK.DENTSOON

IF QNAIRE = CHILD MEDICAID W/CCC (07), GO TO DNTASAP

DENTSOON

[0/35.12/0/0/0/0]. / DENTSOON

If you tried to get an appointment for yourself with a dentist who specializes in a particular type of dental care (such as root canals or gum disease) in the last 6 months, how often did you get an appointment as soon as you wanted?

(READ LIST)

- 1. NEVER,
- 2. SOMETIMES,
- 3. USUALLY, OR
- 4. ALWAYS?
  
- 5. DID NOT TRY TO GET AN APPOINTMENT WITH A SPECIALIST DENTIST IN THE LAST 6 MONTHS (DO NOT READ)

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

DNTASAP

[0/35.13/0/0/0/57.04]. / DNTASAP

In the last [12/6] months, if [you/your child] needed to see a dentist right away because of a DENTAL EMERGENCY, did [you/+[he/she]] get to see a dentist as soon as you wanted? Would you say...

(IWER: IF R RESPONDS WITH "YES/NO" PLEASE PROBE WITH RESPONSE OPTIONS)

(READ LIST)

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

DK/REFUSAL/NOT ASCERTAINED (DO NOT READ)

RTDENT

[0/35.14/0/0/0/57.03]. / RTDENT

Using any number from 0 to 10, where 0 is extremely difficult and 10 is extremely easy, what number would you use to rate how easy it was for you to find a dentist [/for your child] ?

00          01    02    03    04    05    06    07    08    09          10

DK/REFUSAL/NOT ASCERTAINED

GO TO HLTSTA4

CHPRES

[0/0/0/0/55/55]. / CHPRES

In the last [12/6] months, did you get or refill any prescription medicines for your child?

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

DK/REFUSAL/NOT ASCERTAINED --> REGDENT

EZPRES

[0/0/0/0/56/56]. / EZPRES

In the last [12/6] months, how often was it easy to get prescription medicines for your child through [your/+[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

[0/0/0/0/57/57]. / 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

IF QNAIRE = CHILD MEDICAID W/CCC, GO TO REGDENT

HLTSTA4

[43/36/37/37/58/58]. / HLTSTA4

[/I have just a few more questions.]

In general, how would you rate [your/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

[44/37/38/38/59/59]. / MNTLSTAT

In general, how would you rate [your/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

[0/0/0/0/60/60]. / 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

[0/0/0/0/61/61]. / WHYMEDA

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

- 1. YES
- 2. NO -----> MOREMED

DK/REFUSAL/NOT ASCERTAINED --> MOREMED

WHYMEDB

[0/0/0/0/62/62]. / 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

[0/0/0/0/63/63]. / 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

[0/0/0/0/64/64]. / WHYMOREA

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

- 1. YES
- 2. NO -----> LIMITED

DK/REFUSAL/NOT ASCERTAINED --> LIMITED

WHYMOREB

[0/0/0/0/65/65]. / 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

[0/0/0/0/66/66]. / LIMITED

Is your child limited or prevented in any way in [your/+[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

[0/0/0/0/67/67]. / WHYLIMA

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

1. YES
2. NO -----> SPECTHP

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

## WHYLIMB

[0/0/0/0/68/68]. / 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

[0/0/0/0/69/69]. / SPECTHP

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

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

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

## WHYSTA

[0/0/0/0/70/70]. / WHYSTA

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

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

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

## WHYSTB

[0/0/0/0/71/71]. / 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

[0/0/0/0/72/72]. / CHCOUNS

Does your child have any kind of emotional, developmental, or behavioral problem for which [you/+[he/she]] needs or gets treatment or counseling?

1. YES
2. NO -----> CAGE

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

## TIMCOUNA

[0/0/0/0/73/73]. / TIMCOUNA

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

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

## FLUSHOTQ

[45/38/0/0/0/0]. / FLUSHOTQ

Have you had either a flu shot or flu spray in the nose since July 1, 2015?

1. YES
2. NO
3. DON'T KNOW
9. REFUSAL/NOT ASCERTAINED (DO NOT READ)

## NOWSMOK

[46/39/0/0/0/0]. / 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

[47/40/0/0/0/0]. / ADVQUIT9

In the last [12/6] 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

[48/41/0/0/0/0]. / PATCH9

In the last [12/6] 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

[49/42/0/0/0/0]. / WILLPWR9

In the last [12/6] 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

[50/43/0/0/0/0]. / 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

[51/44/0/0/0/0]. / 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

[52/45/0/0/0/0]. / 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)

[53/46/0/0/0/0].(1-3) / PHAWCD.(1-3)

[First,/(Next/How About...)]

1. "High cholesterol"
2. "High blood pressure"
3. "Parent or sibling who had a heart attack before the age of 60"
- ?

(IWER IF NECESSARY: "Are you aware if you have this condition?")

1. YES
2. NO

DK/REFUSAL/NOT ASCERTAINED

INTRO.DRCOND

INTRO.DRCOND

When I read the following list, please tell me if a doctor has ever told you that you have any of these conditions.

PHDRCD.(1-4)

[54/47/0/0/0/0].(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

[55/48/0/0/0/0]. / SMPROB

[I have just a few more questions./]

In the last [12/6] months, did you get health care 3 or more times for the same condition or problem?

1. YES
2. NO -----> TKMED

DK/REFUSAL/NOT ASCERTAINED --> TKMED

## PRBLST

[56/49/0/0/0/0]. / 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

[57/50/0/0/0/0]. / TKMED

Do you now need or take medicine prescribed by a doctor? [/Please do NOT include birth control.]

1. YES
2. NO -----> QAGE4

DK/REFUSAL/NOT ASCERTAINED --> QAGE4

## TRTCOND

[58/51/0/0/0/0]. / 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

[59/52/0/0/0/0]. / 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

[60/53/0/0/0/0]. / QGENDER

(IWER: RECORD RESPONDENT'S SEX.)

(ASK IF NECESSARY, "Are you male or female?")

1. MALE
2. FEMALE

DK/REFUSAL/NOT ASCERTAINED

CAGE

[0/0/39/39/74/74]. / CAGE

[/I have just a few more questions.]

What is YOUR CHILD'S age?

(IWER: ENTER 00 IF LESS THAN 1 YEAR OLD)

(IWER: DO NOT ROUND UP)

(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

[0/0/39/39/74/74]a. / 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

IF cage>18 and cage<>99 then go to ALL.DONE

CGENDER

[0/0/40/40/75/75]. / CGENDER

(IF NEEDED: "Is your child male or female?")

1. MALE
2. FEMALE

REFUSAL/NOT ASCERTAINED

LATINO

[62/55/41/41/76/76]. / LATINO

[Are/Is] [you/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/your child's] race. I must ask you about all categories in case more than one applies.



PQRACE3.(1-6)  
[63/56/42/42/77/77].(1-6) / PQRACE3.(1-6)

[(Are you)/(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/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/your child's] race?)

---

PAGE

[0/0/43/43/78/78]. / 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

[0/0/44/44/79/79]. / PGENDER

(IWER: ENTER RESPONDENT'S SEX.)

(IWER: IF NECESSARY ASK, "Are you male or female?")

1. MALE
2. FEMALE

DK/REFUSAL/NOT ASCERTAINED

## EDUCAT

[61/54/45/45/80/80]. / 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

[0/0/46/46/81/81]. / 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?